INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 ST CREW CAB 4X4
Build Date	08/24/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	560

Claim Information

Claim #	[redacted]	**In Service Date**	12/19/2016
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	09/06/2016
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$113.59	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$113.59

Dealer Information

Code	[redacted]	**Name**	ALLEN SAMUELS DODGE CHRYSLER JEEP	**Zone**	63 DALLAS
Address	201 W LOOP 340 , WACO, TX 76712				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$113.59

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 SLT CREW CAB 4X4
Build Date	08/25/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	09/29/2016
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	09/12/2016
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$117.35	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$117.35

Dealer Information

Code	[redacted]	**Name**	CHRYSLER OF CULPEPER	**Zone**	35 WASHINGTON
Address	11030 JAMES MONROE HWY , CULPEPER, VA 22701				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$117.35

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 LARAMIE MEGA CAB 4X4
Build Date	08/26/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	09/23/2016
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	09/16/2016
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$109.22	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$109.22

Dealer Information

Code	[redacted]	**Name**	BOB BAKER CHRYSLER JEEP	**Zone**	71 LOS ANGELES
Address	5555 CAR COUNTRY DR , CARLSBAD, CA 92008				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$109.22

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 LARAMIE MEGA CAB 4X4
Build Date	08/26/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	09/23/2016
Claim Type	W - Warranty	**Repair Date**	09/19/2016
Claim Status	Paid	**Mileage (Miles)**	15

Expense

Labor	$0.00	**Sublet**	$25.83	**Part**	$0.00	**Total Paid**	$25.83

Dealer Information

Code	[redacted]	**Name**	BOB BAKER CHRYSLER JEEP	**Zone**	71 LOS ANGELES
Address	5555 CAR COUNTRY DR , CARLSBAD, CA 92008				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	25080140	DEF Fluid Top Off ; Vehicle Delivery Fill	40	FLUID HIGH OR LOW	68035704AC	FLUID	3	X	25.83	$0.00

RO Narratives

(RO) Customer Concern:

PRE-DELIVERY INSPECTION,CJDR. INSTALL LICENSE PLATE FRAMES AND INSERTS. *****SEND TO DETAIL WHEN COMPLETED*** NEW CAR PREP.INTERIOR/EXTERIOR DETAIL AND APPLY FINISHING TOUCH PRODUCT ON THE INTERIOR AND EXTERIOR OF VEHICLE.(05.06.03 g.c.) MANDATORY DEF FILL - [redacted]

(RO) Cause:

PDI DEF

(RO) Correction:

15 pdi 130 pdi PRE-DELIVERY INSPECTION,CJDR. INSTALL LICENSE PLATE FRAMES AND INSERTS. *****SEND TO DETAIL WHEN COMPLETED*** NEW CAR PREP.INTERIOR/EXTERIOR DETAIL AND APPLY FINISHING TOUCH PRODUCT ON THE INTERIOR AND EXTERIOR OF VEHICLE.(05.06.03 g.c.) NEW CAR PREP.INTERIOR/EXTERIOR DETAIL AND APPLY FINISHING TOUCH PRODUCT ON THE INTERIOR AND EXTERIOROF VEHICLE.(05.06.03 g.c.) 15 def fill filled with def fluid. FILL DEF FLUID PER TSB 25-006-13 LOP = 25-08-01-40

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 LARAMIE CREW CAB 4X4
Build Date	09/03/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	11/09/2016
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	09/22/2016
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$110.38	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$110.38

Dealer Information

Code	[redacted]	**Name**	GULF CHRYSLER-DODGE-JEEP INC	**Zone**	66 ORLANDO
Address	3781 S MCKENZIE ST , FOLEY, AL 36535				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$110.38

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 CREW CAB CHASSIS 4X4
Build Date	08/13/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	11/18/2016
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	09/23/2016
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$86.02	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$86.02

Dealer Information

Code	[redacted]	**Name**	GUPTON MOTORS INC	**Zone**	66	ORLANDO
Address	3450 TOM AUSTIN HIGHWAY , SPRINGFIELD, TN 37172					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$86.02

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 3500 LONGHORN MEGA CAB 4X4
Build Date	09/14/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	12/05/2016
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	09/30/2016
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$156.79	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$156.79

Dealer Information

Code	[redacted]	**Name**	EARNHARDT'S GILBERT DODGE INC	**Zone**	70	PHOENIX
Address	1301 NORTH ARIZONA AVENUE , GILBERT, AZ 85233					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$117.59
A	85900059	Road Ready ; Rear Wheel Flares - Both								$39.20

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 ST CREW CAB 4X4
Build Date	09/10/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	02/10/2017
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	10/06/2016
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$137.71	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$137.71

Dealer Information

Code	[redacted]	**Name**	SOUTHERN DODGE CHRYSLER JEEP RAM	**Zone**	35 WASHINGTON
Address	2747 N MILITARY HWY , NORFOLK, VA 23518				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$137.71

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 SLT CREW CAB 4X4
Build Date	09/07/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	560

Claim Information

Claim #	[redacted]	**In Service Date**	11/14/2016
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	10/07/2016
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$122.51	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$122.51

Dealer Information

Code	[redacted]	**Name**	ANCHORAGE CHRYSLER CENTER INC	**Zone**	70	PHOENIX
Address	2601 EAST 5TH AVENUE , ANCHORAGE, AK 99501					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$122.51

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 LONGHORN MEGA CAB 4X4
Build Date	09/14/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	12/05/2016
Claim Type	W - Warranty	**Repair Date**	10/10/2016
Claim Status	Paid	**Mileage (Miles)**	8

Expense

Labor	$0.00	**Sublet**	$34.44	**Part**	$0.00	**Total Paid**	$34.44

Dealer Information

Code	[redacted]	**Name**	EARNHARDT'S GILBERT DODGE INC	**Zone**	70 PHOENIX
Address	1301 NORTH ARIZONA AVENUE , GILBERT, AZ 85233				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	25080140	DEF Fluid Top Off ; Vehicle Delivery Fill	40	FLUID HIGH OR LOW	68035704AC	FLUID	4	X	34.44	$0.00

RO Narratives

(RO) Customer Concern:

PDI - PRE DELIVERY INSPECTION TRUCKS - 1.20 ADD DEF FLUID

(RO) Cause:

[redacted]

(RO) Correction:

16 PDI COMPLETE AND INSTALL REAR FENDERFLARES COMPLETE 160 PDI - PRE DELIVERY INSPECTION TRUCKS - 1.20 RAM TRUCK FENDER FLARES -PDI 16 FILL UP DEF IN TRUCK 0 ADD DEF FLUID

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 LARAMIE CREW CAB 4X4
Build Date	09/24/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	10/17/2016
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	10/19/2016
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$101.83	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$101.83

Dealer Information

Code	[redacted]	**Name**	RICHMOND DODGE	**Zone**	42 DETROIT
Address	3505 CHESTER BOULEVARD , RICHMOND, IN 47374				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$101.83

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 LARAMIE MEGA CAB 4X4
Build Date	08/26/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	09/23/2016
Claim Type	W - Warranty	**Repair Date**	10/19/2016
Claim Status	Paid	**Mileage (Miles)**	661

Expense

Labor	$59.65	**Sublet**	$138.88	**Part**	$0.00	**Total Paid**	$198.53

Dealer Information

Code	[redacted]	**Name**	RANCHO CHRYSLER JEEP DODGE	**Zone**	71 LOS ANGELES
Address	8010 BALBOA AVENUE , SAN DIEGO, CA 92111				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19850101	Wheel, steering and steering wheel covers ; Steering wheel	58	INTERNAL DEFECT	5NH65DX9AA	WHEEL	1	X	138.88	$59.65

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

661 complete 661 checked tire pressure 661 [redacted] replaced steering wheel assembly 661 checke dwindow operation,witech et sno codes could not duplicate

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 SLT CREW CAB 4X4
Build Date	10/03/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	12/29/2016
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	10/24/2016
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$102.85	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$102.85

Dealer Information

Code	[redacted]	**Name**	DAVE SMITH MOTORS	**Zone**	70 PHOENIX
Address	210 NORTH DIVISION , KELLOGG, ID 83837				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$102.85

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 SLT CREW CAB 4X4
Build Date	10/03/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	12/29/2016
Claim Type	W - Warranty	**Repair Date**	10/25/2016
Claim Status	Paid	**Mileage (Miles)**	16

Expense

Labor	$0.00	**Sublet**	$18.90	**Part**	$0.00	**Total Paid**	$18.90

Dealer Information

Code	[redacted]	**Name**	DAVE SMITH MOTORS	**Zone**	70 PHOENIX
Address	210 NORTH DIVISION , KELLOGG, ID 83837				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	25080140	DEF Fluid Top Off ; Vehicle Delivery Fill	40	FLUID HIGH OR LOW	68035700AC	FLUID	3	X	18.90	$0.00

RO Narratives

(RO) Customer Concern:

TOP OFF DIESEL EXHAUST FLUID CHRYSLER VEHICLE

(RO) Cause:

ADDED DEF AS PART OFPDI PROCESS

(RO) Correction:

[redacted] TOP OFF DIESEL EXHAUST FLUID CHRYSLER VEHICLE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 LARAMIE CREW CAB 4X4
Build Date	09/30/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	12/02/2016
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	10/27/2016
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$147.89	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$147.89

Dealer Information

Code	[redacted]	**Name**	LENOIR CITY CHRYSLER DODGE JEEP	**Zone**	66 ORLANDO
Address	1206 BROADWAY ST E , LENOIR CITY, TN 37772				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$110.92
A	85900059	Road Ready ; Rear Wheel Flares - Both								$36.97

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 ST CREW CAB 4X4
Build Date	10/17/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	01/13/2017
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	11/01/2016
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$171.53	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$171.53

Dealer Information

Code	[redacted]	**Name**	HUNTINGTON BEACH CHRYSLER JEEP	**Zone**	71 LOS ANGELES
Address	16701 BEACH BLVD , HUNTINGTON BEACH, CA 92647				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$171.53

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 LARAMIE CREW CAB 4X4
Build Date	09/24/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	10/17/2016
Claim Type	W - Warranty	**Repair Date**	11/01/2016
Claim Status	Paid	**Mileage (Miles)**	852

Expense

Labor	$50.92	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$50.92

Dealer Information

Code	[redacted]	**Name**	RICHMOND DODGE	**Zone**	42 DETROIT
Address	3505 CHESTER BOULEVARD , RICHMOND, IN 47374				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	22400242	Wheel Balance ; All four wheels	W3							$50.92

RO Narratives

(RO) Customer Concern:

C/S BAD VIBRATION AT 70 MPH, BELIVES MAY BE OUT OF BLANCE WHEEL

(RO) Cause:

.

(RO) Correction:

862 had vibration between 70 to 80mph.balanced all four tires, both front tireswere out left front was 8oz out and rightfront was 4.5oz out. smooth and straight. WHEELS-Balance (C)

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 SLT CREW CAB 4X4
Build Date	10/18/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	560

Claim Information

Claim #	[redacted]	**In Service Date**	02/20/2017
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	11/02/2016
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$119.83	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$119.83

Dealer Information

Code	[redacted]	**Name**	TOMBALL DODGE INC	**Zone**	63 DALLAS
Address	23777 SH 249 , TOMBALL, TX 77375				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$119.83

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 ST CREW CAB 4X4
Build Date	10/17/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	01/13/2017
Claim Type	W - Warranty	**Repair Date**	11/02/2016
Claim Status	Paid	**Mileage (Miles)**	2

Expense

Labor	$0.00	**Sublet**	$21.42	**Part**	$0.00	**Total Paid**	$21.42

Dealer Information

Code	[redacted]	**Name**	HUNTINGTON BEACH CHRYSLER JEEP	**Zone**	71 LOS ANGELES
Address	16701 BEACH BLVD , HUNTINGTON BEACH, CA 92647				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	25080140	DEF Fluid Top Off ; Vehicle Delivery Fill	40	FLUID HIGH OR LOW	68056278AC	FLUID	1	X	21.42	$0.00

RO Narratives

(RO) Customer Concern:
ADD DEF

(RO) Cause:
NA

(RO) Correction:
ADDED DEF FULID

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 ST CREW CAB 4X4
Build Date	09/22/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	560

Claim Information

Claim #	[redacted]	**In Service Date**	11/22/2016
Claim Type	W - Warranty	**Repair Date**	11/02/2016
Claim Status	Paid	**Mileage (Miles)**	4

Expense

Labor	$20.00	**Sublet**	$0.00	**Part**	$50.00	**Total Paid**	$70.00

Dealer Information

Code	[redacted]	**Name**	FENKELL AUTO SERVICES LTD	**Zone**	42	DETROIT
Address	6699 CHICAGO RD , WARREN, MI 48092					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08080110	Battery ; Single battery	B4	BATTERY FAILED TEST						$20.00
A	95200103	In Transit Repair ; Battery								$50.00

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 SLT CREW CAB 4X4
Build Date	10/18/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	01/30/2017
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	11/04/2016
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$113.40	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$113.40

Dealer Information

Code	[redacted]	**Name**	GLENN'S FREEDOM DODGE CHRYSLER	**Zone**	42 DETROIT
Address	1560 E NEW CIRCLE RD , LEXINGTON, KY 40509				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$113.40

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 LARAMIE CREW CAB 4X4
Build Date	10/26/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	12/30/2016
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	11/08/2016
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$130.25	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$130.25

Dealer Information

Code	[redacted]	**Name**	BLUEBONNET CHRY-DODGE	**Zone**	63	DALLAS
Address	547 S SEGUIN , NEW BRAUNFELS, TX 78130					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$130.25

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 ST CREW CAB 4X4
Build Date	09/22/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	560

Claim Information

Claim #	[redacted]	**In Service Date**	11/22/2016
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	11/09/2016
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$85.75	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$85.75

Dealer Information

Code	[redacted]	**Name**	BROWN MOTORS INC	**Zone**	42 DETROIT
Address	1922 HARBOR-PETOSKEY RD , PETOSKEY, MI 49770				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$85.75

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 CREW CAB CHASSIS 4X4
Build Date	08/13/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	11/18/2016
Claim Type	W - Warranty	**Repair Date**	11/11/2016
Claim Status	Paid	**Mileage (Miles)**	13

Expense

Labor	$0.00	**Sublet**	$25.83	**Part**	$0.00	**Total Paid**	$25.83

Dealer Information

Code	[redacted]	**Name**	GUPTON MOTORS INC	**Zone**	66 ORLANDO
Address	3450 TOM AUSTIN HIGHWAY , SPRINGFIELD, TN 37172				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	25080140	DEF Fluid Top Off ; Vehicle Delivery Fill	40	FLUID HIGH OR LOW	68035704AC	FLUID	3	X	25.83	$0.00

RO Narratives

(RO) Customer Concern:

FILL WITH DEF FLUID FOR DELIVERY

(RO) Cause:

LOW FLUID

(RO) Correction:

13 TOPPED OFF DEF FLUID FOR DELIVERY Fluid Top Off - Add Material only Vehicle Delivery Fill DIESEL EXHAUST FLUID

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

Fluid Top Off - Add Material only Vehicle Delivery Fill

(Claim) Cause:

LOW FLUID

(Claim) Correction:

13 TOPPED OFF DEF FLUID FOR DELIVERY

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 ST CREW CAB 4X4
Build Date	10/23/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	01/16/2017
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	11/16/2016
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$115.49	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$115.49

Dealer Information

Code	[redacted]	**Name**	LARSON DODGE	**Zone**	70 PHOENIX
Address	300 RIVER ROAD , PUYALLUP, WA 98371				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$115.49

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 SLT MEGA CAB 4X4
Build Date	10/26/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	11/30/2016
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	11/16/2016
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$109.31	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$109.31

Dealer Information

Code	[redacted]	**Name**	CLOVIS CHRYSLER DODGE JEEP RAM	**Zone**	71 LOS ANGELES
Address	395 W HERNDON AVE , CLOVIS, CA 93612				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$109.31

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 LARAMIE CREW CAB 4X4
Build Date	09/24/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	10/17/2016
Claim Type	W - Warranty	**Repair Date**	11/22/2016
Claim Status	Paid	**Mileage (Miles)**	2,047

Expense

Labor	$0.00	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$0.00

Dealer Information

Code	[redacted]	**Name**	RICHMOND DODGE	**Zone**	42 DETROIT
Address	3505 CHESTER BOULEVARD , RICHMOND, IN 47374				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	07000140	Coolant, Engine ; New vehicle prep only	40	FLUID HIGH OR LOW						$0.00

RO Narratives

(RO) Customer Concern:
CUSTOMER STATES LOW COOLANT LIGHT IS ON

(RO) Cause:
C/S COOLANT LEVEL LOW MESSAGE

(RO) Correction:
COOLANT, ENGINE-Add (MATERIAL ONLY) (D)

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 ST CREW CAB 4X4
Build Date	10/12/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	12/08/2016
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	11/23/2016
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$113.04	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$113.04

Dealer Information

Code	[redacted]	**Name**	LITHIA CHRYSLER JEEP DODGE	**Zone**	70	PHOENIX
Address	4540 GRUMMAN DR. , MEDFORD, OR 97504					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$113.04

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 3500 LONGHORN CREW CAB 4X4
Build Date	11/12/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	01/30/2017
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	12/09/2016
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$175.44	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$175.44

Dealer Information

Code	[redacted]	**Name**		**Zone**	63 DALLAS
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$131.58
A	85900059	Road Ready ; Rear Wheel Flares - Both								$43.86

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 SLT CREW CAB 4X4
Build Date	11/30/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	560

Claim Information

Claim #	[redacted]	**In Service Date**	03/14/2017
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	12/09/2016
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$127.73	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$127.73

Dealer Information

Code	[redacted]	**Name**	LAKESHORE CHRYSLER-DODGE-JEEP INC	**Zone**	63 DALLAS
Address	330 HOWZE BEACH ROAD , SLIDELL, LA 70461				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$127.73

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 ST CREW CAB 4X4
Build Date	09/10/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim #	[redacted]	**In Service Date**	02/10/2017
Claim Type	W - Warranty	**Repair Date**	12/13/2016
Claim Status	Paid	**Mileage (Miles)**	10

Expense

Labor	$0.00	**Sublet**	$47.53	**Part**	$0.00	**Total Paid**	$47.53

Code	[redacted]	**Name**	SOUTHERN DODGE CHRYSLER JEEP RAM	**Zone**	35 WASHINGTON
Address	2747 N MILITARY HWY , NORFOLK, VA 23518				

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	25080140	DEF Fluid Top Off ; Vehicle Delivery Fill	40	FLUID HIGH OR LOW	68035704AC	FLUID	4	X	47.53	$0.00

RO Narratives

(RO) Customer Concern:

PRE-DELIVERY INSPECTION / / VIRGINIA STATE INSPECTION APPLY ETCH NUMBER TO VEHICLE

(RO) Cause:

PDI NEW CAR

(RO) Correction:

19 performed predelivery inspection PRE-DELIVERY INSPECTION 10[redacted] VIRGINIA STATE INSPECTION 10[redacted] APPLY ETCH NUMBER TO VEHICLE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 LARAMIE CREW CAB 4X4
Build Date	11/22/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim #	[redacted]	**In Service Date**	01/23/2017
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	12/14/2016
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$154.31	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$154.31

Code	[redacted]	**Name**	HOBLIT CHRYSLER JEEP DODGE, INC.	**Zone**	71 LOS ANGELES
Address	801 MAIN STREET , WOODLAND, CA 95695				

Condition Code	LOP	LOP Desc
A	85900040	Road Ready ; Basic Prep
A	85900059	Road Ready ; Rear Wheel Flares - Both

Failure Code	Failure Desc	Part Number
NU	NEW VEHICLE PREP	

Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
				$115.73
				$38.58

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 ST CREW CAB 4X4
Build Date	11/26/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	560

Claim #	[redacted]	**In Service Date**	03/20/2017
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	12/15/2016
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$160.52	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$160.52

Code	[redacted]	**Name**	DULLES CHRYSLER DODGE JEEP RAM	**Zone**	35 WASHINGTON
Address	109 CATOCTIN CIR SE , LEESBURG, VA 20175				

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$160.52

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 LARAMIE CREW CAB 4X4
Build Date	11/29/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim #	[redacted]	**In Service Date**	01/16/2017
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	12/19/2016
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$148.04	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$148.04

Code	[redacted]	**Name**	LUSTINE DODGE JEEP	**Zone**	35 WASHINGTON
Address	14211 JEFFERSON DAVIS HWY , WOODBRIDGE, VA 22191				

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$148.04

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 ST CREW CAB 4X4
Build Date	12/01/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim #	[redacted]	**In Service Date**	01/27/2017
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	12/19/2016
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$99.78	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$99.78

Code	[redacted]	**Name**	TEAM DODGE CHRYSLER JEEP OF HUNTSVILLE	**Zone**	63 DALLAS
Address	130 I-45 SOUTH , HUNTSVILLE, TX 77340				

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$99.78

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 ST CREW CAB 4X4
Build Date	11/30/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	560

Claim #	[redacted]	**In Service Date**	01/02/2017
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	12/22/2016
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$117.53	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$117.53

Code	[redacted]	**Name**	LITHIA CHRYLER JEEP DODGE OF POCATELLO	**Zone**	70 PHOENIX
Address	2929 POLE LINE RD , POCATELLO, ID 83201				

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$117.53

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 LARAMIE CREW CAB 4X4
Build Date	09/02/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim #	[redacted]	**In Service Date**	01/03/2017
Claim Type	W - Warranty	**Repair Date**	12/28/2016
Claim Status	Paid	**Mileage (Miles)**	739

Expense

Labor	$110.91	**Sublet**	$191.21	**Part**	$0.00	**Total Paid**	$302.12

Code	[redacted]	**Name**	SLEEPY HOLLOW CHRYSLER DODGE	**Zone**	51 CHICAGO
Address	1310 NORTH MAIN STREET , VIROQUA, WI 54665				

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85411604	Driveline/PTU/Transfer Case Mechanical, Trouble Not Found ; Other	OD		05136035AB	LUBRICANT	4	X	191.21	$110.91

RO Narratives

(RO) Customer Concern:

Customer states LET OFF THROTTLE @ 60 MPH REAR END WHINES. WHEN LETTING OFF THE GAS

(RO) Cause:

testdrove, does have some noise from rear diff. at higher speeds.

(RO) Correction:

fluid level full in rear diff. removed rear diff. cover. gear pattern and backlash good. .008" and all within spec.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 LARAMIE CREW CAB 4X4
Build Date	10/26/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim #	[redacted]	**In Service Date**	12/30/2016
Claim Type	W - Warranty	**Repair Date**	12/30/2016
Claim Status	Paid	**Mileage (Miles)**	23

Expense

Labor	$141.10	**Sublet**	$285.74	**Part**	$0.00	**Total Paid**	$426.84

Code	[redacted]	**Name**	BLUEBONNET CHRY-DODGE	**Zone**	63	DALLAS
Address	547 S SEGUIN , NEW BRAUNFELS, TX 78130					

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08190701	Module, transfer case/drivetrain control			68250127AA	MODULE	1		176.40	$65.12
A	08190701	Module, transfer case/drivetrain control			68216944AA	ACTUATOR	1	X	109.34	$65.12
A	08463415	Actuator/Motor, Axle Locker ; Actuator - Front Axle Disconnect	X2	SPLIT, CUT OR TORN	68250127AA	MODULE	1		176.40	$75.98
A	08463415	Actuator/Motor, Axle Locker ; Actuator - Front Axle Disconnect	X2	SPLIT, CUT OR TORN	68216944AA	ACTUATOR	1	X	109.34	$75.98

RO Narratives

(RO) Customer Concern:

General Concern #1 [Customer statesservice 4x4 lite is on and making grinding noise] PERFORMED TIRE INSPECTION MULTI POINT INSPECTION

(RO) Cause:

E

(RO) Correction:

23 [redacted] 130 Has active troublecode C147b Ran tests . Disconnected frontaxle disconnect harness connector alsodisconnected Drive train control module c1harness connector with ignition on Checkedfuse (f946) test light illuminated brightly .Measured the voltage between ground and the(g303) Front axle lock signal at the Drivetrain control module harness connector .There was no voltage present . Measuredresistance between ground and the (g303)front axle signal contorl circuit at thedrive train control module harness connectorresistance was 2.4 within specs . Measuredresistance (g303) front axle lock signalbetwween the drive train control moduleharness connector and the front axledisconnect harness . Resistance was 2.5 ohmswithin specs . Diagnosis ask to replacedDrive train control module first if coderemains active replaced front axle disconnect. Replaced Drive train control module clearedtrouble codes started vehicle service 4 wheeldrive light came on Replaced Front axledisconnect cleared trouble codes engaged 4low and 4 high test drove vehicle working asdesigned . General Concern #1 [Customer states service 4x4 lite is on and makinggrinding noise] MISC REPAIR-- CUSTOMER STATES: 23 TECH PERFORMED VISUAL SAFETY INSPECTIONOF TIRES... ********** LT-FRT_____/32"------ DOT_____******* RT-FRT_____/32" -------DOT_____ ******* LT-RR_____/32" -------DOT_____ ******* RT-RR_____/32" ------- DOT_____ YOUR VEHICLES TIRES HAVE BEEN INSPECTED BY OUR SERVICE STAFF. BLUEBONNETCHRYSLER DODGE RECOMMENDSTHAT YOUR TIRES SHOULD BEREPLACED WHEN THE TIRE AGE REACHES OR EXCEEDS 5 YEARS REGARDLESS OF TREADDEPTH OR APPEARANCE. YOUR VEHICLES TIRES HAVE BEEN INSPECTED BY OUR SERVICE STAFF. BLUEBONNET CHRYSLER DODGE RECOMMENDS THAT YOUR TIRES SHOULD BE REPLACED WHEN THE TIRE AGE REACHES OR EXCEEDS 5 YEARS REGARDLESS OF TREAD DEPTH OR AP

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 LARAMIE CREW CAB 4X4
Build Date	10/26/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim #	[redacted]	**In Service Date**	12/30/2016
Claim Type	W - Warranty	**Repair Date**	12/30/2016
Claim Status	Paid	**Mileage (Miles)**	23

Expense

Labor	$0.00	**Sublet**	($176.40)	**Part**	$0.00	**Total Paid**	($176.40)

Code	[redacted]	**Name**	BLUEBONNET CHRY-DODGE	**Zone**	63	DALLAS
Address	547 S SEGUIN , NEW BRAUNFELS, TX 78130					

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08463415	Actuator/Motor, Axle Locker ; Actuator - Front Axle Disconnect	X2	SPLIT, CUT OR TORN	68250127AA	MODULE	1		-176.40	$0.00

RO Narratives

(RO) Customer Concern:

General Concern #1 [Customer statesservice 4x4 lite is on and making grinding noise] PERFORMED TIRE INSPECTION MULTI POINT INSPECTION

(RO) Cause:

E

(RO) Correction:

23 [redacted] 130 Has active troublecode C147b Ran tests . Disconnected frontaxle disconnect harness connector alsodisconnected Drive train control module c1harness connector with ignition on Checkedfuse (f946) test light illuminated brightly .Measured the voltage between ground and the(g303) Front axle lock signal at the Drivetrain control module harness connector .There was no voltage present . Measuredresistance between ground and the (g303)front axle signal contorl circuit at thedrive train control module harness connectorresistance was 2.4 within specs . Measuredresistance (g303) front axle lock signalbetwween the drive train control moduleharness connector and the front axledisconnect harness . Resistance was 2.5 ohmswithin specs . Diagnosis ask to replacedDrive train control module first if coderemains active replaced front axle disconnect. Replaced Drive train control module clearedtrouble codes started vehicle service 4 wheeldrive light came on Replaced Front axledisconnect cleared trouble codes engaged 4low and 4 high test drove vehicle working asdesigned . General Concern #1 [Customer states service 4x4 lite is on and makinggrinding noise] MISC REPAIR-- CUSTOMER STATES: 23 TECH PERFORMED VISUAL SAFETY INSPECTIONOF TIRES... ********** LT-FRT_____/32"----- DOT_____ ******* RT-FRT_____/32" -------DOT_____ ******* LT-RR_____/32" -------DOT_____ ******* RT-RR_____/32" ------- DOT_____ YOUR VEHICLES TIRES HAVE BEEN INSPECTED BY OUR SERVICE STAFF. BLUEBONNETCHRYSLER DODGE RECOMMENDSTHAT YOUR TIRES SHOULD BEREPLACED WHEN THE TIRE AGE REACHES OR EXCEEDS 5 YEARS REGARDLESS OF TREADDEPTH OR APPEARANCE. YOUR VEHICLES TIRES HAVE BEEN INSPECTED BY OUR SERVICE STAFF. BLUEBONNET CHRYSLER DODGE RECOMMENDS THAT YOUR TIRES SHOULD BE REPLACED WHEN THE TIRE AGE REACHES OR EXCEEDS 5 YEARS REGARDLESS OF TREAD DEPTH OR AP

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 ST CREW CAB 4X4
Build Date	08/24/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	560

Claim #	[redacted]	**In Service Date**	12/19/2016
Claim Type	W - Warranty	**Repair Date**	01/05/2017
Claim Status	Paid	**Mileage (Miles)**	213

Expense

Labor	$1,265.57	**Sublet**	$224.91	**Part**	$315.00	**Total Paid**	$1,805.48

Code	[redacted]	**Name**	ALLEN SAMUELS DODGE CHRYSLER JEEP	**Zone**	63 DALLAS
Address	201 W LOOP 340 , WACO, TX 76712				

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08141808	Sensor, wheel speed-Anti-lock brakes ; rear - right			68347098AA	MODULE	1	X	194.60	$31.91
A	08141808	Sensor, wheel speed-Anti-lock brakes ; rear - right			04779980AC	SENSOR	1		30.31	$31.91
A	08191002	Module, anti-lock brake control ; All others	DE	I/M TEST FAILURE	68347098AA	MODULE	1	X	194.60	$63.81
A	08191002	Module, anti-lock brake control ; All others	DE	I/M TEST FAILURE	04779980AC	SENSOR	1		30.31	$63.81
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68347098AA	MODULE	1	X	194.60	$1,169.85
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			04779980AC	SENSOR	1		30.31	$1,169.85
A	95400141	Loaner Car ; Standard Line Vehicles			68347098AA	MODULE	1	X	194.60	$315.00
A	95400141	Loaner Car ; Standard Line Vehicles			04779980AC	SENSOR	1		30.31	$315.00

RO Narratives

(RO) Customer Concern:

MISC SERVICE REPAIR MISC SERVICE REPAIR MISC SERVICE REPAIR ELECTRICAL RENTAL VEHICLE

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

ABS LIGHT ON

(Claim) Cause:

PARTS FAILURE/ WIRING REPAIR

(Claim) Correction:

REPLACED PARTS / REPLACED WIRING

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 LARAMIE CREW CAB 4X4
Build Date	12/01/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim #	[redacted]	**In Service Date**	03/07/2017
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	01/06/2017
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$122.78	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$122.78

Code	[redacted]	**Name**	PETERSON'S STAMPEDE DODGE-CHRY- JEEP LLC	**Zone**	70 PHOENIX
Address	5801 EAST GATE BLVD , NAMPA, ID 83687				

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$122.78

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 ST CREW CAB 4X2
Build Date	12/23/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	560

Claim #	[redacted]	**In Service Date**	01/30/2017
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	01/06/2017
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$110.89	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$110.89

Code	[redacted]	**Name**	BONHAM CHRYSLER DODGE JEEP RAM	**Zone**	63 DALLAS
Address	2122 N CENTER ST , BONHAM, TX 75418				

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$110.89

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 CREW CAB CHASSIS 4X4
Build Date	12/11/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim #	[redacted]	**In Service Date**	02/28/2017
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	01/09/2017
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$112.80	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$112.80

Code	[redacted]	**Name**	PERFORMANCE CHRYSLER JEEP DODGE	**Zone**	42 DETROIT
Address	1130 AUTO MALL DRIVE , COLUMBUS, OH 43228				

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$112.80

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 LARAMIE CREW CAB 4X4
Build Date	12/01/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim #	[redacted]	**In Service Date**	03/07/2017
Claim Type	W - Warranty	**Repair Date**	01/11/2017
Claim Status	Paid	**Mileage (Miles)**	9

Expense

Labor	$214.87	**Sublet**	$647.02	**Part**	$0.00	**Total Paid**	$861.89

Code	[redacted]	**Name**	PETERSON'S STAMPEDE DODGE-CHRY- JEEP LLC	**Zone**	70 PHOENIX
Address	5801 EAST GATE BLVD , NAMPA, ID 83687				

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	25081201	Pump, Unit ; 6.7L Diesel	ML	CHECK ENGINE/SERVICE ENGINE SO	68192659AF	MODULE	1	X	605.20	$112.55
A	25081201	Pump, Unit ; 6.7L Diesel	ML	CHECK ENGINE/SERVICE ENGINE SO	68035704AC	FLUID	4		41.82	$112.55
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68192659AF	MODULE	1	X	605.20	$102.32
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68035704AC	FLUID	4		41.82	$102.32

RO Narratives

(RO) Customer Concern:

VEHICLE HAS CHECK ENGINE LIGHT ON

(RO) Cause:

PER TEST FOUND DEF PUMP INTERNAL FAILURE

(RO) Correction:

9 VERIFY ENGINE MIL ON-DEF LOW AND COUNTDOWNMESSAGE ON SCAN-ACTIVE-P203F-REDUCTANTLEVEL TOO LOW" - P204A-"REDUCTANT PRESSURESENSOR CIRCUIT" AND P208C-"REDUCTANT PUMP "A"CONTROLLE CIRCUIT LOW"---FIND DEF GAUGE READSEMPTY LIKE EMPTY DEF TANK-ATTEMPT TO ADD 1GALLON OF DEF FLUID AND FIND THAT AT ADDING3/4 OF A GALLON FLUID BACK FILLS TO TOP OFDEF FILLER KNECK TOP-RAISE VEHICLE AND REMOVEFILLER TUBE AT DEF TANK AND FIND TANK ISACTUALLY FULL OF FLUID AND GAUGE IS NOTREADLING LEVEL-VIEW INSIDE OF TANK WITH BORESCOPE AND SEE NO VISIBLECONTAMINATION.-PERFORM ATTACHED P208CTEST-1-ATTEMPT TO CLEAR DTCS AND FIND [redacted] TO RETURN ACTIVE-2-DISCONNECT DCUC2 CONNECTOR AND DEF PUMP CONNECTOR -THENPERFORM SHORT TO GROUND TEST ON PUMP "A"CIRCUIT AT DEF PUMP HARNESS PLUGG TERMINAL 7WITH VOLT METER AND VERIFY NO CONTINUIT TOGROUND-3-PERFORM SAME TEST AT TERMINAL 8 FORPUMP "B" CIRCUIT AND VERIFY NO SHORT TOGROUND-4-PERFORM SAME TEST AT TERMINAL 16 FORPUMP "C" CIRCUIT AND VERIFY NO SHORT TOGROUND-5-RECONNECT C2 CONNECTOR TO DCU ANDSCAN-NOW PER TEST FIND P208A ACTIVE AND P208CSTORED-PER TEST RESULT REPLACE DEF PUMPASSEMBLY-ADD 3 GALLONS DEF FLUID TO REFILLTANK-RUN ENGINE AND NOW FIND P20E8-"REDUCTANTPRESSURE TOO LOW"-DUE TO PAST EXPERINCESTRYING TO CLEAR THIS DTC-REFLASH PCM WITHSAME PART NUMBER 32370731AE TO CLEAR DTC-TESTDRIVE 8 MILES-VERIFY NO DTCS OR MIL-CHECKS OK Pump, Unit - Replace 6.7LDiesel (2 - Skilled) DIAGNOSTIC DIAGNOSTIC

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NEW VEHICLE HAS CHECK ENGINE LIGHT ON.

(Claim) Cause:
PER TEST FOUND DEF PUMP INTERNAL FAILURE

(Claim) Correction:
9 VERIFY ENGINE MIL ON-DEF LOW AND COUNTDOWN MESSAGE ON SCAN-ACTIVE-P203F- RED UCTANT PUMP "A" CONTROLLE CIRCUIT LOW"---FIND DEF GAUGE READS EMPTY LIKE EMPT Y DEF TANK-ATTEMPT TO ADD 1 GALLON OF DEF FLUID AND FIND THAT AT ADDING 3/4 OF A GALLON FLUID BACK FILLS TO TOP OF DEF FILLER KNECK TOP-RAISE VEHICLE AND REMOVE FILLER TUBE AT DEF TANK AND FIND TANK IS ACTUALLY FULL OF FLUID AND G AUGE IS NOT READLING LEVEL-VIEW INSIDE OF TANK WITH BORE SCOPE AND SEE NO VIS IBLE CONTAMINATION.-PERFORM ATTACHED P208C TEST-1-ATTEMPT TO CLEAR DTCS AND F IND P204A AND P208C TO RETURN ACTIVE-2-DISCONNECT DCU C2 CONNECTOR AND DEF PU MP CONNECTOR -THEN PERFORM SHORT TO GROUND TEST ON PUMP "A" CIRCUIT AT DEF PU MP HARNESS PLUGG TERMINAL 7 WITH VOLT METER AND VERIFY NO CONTINUIT TO GROUN D-3-PERFORM SAME TEST AT TERMINAL 8 FOR PUMP "B" CIRCUIT AND VERIFY NO SHORT TO GROUND-4-PERFORM SAME TEST AT TERMINAL 16 FOR PUMP "C" CIRCUIT AND VERIFY NO SHORT TO GROUND-5-RECONNECT C2 CONNECTOR TO DCU AND SCAN-NOW PER TEST FIND P208A ACTIVE AND P208C STORED-PER TEST RESULT REPLACE DEF PUMP ASSEMBLY-ADD 3 GALLONS DEF FLUID TO REFILL TANK-RUN ENGINE AND NOW FIND P20E8-"REDUCTANT P RESSURE TOO LOW"-DUE TO PAST EXPERINCES TRYING TO CLEAR THIS DTC-REFLASH PCM WITH SAME PART NUMBER 32370731AE TO CLEAR DTC-TEST DRIVE 8 MILES-VERIFY NO DT CS OR MIL-CHECKS OK

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 SLT CREW CAB 4X4
Build Date	12/14/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim #	[redacted]	**In Service Date**	03/17/2017
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	01/12/2017
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$115.75	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$115.75

Code	[redacted]	**Name**	BONNEVILLE & SON INC
Address	625 HOOKSETT RD , MANCHESTER, NH 03104	**Zone**	32 NEW YORK

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$115.75

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 ST CREW CAB 4X4
Build Date	10/23/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim #	[redacted]	**In Service Date**	01/16/2017
Claim Type	W - Warranty	**Repair Date**	01/14/2017
Claim Status	Paid	**Mileage (Miles)**	69

Expense

Labor	$0.00	**Sublet**	$42.84	**Part**	$0.00	**Total Paid**	$42.84

Code	[redacted]	**Name**	LARSON DODGE	**Zone**	70 PHOENIX
Address	300 RIVER ROAD , PUYALLUP, WA 98371				

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	25080140	DEF Fluid Top Off ; Vehicle Delivery Fill	40	FLUID HIGH OR LOW	68056278AC	FLUID	2	X	42.84	$0.00

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
POST SALE TOP OFF OF DEF FLUID

(Claim) Cause:
POST NVDR SERVICE

(Claim) Correction:
TOPPED OFF DEF TANK

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 SLT CREW CAB 4X4
Build Date	10/03/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim #	[redacted]	**In Service Date**	12/29/2016
Claim Type	W - Warranty	**Repair Date**	01/18/2017
Claim Status	Paid	**Mileage (Miles)**	1,745

Expense

Labor	$72.73	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$72.73

Code	[redacted]	**Name**	ELKO CHRYSLER DODGE JEEP RAM	**Zone**	70 PHOENIX
Address	1585 LAMOILLE HIGHWAY , ELKO, NV 89801				

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	181904FV	Module, Engine Control (ECM) ; Module, Engine Control (ECM) - Reprogram, (M/T & Aisin)	RF							$41.56
A	181905EF	Module, Transmission Control (TCM) ; Module, Transmission Control (TCM) - Reprogram (Includes Quick Learn Procedure)								$31.17

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
VEHICLE UPDATE

(Claim) Cause:
FLASH UPDATE

(Claim) Correction:
PERFORMED FLASH UPDATES

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 ST CREW CAB 4X4
Build Date	10/13/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim #	[redacted]	**In Service Date**	12/06/2016
Claim Type	W - Warranty	**Repair Date**	01/20/2017
Claim Status	Paid	**Mileage (Miles)**	18,918

Expense

Labor	$36.36	**Sublet**	$104.93	**Part**	$0.00	**Total Paid**	$141.29

Code	[redacted]	**Name**	SUPERIOR DODGE CHRYSLER JEEP	**Zone**	63 DALLAS
Address	1201 EXCHANGE , CONWAY, AR 72032				

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08193701	Module, trailer tow	18	CIRCUIT OPEN	68288760AB	MODULE	1	X	104.93	$36.36

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

MODULE, TRAILER TOW - TEST AND REPLACE (2 - SKILLED)

(Claim) Cause:

ITBM INTERNAL FAULT

(Claim) Correction:

[redacted] ITBM INTERNAL FAULT CUSTOMER STATES TRAILER BRAKE NOT FUNCTIONING. ITB

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 3500 LARAMIE CREW CAB 4X4
Build Date	11/22/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim #	[redacted]	**In Service Date**	01/23/2017
Claim Type	W - Warranty	**Repair Date**	01/21/2017
Claim Status	Paid	**Mileage (Miles)**	58

Expense

Labor	$0.00	**Sublet**	$21.42	**Part**	$0.00	**Total Paid**	$21.42

Code	[redacted]	**Name**	SACRAMENTO CHRYSLER DODGE JEEP RAM	**Zone**	71	LOS ANGELES
Address	3610 FULTON AVENUE , SACRAMENTO, CA 95821					

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	25080140	DEF Fluid Top Off ; Vehicle Delivery Fill	40	FLUID HIGH OR LOW	68056278AC	FLUID	1	X	21.42	$0.00

RO Narratives

(RO) Customer Concern:

TOP OFF DIESEL EXHAUST FLUID AS PERCHRYSLER NEW VEHICLE PREPARATION SHEET

(RO) Cause:

TOP OFF DIESEL EXHAUST FLUID AS PER CHRYSLER NEW VEHICLE PREPARATION SHEET

(RO) Correction:

TOP OFF DIESEL EXHAUST FLUID AS PER CHRYSLER NEWVEHICLE PREPARATION SHEET TOP OFF DIESEL EXHAUST FLUID AS PER CHRYSLER NEW VEHICLE PREPARATION SHEET

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NEW VEHICLE PREP

(Claim) Cause:

DEF NEEDS TO BE ADDED

(Claim) Correction:

ADDED DEF

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 LARAMIE CREW CAB 4X4
Build Date	01/05/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim #	[redacted]	**In Service Date**	04/26/2017
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	01/24/2017
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$130.01	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$130.01

Code	[redacted]	**Name**		**Zone**	71 LOS ANGELES
Address	, ,				

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$130.01

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 ST CREW CAB 4X4
Build Date	08/22/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	560

Claim #	[redacted]	**In Service Date**	02/27/2017
Claim Type	W - Warranty	**Repair Date**	01/24/2017
Claim Status	Paid	**Mileage (Miles)**	40

Expense

Labor	$29.05	**Sublet**	$62.51	**Part**	$0.00	**Total Paid**	$91.56

Code	[redacted]	**Name**	FREDONIA CHRYSLER DODGE JEEP RAM	**Zone**	32	NEW YORK
Address	258 W MAIN ST , FREDONIA, NY 14063					

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	21971601	Sensor, line pressure	UC	UNCODABLE (NARRATIVE REQUIRED)	04799758AF	TRANSDUCE	1	X	62.51	$29.05

RO Narratives

(RO) Customer Concern:

MIL LAMP IS ON VERIFIED DTC P0933 AND P0869 TESTED SYSTEM ON 8333 SIMULATOR.VERIFIED PRESSURE TRANDUCER IMPROPER OPERATION REPLACED AND CLEARED DTC'S.ROADTEST AND VERIFIED REPAIR (14-0710 BURKEHOLDER-)

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

MI ON PO933 P0869

GCS Narratives

(Claim) Customer Concern:

MIL LAMP ON.

(Claim) Cause:

CODES [redacted]

(Claim) Correction:

REPLACE LINE PRESSURE SENSOR.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 ST CREW CAB 4X4
Build Date	12/01/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim #	[redacted]	**In Service Date**	01/27/2017
Claim Type	W - Warranty	**Repair Date**	01/26/2017
Claim Status	Paid	**Mileage (Miles)**	15

Expense

Labor	$0.00	**Sublet**	$21.42	**Part**	$0.00	**Total Paid**	$21.42

Code	[redacted]	**Name**	TEAM DODGE CHRYSLER JEEP OF HUNTSVILLE	**Zone**	63 DALLAS
Address	130 I-45 SOUTH , HUNTSVILLE, TX 77340				

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	25080140	DEF Fluid Top Off ; Vehicle Delivery Fill	40	FLUID HIGH OR LOW	68056278AC	FLUID	1	X	21.42	$0.00

RO Narratives

(RO) Customer Concern:
ADD DEF

(RO) Cause:
NA

(RO) Correction:
FILL WITH DEF

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
FILL W/DEF FOR DELIVERY

(Claim) Cause:
VERIFIED

(Claim) Correction:
FILL W/DEF

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 LARAMIE CREW CAB 4X4
Build Date	12/10/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim #	[redacted]	**In Service Date**	02/03/2017
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	01/27/2017
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$120.25	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$120.25

Code	[redacted]	**Name**	TEXAN DODGE CHRYSLER JEEP RAM	**Zone**	63 DALLAS
Address	18555 HIGHWAY 59 N , HUMBLE, TX 77338				

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$120.25

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 LARAMIE CREW CAB 4X4
Build Date	12/10/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim #	[redacted]	**In Service Date**	02/03/2017
Claim Type	W - Warranty	**Repair Date**	01/30/2017
Claim Status	Paid	**Mileage (Miles)**	3

Expense

Labor	$0.00	**Sublet**	$22.40	**Part**	$0.00	**Total Paid**	$22.40

Code	[redacted]	**Name**	TEXAN DODGE CHRYSLER JEEP RAM	**Zone**	63 DALLAS
Address	18555 HIGHWAY 59 N , HUMBLE, TX 77338				

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	25080140	DEF Fluid Top Off ; Vehicle Delivery Fill	40	FLUID HIGH OR LOW	68035704AC	FLUID	2	X	17.22	$0.00
B	23430040	Washer fluid	40	FLUID HIGH OR LOW	04318067AC	CLEANER	1	X	5.18	$0.00

RO Narratives

(RO) Customer Concern:

PERFORM NEW CAR MAKEREADY AS NEEDED Fluid Top Off - Add Material only Vehicle Delivery Fill WASHER FLUID - ADD MATERIAL ONLY

(RO) Cause:

REQUIRED Fluid Top Off - Add Material only Vehicle Delivery Fill ADD MATERIAL ONLY

(RO) Correction:

PDI COMPLETE Fluid Top Off - Add Material only Vehicle Delivery Fill WASHER FLUID - ADD MATERIAL ONLY

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

Fluid Top Off - Add Material only Vehicle Delivery Fill WASHER FLUID - ADD MATERIAL ONLY

(Claim) Cause:

ADD MATERIAL ONLY Fluid Top Off - Add Material only Vehicle Delivery Fill

(Claim) Correction:

Fluid Top Off - Add Material only Vehicle Delivery Fill WASHER FLUID - ADD MATERIAL ONLY

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 LARAMIE CREW CAB 4X4
Build Date	11/22/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim #	[redacted]	**In Service Date**	01/23/2017
Claim Type	W - Warranty	**Repair Date**	02/03/2017
Claim Status	Paid	**Mileage (Miles)**	2,748

Expense

Labor	$34.64	**Sublet**	$36.68	**Part**	$0.00	**Total Paid**	$71.32

Code	[redacted]	**Name**	ALLEN SAMUELS DODGE	**Zone**	63	DALLAS
Address	21777 KATY FREEWAY , KATY, TX 77450					

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08141809	Sensor, wheel speed-Anti-lock brakes ; rear - left	UC	UNCODABLE (NARRATIVE REQUIRED)	04779981AC	SENSOR	1	X	36.68	$34.64

RO Narratives

(RO) Customer Concern:

[TRACTION LIGHT ABS LIGHT CHECK ENGINE LIGHT CAME ON WHILE DRIVING STAYED ON] VEHICLE SAFETY CONDITION INSPECTIONNOT COMPLETED THIS VISIT ?

(RO) Cause:

F

(RO) Correction:

REMOVED AND REPLACED LEFT WHEEL SPEEDSENSOR. CLEARED CODES AND VERIFIED PROPEROPERATION. 8662 Sensor, wheel speed-Anti-lock brakes - Test and replace 4 VEHICLE SAFETY CONDITION INSPECTION NOT COMPLETED THIS VISIT GOOD TIRE ABOVE 7/32

(RO) Technical Notes:

TRAACTION LIGHT ANS DASH LIGHTS ON

GCS Narratives

(Claim) Customer Concern:

Sensor, wheel speed-Anti-lock brakes - Test and replace 4

(Claim) Cause:

F

(Claim) Correction:

REMOVED AND REPLACED LEFT WHEEL SPEED SENSOR. CLEARED CODES AND VERIFIED P

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 LARAMIE CREW CAB 4X4
Build Date	09/24/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim #	[redacted]	**In Service Date**	10/17/2016
Claim Type	W - Warranty	**Repair Date**	02/03/2017
Claim Status	Paid	**Mileage (Miles)**	4,000

Expense

Labor	$34.52	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$34.52

Code	[redacted]	**Name**	RICHMOND DODGE	**Zone**	42 DETROIT
Address	3505 CHESTER BOULEVARD , RICHMOND, IN 47374				

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	181904FV	Module, Engine Control (ECM) ; Module, Engine Control (ECM) - Reprogram, (M/T & Aisin)	RF							$34.52

RO Narratives

(RO) Customer Concern:

PCM FLASH C/S ON COLD START, TRUCK HAS A ROUGH IDLE FOR A BIT

(RO) Cause:

PCM FLASH

(RO) Correction:

4046 Flashed PCM module with latestsoftware per TSB 18-115-16. PCM FLASH 4046 Unable to duplicate rough idleconcerns this visit. Hooked up scan tool andhas no codes and all related data looksnormal. No problems found. Concern possiblycorrected with PCM software update. NO ISSUES ON START UP COULD BE REPLICATED DRIVEABILITY

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

PCM FLASH

(Claim) Cause:

PCM FLASH

(Claim) Correction:

FLASHED PCM

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 ST CREW CAB 4X4
Build Date	11/30/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	560

Claim #	[redacted]	**In Service Date**	01/02/2017
Claim Type	W - Warranty	**Repair Date**	02/06/2017
Claim Status	Paid	**Mileage (Miles)**	1,298

Expense

Labor	$428.28	**Sublet**	$270.11	**Part**	$360.00	**Total Paid**	$1,058.39

Code	[redacted]	**Name**	LITHIA CHRYLER JEEP DODGE OF POCATELLO	**Zone**	70	PHOENIX
Address	2929 POLE LINE RD , POCATELLO, ID 83201					

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08141806	Sensor, wheel speed-Anti-lock brakes ; front-right	ML	CHECK ENGINE/SERVICE ENGINE SO	68165624AD	SENSOR	1	X	55.93	$59.76
A	08141861	Sensor, wheel speed-Anti-lock brakes ; 2500-3500 equipped			68165624AD	SENSOR	1	X	55.93	$29.88
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68165624AD	SENSOR	1	X	55.93	$39.84
A	95400142	Loaner Car ; High Line Vehicles			68165624AD	SENSOR	1	X	55.93	$360.00
B	08191002	Module, anti-lock brake control ; All others	ML	CHECK ENGINE/SERVICE ENGINE SO	68347098AA	MODULE	1	X	194.60	$59.76
B	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68347098AA	MODULE	1	X	194.60	$79.68
C	0894PNE3	Anti-Lock Brake System	UC	UNCODABLE (NARRATIVE REQUIRED)	00000NPN	WIRE	1	X	9.79	$159.36
C	0894PNE3	Anti-Lock Brake System	UC	UNCODABLE (NARRATIVE REQUIRED)	00000NPN	WIRE	1		9.79	$159.36

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

CODE C0034-2F, C0034-1D, AND U0415

GCS Narratives

(Claim) Customer Concern:

PERFORM DTC INSPECTION [CUSTOMER STATES THAT THE ABS LIGHT AND 4X4 INOP LIGHT IS ON INSTALL SENSOR AS PER THE LAST RO]

(Claim) Cause:

[redacted]

(Claim) Correction:

CHECKED FOR CAUSE OF ABS LIGHT AND INOP 4X4. FOUND CODE [redacted] TESTED SYSTEM AND DETERMINED SENSOR WAS BAD. REPLACED RIGHT FRONT ABS SENSOR AND TESTED. CODES CAME BACK ON. TESTED AGAIN SWAPPING WIRES FROM LEFT FRONT SENSOR TO RIGHT FRONT SENSOR AND THE CODES STAYED ON THE RIGHT SIDE. ORD ERED AND REPLACED ABS MODULE. TESTED AGAIN AND THE CODES CAME BACK. CONTACTED STAR #[redacted] AND THEY SAID TO REPLACED THE WIRING FROM THE MODULE TO THE SENS OR. CUT AND SPLICED NEW WIRES FROM THE ABS MODULE TO THE RIGHT FRONT ABS SENSO R. TESTED AGAIN AND THE CODES DID NOT COME BACK. TEST DROVE VEHICLE AND IT OPE RATES PROPERLY AFTER REPAIR.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 LONGHORN CREW CAB 4X4
Build Date	11/12/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim #	[redacted]	**In Service Date**	01/30/2017
Claim Type	W - Warranty	**Repair Date**	02/08/2017
Claim Status	Paid	**Mileage (Miles)**	703

Expense

Labor	$76.75	**Sublet**	$40.11	**Part**	$0.00	**Total Paid**	$116.87

Code	[redacted]	**Name**		**Zone**	63 DALLAS
Address	, ,				

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
B	08193701	Module, trailer tow	58	INTERNAL DEFECT	68105206AC	SWITCH	1	X	40.11	$43.86
A	181905EF	Module, Transmission Control (TCM) ; Module, Transmission Control (TCM) - Reprogram (Includes Quick Learn Procedure)	RF							$32.90

RO Narratives

(RO) Customer Concern:

MODULE FLASH BRAKE CONCERN MULTIPOINT VEHICLE INSPECTION TECHNICIAN RECOMMENDED REPAIRS

(RO) Cause:

UPDATED SOFTWARE INTERNAL SHORT IN SWITCH

(RO) Correction:

[redacted] PERFORMED MULTI-POINT NONE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THE BRAKE CONTROLLER NOT ENGAGING. STATES IT'S REALLY WEAK. SOFTWARE FLASH FOR TCM.

(Claim) Cause:

INTERNAL SHORT IN SWITCH. UPDATED SOFTWARE.

(Claim) Correction:

FLASHED TCM. R&R TRAILER BRAKE SWITCH.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 3500 LARAMIE CREW CAB 4X4
Build Date	01/19/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim #	PREPNV	**In Service Date**	06/22/2017
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	02/09/2017
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$141.77	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$141.77

Code	[redacted]	**Name**	KERNERSVILLE CHRYSLER DODGE LLC	**Zone**	66 ORLANDO
Address	950 HIGHWAY 66 SOUTH , KERNERSVILLE, NC 27284				

Condition Code	LOP	LOP Desc
A	85900040	Road Ready ; Basic Prep
A	85900059	Road Ready ; Rear Wheel Flares - Both

Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
NU	NEW VEHICLE PREP						$106.33
							$35.44

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 LARAMIE CREW CAB 4X4
Build Date	10/26/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim #	[redacted]	**In Service Date**	12/30/2016
Claim Type	W - Warranty	**Repair Date**	02/09/2017
Claim Status	Paid	**Mileage (Miles)**	1,875

Expense

Labor	$65.12	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$65.12

Code	[redacted]	**Name**	BLUEBONNET CHRY-DODGE	**Zone**	63	DALLAS
Address	547 S SEGUIN , NEW BRAUNFELS, TX 78130					

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	0894PNF2	Anti-Lock Brake System	3T	TERMINAL(S) CORRODED						$65.12

RO Narratives

(RO) Customer Concern:

Multi-point inspection [MULTI POINTINSPECTION] YOUR VEHICLES TIRES HAVE BEEN INSPECTED BY OUR SERVICE STAFF. BLUEBONNET CHRYSLER DODGE RECOMMENDS THAT YOUR TIRES SHOULD BE REPLACED WHEN THE TIRE AGE REACHES OR EXCEEDS 5 YEARS REGARDLESS OF TREAD DEPTH OR APPEARANCE. [PERFORMED TIRE INSPECTION] MISC REPAIR-- [CUST STATES CHECK FLUID LEAK] General Concern #1 [Customer statesabs and traction lite and tore litewere on went off after going through car wash]

(RO) Cause:

E

(RO) Correction:

1875 TECH PERFORMED COURTESY VISUALMULTI-POINT SAFETY INSPECTION... CHECKED ALLSAFETY ITEMS & RELATED CONDITIONS + TOPPEDOFF FLUIDS AS NECESSARY Multi-point inspection [MULTI POINT INSPECTION] MULTI POINT INSPECTION YOUR VEHICLES TIRES HAVE BEEN INSPECTED BY OUR SERVICE STAFF. BLUEBONNETCHRYSLER DODGE RECOMMENDSTHAT YOUR TIRES SHOULD BEREPLACED WHEN THE TIRE AGE REACHES OR EXCEEDS 5 YEARS REGARDLESS OF TREADDEPTH OR APPEARANCE. [PERFORMED TIRE INSPECTION] YOUR VEHICLES TIRES HAVE BEEN INSPECTED BY OUR SERVICE STAFF. BLUEBONNET CHRYSLER DODGE RECOMMENDS THAT YOUR TIRES SHOULD BE REPLACED WHEN THE TIRE AGE REACHES OR EXCEEDS 5 YEARS REGARDLESS OF TREAD DEPTH OR APPEARANCE. 1875 30 COULD NOT DUPLICATE CUSTOMERCONCERN INSPECTED VEHICLE UNDER CARRIAGE FORANY VISIBLE LEAKS FOUND NO VISIBLE LEAKS ATTHIS TIME NO PROBLEM FOUND COMPLETE MISC REPAIR-- [CUST STATES CHECK FLUID LEAK] MISC REPAIR--CUSTOMER STATES: 1875 VERIFIED CONCERN FOUND DTC [redacted] PRESENT RAN DIAGNOSTICSINSPECTED WHEEL SPEED SENSOR HARNESS ANDCONNECTOR FOR SHORTS OPENS OR HIGH RESISTANCEALL WITH IN SPECS INSPECTED WHEEL SPEEDSENSOR HARNESS AND CONNECTOR FOR PUSHED OUTDAMAGE OR BROKEN TERMINALS NON FOUND FOUNDWHEEL SPEED SENSOR TO HARNESS AND CONNECTORTO HAVE WATER INTRUSION INSPECTED CONNECTORSEAL NO DAMAGED FOUND BLEW SHOP AIR ATCONNECTOR AND HARNESS CONNECTOR APPLIEDDIELECTRIC GREASE TO CONNECTOR TEST DROVEVEHICLE RETEST COMPLETE General Concern #1 [Customer states abs and traction lite and tore lite were on went off after going through car

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES ABS AND TRACTION AND TIRE LIGHT IS ON.

(Claim) Cause:

HARNESS AND CONNECTOR

(Claim) Correction:

VERIFIED CONCERN, FOUND DTC [redacted] PRESENT RAN DIAG. I NSPECTED WHEEL SPEED SENSON HARNESS AND CONNECTOR FOR SHORTS OPENS OR HIGH RES ISTANCE ALL WITHIN SPECS. INSPECTED WHEEL SPEED SENSOR HARNESS AND CONNECTOR FOR PUSHED OUT DAMAGE OR BROKEN TIERMINALS NON FOUND. FOUND WHEEL SPEED SENSOR TO HARNESS AND CONNECTOR TO HAVE WATER INTRUSION INSPECTED CONNECTOR SEAL NO DAMAGE FOUND BLEW SHOP AIR AT CONNECTOR AND HARNESS CONNECTOR APPLIED DIELECTR IC GREASE TO CONNECTOR TEST DROVE VEH. RETEST COMPLET

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 ST CREW CAB 4X4
Build Date	01/11/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim #	[redacted]	**In Service Date**	03/27/2017
Claim Type	W - Warranty	**Repair Date**	02/09/2017
Claim Status	Paid	**Mileage (Miles)**	4

Expense

Labor	$51.60	**Sublet**	$0.00	**Part**	$163.10	**Total Paid**	$214.70

Code	[redacted]	**Name**	FENKELL AUTO SERVICES LTD	**Zone**	42 DETROIT
Address	4500 ATAWANDA , MIRA LOMA, CA 91752				

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	080801BD	Battery ; Check Battery Voltage and Replaced or Charged Battery	UC	UNCODABLE (NARRATIVE REQUIRED)						$25.80
A	080801BD	Battery ; Check Battery Voltage and Replaced or Charged Battery								$25.80
A	95080901	Battery, In-Transit repair ; Battery test pass								$163.10

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

RECHARGED BATTERIES

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 LARAMIE CREW CAB 4X4
Build Date	09/02/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim #	[redacted]	**In Service Date**	01/03/2017
Claim Type	W - Warranty	**Repair Date**	02/11/2017
Claim Status	Paid	**Mileage (Miles)**	2,072

Expense

Labor	$684.84	**Sublet**	$1,211.35	**Part**	$0.00	**Total Paid**	$1,896.19

Code	[redacted]	**Name**	SLEEPY HOLLOW CHRYSLER DODGE	**Zone**	51	CHICAGO
Address	1310 NORTH MAIN STREET , VIROQUA, WI 54665					

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	03500102	Ring Gear and Pinion Set ; 267-292-300 mm axles	68	NOISY	02955374	CUP	2		64.78	$322.28
A	03500102	Ring Gear and Pinion Set ; 267-292-300 mm axles	68	NOISY	68158421AA	BEARING	2		48.89	$322.28
A	03500102	Ring Gear and Pinion Set ; 267-292-300 mm axles	68	NOISY	68237716AA	BEARING	1		70.85	$322.28
A	03500102	Ring Gear and Pinion Set ; 267-292-300 mm axles	68	NOISY	05086907AA	BEARING	1		124.96	$322.28
A	03500102	Ring Gear and Pinion Set ; 267-292-300 mm axles	68	NOISY	68237720AA	SEAL	1		35.19	$322.28
A	03500102	Ring Gear and Pinion Set ; 267-292-300 mm axles	68	NOISY	05086773AC	SEAL	2		84.86	$322.28
A	03500102	Ring Gear and Pinion Set ; 267-292-300 mm axles	68	NOISY	05086774AA	BEARING	2		228.89	$322.28
A	03500102	Ring Gear and Pinion Set ; 267-292-300 mm axles	68	NOISY	04746918	CUP	2		75.05	$322.28
A	03500102	Ring Gear and Pinion Set ; 267-292-300 mm axles	68	NOISY	05086772AA	BEARING	2		94.36	$322.28
A	03500102	Ring Gear and Pinion Set ; 267-292-300 mm axles	68	NOISY	05086767AC	GASKET	2		13.55	$322.28
A	03500102	Ring Gear and Pinion Set ; 267-292-300 mm axles	68	NOISY	68237814AB	GEAR KIT	1	X	305.19	$322.28
A	03500102	Ring Gear and Pinion Set ; 267-292-300 mm axles	68	NOISY	68210057AA	LUBRICANT	4		64.78	$322.28
A	22500550	Bearing, rear wheel ; 267-292-300mm axles-Inner & Outer-One Side-Right or left-Replace			02955374	CUP	2		64.78	$48.34
A	22500550	Bearing, rear wheel ; 267-292-300mm axles-Inner & Outer-One Side-Right or left-Replace			68158421AA	BEARING	2		48.89	$48.34
A	22500550	Bearing, rear wheel ; 267-292-300mm axles-Inner & Outer-One Side-Right or left-Replace			68237716AA	BEARING	1		70.85	$48.34
A	22500550	Bearing, rear wheel ; 267-292-300mm axles-Inner & Outer-One Side-Right or left-Replace			05086907AA	BEARING	1		124.96	$48.34
A	22500550	Bearing, rear wheel ; 267-292-300mm axles-Inner & Outer-One Side-Right or left-Replace			68237720AA	SEAL	1		35.19	$48.34
A	22500550	Bearing, rear wheel ; 267-292-300mm axles-Inner & Outer-One Side-Right or left-Replace			05086773AC	SEAL	2		84.86	$48.34
A	22500550	Bearing, rear wheel ; 267-292-300mm axles-Inner & Outer-One Side-Right or left-Replace			05086774AA	BEARING	2		228.89	$48.34

A	22500550	Bearing, rear wheel ; 267-292-300mm axles-Inner & Outer-One Side-Right or left-Replace			04746918	CUP	2		75.05	$48.34
A	22500550	Bearing, rear wheel ; 267-292-300mm axles-Inner & Outer-One Side Right or left Replace			05086772AA	BEARING	2		94.36	$48.34
A	22500550	Bearing, rear wheel ; 267-292-300mm axles-Inner & Outer-One Side-Right or left-Replace			05086767AC	GASKET	2		13.55	$48.34
A	22500550	Bearing, rear wheel ; 267-292-300mm axles-Inner & Outer-One Side-Right or left-Replace			68237814AB	GEAR KIT	1	X	305.19	$48.34
A	22500550	Bearing, rear wheel ; 267-292-300mm axles-Inner & Outer-One Side-Right or left-Replace			68210057AA	LUBRICANT	4		64.78	$48.34
A	22500551	Bearing, rear wheel ; 267-292-300mm axles-Inner & Outer-One Side-Right or left-Replace			02955374	CUP	2		64.78	$48.34
A	22500551	Bearing, rear wheel ; 267-292-300mm axles-Inner & Outer-One Side-Right or left-Replace			68158421AA	BEARING	2		48.89	$48.34
A	22500551	Bearing, rear wheel ; 267-292-300mm axles-Inner & Outer-One Side-Right or left-Replace			68237716AA	BEARING	1		70.85	$48.34
A	22500551	Bearing, rear wheel ; 267-292-300mm axles-Inner & Outer-One Side-Right or left-Replace			05086907AA	BEARING	1		124.96	$48.34
A	22500551	Bearing, rear wheel ; 267-292-300mm axles-Inner & Outer-One Side-Right or left-Replace			68237720AA	SEAL	1		35.19	$48.34
A	22500551	Bearing, rear wheel ; 267-292-300mm axles-Inner & Outer-One Side-Right or left-Replace			05086773AC	SEAL	2		84.86	$48.34
A	22500551	Bearing, rear wheel ; 267-292-300mm axles-Inner & Outer-One Side-Right or left-Replace			05086774AA	BEARING	2		228.89	$48.34
A	22500551	Bearing, rear wheel ; 267-292-300mm axles-Inner & Outer-One Side-Right or left-Replace			04746918	CUP	2		75.05	$48.34
A	22500551	Bearing, rear wheel ; 267-292-300mm axles-Inner & Outer-One Side-Right or left-Replace			05086772AA	BEARING	2		94.36	$48.34
A	22500551	Bearing, rear wheel ; 267-292-300mm axles-Inner & Outer-One Side-Right or left-Replace			05086767AC	GASKET	2		13.55	$48.34
A	22500551	Bearing, rear wheel ; 267-292-300mm axles-Inner & Outer-One Side-Right or left-Replace			68237814AB	GEAR KIT	1	X	305.19	$48.34
A	22500551	Bearing, rear wheel ; 267-292-300mm axles-Inner & Outer-One Side-Right or left-Replace			68210057AA	LUBRICANT	4		64.78	$48.34
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			02955374	CUP	2		64.78	$249.77
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68158421AA	BEARING	2		48.89	$249.77
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68237716AA	BEARING	1		70.85	$249.77
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			05086907AA	BEARING	1		124.96	$249.77
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68237720AA	SEAL	1		35.19	$249.77
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with			05086773AC	SEAL	2		84.86	$249.77

		appropriate repair Labor Operation.								
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			05086774AA	BEARING	2		228.89	$249.77
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			04746918	CUP	2		75.05	$249.77
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			05086772AA	BEARING	2		94.36	$249.77
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			05086767AC	GASKET	2		13.55	$249.77
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68237814AB	GEAR KIT	1	X	305.19	$249.77
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68210057AA	LUBRICANT	4		64.78	$249.77
B	85418604	ABS/ESP/Speed Control and ITBM, Trouble Not Found ; Speed Control	OD							$16.11

RO Narratives

(RO) Customer Concern:

Customer states WHINING NOISE IN REAR END. Customer states check over cruise control, when setting goes up 4 mphand then goes back down. check and advise.

(RO) Cause:

sounds like ring and pinion. dissassembled rear diff. found a piece of metal stuck between rear pinion bearing race and case, bearing race was at an angle on rear pinon bearing testdrove, C.C. seems to work normal at this time.

(RO) Correction:

R&R all bearins, seal and ring and pinion. all good none at this time, no tsb or flash that apply

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 LARAMIE CREW CAB 4X4
Build Date	09/28/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim #	[redacted]	**In Service Date**	02/13/2017
Claim Type	W - Warranty	**Repair Date**	02/13/2017
Claim Status	Paid	**Mileage (Miles)**	23

Expense

Labor	$0.00	**Sublet**	$17.22	**Part**	$0.00	**Total Paid**	$17.22

Code	[redacted]	**Name**	WITHNELL DODGE	**Zone**	70 PHOENIX
Address	2650 COMMERCIAL SE , SALEM, OR 97302				

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	25080140	DEF Fluid Top Off ; Vehicle Delivery Fill	40	FLUID HIGH OR LOW	68035704AC	FLUID	2	X	17.22	$0.00

RO Narratives

(RO) Customer Concern:

FILL DEF FLUID LABOR OPERATION 25-08-01-40

(RO) Cause:

1

(RO) Correction:

FLUID-ADD (MATERIALS ONLY)

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NEEDS DEF

(Claim) Cause:

NEEDS DEF TOPPED OFF

(Claim) Correction:

ADDED DEF

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 ST CREW CAB 4X4
Build Date	01/11/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim #	[redacted]	**In Service Date**	03/27/2017
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	02/14/2017
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$132.02	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$132.02

Code	[redacted]	**Name**		**Zone**	71 LOS ANGELES
Address	, ,				

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$132.02

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 ST CREW CAB 4X4
Build Date	08/24/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	560

Claim #	[redacted]	**In Service Date**	12/19/2016
Claim Type	W - Warranty	**Repair Date**	02/14/2017
Claim Status	Paid	**Mileage (Miles)**	2,965

Expense

Labor	$95.72	**Sublet**	$49.00	**Part**	$0.00	**Total Paid**	$144.72

Code	[redacted]	**Name**	ALLEN SAMUELS DODGE CHRYSLER JEEP	**Zone**	63 DALLAS
Address	201 W LOOP 340 , WACO, TX 76712				

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08900601	Strap, ground	83	CONNECTION LOOSE	68040495AA	WIRING	1	X	49.00	$31.91
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68040495AA	WIRING	1	X	49.00	$63.81

RO Narratives

(RO) Customer Concern:

MISC SERVICE REPAIR RENTAL VEHICLE

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	DJ7L91 - RAM 2500 ST CREW CAB 4X4
Build Date	08/24/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	560

Claim #	[redacted]	**In Service Date**	12/19/2016
Claim Type	W - Warranty	**Repair Date**	02/14/2017
Claim Status	Paid	**Mileage (Miles)**	2,965

Expense

Labor	$0.00	**Sublet**	$0.00	**Part**	$70.00	**Total Paid**	$70.00

Code	[redacted]	**Name**	ALLEN SAMUELS DODGE CHRYSLER JEEP	**Zone**	63 DALLAS
Address	201 W LOOP 340 , WACO, TX 76712				

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08900601	Strap, ground	83	CONNECTION LOOSE						$0.00
A	95400141	Loaner Car ; Standard Line Vehicles								$70.00

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 SLT CREW CAB 4X4
Build Date	01/17/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim #	[redacted]	**In Service Date**	02/28/2017
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	02/15/2017
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$110.17	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$110.17

Code	[redacted]	**Name**	ROTHROCK MOTOR SALES INC	**Zone**	35 WASHINGTON
Address	1648 PLAZA LANE , ALLENTOWN, PA 18104				

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$110.17

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 3500 LONGHORN MEGA CAB 4X4
Build Date	09/14/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim #	[redacted]	**In Service Date**	12/05/2016
Claim Type	W - Warranty	**Repair Date**	02/15/2017
Claim Status	Paid	**Mileage (Miles)**	8,848

Expense

Labor	$170.63	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$170.63

Code	[redacted]	**Name**	DON JOHNSON MOTORS INC	**Zone**	63 DALLAS
Address	2101 CENTRAL BOULEVARD , BROWNSVILLE, TX 78520				

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	0891KBK4	Trunk/Cargo Lamps	1C	CONNECTOR LOOSE NOT ATTACHED						$95.98
B	181904FV	Module, Engine Control (ECM) ; Module, Engine Control (ECM) - Reprogram, (M/T & Aisin)	RF							$42.66
C	181905EF	Module, Transmission Control (TCM) ; Module, Transmission Control (TCM) - Reprogram (Includes Quick Learn Procedure)	RF							$31.99

RO Narratives

(RO) Customer Concern:

ELECTRICAL REPAIR - (W) FLASH FLASH

(RO) Cause:

INSPECTED AND DID VERIFY CONCERN AND FOUND NO VOLT

(RO) Correction:

[redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 SLT CREW CAB 4X4
Build Date	01/20/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	560

Claim #	[redacted]	**In Service Date**	04/17/2017
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	02/16/2017
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$123.29	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$123.29

Code	[redacted]	**Name**	PLANET JEEP OF FLAGSTAFF	**Zone**	70 PHOENIX
Address	2608 N WEST ST , FLAGSTAFF, AZ 86004				

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$123.29

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 LARAMIE MEGA CAB 4X4
Build Date	02/06/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim #	[redacted]	**In Service Date**	02/28/2017
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	02/16/2017
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$172.92	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$172.92

Code	[redacted]	**Name**	BLAKE FULENWIDER DODGE	**Zone**	63	DALLAS
Address	1310 E MAIN ST , EASTLAND, TX 76448					

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$172.92

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 SLT CREW CAB 4X4
Build Date	10/18/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	560

Claim #	[redacted]	**In Service Date**	02/20/2017
Claim Type	W - Warranty	**Repair Date**	02/16/2017
Claim Status	Paid	**Mileage (Miles)**	586

Expense

Labor	$40.62	**Sublet**	$154.00	**Part**	$3.00	**Total Paid**	$197.62

Code	[redacted]	**Name**	TOMBALL DODGE INC	**Zone**	63 DALLAS
Address	23777 SH 249 , TOMBALL, TX 77375				

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08080110	Battery ; Single battery	B4	BATTERY FAILED TEST	BB94R750AA	BATTERY	1	X	154.00	$40.62
A	95080201	Battery Disposal Fee			BB94R750AA	BATTERY	1	X	154.00	$3.00

RO Narratives

(RO) Customer Concern:

Electrical/Non PCM Flashes Concern [Customer states Vehicle would not start.. check and advise] Multi-point inspection (according to maintenance interval)

(RO) Cause:

.

(RO) Correction:

586 CS VEH NO START .4 LABOR INSPECTEDFOUND BAD CELL BATTERY GR8 CODEG016G-DS94X-00003 WI TECH CODEG016G-DS94X-00002 Electrical/Non PCM Flashes Concern [Customerstates Vehicle would not start.. check and advise]Texas battery sales fee ELECTRICAL DEPT. MISC. SHOP CHARGES Multi-point inspection (according to maintenanceinterval) MULTI-POINT INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

VEHCILE WOULD NOT START

(Claim) Cause:

FOUND BATTERY FAILED LOAD TEST

(Claim) Correction:

WYTECH CODE G016G-DS94X-00002. TESTED AND REPLACED BATTERY

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 LARAMIE CREW CAB 4X4
Build Date	09/28/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim #	[redacted]	**In Service Date**	02/13/2017
Claim Type	W - Warranty	**Repair Date**	02/17/2017
Claim Status	Paid	**Mileage (Miles)**	90

Expense

Labor	$58.34	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$58.34

Code	[redacted]	**Name**	WITHNELL DODGE	**Zone**	70 PHOENIX
Address	2650 COMMERCIAL SE , SALEM, OR 97302				

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	181904FW	Module, Engine Control (ECM) ; Module, Engine Control (ECM) - Reprogram, Quicklearn 68RFE Only (A/T)	RF							$58.34

RO Narratives

(RO) Customer Concern:

General Concern #1 [WE OWE RUNNING BOARDS. ?SEE DAVE C] Flash Software 1 [Software Flash for PCM]

(RO) Cause:

1

(RO) Correction:

[redacted] 120 installed running boards INSTALL RUNNING BOARDS BODY MISC 80975 flash 18-19-04-FW 60 Module, EngineControl (ECM) - Reprogram, Quicklearn 68RFEOnly (A/T) from [redacted] Reprogram Module, Engine Control (ECM)

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

UPDATE PCM

(Claim) Cause:

FOUND TSB #18-115-16

(Claim) Correction:

FLASH PCM PER TSB

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 LARAMIE CREW CAB 4X4
Build Date	09/02/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim #	[redacted]	**In Service Date**	01/03/2017
Claim Type	W - Warranty	**Repair Date**	02/21/2017
Claim Status	Paid	**Mileage (Miles)**	2,390

Expense

Labor	$48.34	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$48.34

Code	[redacted]	**Name**	SLEEPY HOLLOW CHRYSLER DODGE	**Zone**	51 CHICAGO
Address	1310 NORTH MAIN STREET , VIROQUA, WI 54665				

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	181904FW	Module, Engine Control (ECM) ; Module, Engine Control (ECM) - Reprogram, Quicklearn 68RFE Only (A/T)	RF							$48.34

RO Narratives

(RO) Customer Concern:

Customer states exhaust brake is kicking off around 52-53 mph. customer wants to stay on longer then that. Customer states FLASH PCM

(RO) Cause:

[redacted] electronic trailer brake control output-over current [redacted]-11 electronic trailer brake control output-cicuit short to ground tsb 18-115-16

(RO) Correction:

diag, inspect wirring visually, system with trailer brake simulator..test okay. check for TSB's, search starr, road test and test brake flash pcm [redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

ROUTINE FLASH

(Claim) Cause:

ROUTINE FLASH

(Claim) Correction:

ROUTINE FLASH

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 LARAMIE CREW CAB 4X4
Build Date	09/02/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim #	[redacted]	**In Service Date**	01/03/2017
Claim Type	W - Warranty	**Repair Date**	02/21/2017
Claim Status	Paid	**Mileage (Miles)**	2,390

Expense

Labor	$72.51	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$72.51

Code	[redacted]	**Name**	SLEEPY HOLLOW CHRYSLER DODGE	**Zone**	51 CHICAGO
Address	1310 NORTH MAIN STREET , VIROQUA, WI 54665				

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85411201	Diesel Exhaust Fluid System, Trouble Not Found ; Diesel Exhaust Fluid System	OD							$72.51

RO Narratives

(RO) Customer Concern:

Customer states exhaust brake is kicking off around 52-53 mph. customer wants to stay on longer then that. Customer states FLASH PCM

(RO) Cause:

[redacted] electronic trailer brake control output-over current [redacted] electronic trailer brake control output-cicuit short to ground tsb 18-115-16

(RO) Correction:

diag, inspect wirring visually, system with trailer brake simulator..test okay. check for TSB's, search starr, road test and test brake flash pcm [redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 LARAMIE CREW CAB 4X4
Build Date	11/29/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim #	[redacted]	**In Service Date**	01/16/2017
Claim Type	W - Warranty	**Repair Date**	02/27/2017
Claim Status	Paid	**Mileage (Miles)**	2,335

Expense

Labor	$37.01	**Sublet**	$52.46	**Part**	$0.00	**Total Paid**	$89.47

Code	[redacted]	**Name**	LUSTINE DODGE JEEP	**Zone**	35 WASHINGTON
Address	14211 JEFFERSON DAVIS HWY , WOODBRIDGE, VA 22191				

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08141809	Sensor, wheel speed-Anti-lock brakes ; rear - left	SE	SHORTAGE PART	04779981AC	SENSOR	1	X	52.46	$37.01

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT IS ON , PLEASE CHECK AND ADVISE , CUSTOMER SPECIAL ORDERED PART ON LAST VISIT , VEHICLE SPEED SENSOR

(RO) Cause:

[redacted]-62 LEFT REAR SPEED SENSOR FAULT, RAN DIAGNOSTICS AND FOUND FAILING WHEEL SPEED SENSOR

(RO) Correction:

REPLACED LEFT REAR WHEEL SPEED SENSOR AND CLEARED FAULT CODE TESTED WORKING AS DESIGNED

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 LARAMIE CREW CAB 4X4
Build Date	10/26/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim #	[redacted]	**In Service Date**	12/30/2016
Claim Type	W - Warranty	**Repair Date**	02/27/2017
Claim Status	Paid	**Mileage (Miles)**	3,055

Expense

Labor	$97.68	**Sublet**	$55.93	**Part**	$35.00	**Total Paid**	$188.61

Code	[redacted]	**Name**	BLUEBONNET CHRY-DODGE	**Zone**	63	DALLAS
Address	547 S SEGUIN , NEW BRAUNFELS, TX 78130					

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08141806	Sensor, wheel speed-Anti-lock brakes ; front-right	61	INTERMITTENT OPERATION	68165624AD	SENSOR	1	X	55.93	$65.12
A	08141861	Sensor, wheel speed-Anti-lock brakes ; 2500-3500 equipped			68165624AD	SENSOR	1	X	55.93	$32.56
A	95400141	Loaner Car ; Standard Line Vehicles			68165624AD	SENSOR	1	X	55.93	$35.00

RO Narratives

(RO) Customer Concern:

Electrical/Non PCM Flashes Concern [Customer states abs lite on again] PERFORMED TIRE INSPECTION RENTAL CAR

(RO) Cause:

E

(RO) Correction:

3033 90 VERIFIED CONCERN FOUND DTC PRESENTRAN DIAGNOSTICS FOUND RIGHT FRONT WHEEL SPEEDSENSOR TO BE INTERNALLY FAULTY REPLACED RIGHTFRONT WHEEL SPEED SENSOR TEST DROVE VEHICLEREPAIR COMPLETE. Electrical/Non PCM Flashes Concern [Customerstates abs lite on again] ENGINE ELECTRICAL 3033 TECH PERFORMED VISUAL SAFETYINSPECTION OF TIRES...********** LT-FRT_____/32"------DOT_____ ******* RT-FRT_____/32" ------ DOT_____ ******* LT-RR_____/32" -------DOT_____ ******* RT-RR_____/32" ------DOT_____ YOUR VEHICLES TIRES HAVE BEEN INSPECTED BY OUR SERVICE STAFF. BLUEBONNETCHRYSLER DODGE RECOMMENDSTHAT YOUR TIRES SHOULD BEREPLACED WHEN THE TIRE AGE REACHES OR EXCEEDS 5 YEARS REGARDLESS OF TREADDEPTH OR APPEARANCE. YOUR VEHICLES TIRES HAVE BEEN INSPECTED BY OUR SERVICE STAFF. BLUEBONNET CHRYSLER DODGE RECOMMENDS THAT YOUR TIRES SHOULD BE REPLACED WHEN THE TIRE AGE REACHES OR EXCEEDS 5 YEARS REGARDLESS OF TREAD DEPTH OR APPEARANCE. RENTAL CAR bbloaner RENTAL CAR MISC. SHOP CHARGES

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES ABS LIGHT IS ON AGAIN

(Claim) Cause:

BRAKE SENSOR

(Claim) Correction:

VERIFIED CONCERN. FOUND DTC PRESENT RAN DIAG. FOUND RIGHT FRONT WHEEL SPEED S ENSOR TO BE INTERNALLY FAULTY, REPLACED RIGHT FRONT WHEEL SPEED SENSOR TEST D ROVE VEWH. REPAIR COMPLETE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 LARAMIE CREW CAB 4X4
Build Date	02/18/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim #	[redacted]	**In Service Date**	02/27/2017
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	03/01/2017
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$155.59	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$155.59

Code	[redacted]	**Name**	BROWNING DODGE CHRYSLER JEEP RAM	**Zone**	71 LOS ANGELES
Address	1983 HAMNER AVE , NORCO, CA 92860				

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$155.59

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 3500 LARAMIE CREW CAB 4X4
Build Date	09/03/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim #	[redacted]	**In Service Date**	11/09/2016
Claim Type	W - Warranty	**Repair Date**	03/03/2017
Claim Status	Paid	**Mileage (Miles)**	4,966

Expense

Labor	$110.95	**Sublet**	$31.29	**Part**	$0.00	**Total Paid**	$142.24

Code	[redacted]	**Name**	A J DOHMANN CHRYSLER INC	**Zone**	63 DALLAS
Address	802 ROBINSON DR , BERWICK, LA 70342				

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08141808	Sensor, wheel speed-Anti-lock brakes ; rear - right	14	BURNED OR BURNED OUT	04779980AC	SENSOR	1	X	31.29	$27.74
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			04779980AC	SENSOR	1	X	31.29	$83.21

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES ABS LIGHTS IS ON (Electrical Concern) CUSTOMER REQUEST CHANGE MINIMUM TIRE PRESSURE SETTING TO 50P SI (ElectricalNon PCM Flashes Concern)

(RO) Cause:

CODE [redacted] RIGHT REAR WHEEL SPEED SENSOR OUT OF RANGE

(RO) Correction:

REPLACED RIGHT REAR WHEEL SPEED SENSOR CLEARED DTCS CANNOT LOWER THRESHOLD

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 LARAMIE CREW CAB 4X4
Build Date	09/03/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim #	[redacted]	**In Service Date**	11/09/2016
Claim Type	W - Warranty	**Repair Date**	03/03/2017
Claim Status	Paid	**Mileage (Miles)**	4,966

Expense

Labor	($110.95)	**Sublet**	($31.29)	**Part**	$0.00	**Total Paid**	($142.24)

Code	[redacted]	**Name**	A J DOHMANN CHRYSLER INC	**Zone**	63 DALLAS
Address	802 ROBINSON DR , BERWICK, LA 70342				

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08141808	Sensor, wheel speed-Anti-lock brakes ; rear - right	14	BURNED OR BURNED OUT	04779980AC	SENSOR	1	X	-31.29	($27.74)
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			04779980AC	SENSOR	1	X	-31.29	($83.21)

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES ABS LIGHTS IS ON (Electrical Concern) CUSTOMER REQUEST CHANGE MINIMUM TIRE PRESSURE SETTING TO 50P SI (ElectricalNon PCM Flashes Concern)

(RO) Cause:

CODE [redacted] RIGHT REAR WHEEL SPEED SENSOR OUT OF RANGE

(RO) Correction:

REPLACED RIGHT REAR WHEEL SPEED SENSOR CLEARED DTCS CANNOT LOWER THRESHOLD

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 LARAMIE CREW CAB 4X4
Build Date	01/05/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim #	513664	**In Service Date**	04/26/2017
Claim Type	W - Warranty	**Repair Date**	03/06/2017
Claim Status	Paid	**Mileage (Miles)**	234

Expense

Labor	$55.09	**Sublet**	$68.18	**Part**	$0.00	**Total Paid**	$123.27

Code	[redacted]	**Name**		**Zone**	71 LOS ANGELES
Address	, ,				

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	25082201	Injector Assembly ; 6.7 liter diesel engine	ML	CHECK ENGINE/SERVICE ENGINE SO	04627241AE	INJECTOR	1	X	68.18	$55.09

RO Narratives

(RO) Customer Concern:

CUST STATES CHECK ENGINE LIGHT STAYS ON

(RO) Cause:

NA

(RO) Correction:

[redacted] Found code P218f active.performed DEF quality tests, DEF tests to32.5%, no hydrocarbons present in DEF.Performed injector flow test and found poorspray pattern and insufficent flow. Collected60ml. Tested Supply volume, test OK. ReplacedDEF Injector. ENGINE MECHANICAL CONCERN

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 ST CREW CAB 4X4
Build Date	10/13/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim #	[redacted]	**In Service Date**	12/06/2016
Claim Type	W - Warranty	**Repair Date**	03/06/2017
Claim Status	Paid	**Mileage (Miles)**	38,193

Expense

Labor	$101.71	**Sublet**	$199.98	**Part**	$0.00	**Total Paid**	$301.70

Code	[redacted]	**Name**	SUPERIOR DODGE CHRYSLER JEEP	**Zone**	63 DALLAS
Address	1201 EXCHANGE , CONWAY, AR 72032				

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08508002	Lamp, Clearance ; One	UC	UNCODABLE (NARRATIVE REQUIRED)	68261677AA	LAMP	4	X	89.60	$18.49
A	08508050	Lamp, Clearance ; Each additional clearance lamp			68261677AA	LAMP	4	X	89.60	$9.25
A	08508050	Lamp, Clearance ; Each additional clearance lamp			68261677AA	LAMP	4	X	89.60	$9.25
A	08508050	Lamp, Clearance ; Each additional clearance lamp			68261677AA	LAMP	4	X	89.60	$9.25
B	08802702	Switch assembly, door locking ; Driver side	UC	UNCODABLE (NARRATIVE REQUIRED)	56046823AE	SWITCH	1	X	91.35	$36.98
C	08508801	Lamp, center high mounted stop lamp	65	LEAKS	55372082AF	LAMP	1	X	19.04	$18.49

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

SWITCH HAS INTERMENT OPERATION THE CLAI M AND RESUBMIT. THANK YOU LISA CAB LIGHT LEAK WATER INTO THEM ~~GOODWILL FOR CUSTOMER SATISFACTION, MILES ARE CORRECT PER WI ADVISOR. PLEASE SEE ATTACHED. THANKS

GCS Narratives

(Claim) Customer Concern:

Lamp, center high mounted stop lamp - Test and Replace (0 - Low Skilled) Lamp, clearance - Test and Replace One (0 - Low Skilled) Switch assembly, door locking - Test and Replace Driver side (1 - Semi-Skilled

(Claim) Cause:

LEFT FRONT MASTER SWITCH HAS INTERMENT OPERATION 3rd brake light has water penetration into assembly resulting in blown blubs 4/5 cab light have water penetration

(Claim) Correction:

[redacted] Customer states LF (master switch bank) window switch (for LF window) [redacted] 3rd brake light has water penetration into assembly resulting in blown b [redacted] 4/5 cab light have water penetration Customer states 4/5 cab lights ha

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 LARAMIE CREW CAB 4X4
Build Date	12/01/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim #	[redacted]	**In Service Date**	03/07/2017
Claim Type	W - Warranty	**Repair Date**	03/07/2017
Claim Status	Paid	**Mileage (Miles)**	38

Expense

Labor	$0.00	**Sublet**	$41.82	**Part**	$0.00	**Total Paid**	$41.82

Code	[redacted]	**Name**	PETERSON'S STAMPEDE DODGE-CHRY- JEEP LLC	**Zone**	70 PHOENIX
Address	5801 EAST GATE BLVD , NAMPA, ID 83687				

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	25080140	DEF Fluid Top Off ; Vehicle Delivery Fill	40	FLUID HIGH OR LOW	68035704AC	FLUID	4	X	41.82	$0.00

RO Narratives

(RO) Customer Concern:

ADDED 4 GALLONS OF DEF FLUID TO SOLD UNIT FOR DELIVERY

(RO) Cause:

LOW FLUID-TOPPED OFFDEF FOR DELIVERY

(RO) Correction:

38 TOPPED OFF DEF FLUID FOR DELIVERY Fluid Top Off Vehicle Delivery Fill ADD DEF FLUID FOR DELIVERY

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

Fluid Top Off Vehicle Delivery Fill

(Claim) Cause:

LOW FLUID-TOPPED OFF DEF FOR DELIVERY

(Claim) Correction:

38 TOPPED OFF DEF FLUID FOR DELIVERY

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 SLT CREW CAB 4X4
Build Date	01/17/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim #	[redacted]	**In Service Date**	02/28/2017
Claim Type	W - Warranty	**Repair Date**	03/08/2017
Claim Status	Paid	**Mileage (Miles)**	1

Expense

Labor	$449.87	**Sublet**	$691.88	**Part**	$0.00	**Total Paid**	$1,141.75

Code	[redacted]	**Name**	ROTHROCK MOTOR SALES INC	**Zone**	35 WASHINGTON
Address	1648 PLAZA LANE , ALLENTOWN, PA 18104				

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	MK	FAULT CODE SET	68056278AC	FLUID	1		21.42	$100.99
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	MK	FAULT CODE SET	04318080AD	FLUID	3		18.06	$100.99
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	MK	FAULT CODE SET	68143491AA	CONTROL	1	X	452.20	$100.99
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	MK	FAULT CODE SET	68347098AA	MODULE	1		200.20	$100.99
A	08191002	Module, anti-lock brake control ; All others			68056278AC	FLUID	1		21.42	$55.09
A	08191002	Module, anti-lock brake control ; All others			04318080AD	FLUID	3		18.06	$55.09
A	08191002	Module, anti-lock brake control ; All others			68143491AA	CONTROL	1	X	452.20	$55.09
A	08191002	Module, anti-lock brake control ; All others			68347098AA	MODULE	1		200.20	$55.09
A	08191063	Module, anti-lock brake control ; 6.7L diesel equipped			68056278AC	FLUID	1		21.42	$18.36
A	08191063	Module, anti-lock brake control ; 6.7L diesel equipped			04318080AD	FLUID	3		18.06	$18.36
A	08191063	Module, anti-lock brake control ; 6.7L diesel equipped			68143491AA	CONTROL	1	X	452.20	$18.36
A	08191063	Module, anti-lock brake control ; 6.7L diesel equipped			68347098AA	MODULE	1		200.20	$18.36
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68056278AC	FLUID	1		21.42	$275.43
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			04318080AD	FLUID	3		18.06	$275.43
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68143491AA	CONTROL	1	X	452.20	$275.43
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68347098AA	MODULE	1		200.20	$275.43

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

TRACTION CONTROL LIGHT IS ON TRACTION CONTROL LIGHT IS ON TRACTION CONTROL LIGHT IS ON TRACTION CONTROL LIGHT IS ON

(Claim) Cause:

REPLACED ABS MODULE. ABLE TO COMMUNICATE. INITIALIZED MODULE AND PERFORMED PED REPLACED ABS MODULE. ABLE TO COMMUNICATE. INITIALIZED MODULE AND PERFORMED PED REPLACED ABS MODULE. ABLE TO COMMUNICATE. INITIALIZED MODULE AND PERFORMED PED REPLACED ABS MODULE. ABLE TO COMMUNICATE. INITIALIZED MODULE AND PERFORMED PED

(Claim) Correction:

SWITCHED PIN 23 AND 6 ON HARNESS SIDE AT ABS MODULE AND RECHECK READINGS, NOW SWITCHED PIN 23 AND 6 ON HARNESS SIDE AT ABS MODULE AND RECHECK READINGS, NOW SWITCHED PIN 23 AND 6 ON HARNESS SIDE AT ABS MODULE AND RECHECK READINGS, NOW SWITCHED PIN 23 AND 6 ON HARNESS SIDE AT ABS MODULE AND RECHECK READINGS, NOW

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 LARAMIE CREW CAB 4X4
Build Date	01/16/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim #	PREPNV	**In Service Date**	06/20/2017
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	03/09/2017
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$114.16	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$114.16

Code	[redacted]	**Name**	JIM SMOLICH MOTORS INC	**Zone**	70 PHOENIX
Address	1865 NORTH EAST HIGHWAY 20 , BEND, OR 97701				

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$114.16

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 ST CREW CAB 4X4
Build Date	02/08/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	03/20/2017
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	03/09/2017
Claim Status	Paid	**Mileage (Miles)**	3

Expense

Labor	$145.72	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$145.72

Dealer Information

Code	[redacted]	**Name**	LINDSAY CHRYSLER DODGE JEEP RAM	**Zone**	35 WASHINGTON
Address	8100 CENTREVILLE RD , MANASSAS, VA 20111				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$145.72

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted]	RAM 2500 SLT MEGA CAB 4X4	
Build Date	10/26/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**		536	

Claim Information

Claim #	[redacted]	**In Service Date**	11/30/2016
Claim Type	W - Warranty	**Repair Date**	03/10/2017
Claim Status	Paid	**Mileage (Miles)**	10,014

Expense

Labor	$55.58	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$55.58

Dealer Information

Code	[redacted]	**Name**	CLOVIS CHRYSLER DODGE JEEP RAM	**Zone**	71 LOS ANGELES
Address	395 W HERNDON AVE , CLOVIS, CA 93612				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	181904FW	Module, Engine Control (ECM) ; Module, Engine Control (ECM) - Reprogram, Quicklearn 68RFE Only (A/T)	RF							$55.58

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
Software Flash for PCM (Flash Software 1)

(Claim) Cause:
FLASH UPDATE

(Claim) Correction:
PERFORMED FLASH UPDATE TO PCM [redacted]

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 SLT MEGA CAB 4X4
Build Date	10/26/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	11/30/2016
Claim Type	W - Warranty	**Repair Date**	03/10/2017
Claim Status	Paid	**Mileage (Miles)**	10,014

Expense

Labor	$55.58	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$55.58

Dealer Information

Code	[redacted]	**Name**	CLOVIS CHRYSLER DODGE JEEP RAM	**Zone**	71 LOS ANGELES
Address	395 W HERNDON AVE , CLOVIS, CA 93612				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85410500	Brakes, Trouble Not Found ; Brakes	OD							$55.58

RO Narratives

(RO) Customer Concern:

Customer states brake pedal drops too low at times worse cus tomer has already hit a few things because veh not stopping when braking check advise (General Concern 1) Software Flash for PCM (Flash Software 1) (Replace engine oil and filter diesel) (Rotate tires) (Multi-point inspection)

(RO) Cause:

FOUND NO CODE IN ANY MODULE FOUND NO TSBS PERFORMED INSPECTI ON FOUND OK PERFORMED TEST DRIVE AND APPLIED BRAKES SEVERAL TIMES FOUND OK PERFORMED 3 PANIC STOPS FOUND ABS PUMP WORKIN G NORMAL ALL SYSTEM WORKING OK HAD SERVICE MANAGER ROAD TES T VEH AND BRAKING SYSTEM WORKING FINE AT THIS TIME FLASH UPDATE DUE FOR SERVICE ROTATED TIRES CUSTOMER STATES TO PERFORM 23POINT INSPECTION AS PER CHECK L IST.

(RO) Correction:

REPAIR WAS PERFORMED FLASH UPDATE TO PCM 32370731AD-AE PERFORMED OIL AND FILTER CHANGE. PERFORMED 23POINT INSPECTION AS PER CHECK LIST.

(RO) Technical Notes:

BRAKE PEDAL DROPS TOO LOW COULD NOT DUPLICATE

GCS Narratives

(Claim) Customer Concern:

Customer states brake pedal drops too low at times worse cus tomer has already

(Claim) Cause:

FOUND NO CODE IN ANY MODULE FOUND NO TSBS PERFORMED INSPECTI ON FOUND OK PERFO

(Claim) Correction:

REPAIR WAS

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 SLT CREW CAB 4X4
Build Date	02/17/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	05/30/2017
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	03/13/2017
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$141.78	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$141.78

Dealer Information

Code	[redacted]	**Name**	JOHN ELWAY CHRYSLER JEEP DODGE RAM	**Zone**	74 DENVER
Address	2501 35TH AVE , GREELEY, CO 80634				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$141.78

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 ST CREW CAB 4X4
Build Date	10/23/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	01/16/2017
Claim Type	W Warranty	**Repair Date**	03/16/2017
Claim Status	Paid	**Mileage (Miles)**	2,120

Expense

Labor	$19.58	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$19.58

Dealer Information

Code	[redacted]	**Name**	LARSON DODGE	**Zone**	70 PHOENIX
Address	300 RIVER ROAD , PUYALLUP, WA 98371				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85411400	Fuel, Trouble Not Found	UC	UNCODABLE (NARRATIVE REQUIRED)						$19.58

RO Narratives

(RO) Customer Concern:

MISCELLANEOUS REPAIRS FUEL COMING OUT OF THE FILLER LINE, BEFORE AUTOSHUT OFF ON PUMP KICKS IN VEHICLE WILL DUMP FUEL ON GROUND. MULTI POINT INSPECTION inspect for updates

(RO) Cause:

PERFORM FLASH UPDATE

(RO) Correction:

2119 star case[redacted] 2 found fuel inbetween both flapper doors, possible relationto fuel filler not pressed all the way in customer will verify on next fill up. starcase[redacted] MISCELLANEOUS REPAIRS MULTI POINT INSPECTION 2119 ALL MODULES ARE UP TO DATE inspect for updates

(RO) Technical Notes:

STAR CASE [redacted] 20

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 3500 LARAMIE CREW CAB 4X4
Build Date	02/27/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	03/27/2017
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	03/20/2017
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$141.94	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$141.94

Dealer Information

Code	[redacted]	**Name**	OURISMAN CHRYSLER JEEP DODGE	**Zone**	35 WASHINGTON
Address	12430 AUTO DR , CLARKSVILLE, MD 21029				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$141.94

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 LARAMIE CREW CAB 4X4
Build Date	02/27/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	03/27/2017
Claim Type	W - Warranty	**Repair Date**	03/20/2017
Claim Status	Paid	**Mileage (Miles)**	1

Expense

Labor	$0.00	**Sublet**	$27.39	**Part**	$0.00	**Total Paid**	$27.39

Dealer Information

Code	[redacted]	**Name**	OURISMAN CHRYSLER JEEP DODGE	**Zone**	35 WASHINGTON
Address	12430 AUTO DR , CLARKSVILLE, MD 21029				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	25080140	DEF Fluid Top Off ; Vehicle Delivery Fill	40	FLUID HIGH OR LOW	68056278AC	FLUID	1	X	27.39	$0.00

RO Narratives

(RO) Customer Concern:

PRE DELIVERY INSPECTION TOPPED OFF DIESEL DEF FLUID FOR DELIVERY

(RO) Cause:

TOPPED OFF LEVEL OP CODE [redacted]

(RO) Correction:

DONE DONE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

TOPPED OFF DIESEL DEF FLUID FOR DELIVERY

(Claim) Cause:

TOPPED OFF LEVEL OP CODE [redacted]

(Claim) Correction:

DONE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 SLT CREW CAB 4X4
Build Date	09/07/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	560

Claim Information

Claim #	[redacted]	**In Service Date**	11/14/2016
Claim Type	W - Warranty	**Repair Date**	03/21/2017
Claim Status	Paid	**Mileage (Miles)**	2,307

Expense

Labor	$321.88	**Sublet**	$206.29	**Part**	$0.00	**Total Paid**	$528.17

Dealer Information

Code	[redacted]	**Name**	ANCHORAGE CHRYSLER CENTER INC	**Zone**	70	PHOENIX
Address	2601 EAST 5TH AVENUE , ANCHORAGE, AK 99501					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	05700610	Shoe drum/parking brake ; Rear wheel Parking brake- Axle set			05086767AC	GASKET	1		6.16	$197.28
A	05700610	Shoe drum/parking brake ; Rear wheel Parking brake- Axle set			05086773AC	SEAL	1	X	39.20	$197.28
A	05700610	Shoe drum/parking brake ; Rear wheel Parking brake- Axle set			68049116AA	SHOE	1		115.43	$197.28
A	05700610	Shoe drum/parking brake ; Rear wheel Parking brake- Axle set			68218654AA	LUBRICANT	2		45.50	$197.28
A	22501511	Seal, rear wheel bearing oil ; 2500 - 5500 axles - Left	65	LEAKS	05086767AC	GASKET	1		6.16	$124.60
A	22501511	Seal, rear wheel bearing oil ; 2500 - 5500 axles - Left	65	LEAKS	05086773AC	SEAL	1	X	39.20	$124.60
A	22501511	Seal, rear wheel bearing oil ; 2500 - 5500 axles - Left	65	LEAKS	68049116AA	SHOE	1		115.43	$124.60
A	22501511	Seal, rear wheel bearing oil ; 2500 - 5500 axles - Left	65	LEAKS	68218654AA	LUBRICANT	2		45.50	$124.60

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES THAT THE DRIVER REAR AXLE SEAL IS LEAKING. ITS SLINGING ON THE INSIDE OF THE WHEEL. CHECK AND ADVISE.' PERFORM MINOR MAINTENANCE INSPECTION

(RO) Cause:

VERIFIED COMPLAINT, VEHICLE SHOWS SIGNS OF FLUID LOSS. INSPECTION FOUND LEFT REAR HUB SEAL IS SLINGING DIFFERENTIAL FLUID. FURTHER INSPECTION FOUND THAT THE SEAL HAS FAILED. FOUND PARKING BRAKE SHOES ARE SOAKED IN DIFFERENTIAL FLUID. FOUND NO OTHER CONCERNS. ADVISE REPLACEMENT OF LEFT REAR HUB SEAL AND PARKING BRAKE SHOES AND RETEST OPERATION TO ADDRESS CUSTOMER'S CONCERN. MAINTENANCE

(RO) Correction:

REMOVED AND REPLACED LEFT REAR HUB SEAL AND PARKING BRAKE SHOES. CHECKED OPERATION, VERIFIED VEHICLE IS FULLY FUNCTIONAL. REPAIR COMPLETE. INSPECTION OF FLUID LEVELS AND CONDITION, AIR FILTERS BELTS AND HOSES, LEAKS OR DAMAGE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 LARAMIE CREW CAB 4X4
Build Date	02/28/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	560

Claim Information

Claim #	PREPNV	**In Service Date**	05/15/2017
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	03/22/2017
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$118.02	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$118.02

Dealer Information

Code	[redacted]	**Name**	HUNTER DODGE CHRYSLER JEEP	**Zone**	71 LOS ANGELES
Address	1130 AUTO MALL DR , LANCASTER, CA 93534				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$118.02

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 LARAMIE CREW CAB 4X4
Build Date	10/26/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	12/30/2016
Claim Type	W - Warranty	**Repair Date**	03/22/2017
Claim Status	Paid	**Mileage (Miles)**	4,940

Expense

Labor	$184.51	**Sublet**	$45.43	**Part**	$105.00	**Total Paid**	$334.94

Dealer Information

Code	[redacted]	**Name**	BLUEBONNET CHRY-DODGE	**Zone**	63 DALLAS
Address	547 S SEGUIN , NEW BRAUNFELS, TX 78130				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	0894ATF3	Transmission Wiring	3T	TERMINAL(S) CORRODED	J8126688AB	LUBRICANT	1		24.15	$119.39
A	0894ATF3	Transmission Wiring	3T	TERMINAL(S) CORRODED	68284597AA	WIRING	1	X	21.28	$119.39
A	95400141	Loaner Car ; Standard Line Vehicles			J8126688AB	LUBRICANT	1		24.15	$105.00
A	95400141	Loaner Car ; Standard Line Vehicles			68284597AA	WIRING	1	X	21.28	$105.00
B	02000240	Toe adjustment/Center steering wheel ; Front Toe	WX	WHEEL OFF CENTER LEFT						$65.12

RO Narratives

(RO) Customer Concern:

MISC REPAIR-- [SERVICE 4X4 LIYTE ISON] Multi-point inspection (according to maintenance interval) PERFORMED TIRE INSPECTION RENTAL CAR CUST STATES PULLS TO THE RIGHT

(RO) Cause:

F F F

(RO) Correction:

[redacted]10 CHECKED FOR CODES, LIGHT WAS OFF.NO CODES STORED IN SYSTEM. SEARCHED TSB'S,RRT'S, AND STARCASES. FOUND NONE RELATED.TEST DROVE VEHICLE 8 MILES AND SERVICE 4WDLIGHT CAME ON. PULLED CODE C147B - FRONT AXLEDISCONNECT SENSOR CIRCUIT PERFORMANCE. BEGANTO TEST WIRES. WHEN UNPLUGGED FRONT AXLEACTUATOR, FOUND LOTS OF CORROSION ONCONNECTOR. TRACED CORROSION AND FOUNDCORROSION AT THE TOP CONNECTOR OF THE JUMPERHARNESS THAT GOES TO THE FRONT AXLE ACTUATORALSO. (ALONG RIGHT SIDE FRAME) REMOVEDHARNESS, CLEANED OUT CONNECTORS TO HARNESSAND REPLACED THE JUMPER HARNESS FOR POSSIBLEWATER INTRUSION (NOTE: MAY HAVE CORROSION INOTHER PLACES). CLEARED CODE AND TEST DROVE.LIGHT IS OFF AT THIS TIME. MISC REPAIR-- [SERVICE 4X4 LIYTE IS ON] MISC REPAIR--CUSTOMER STATES: Multi-point inspection (according to maintenanceinterval) MULTI POINT INSPECTION 4937 TECH PERFORMED VISUAL SAFETYINSPECTION OF TIRES...********** LT-FRT___14___/32"-- ----DOT__3515_____*******RT-FRT __14____/32" -------DOT___3516____******* LT-RR ____14__/32"-------DOT___3516____ ******* RT-RR_____14_/32" -------DOT___3516____ YOUR VEHICLES TIRES HAVE BEEN INSPECTED BY OUR SERVICE STAFF. BLUEBONNETCHRYSLER DODGE RECOMMENDSTHAT YOUR TIRES SHOULD BEREPLACED WHEN THE TIRE AGE REACHES OR EXCEEDS 5 YEARS REGARDLESS OF TREADDEPTH OR APPEARANCE. YOUR VEHICLES TIRES HAVE BEEN INSPECTED BY OUR SERVICE STAFF. BLUEBONNET CHRYSLER DODGE RECOMMENDS THAT YOUR TIRES SHOULD BE REPLACED WHEN THE TIRE AGE REACHES OR EXCEEDS 5 YEARS REGARDLESS OF TREAD DEPTH OR APPEARANCE. RENTAL CAR bbloaner RENTAL CAR MISC. SHOP CHARGES [redacted]50 tech 76421 verfied the concern andfound vehicle drift to the right and thesteering wheel is off to the left tech put onthe alignment machine and found toe to be outpast spec so tech realigned straightened thesteering wheel and te

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES PULLS TO THE RIGHT SERVICE 4X4 LIGHT IS ON

(Claim) Cause:

ALIGNMENT JUMPER WIRING

(Claim) Correction:

CHECKED FOR CODES, LIGHT WAS OFF. NO CODES STORED IN SYSTEM. SEARCHED TSB'S VERIFIED CONCERN AND FOUND VEH. DRIFT TO THE RIGHT AND THE STEERING WHEEL IS O FF TO THE LEFT. PUT ON THE ALIGNMENT MACHINE AND FOUND TOE TO BE OUT PAST SPE RRT'S AND STAR CASES. FOUND NON RELATED. TEST DROVE VEH. 8 MILES AND SERVIC C. REALIGNED STRAIGHTENED THE STEERING WHEEL AND TEST DROVE AGAIN AND FOUND N E 4WD LIGHT CAME ON. PULLED CODE [redacted]. FRONT AXLE DISCONNECT SENSOR CIRCUIT PERFORMANCE. BEGAN TO TEST WIRES. WHEN UNPLUGGED FRONT AXLE ACTUATOR, FOUN O MORE ISSUES AT THIS TIME. D LOTS OF CORROSION ON CONNECTOR. TRACED CORROSION AND FOUND CORROSION AND FO UND CORROSION AT THE TOP CONNECTOR OF THE JUMPER HARNESS THAT GOES TO THE FRON T AXLE ACUTATOR ALSO. ALONG RIGHT SIDE FRAME REMOVED HARNESS, CLEANED OUT CO NNECTORS TO HARNESS AND REPLACED THE JUMPER HARNESS FOR POSSIBLE WATER INTRUSI ON. MAY HAVE CORROSION IN OTHER PLACES. CLEARED CODE AND TEST DROVE. LIGHT IS OFF AT THIS TIME.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 ST CREW CAB 4X4
Build Date	01/11/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	03/27/2017
Claim Type	W - Warranty	**Repair Date**	03/23/2017
Claim Status	Paid	**Mileage (Miles)**	81

Expense

Labor	$94.81	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$94.81

Dealer Information

Code	[redacted]	**Name**	THOMPSONS CHRYSLER DODGE JEEP RAM	**Zone**	71 LOS ANGELES
Address	126 FORNI ROAD , PLACERVILLE, CA 95667				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	181904GA	Module, Engine Control (ECM) ; Module, Engine Control (ECM) and Dosing Control Unit (DCU)- Reprogram, 68RFE Only (A/T)	RF							$94.81

RO Narratives

(RO) Customer Concern:

DEALER TRADE INSPECTION. CHECK AND ADJUST TIRE PRESSURES, TORQUE WHEELS, CHECK AND TOP OFF AL FLUIDS, INSPECT FOR LEAKS. INSTALL LICENSE PLATE FRAMES INSPECTED FOR SOFTWARE UPDATES ANDUPDATED NECESSARY MODULES FILL DEF TANK PRIOR TO CUSTOMER DELIVERY. 25-08-01-40 WEIGHT CERT

(RO) Cause:

DEALER TRADE INSPECTION. CHECK AND ADJUST TIRE PRESSURES, TORQUE WHEELS, CHECK AND TOP OFF AL FLUIDS, INSPECT FOR LEAKS.INSTALL LICENSE PLATE FRAMES SOFTWARE UPPDATES FILL DEF TANK PRIOR TO CUSTOMER DELIVERY. 25-08-01-40

(RO) Correction:

81 PERFORMED DEALER TRADE INSPECTION.INSTALLED ALL LOOSE SHIPPED PARTS INCLUDINGFRONT LICENSE PLATE BRACKET. SET TIREPRESSURE AND SET WHEEL TORQUE TO FACTORYSPECIFICATIONS. ALL FLUIDS AND LEVELS AREGOOD. INSPECTED FOR ANY LEAKS. DEALER TRADE INSPECTION. CHECK AND ADJUST TIRE PRESSURES, TORQUE WHEELS,CHECK AND TOP OFF AL FLUIDS, INSPECT FOR LEAKS. INSTALL LICENSE PLATE FRAMES DEALER TRADE INSPECTION. CHECK AND ADJUST TIRE PRESSURES, TORQUE WHEELS, CHECK AND TOP OFF AL FLUIDS, INSPECT FOR LEAKS. INSTALL LICENSE PLATE FRAMES 81 SOFTWARE UPPDATES CHECKED FOR UPDATESWITH WITECH2, PCM AND DCU AVAILABLE FORUPDATES. Flashed PCM from old part number32370731AE to current part number 32370731AF. Module, Engine Control (ECM) - Reprogram Module,Engine Control (ECM) and Dosing Control Unit (DCU)- Reprogram, 68RFE Only (A/T) (0 - Low Skilled) 81 DEF TANK IS ALREADY FULL. FILL DEF TANK PRIOR TO CUSTOMER DELIVERY. 25-08-01-40 81 PERFORMED WEIGHT CERT. RECOMMENDED MAINT WEIGHT CERT RECOMMENDED MAINT SUBLET REPAIRS

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 SLT CREW CAB 4X4
Build Date	10/18/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	560

Claim Information

Claim #	[redacted]	**In Service Date**	02/20/2017
Claim Type	W - Warranty	**Repair Date**	03/23/2017
Claim Status	Paid	**Mileage (Miles)**	3,993

Expense

Labor	$417.83	**Sublet**	$25.48	**Part**	$0.00	**Total Paid**	$443.31

Dealer Information

Code	[redacted]	**Name**	TEXAN DODGE CHRYSLER JEEP RAM	**Zone**	63 DALLAS
Address	18555 HIGHWAY 59 N , HUMBLE, TX 77338				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08141501	Sensor, MAP/TMAP ; All others	ML	CHECK ENGINE/SERVICE ENGINE SO	05149174AB	SENSOR	1	X	25.48	$30.57
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			05149174AB	SENSOR	1	X	25.48	$387.26

RO Narratives

(RO) Customer Concern:

(Multi-point inspection according to maintenance interval) Customer states ESC LIGHT CAME ON DASH ELECTRONIC THROTTLE C ONTROL LIGHT AND CK ENGINE AND VEH WILL NOT GO OVER 17 MPH (Engine Mechanical Concern)

(RO) Cause:

QUICK LANE MULTIPOINT INSPECTION MAP SENSOR INTERNAL ISSUE 5 VOLT REFRENCE OPEN

(RO) Correction:

QUICK LANE MULTIPOINT INSPECTION REPLACED SHORTED MAP SENSOR & TRACE SHORT IN ENGINE WIRING HARNESS 5 VOLT CIRCUIT. FOUND WIRING SHORTED BEHIND EGR VALVE. YELLOW / ORANGE WIRE ON CIRCUIT SF 865A SHORTED TO GROUND AT EGR TUBE. REPAIRED CIRCUIT & CLEAR CODES. TESTDROVE TRUCK 20 MILES. TRUCK WORKING AS DESIGNED AFTER REPAIRS.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUST STATES STATES ESC LIGHT ON, ELECTRONIC THROTTLE CONTROL, AND CHECK ENGNIE CUST STATES STATES ESC LIGHT ON, ELECTRONIC THROTTLE CONTROL, AND CHECK ENGNIE

(Claim) Cause:

MAP SENSOR INTERNAL ISSUE 5 VOLT REFRENCE OPEN [redacted] MAP SENSOR INTERNAL ISSUE 5 VOLT REFRENCE OPEN [redacted]

(Claim) Correction:

5 VOLT REFRENC CIRCUIT SHORT TO GROUND BEHIND EGR TUBE, PERFORMED DIAGNOSTICS 5 VOLT REFRENC CIRCU T SHORT TO GROUND BEHIND EGR TUBE, PERFORMED DIAGNOSTICS

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 3500 ST CREW CAB 4X4
Build Date	03/06/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	05/15/2017
Claim Type	K Road Ready (PREPNV)	**Repair Date**	03/24/2017
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$138.82	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$138.82

Dealer Information

Code	[redacted]	**Name**	DUPAGE CHRYSLER DODGE JEEP RAM	**Zone**	51 CHICAGO
Address	433 E NORTH AVE , GLENDALE HEIGHTS, IL 60139				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$138.82

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 LARAMIE CREW CAB 4X4
Build Date	09/02/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	01/03/2017
Claim Type	W - Warranty	**Repair Date**	03/25/2017
Claim Status	Paid	**Mileage (Miles)**	3,287

Expense

Labor	$64.46	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$64.46

Dealer Information

Code	[redacted]	**Name**	SLEEPY HOLLOW CHRYSLER DODGE	**Zone**	51 CHICAGO
Address	1310 NORTH MAIN STREET , VIROQUA, WI 54665				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85418605	ABS/ESP/Speed Control and ITBM, Trouble Not Found ; ITBM	OD							$64.46

RO Narratives

(RO) Customer Concern:

Customer states trailer brake not engaging like it should

(RO) Cause:

checked over, no dtcs or flash updates.

(RO) Correction:

checked all trailer wiring, all good, itbm works same as another ram 2500.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted]	RAM 2500 SLT CREW CAB 4X4	
Build Date	03/04/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**		560	

Claim Information

Claim #	[redacted]	**In Service Date**	03/28/2017
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	03/27/2017
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$129.98	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$129.98

Dealer Information

Code	[redacted]	**Name**	BERGSTROM CHRYSLER-JEEP-DODGE-RAM	**Zone**	51	CHICAGO
Address	2929 LAWE ST , KAUKAUNA, WI 54130					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$129.98

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	Year	2017	Body	[redacted] - RAM 3500 LARAMIE CREW CAB 4X4	
Build Date	09/03/2016	Plant	SALTILLO TRUCK ASSEMBLY PLANT	Coverage Code	536	

Claim Information

Claim #	[redacted]	In Service Date	11/09/2016
Claim Type	W - Warranty	Repair Date	03/29/2017
Claim Status	Paid	Mileage (Miles)	6,026

Expense

Labor	$203.42	Sublet	$561.89	Part	$0.00	Total Paid	$765.31

Dealer Information

Code	[redacted]	Name	A J DOHMANN CHRYSLER INC	Zone	63	DALLAS
Address	802 ROBINSON DR , BERWICK, LA 70342					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08141808	Sensor, wheel speed-Anti-lock brakes ; rear - right			68347098AA	MODULE	1	X	200.20	$27.74
A	08141808	Sensor, wheel speed-Anti-lock brakes ; rear - right			04779980AC	SENSOR	1		31.29	$27.74
A	08191002	Module, anti-lock brake control ; All others	14	BURNED OR BURNED OUT	68347098AA	MODULE	1	X	200.20	$55.48
A	08191002	Module, anti-lock brake control ; All others	14	BURNED OR BURNED OUT	04779980AC	SENSOR	1		31.29	$55.48
B	146015SC	Tube, fuel tank filler ; Star Case - MY 2013-2017 - only	43	FUEL LEAK	68217841AI	TUBE	1	X	330.40	$120.20

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES ABS LIGHT IS ON (Brake System Concern) CUSTOMER STATES 4WD INOP (Automatic Transmission Concern) CUSTOMER STATES LEAKING DIESEL CUSTOMER STATES CAP FOR USB BROKE

(RO) Cause:

CODE C003A-1D RIGHT REAR WHEEL SPEED SENSOR SHORTED TOGETHER CAUSING SHOR CIRCUIT IN ABS CONTROL MODULE FUEL FILLER TUBE LEAKING AT TOP NECK

(RO) Correction:

REPLACED AND PROGRAMMED ABS CONTROL MODULE REPLACED RIGHT REAR WHEEL SPPED SENSOR CLEARED ALL DTCS SEE JOB 1 REPLACED FUEL FILLER TUBE ORDERED PART

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES ABS LIGHT IS ON CUSTOMER STATES LEAKING DIESEL

(Claim) Cause:

FOUND CODES C003A-1D RIGHT REAR WHEEL SPEED SENSOR SHORTED TOGETHER CAUSING SH FOUND FUEL FILLER TUBE LEAKING AT TOP OF NECK ORT CIRCUIT IN ABS CONTROL MODULE

(Claim) Correction:

REMOVED AND REPLACED FUEL FILLER TUBE REPMOVED, REPLACED AND REPROGRAMED ABS CONTROL MODULE AND REPLACED RIGHT REAR WHEEL SPEED SENSOR CLEARED DTC ROAD TEST OK

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 3500 LARAMIE CREW CAB 4X4
Build Date	09/03/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	11/09/2016
Claim Type	W - Warranty	**Repair Date**	03/29/2017
Claim Status	Paid	**Mileage (Miles)**	6,026

Expense

Labor	$0.00	**Sublet**	($31.29)	**Part**	$0.00	**Total Paid**	($31.29)

Dealer Information

Code	[redacted]	**Name**	A J DOHMANN CHRYSLER INC	**Zone**	63 DALLAS
Address	802 ROBINSON DR , BERWICK, LA 70342				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08191002	Module, anti lock brake control ; All others	14	BURNED OR BURNED OUT	04779980AC	SENSOR	1		31 29	$0 00

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES ABS LIGHT IS ON (Brake System Concern) CUSTOMER STATES 4WD INOP (Automatic Transmission Concern) CUSTOMER STATES LEAKING DIESEL CUSTOMER STATES CAP FOR USB BROKE

(RO) Cause:

CODE [redacted] RIGHT REAR WHEEL SPEED SENSOR SHORTED TOGETHER CAUSING SHOR CIRCUIT IN ABS CONTROL MODULE FUEL FILLER TUBE LEAKING AT TOP NECK

(RO) Correction:

REPLACED AND PROGRAMMED ABS CONTROL MODULE REPLACED RIGHT REAR WHEEL SPPED SENSOR CLEARED ALL DTCS SEE JOB 1 REPLACED FUEL FILLER TUBE ORDERED PART

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES ABS LIGHT IS ON CUSTOMER STATES LEAKING DIESEL

(Claim) Cause:

FOUND CODES C003A-1D RIGHT REAR WHEEL SPEED SENSOR SHORTED TOGETHER CAUSING SH FOUND FUEL FILLER TUBE LEAKING AT TOP OF NECK ORT CIRCUIT IN ABS CONTROL MODULE

(Claim) Correction:

REMOVED AND REPLACED FUEL FILLER TUBE REPMOVED, REPLACED AND REPROGRAMED ABS CONTROL MODULE AND REPLACED RIGHT REAR WHEEL SPEED SENSOR CLEARED DTC ROAD TEST OK

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 LONGHORN MEGA CAB 4X4
Build Date	03/09/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	05/31/2017
Claim Type	W - Warranty	**Repair Date**	03/30/2017
Claim Status	Paid	**Mileage (Miles)**	11

Expense

Labor	$0.00	**Sublet**	$30.03	**Part**	$0.00	**Total Paid**	$30.03

Dealer Information

Code	[redacted]	**Name**	FRANKLIN CHRYSLER DODGE JEEP RAM	**Zone**	66 ORLANDO
Address	1124 MURFREESBORO RD , FRANKLIN, TN 37064				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	25080140	DEF Fluid Top Off ; Vehicle Delivery Fill	40	FLUID HIGH OR LOW	68056278AC	FLUID	1	X	21.42	$0.00
A	25080140	DEF Fluid Top Off ; Vehicle Delivery Fill	40	FLUID HIGH OR LOW	68035704AC	FLUID	1		8.61	$0.00

RO Narratives

(RO) Customer Concern:
INSTALL DEF FOR NEW CAR DELIVERY

(RO) Cause:
NEW CAR DELIVERY

(RO) Correction:
INSTALLED 25080140

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 CREW CAB CHASSIS 4X4
Build Date	12/11/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	02/28/2017
Claim Type	W - Warranty	**Repair Date**	03/30/2017
Claim Status	Paid	**Mileage (Miles)**	460

Expense

Labor	$54.77	**Sublet**	$44.52	**Part**	$0.00	**Total Paid**	$99.29

Dealer Information

Code	[redacted]	**Name**	SAWICKI MOTOR SALES INC	**Zone**	51 CHICAGO
Address	700 EAST SOUTH STREET , FREEPORT, IL 61032				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
B	25080140	DEF Fluid Top Off ; Vehicle Delivery Fill	40	FLUID HIGH OR LOW	68035704AC	FLUID	4	X	44.52	$0.00
A	181904GB	Module, Engine Control (ECM) ; Module, Engine Control (ECM) and Dosing Control Unit (DCU) - Reprogram, (M/T & Aisin)	RF							$54.77

RO Narratives

(RO) Customer Concern:

INSTALL RUNNING BOARDS TECH INSTALLED RUNNING BOARDS (53- TWISE-) INSTALL REAR FUEL TANK TECH INSTALLED NEW REAR FUEL TANK AND PROPER HOSES AND WIRING (05-9076 MDONSELMAN-) SUBLET FOR FLATBED INSTALL ([redacted] FILL DEF TO FULL TECH TOPPED OF DEF FLUID (53- TWISE-) PERFORM SOFTWARE FLASH FOR PCM AND DCU PER BULLETIN # 25-002-17 ([redacted])

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 LONGHORN MEGA CAB 4X4
Build Date	03/09/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	05/31/2017
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	03/30/2017
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$129.11	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$129.11

Dealer Information

Code	[redacted]	**Name**	FRANKLIN CHRYSLER DODGE JEEP RAM	**Zone**	66 ORLANDO
Address	1124 MURFREESBORO RD , FRANKLIN, TN 37064				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$129.11

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 LARAMIE CREW CAB 4X4
Build Date	03/03/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	560

Claim Information

Claim #	[redacted]	**In Service Date**	05/16/2017
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	03/31/2017
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$110.57	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$110.57

Dealer Information

Code	[redacted]	**Name**	GRAVA CHRYSLER JEEP	**Zone**	32 NEW YORK
Address	29 MYSTIC AVENUE , MEDFORD, MA 02155				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$110.57

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 3500 SLT CREW CAB 4X4
Build Date	03/02/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	04/20/2017
Claim Type	K Road Ready (PREPNV)	**Repair Date**	04/03/2017
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$104.60	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$104.60

Dealer Information

Code	[redacted]	**Name**	DAVE SMITH MOTORS	**Zone**	70 PHOENIX
Address	210 NORTH DIVISION , KELLOGG, ID 83837				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$104.60

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	Year	2017	Body	[redacted] - RAM 3500 LARAMIE CREW CAB 4X4	
Build Date	02/18/2017	Plant	SALTILLO TRUCK ASSEMBLY PLANT	Coverage Code	536	

Claim Information

Claim #	[redacted]	In Service Date	02/27/2017
Claim Type	W - Warranty	Repair Date	04/05/2017
Claim Status	Paid	Mileage (Miles)	1,132

Expense

Labor	$0.00	Sublet	$21.42	Part	$0.00	Total Paid	$21.42

Dealer Information

Code	[redacted]	Name	BROWNING DODGE CHRYSLER JEEP RAM	Zone	71	LOS ANGELES
Address	1983 HAMNER AVE , NORCO, CA 92860					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	25080140	DEF Fluid Top Off ; Vehicle Delivery Fill	40	FLUID HIGH OR LOW	68056278AC	FLUID	1	X	21.42	$0.00

RO Narratives

(RO) Customer Concern:

CUSTOMER REQUEST FILL UP WITH DEF FLUID. CHECK, INFLATE AND RECORD EACH TIRETO THE VEHICLE MANUFACTURER'S RECOMMENDED TIRE PRESSURE RATING. PERFORM A COMPLIMENTARY MULTI-POINTINSPECTION AND REPORT FINDINGS TO THE ASSIGNED SERVICE ADVISOR ***** PLEASE HAVE CAR WASHED AFTER SERVICE.*******

(RO) Cause:

. . . .

(RO) Correction:

1132 COMPLETED. GENERAL INFORMATION: 1132 TIRES SET TO 60 PSI IN FRONT AND 80PSI IN REAR CHECK, INFLATE AND RECORDEACH TIRE TO THE VEHICLE MANUFACTURER'S RECOMMENDED TIRE PRESSURERATING. CHECK, INFLATE AND RECORDEACH TIRE TO THE VEHICLEMANUFACTURER'S RECOMMENDED TIRE PRESSURE RATING. 1132 COMPLETED PERFORM A COMPLIMENTARY MULTI-POINT INSPECTION AND REPORT FINDINGS TO THE ASSIGNED SERVICE ADVISOR PERFORM A COMPLIMENTARY MULTI-POINT INSPECTION ANDREPORT FINDINGS TO THE ASSIGNED SERVICE ADVISOR 1132 COMPLETED ***** PLEASE HAVE CAR WASHED AFTER SERVICE.*******

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

DEF FLUID LOW

(Claim) Cause:

TOP OFF FLUID

(Claim) Correction:

TOP OFF DEF FLUID

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 SLT CREW CAB 4X4
Build Date	03/13/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	05/19/2017
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	04/06/2017
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$101.62	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$101.62

Dealer Information

Code	[redacted]	**Name**	DOW CHRYSLER DODGE JEEP, INC.	**Zone**	63 DALLAS
Address	2244 HWY 271 NORTH , PITTSBURG, TX 75686				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$101.62

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 SLT CREW CAB 4X4
Build Date	10/18/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	560

Claim Information

Claim #	[redacted]	**In Service Date**	02/20/2017
Claim Type	F - Service Contract	**Repair Date**	04/07/2017
Claim Status	Paid	**Mileage (Miles)**	5,844

Expense

Labor	$0 00	**Sublet**	$0 00	**Part**	$65 00	**Total Paid**	$65 00

Dealer Information

Code	[redacted]	**Name**	MARTIN CHRYSLER LLC	**Zone**	63 DALLAS
Address	226 S WASHINGTON AVE , CLEVELAND, TX 77327				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26860303	Maintenance Interval Schedule B ; To be used every 3,000 Intervals	MC	MAINTENANCE CARE						$0.00
A	95260001	Maintenance Allowance ; Fixed Cost Maintenance								$65 00

RO Narratives

(RO) Customer Concern:

Replace synthetic engine oil and filter $65 credit Multi point inspection (according to maintenance interval) **maintenace guide printed for customer

(RO) Cause:

NA

(RO) Correction:

PERFROMED OIL AND FILTER CHANGE COMPLETED INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 3500 SLT CREW CAB 4X4
Build Date	03/02/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	04/20/2017
Claim Type	W - Warranty	**Repair Date**	04/11/2017
Claim Status	Paid	**Mileage (Miles)**	14

Expense

Labor	$0.00	**Sublet**	$18.90	**Part**	$0.00	**Total Paid**	$18.90

Dealer Information

Code	[redacted]	**Name**	DAVE SMITH MOTORS	**Zone**	70 PHOENIX
Address	210 NORTH DIVISION , KELLOGG, ID 83837				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	25080140	DEF Fluid Top Off ; Vehicle Delivery Fill	40	FLUID HIGH OR LOW	68035700AC	FLUID	3	X	18.90	$0.00

RO Narratives

(RO) Customer Concern:

TOP OFF DIESEL EXHAUST FLUID CHRYSLER VEHICLE

(RO) Cause:

ADDED DEF AS PART OFPDI PROCESS

(RO) Correction:

[redacted] TOP OFF DIESEL EXHAUST FLUID CHRYSLER VEHICLE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 ST CREW CAB 4X4
Build Date	10/12/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	12/08/2016
Claim Type	W - Warranty	**Repair Date**	04/12/2017
Claim Status	Paid	**Mileage (Miles)**	5,514

Expense

Labor	$76.64	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$76.64

Dealer Information

Code	[redacted]	**Name**	LITHIA CHRYSLER JEEP DODGE	**Zone**	70 PHOENIX
Address	4540 GRUMMAN DR. , MEDFORD, OR 97504				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
B	06452000	Bushings, clutch pedal	UC	UNCODABLE (NARRATIVE REQUIRED)						$19.16
A	181904GB	Module, Engine Control (ECM) ; Module, Engine Control (ECM) and Dosing Control Unit (DCU) - Reprogram, (M/T & Aisin)	CC	SENDING UNITS/SENSORS						$57.48

RO Narratives

(RO) Customer Concern:

VEHICLE SEEMS TO HAVE LOST POWER ALL OF A SUDDEN WHEN TOWING TRAILER- NO WARNING LAMPS WHEN LIGHTS ARE ON AUTO MODE THEY INTERMITTENTLY FLICKER CLUTCH LINKAGE/PEDAL AREA SQUEAKS WHEN ITS PUSHED

(RO) Cause:

F F F

(RO) Correction:

[redacted]**18-19-04-GB** 60 ROAD TESTED VEHICLE,SCANNED FOR DIAGNOSTIC TROUBLE CODES. NONEWERE ACTIVE, STORED OR PENDING. CHECKED FUELAND AIR FILTERS, UPDATED PCM AND DCU WITH THELATEST SOFTWARE PER [redacted] SEE STORY BODY MISC. [redacted] UNABLE TO VERIFY CUSTOMERS CONCERN,CONDITION IS NOT PRESENT AT THIS TIME. SEE STORY BODY MISC. 5514 VERIFIED CUSTOMERS CONCERN, LUBEDCLUTCH PEDAL BUSHINGS AND VERIFIED SQUEAK ISGONE. SEE STORY BODY MISC.

(RO) Technical Notes:

LUBED CLUTCH PEDAL BUSHINGS CLUTCH LINKAGE/PEDAL AREA SQUEAKS WHEN ITS PUSHED

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 LARAMIE CREW CAB 4X4
Build Date	11/29/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	01/16/2017
Claim Type	W - Warranty	**Repair Date**	04/13/2017
Claim Status	Paid	**Mileage (Miles)**	3,226

Expense

Labor	$98.70	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$98.70

Dealer Information

Code	[redacted]	**Name**	LUSTINE DODGE JEEP	**Zone**	35 WASHINGTON
Address	14211 JEFFERSON DAVIS HWY , WOODBRIDGE, VA 22191				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	181904GA	Module, Engine Control (ECM) ; Module, Engine Control (ECM) and Dosing Control Unit (DCU)- Reprogram, 68RFE Only (A/T)	RF							$98.70

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT IS BACK ON FOR THE SAME CODE AS LAST TIME , THIRD TIME COMING IN FOR THE SAME CONCERN , LEFT REAR WHEEL SPEED SENSOR SIGNAL COMPARE FAILURE Software Flash for PCM (Flash Software 1) Software Flash for DCU (Flash Software 2) PERFORM MULTIPOINT INSPECTION IN ASR PRO

(RO) Cause:

DIAGNOSED AND FOUND THE ABS MODULE INTERNAL FAILURE UPDATE AVAILABLE SOFTWARE UPDATE AVAILABLE MULTIPOINT INSPECTION

(RO) Correction:

ORDERED ABS MODULE COMPLETED FLASH UPDATE 181904GA PART OF SOFTWARE UPDATE TO PCM PERFORMED MULTIPOINT INSPECTION SEE YOUR SERVICE ADVISOR FOR PRINT OUT AND ANY QUESTIONS

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

ECM FLASH

(Claim) Cause:

ROUINE

(Claim) Correction:

PERFORMED

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 ST CREW CAB 4X4
Build Date	03/24/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	05/19/2017
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	04/14/2017
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$111.08	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$111.08

Dealer Information

Code	[redacted]	**Name**	NATIONAL DODGE INC	**Zone**	66 ORLANDO
Address	2223 N MARINE BLVD , JACKSONVILLE, NC 28546				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$111.08

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 ST CREW CAB 4X4
Build Date	02/08/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	03/20/2017
Claim Type	W Warranty	**Repair Date**	04/17/2017
Claim Status	Paid	**Mileage (Miles)**	1,259

Expense

Labor	$24.29	**Sublet**	$180.08	**Part**	$0.00	**Total Paid**	$204.37

Dealer Information

Code	[redacted]	**Name**	LINDSAY CHRYSLER DODGE JEEP RAM	**Zone**	35 WASHINGTON
Address	8100 CENTREVILLE RD , MANASSAS, VA 20111				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08804420	Transmitter, Integrated Key FOB ; Transmitter keyless ignition - one or all	07	BINDS, STICKS, OR SEIZED	56046953AG	KEY FOB	1	X	175 51	$24 29
A	08804420	Transmitter, Integrated Key FOB ; Transmitter - keyless ignition one or all	07	BINDS, STICKS, OR SEIZED	05066241AB	BATTERY	1		4.57	$24.29

RO Narratives

(RO) Customer Concern:

General Concern #1 [Customer requests brake controller to be installed] CUSTOMER STATES ONE OF THE KEY FOBSIS INOPERATIVE

(RO) Cause:

CUSTOMER REQUESTS TOCUT AND PROGRAM KEY(S)

(RO) Correction:

TECHNICAIN INSTALLED THE INTEGRATED TRAILER BRAKE CONTROLLER PER CUSTOMER REQUEST 10% CUSTOMER APPRECIATIION DISCOUNT (MAX $100) MISC SHOP CHARGES TECHNICAIN VERIFIED CUSTOMER CONCERN TECHNICIAN REPLACED 2ND KEY FOB TECHNICIAN CUT AND PROGRAMMED KEY TO VEHICLE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 3500 ST REG CAB 4X4
Build Date	04/06/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	09/25/2017
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	04/18/2017
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$131.33	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$131.33

Dealer Information

Code	[redacted]	**Name**	ROYAL GATE DODGE CHRYSLER, INC.	**Zone**	51	CHICAGO
Address	15502 MANCHESTER RD , ELLISVILLE, MO 63011					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$131.33

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 ST REG CAB 4X4
Build Date	04/06/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	09/25/2017
Claim Type	W - Warranty	**Repair Date**	04/24/2017
Claim Status	Paid	**Mileage (Miles)**	3

Expense

Labor	$0.00	**Sublet**	$5.18	**Part**	$0.00	**Total Paid**	$5.18

Dealer Information

Code	[redacted]	**Name**	ROYAL GATE DODGE CHRYSLER, INC.	**Zone**	51 CHICAGO
Address	15502 MANCHESTER RD , ELLISVILLE, MO 63011				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	23430040	Washer fluid	40	FLUID HIGH OR LOW	05139804AB	CLEANER	1	X	5.18	$0.00

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
PRE DELIVERY INSPECTION

(Claim) Cause:
VEHICLE NEEDED WASHER FLUID ADDED

(Claim) Correction:
ADDED WASHER FLUID AND COMPLETED PRE DELIVERY INSPECTION

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 ST CREW CAB 4X4
Build Date	01/11/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	03/27/2017
Claim Type	W - Warranty	**Repair Date**	04/25/2017
Claim Status	Paid	**Mileage (Miles)**	652

Expense

Labor	$71.11	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$71.11

Dealer Information

Code	[redacted]	**Name**	THOMPSONS CHRYSLER DODGE JEEP RAM	**Zone**	71 LOS ANGELES
Address	126 FORNI ROAD , PLACERVILLE, CA 95667				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85418602	ABS/ESP/Speed Control and ITBM, Trouble Not Found ; ABS	OD							$71.11

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES WHILE DRIVING DOWN A HILL, DRY CONDITIONS BRAKE PEDAL WAS KICKING BACK LIKE ABS WAS COMING ON, THE NEXT TIME BRAKE WEREAPPLIED HEARD GRINDING NOISE. CUSTOMER WAS GOING DOWNA STEEP GRADE AND TOWING 7500LB TRAILER. CHECK AND ADVISE CHECK TIRE PRESSURE AND SET TO VEHICLE MANUFACTURER'S SPECS AND RECORD EACH TIRES PRESSURE PERFORM MULTI-POINT VEHICLE INSPECTION

(RO) Cause:

NPF

(RO) Correction:

652 ROAD TEST, DID NOT VERIFY CONCERN, USESCAN TOOL TO CHECK FOR RELATED CODES, NOCODES PRESENT, NO SOFTWARE UPDATES AVAILABLE,CHECK TSB'S AND STAR ONLINE CASES, NOTHINGFOUND, COULD NO DUPLICATE CUSTOMER CONCERN ABS/ESP/Speed Control andITBM, Trouble Not Found -No Repair/Trouble Not Found ABS (2 - Skilled) CHECK TIRE PRESSURE AND SET TO VEHICLE MANUFACTURER'S SPECS AND RECORD EACH TIRES PRESSURE CHECK TIRE PRESSURE AND SET TO VEHICLE MANUFACTURER'S SPECS AND RECORD EACHTIRES PRESSURE 652 PERFORMED VISUAL MULTI-POINTINSPECTION ON THE VEHICLE. PLEASE SEE REVIEWINSPECTION SHEET ATTACHED. PERFORM MULTI-POINT VEHICLE INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES WHILE DRIVING DOWN A HILL, DRY CONDITIONS BRAKE PEDAL WAS KICK ING BACK LIKE ABS WAS COMING ON, THE NEXT TIME BRAKE WERE APPLIED HEARD GRIN DING NOISE. CUSTOMER WAS GOING DOWNA STEEP GRADE AND TOWING 7500LB TRAILER. CHECK AND ADVISE

(Claim) Cause:

NO PROBLEM FOUND

(Claim) Correction:

ROAD TEST, DID NOT VERIFY CONCERN, USE SCAN TOOL TO CHECK FOR RELATED CODES, N O CODES PRESENT, NO SOFTWARE UPDATES AVAILABLE, CHECK TSB'S AND STAR ONLINE CASES, NOTHING FOUND, COULD NO DUPLICATE CUSTOMER CONCERN

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 LARAMIE CREW CAB 4X4
Build Date	10/26/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	12/30/2016
Claim Type	W - Warranty	**Repair Date**	04/26/2017
Claim Status	Paid	**Mileage (Miles)**	6,743

Expense

Labor	$249.64	**Sublet**	$522.20	**Part**	$175.00	**Total Paid**	$946.84

Dealer Information

Code	[redacted]	**Name**	BLUEBONNET CHRY-DODGE	**Zone**	63 DALLAS
Address	547 S SEGUIN , NEW BRAUNFELS, TX 78130				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	02601502	Collar, shift ; 60 series right			68216944AA	ACTUATOR	1	X	413.00	$119.39
A	02601502	Collar, shift ; 60 series right			68216986AB	COLLAR	1		65.52	$119.39
A	02601502	Collar, shift ; 60 series right			68210057AB	LUBRICANT	3		43.68	$119.39
A	08463408	Actuator/Motor, Axle Locker ; Front axle-Electric locker/coil	51	IMPROPERLY INSTALLED	68216944AA	ACTUATOR	1	X	413.00	$43.42
A	08463408	Actuator/Motor, Axle Locker ; Front axle-Electric locker/coil	51	IMPROPERLY INSTALLED	68216986AB	COLLAR	1		65.52	$43.42
A	08463408	Actuator/Motor, Axle Locker ; Front axle-Electric locker/coil	51	IMPROPERLY INSTALLED	68210057AB	LUBRICANT	3		43.68	$43.42
A	95400141	Loaner Car ; Standard Line Vehicles			68216944AA	ACTUATOR	1	X	413.00	$175.00
A	95400141	Loaner Car ; Standard Line Vehicles			68216986AB	COLLAR	1		65.52	$175.00
A	95400141	Loaner Car ; Standard Line Vehicles			68210057AB	LUBRICANT	3		43.68	$175.00
B	181904GA	Module, Engine Control (ECM) ; Module, Engine Control (ECM) and Dosing Control Unit (DCU)-Reprogram, 68RFE Only (A/T)	RF							$86.83

RO Narratives

(RO) Customer Concern:

Axle/Driveshaft/Differential Concern [Customer states message for service 4 wheel drive, grindingnoise front the front diff or transfer case, see history] Perform DTC Inspection [Check for D.T.C.'s] Flash Software 1 [Software Flash for PCM] Flash Software 2 [Software Flash for DCU] SERVICE LOANER 0654 MULTI POINT INSPECTION PERFORMED TIRE INSPECTION

(RO) Cause:

E E E E E

(RO) Correction:

[redacted]150 tech 76421checked and verified the issue and found thatthe 4x4 switch on the frt axle is stickingcausing the internal colar to get chewed uptech took right side axle out replaced thecolar and the switch and cleaned the entirediff free from metal and refilled with newfluid and found no more issues at this time Axle/Driveshaft/Differential Concern [Customer states message for service 4 wheel drive, grinding noise front the front diff or transfer case, see history] AXLE/DIFFERENTIAL Perform DTC Inspection [Check for D.T.C.'s] CHECK ENGINE LIGHT ON [redacted]performed pcmand dcu flash per tsb [redacted] from [redacted]aa-ab

Flash Software 1 [Software Flash for PCM] 6743 see line c for details Flash Software 2 [Software Flash for DCU] RENTAL CAR bbloaner RENTAL CAR MISC. SHOP CHARGES 6743 TECH PERFORMED COURTESY VISUALMULTI-POINT SAFETY INSPECTION... CHECKED ALLSAFETY ITEMS & RELATED CONDITIONS + TOPPEDOFF FLUIDS AS NECESSARY MULTI POINT INSPECTION 6743 TECH PERFORMED VISUAL SAFETYINSPECTION OF TIRES ********** LT-FRT_15_____/32"------ DOT__3516_____ *******RT-FRT___15____/32" ------[redacted]_____ ******* LT-RR ___13___/32"------[redacted]_____ ******* RT-RR__13____/32" ------[redacted]_____ YOUR VEHICLES TIRES HAVE BEEN INSPECTED BY OUR SERVICE STAFF. BLUEBONNETCHRYSLER DODGE RECOMMENDSTHAT YOUR TIRES SHOULD BEREPLACED WHEN THE TIRE AGE REACHES OR EXCEEDS 5 YEARS REGARDLESS OF TREADDEPTH OR APPEARANCE. YOUR VEHICLES TIRES HAVE BEEN INSPECTED BY OUR SERVICE STAFF. BLUEBONNET CHRYSLER DODGE RECOMMENDS THAT YOUR TIRES SHOULD BE REPLACED WHEN THE TIRE AGE REACHES

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES MESSAGE FOR SERVICE 4 WHEEL DIRVE, GRINDING NOISE FRONT THE FR SOFTWARE UPDATE ONT DIFF OR TRANSFER CASE, SEE HISTORY

(Claim) Cause:

UPDATE PCM FROM.TO[redacted] CHECKED AND VERIFIED THE ISSUE AND FOUND THAT THE 4X4 SWITCH ON THE FRT AXLE IS STICKING CAUSING THE INTERNAL COLAR TO GET CHEWED UP. TOOK RIGHT SIDE AXLE OUT REPLACED THE COLAR AND THE SWITCH AND CLEANED THE ENTIRE DIFF FREE FROM M ETAL AND REFILLED WITH NEW FLUID AND FOUND NO MORE ISSUES AT THIS TIME

(Claim) Correction:

UPDATE PCM FROM.TO 68313041AA-AB CHECKED AND VERIFIED THE ISSUE AND FOUND THAT THE 4X4 SWITCH ON THE FRT AXLE IS STICKING CAUSING THE INTERNAL COLAR TO GET CHEWED UP. TOOK RIGHT SIDE AXLE OUT REPLACED THE COLAR AND THE SWITCH AND CLEANED THE ENTIRE DIFF FREE FROM M ETAL AND REFILLED WITH NEW FLUID AND FOUND NO MORE ISSUES AT THIS TIME

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 SLT MEGA CAB 4X4
Build Date	10/26/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11/30/2016
Claim Type	W - Warranty	**Repair Date**	04/26/2017
Claim Status	Paid	**Mileage (Miles)**	16,351

Expense

Labor	$120.44	**Sublet**	$592.20	**Part**	$0.00	**Total Paid**	$712.64

Dealer Information

Code	[redacted]	**Name**	CLOVIS CHRYSLER DODGE JEEP RAM	**Zone**	71 LOS ANGELES
Address	395 W HERNDON AVE , CLOVIS, CA 93612				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
B	19851201	Airbag, steering wheel	UC	UNCODABLE (NARRATIVE REQUIRED)	1EF19DX9AJ	AIR BAG	1	X	592.20	$37.06
A	85410500	Brakes, Trouble Not Found ; Brakes	OD							$83 38

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

COVER CRACKED

GCS Narratives

(Claim) Customer Concern:

Customer states brake pedal will go all the way to floor bef ore stopping veh Customer states drivers side airbag cover came apart check a nd advise (Genera

(Claim) Cause:

CONFIRMED AIRBAG COVER CRACKED. TEST DROVE VEH COULD NOT DUPLICATE SPOKE WITH CUSTOMER HE EXPLAINED UNDER HARD

(Claim) Correction:

REPLACED DRIVER AIR BAG UNABLE TO DUPLICATE CONCERN

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 SLT MEGA CAB 4X4
Build Date	10/26/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11/30/2016
Claim Type	W - Warranty	**Repair Date**	04/26/2017
Claim Status	Paid	**Mileage (Miles)**	16,351

Expense

Labor	$129.69	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$129.69

Dealer Information

Code	[redacted]	**Name**	CLOVIS CHRYSLER DODGE JEEP RAM	**Zone**	71 LOS ANGELES
Address	395 W HERNDON AVE , CLOVIS, CA 93612				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	181904FW	Module, Engine Control (ECM) ; Module, Engine Control (ECM) - Reprogram, Quicklearn 68RFE Only (A/T)	UC	UNCODABLE (NARRATIVE REQUIRED)						$55 58
B	181904GA	Module, Engine Control (ECM) ; Module, Engine Control (ECM) and Dosing Control Unit (DCU)- Reprogram, 68RFE Only (A/T)	UC	UNCODABLE (NARRATIVE REQUIRED)						$74.11

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

ESSENTIAL FLASH ESSENTIAL FLASH

GCS Narratives

(Claim) Customer Concern:

Software Flash for DCU (Flash Software 2) Software Flash for PCM (Flash Software 1)

(Claim) Cause:

FLASH UPDATE

(Claim) Correction:

PERFORMED FLASH UPDATE TO DCU [redacted] PERFORMED FLASH UPDATE TO PCM [redacted]

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 SLT MEGA CAB 4X4
Build Date	10/26/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11/30/2016
Claim Type	W - Warranty	**Repair Date**	04/26/2017
Claim Status	Paid	**Mileage (Miles)**	16,351

Expense

Labor	$0.00	**Sublet**	$0.00	**Part**	$70.00	**Total Paid**	$70.00

Dealer Information

Code	[redacted]	**Name**	CLOVIS CHRYSLER DODGE JEEP RAM	**Zone**	71 LOS ANGELES
Address	395 W HERNDON AVE , CLOVIS, CA 93612				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85410500	Brakes, Trouble Not Found ; Brakes	OD							$0.00
A	95400141	Loaner Car ; Standard Line Vehicles								$70.00

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

Customer states brake pedal will go all the way to floor bef ore stopping veh

(Claim) Cause:

TEST DROVE VEH COULD NOT DUPLICATE SPOKE WITH CUSTOMER HE EXPLAINED UNDER HARD

(Claim) Correction:

UNABLE TO DUPLICATE CONCERN.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 LARAMIE CREW CAB 4X4
Build Date	11/22/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	01/23/2017
Claim Type	W - Warranty	**Repair Date**	04/26/2017
Claim Status	Paid	**Mileage (Miles)**	9,522

Expense

Labor	$143.70	**Sublet**	$37.87	**Part**	$0.00	**Total Paid**	$181.57

Dealer Information

Code	[redacted]	**Name**	LITHIA CHRYSLER JEEP DODGE	**Zone**	70 PHOENIX
Address	4540 GRUMMAN DR. , MEDFORD, OR 97504				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08141809	Sensor, wheel speed-Anti-lock brakes ; rear - left	UC	UNCODABLE (NARRATIVE REQUIRED)	04779981AC	SENSOR	1	X	37.87	$28.74
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			04779981AC	SENSOR	1	X	37.87	$114.96

RO Narratives

(RO) Customer Concern:

CRUISE CONTROL IS IN-OP AND ABS LIGHT IS ON PERFORM 3K SERVICE DIESEL-CHANGE ENGINE OIL AND FILTER, RESET OIL MONITOR, LUBRICATE CHASSIS, TOP FLUIDS AND PERFORM INSPECTION

(RO) Cause:

F

(RO) Correction:

[redacted] VERIFIED CUSTOMERS CONCERN, SCANNEDFOR DTC'S ABS MODULE HAD ACTIVE DTC C0037-1DLEFT REAR WHEEL SPEED SENSOR CIRCUIT OUT OFRANGE. TESTED AND REPLACED FAILED LR SPEEDSENSOR AND ROAD TESTED TO VERIFY REPAIRS. NODTC'S RETURNED ACTIVE STORED OR PENDING. -INSPECTED WIRING DUE TO CUSTOMERS HX - FOUNDPLUG UNDER DRIVERS FLOOR FIREWALL AREA W/BROKEN LOCK AND ZIP TIED TOGETHER?? - WIRINGINSPECTED OK - ROAD TESTED 32 MILES SEE STORY BODY MISC. [redacted] LOF PERFORM 3K SERVICE DIESEL-CHANGE ENGINE OIL AND FILTER, RESET OIL MONITOR, LUBRICATE CHASSIS, TOP FLUIDS AND PERFORM INSPECTION

(RO) Technical Notes:

L/R WHEEL SPEED SENSOR CIRCUIT OUT OF RANGE-[redacted]

GCS Narratives

(Claim) Customer Concern:

CRUISE CONTROL IS IN-OP AND ABS LIGHT IS ON

(Claim) Cause:

ACTIVE [redacted] LEFT REAR WHEEL SPEED SENSOR CIRCUIT OUT OF RANGE.

(Claim) Correction:

VERIFIED CUSTOMERS CONCERN, SCANNED FOR DTC'S ABS MODULE HAD ACTIVE DTC C0037 -1D LEFT REAR WHEEL SPEED SENSOR CIRCUIT OUT OF RANGE. TESTED AND REPLACED FA ILED LR SPEED SENSOR AND ROAD TESTED TO VERIFY REPAIRS. NO DTC'S RETURNED ACT IVE STORED OR PENDING. - INSPECTED WIRING DUE TO CUSTOMERS HX - FOUND PLUG UN DER DRIVERS FLOOR FIREWALL AREA W/ BROKEN LOCK AND ZIP TIED TOGETHER?? - WIRI NG INSPECTED OK - ROAD TESTED 32 MILES

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 LARAMIE CREW CAB 4X4
Build Date	11/29/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	01/16/2017
Claim Type	W - Warranty	**Repair Date**	05/02/2017
Claim Status	Paid	**Mileage (Miles)**	4,179

Expense

Labor	$98.69	**Sublet**	$286.33	**Part**	$105.00	**Total Paid**	$490.02

Dealer Information

Code	[redacted]	**Name**	LUSTINE DODGE JEEP	**Zone**	35 WASHINGTON
Address	14211 JEFFERSON DAVIS HWY , WOODBRIDGE, VA 22191				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08191002	Module, anti-lock brake control ; All others	DE	I/M TEST FAILURE	68347098AA	MODULE	1	X	286.33	$74.02
A	08191063	Module, anti-lock brake control ; 6.7L diesel equipped			68347098AA	MODULE	1	X	286.33	$24.67
A	95400141	Loaner Car ; Standard Line Vehicles			68347098AA	MODULE	1	X	286.33	$105.00

RO Narratives

(RO) Customer Concern:

(Multi-point inspection according to main tenance interval) CUSTOMER STATES CHECK ENGINE LIGHT IS ON, THIRD TIME WITH SAME CONCERN AND CODE , SPECIAL ORDER PART IS HERE RENTAL CAR

(RO) Cause:

MULTIPOINT INSPECTION REMOVED AND REPLACED ABS MODULE INITIALIZED ABS AND TEST DROVE NO ABS CODES FOUND

(RO) Correction:

PERFORMED MULTIPOINT INSPECTION - SEE YOUR SERVICE ADVISOR FOR PRINT OUT AND ANY QUESTIONS [redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT IS ON

(Claim) Cause:

TECH FOUND FAILED ABS MODULE

(Claim) Correction:

REPLACED ABS MODULE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 ST CREW CAB 4X4
Build Date	04/22/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/18/2017
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	05/03/2017
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$102.00	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$102.00

Dealer Information

Code	[redacted]	**Name**	COURTESY CHRYSLER DODGE JEEP RAM	**Zone**	63	DALLAS
Address	607 B ENTERPRISE PARKWAY , BREAUX BRIDGE, LA 70517					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$102.00

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 SLT CREW CAB 4X4
Build Date	01/20/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	04/17/2017
Claim Type	W - Warranty	**Repair Date**	05/03/2017
Claim Status	Paid	**Mileage (Miles)**	1,687

Expense

Labor	$17.02	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$17.02

Dealer Information

Code	[redacted]	**Name**		**Zone**	74 DENVER
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	181906RG	Module, Powertrain Control (PCM) ; Module, Powertrain Control (PCM) - Reprogram	CC	SENDING UNITS/SENSORS						$17 02

RO Narratives

(RO) Customer Concern:

INDICATOR/WARNING LIGHT CONCERN FLASH

(RO) Cause:

VERIFIED COMPLAINT FOUND AVAILABLE FLASH FOR PCM

(RO) Correction:

[redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

PREFORM ANY AVAILABLE UPDATES

(Claim) Cause:

FOUND PCM TO BE OUT OF DATE

(Claim) Correction:

UPDATED PCM TO LATEST SOFTWARE RELEASE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 ST CREW CAB 4X4
Build Date	08/25/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	03/13/2017
Claim Type	W - Warranty	**Repair Date**	05/03/2017
Claim Status	Paid	**Mileage (Miles)**	2,455

Expense

Labor	$21.61	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$21.61

Dealer Information

Code	[redacted]	**Name**	HUDSON VALLEY CHRYSLER DODGE JEEP	**Zone**	32	NEW YORK
Address	200 AUTO PARK PLACE , NEWBURGH, NY 12550					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	181906RG	Module, Powertrain Control (PCM) ; Module, Powertrain Control (PCM) - Reprogram	CC	SENDING UNITS/SENSORS						$21 61

RO Narratives

(RO) Customer Concern:

C/S CHECK DASH LIGHTS FLASHING AND GUAGES JUMPING AND STOP WORKING C/S TRANSMISSION SHIFTS HARD WHEN COMING TO A STOP C/S ENGINE RUNS ROUGH AT STOP I GEAR INTERMITTEN

(RO) Cause:

R

(RO) Correction:

[redacted]cs dash lights flash and guages jumpcs dash lights flash and guages jump couldnot duplicate, found 32 stored dtcs, possiblysmall vehicle malfunction, nothing found tocause dtcs PCM FLASH UPDATE could not duplicate concern SEE LINE A OK AT THIS TIME 18 19 06-rg 2 cs engine runs rough at idle,verified, found flash for concern, flashedvehicles pcm, test drove vehicle, OK AT THIS TIME

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C/S CHECK DASH LIGHTS FLASHING AND GUAGES JUMPING AND STOP WORKING

(Claim) Cause:

CS DASH LIGHTS FLASH AND GUAGES JUMP COULD NOT DUPLICATE, FOUND 32 STORED DTC S, POSSIBLY SMALL VEHICLE MALFUNCTION, NOTHING FOUND TO CAUSE DTCS

(Claim) Correction:

CS DASH LIGHTS FLASH AND GUAGES JUMP COULD NOT DUPLICATE, FOUND 32 STORED DTC S, POSSIBLY SMALL VEHICLE MALFUNCTION, NOTHING FOUND TO CAUSE DTCS

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 SLT CREW CAB 4X4
Build Date	04/08/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/09/2017
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	05/04/2017
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$75.91	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$75.91

Dealer Information

Code	[redacted]	**Name**	BINGHAMTON CHRYSLER JEEP DODGE,	**Zone**	32 NEW YORK
Address	1279 UPPER FRONT ST , BINGHAMTON, NY 13901				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$75.91

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 3500 SLT CREW CAB 4X4
Build Date	04/08/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/09/2017
Claim Type	W - Warranty	**Repair Date**	05/04/2017
Claim Status	Paid	**Mileage (Miles)**	39

Expense

Labor	$0 00	**Sublet**	$21 42	**Part**	$0 00	**Total Paid**	$21 42

Dealer Information

Code	[redacted]	**Name**	BINGHAMTON CHRYSLER JEEP DODGE,	**Zone**	32 NEW YORK
Address	1279 UPPER FRONT ST , BINGHAMTON, NY 13901				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	25080140	DEF Fluid Top Off ; Vehicle Delivery Fill	40	FLUID HIGH OR LOW	68056278AC	FLUID	1	X	21.42	$0.00

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
PRE DELIVERY INSPECTION INSPECTION

(Claim) Cause:
DEF TANK EMPTY AND NEEDS TO BE FILED

(Claim) Correction:
FILLED TANKE WITH DEF FLUID

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 ST CREW CAB 4X4
Build Date	04/19/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06/09/2017
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	05/05/2017
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$174.44	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$174.44

Dealer Information

Code	[redacted]	**Name**	HUNTINGTON BEACH CHRYSLER JEEP	**Zone**	71 LOS ANGELES
Address	16701 BEACH BLVD , HUNTINGTON BEACH, CA 92647				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$174.44

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 ST CREW CAB 4X4
Build Date	04/19/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06/09/2017
Claim Type	W - Warranty	**Repair Date**	05/05/2017
Claim Status	Paid	**Mileage (Miles)**	2

Expense

Labor	$0.00	**Sublet**	$34.44	**Part**	$0.00	**Total Paid**	$34.44

Dealer Information

Code	[redacted]	**Name**	HUNTINGTON BEACH CHRYSLER JEEP	**Zone**	71 LOS ANGELES
Address	16701 BEACH BLVD , HUNTINGTON BEACH, CA 92647				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	25080140	DEF Fluid Top Off ; Vehicle Delivery Fill	40	FLUID HIGH OR LOW	68035704AC	FLUID	4	X	34.44	$0.00

RO Narratives

(RO) Customer Concern:
FILL DEF

(RO) Cause:
DEF .

(RO) Correction:
TOP OFF DEF

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
FILL DEF SYSTEM WITH DEF FLUID

(Claim) Cause:
FILL DEF SYSTEM WITH DEF FLUID

(Claim) Correction:
FILL DEF SYSTEM WITH FLUID

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 3500 LONGHORN CREW CAB 4X4
Build Date	03/26/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/01/2017
Claim Type	W - Warranty	**Repair Date**	05/06/2017
Claim Status	Paid	**Mileage (Miles)**	38

Expense

Labor	$0 00	**Sublet**	$27 23	**Part**	$0 00	**Total Paid**	$27 23

Dealer Information

Code	[redacted]	**Name**	DICK'S COUNTRY CHRYSLER JEEP DODGE	**Zone**	70 PHOENIX
Address	767 S W BASELINE , HILLSBORO, OR 97123				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	25080140	DEF Fluid Top Off ; Vehicle Delivery Fill	40	FLUID HIGH OR LOW	68056278AC	FLUID	1	X	27.23	$0.00

RO Narratives

(RO) Customer Concern:
GENERAL

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
DEF FILL PER PDI

(Claim) Cause:
DEF FILL PER PDI

(Claim) Correction:
DEF FILL PER PDI

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 ST CREW CAB 4X4
Build Date	02/08/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	03/20/2017
Claim Type	W - Warranty	**Repair Date**	05/08/2017
Claim Status	Paid	**Mileage (Miles)**	2,543

Expense

Labor	$48.58	**Sublet**	$3.58	**Part**	$0.00	**Total Paid**	$52.16

Dealer Information

Code	[redacted]	**Name**	LINDSAY CHRYSLER DODGE JEEP RAM	**Zone**	35 WASHINGTON
Address	8100 CENTREVILLE RD , MANASSAS, VA 20111				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08951521	Fuse ; Exterior Lighting Systems SEE NOTE	UC	UNCODABLE (NARRATIVE REQUIRED)	06102075AB	FUSE	1	X	2.33	$24.29
A	08951521	Fuse ; Exterior Lighting Systems SEE NOTE	UC	UNCODABLE (NARRATIVE REQUIRED)	68100746AB	FUSE	1		1.25	$24.29
A	08951529	Fuse ; IOD			06102075AB	FUSE	1	X	2.33	$24.29
A	08951529	Fuse ; IOD			68100746AB	FUSE	1		1.25	$24.29

RO Narratives

(RO) Customer Concern:

C/S: [CUSTOMER STATES HE WANTS US TO LOOK AT THE BRAKES AND LIGHTS, HE WANTS TO HOOK UP A TRAILER AND BRAKES AND LIGHTS DO NOT WORK ON TRAILER AND HE WAS TOLD ISSUE IS WITH THE TRUCK.]

(RO) Cause:

E

(RO) Correction:

TECHNICAIN FOUND FUSE 29 AND 81 BLOWN. TECHNICAIN REPALCED VEHICLE FUSES. TRAILER LIGHTS ARE RECIEVING SIGNAL NOW.

(RO) Technical Notes:

FUSES ARE SHORTED

GCS Narratives

(Claim) Customer Concern:

BRAKE LIGHTS DOD NOT WOEK ON TRALER

(Claim) Cause:

FOUND 29 AND 81 FUSES SHORTED

(Claim) Correction:

REPLACED 29 AND #81 FUSES

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 LARAMIE CREW CAB 4X4
Build Date	11/07/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	12/26/2016
Claim Type	W - Warranty	**Repair Date**	05/11/2017
Claim Status	Paid	**Mileage (Miles)**	10,474

Expense

Labor	$34.91	**Sublet**	$200.20	**Part**	$0.00	**Total Paid**	$235.11

Dealer Information

Code	[redacted]	**Name**	A M MAUS & SON INC	**Zone**	74 DENVER
Address	21 MAUS DRIVE , KIMBALL, MN 55353				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08191002	Module, anti lock brake control ; All others	DE	I/M TEST FAILURE	68347098AA	MODULE	1	X	200.20	$34.91

RO Narratives

(RO) Customer Concern:

ABS LIGHT IS ON

(RO) Cause:

NA

(RO) Correction:

REPLACE ANTI LOCK BRAKE CONTROL MODULE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

ABS LIGHT IS ON

(Claim) Cause:

[redacted] ANTI LOCK BRAKE MODULE INTERNAL ELECTRONIC FAILURE

(Claim) Correction:

REPLACE ANTI LOCK BRAKE CONTROL MODULE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 LARAMIE CREW CAB 4X4
Build Date	09/30/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	12/02/2016
Claim Type	F - Service Contract	**Repair Date**	05/12/2017
Claim Status	Paid	**Mileage (Miles)**	11,590

Expense

Labor	$0.00	**Sublet**	$0.00	**Part**	$75.00	**Total Paid**	$75.00

Dealer Information

Code	[redacted]	**Name**	LENOIR CITY CHRYSLER DODGE JEEP	**Zone**	66 ORLANDO
Address	1206 BROADWAY ST E , LENOIR CITY, TN 37772				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26860303	Maintenance Interval - Schedule B ; To be used every 3,000 Intervals	MC	MAINTENANCE CARE						$0.00
A	95260001	Maintenance Allowance ; Fixed Cost Maintenance								$75.00

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES SOFTWARE FLASH FOR PCM- CUSTOMER REQUESTS ROTATE TIRES TOTAL WARRANTY MAINTENANCE CUSTOMER REQUESTS LUBE OIL AND FILTER DIESEL CUSTOMER STATES -FLASH SOFTWARE 4--W---SOFTWARE FLASH FOR DCU--FLASH SOFTWARE 1--W (FLASH SOFTWARE 4)

(RO) Cause:

[redacted] FUEL FILTERS ARE AT 22%. WILL NEED CHANGED AT 15,000 MILES [redacted]

(RO) Correction:

COMPLETED UPDATE FOR POWER CONTROL MODULE PERFORM ROTATE TIRES CSC OIL CHANGE & OIL FILTER COMPLETED DIESEL / THANK YOU UPDATE COMPLETE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 3500 LARAMIE CREW CAB 4X4
Build Date	09/30/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	12/02/2016
Claim Type	W - Warranty	**Repair Date**	05/12/2017
Claim Status	Paid	**Mileage (Miles)**	11,590

Expense

Labor	$75 20	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$75 20

Dealer Information

Code	[redacted]	**Name**	LENOIR CITY CHRYSLER DODGE JEEP	**Zone**	66 ORLANDO
Address	1206 BROADWAY ST E , LENOIR CITY, TN 37772				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	181904GA	Module, Engine Control (ECM) ; Module, Engine Control (ECM) and Dosing Control Unit (DCU)- Reprogram, 68RFE Only (A/T)	RF							$75 20

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES SOFTWARE FLASH FOR PCM CUSTOMER REQUESTS ROTATE TIRES TOTAL WARRANTY MAINTENANCE CUSTOMER REQUESTS LUBE OIL AND FILTER DIESEL CUSTOMER STATES FLASH SOFTWARE 4 W SOFTWARE FLASH FOR DCU--FLASH SOFTWARE 1--W (FLASH SOFTWARE 4)

(RO) Cause:

[redacted]AF FUEL FILTERS ARE AT 22% WILL NEED CHANGED AT 15,000 MILES [redacted]

(RO) Correction:

COMPLETED UPDATE FOR POWER CONTROL MODULE PERFORM ROTATE TIRES CSC OIL CHANGE & OIL FILTER COMPLETED DIESEL / THANK YOU UPDATE COMPLETE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

AVAILABLE UPDATE FOR PCM & DCU

(Claim) Cause:

UPDATE AVAILABLE FOR PCM & DCU

(Claim) Correction:

PERFORMED PCM & DCU UPDATE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 POWER WAGON CREW CAB
Build Date	04/18/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06/12/2017
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	05/12/2017
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$133 28	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$133 28

Dealer Information

Code	[redacted]	**Name**	ROB LAMBDIN'S UNIVERSITY DODGE	**Zone**	66 ORLANDO
Address	5455 S UNIVERSITY DR , DAVIE, FL 33328				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$133.28

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	Year	2017	Body	[redacted] RAM 3500 LARAMIE CREW CAB 4X4
Build Date	11/22/2016	Plant	SALTILLO TRUCK ASSEMBLY PLANT	Coverage Code	[redacted]

Claim Information

Claim #	[redacted]	In Service Date	01/23/2017
Claim Type	W - Warranty	Repair Date	05/12/2017
Claim Status	Paid	Mileage (Miles)	5,387

Expense

Labor	$532.39	Sublet	$665.03	Part	$0.00	Total Paid	$1,197.42

Dealer Information

Code	[redacted]	Name	ARRIGO DODGE CHRYSLER JEEP	Zone	66	ORLANDO
Address	6500 OKEECHOBEE BLVD , WEST PALM BEACH, FL 33411					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08141809	Sensor, wheel speed-Anti-lock brakes ; rear - left			68347098AA	MODULE	1	X	235.95	$31.32
A	08141809	Sensor, wheel speed-Anti-lock brakes ; rear - left			04779981AC	SENSOR	1		44.63	$31.32
A	08141809	Sensor, wheel speed-Anti-lock brakes ; rear - left			68300116AC	WIRING	1		384.45	$31.32
A	08191002	Module, anti-lock brake control ; All others	14	BURNED OR BURNED OUT	68347098AA	MODULE	1	X	235.95	$0.00
A	08191002	Module, anti-lock brake control ; All others	14	BURNED OR BURNED OUT	04779981AC	SENSOR	1		44.63	$0.00
A	08191002	Module, anti-lock brake control ; All others	14	BURNED OR BURNED OUT	68300116AC	WIRING	1		384.45	$0.00
A	08909902	Wiring harness, transmission ; Automatic transmission			68347098AA	MODULE	1	X	235.95	$501.07
A	08909902	Wiring harness, transmission ; Automatic transmission			04779981AC	SENSOR	1		44.63	$501.07
A	08909902	Wiring harness, transmission ; Automatic transmission			68300116AC	WIRING	1		384.45	$501.07

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

Module, anti-lock brake control - Test and Replace All others (2 - Skilled) Sensor, wheel speed-Anti-lock brakes - Test and Replace rear - left (1 - Semi- Wiring harness, transmission - Test and Replace Automatic transmission (2 - Sk

(Claim) Cause:

EXCESSIVE RESISTANCE/NO COMMUNICATION

(Claim) Correction:

[redacted]TESTED AND FOUND HEAVY CORROSION ON CONNECTOR LEADING TO LEFT REAR ABS

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 LONGHORN CREW CAB 4X4
Build Date	03/26/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/01/2017
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	05/15/2017
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$197.57	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$197.57

Dealer Information

Code	[redacted]	**Name**	DICK'S COUNTRY CHRYSLER JEEP DODGE	**Zone**	70 PHOENIX
Address	767 S W BASELINE , HILLSBORO, OR 97123				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$148.18
A	85900059	Road Ready ; Rear Wheel Flares - Both								$49.39

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 SLT CREW CAB 4X4
Build Date	03/13/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/19/2017
Claim Type	W - Warranty	**Repair Date**	05/19/2017
Claim Status	Paid	**Mileage (Miles)**	22

Expense

Labor	$0.00	**Sublet**	$8.61	**Part**	$0.00	**Total Paid**	$8.61

Dealer Information

Code	[redacted]	**Name**	DOW CHRYSLER DODGE JEEP, INC.	**Zone**	63 DALLAS
Address	2244 HWY. 271 NORTH , PITTSBURG, TX 75686				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	25080140	DEF Fluid Top Off ; Vehicle Delivery Fill	40	FLUID HIGH OR LOW	68035704AC	FLUID	1	X	8.61	$0.00

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
FILL DEF FOR DELIVERY

(Claim) Cause:
LOW FILL - DELIVERY

(Claim) Correction:
TOP OFF DEF FLUID FOR DELIVERY

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 ST CREW CAB 4X4
Build Date	08/22/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	560

Claim Information

Claim #	[redacted]	**In Service Date**	02/27/2017
Claim Type	W Warranty	**Repair Date**	05/20/2017
Claim Status	Paid	**Mileage (Miles)**	2,200

Expense

Labor	$14 77	**Sublet**	$22 40	**Part**	$0 00	**Total Paid**	$37 17

Dealer Information

Code	[redacted]	**Name**	FREDONIA CHRYSLER DODGE JEEP RAM	**Zone**	32 NEW YORK
Address	258 W MAIN ST , FREDONIA, NY 14063				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08508002	Lamp, Clearance ; One	UC	UNCODABLE (NARRATIVE REQUIRED)	68261677AA	LAMP	1	X	22 40	$14 77

RO Narratives

(RO) Customer Concern:

CUST STATES ONE CAB LIGHT HAS MOISTURE IN IT VERIFIED SEAL IN CAB LIGHT COMPROMISED MOISTURE GATHERING IN LENSE REPLACED CAB LIGHT LENS ASSEMBLY AND VERIFIED REPAIR (18- BOB-)

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

LAMP FULL OF MOISTURE.

GCS Narratives

(Claim) Customer Concern:

ONE CAB LAMP HAS MOISTURE

(Claim) Cause:

VERIFIED LAMP IS COMPROMISED.

(Claim) Correction:

TECH REPLACE CAB LAMP.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 ST CREW CAB 4X4
Build Date	11/26/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	03/20/2017
Claim Type	W - Warranty	**Repair Date**	05/22/2017
Claim Status	Paid	**Mileage (Miles)**	1,141

Expense

Labor	$120.35	**Sublet**	$400.10	**Part**	$0.00	**Total Paid**	$520.45

Dealer Information

Code	[redacted]	**Name**	TRI STAR CHRYSLER SOMERSET, INC.	**Zone**	35 WASHINGTON
Address	1260 NORTH CENTER AVENUE , SOMERSET, PA 15501				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08190701	Module, transfer case/drivetrain control			68250127AA	MODULE	1	X	129.93	$48.14
A	08190701	Module, transfer case/drivetrain control			68089746AC	ACTUATOR	1		270.17	$48.14
A	08525301	Motor/Actuator, Transfer case shifter motor and mode ; Motor Actuator 4WD	ML	CHECK ENGINE/SERVICE ENGINE SO	68250127AA	MODULE	1	X	129.93	$56.16
A	08525301	Motor/Actuator, Transfer case shifter motor and mode ; Motor Actuator 4WD	ML	CHECK ENGINE/SERVICE ENGINE SO	68089746AC	ACTUATOR	1		270.17	$56.16
B	181906RG	Module, Powertrain Control (PCM) ; Module, Powertrain Control (PCM) - Reprogram	CC	SENDING UNITS/SENSORS						$16.05

RO Narratives

(RO) Customer Concern:

Indicator/Warning Lights Concern [Customer states tire light on whenhit a bump check and advise] Engine Performance Concern [Customer states check engine lighton and 4wd light comes at times] Multi-point inspection (according to maintenance interval) Flash Software 1 [Software Flash for PCM] LOANER CAR WHILE IN SHOP PARTS WARRANTY ON MODULE

(RO) Cause:

WIRE E E E E

(RO) Correction:

[redacted] SCAN TESTED CODES [redacted] REPLACED TRANSFER CASE MODULE ANDTRANSFER CASE BODY CONTROL DID NOT REPAIR.STAR ADVISED TO DISCONNECT EVERY CONNECTOR ONALL HARNESSES CHEK FRO LOOSE PLUGS OR LOOSEPINS CHECKED EVERY PIN NOTHING LOOSE OR ORCONNECTED REMOVED CLUSTER CHECKED ALL WIRESTO HARNESS AND CONNECTORS SPOKE WITH CHRYSLERENGINEERING ADVISED TO CHECK ANY HARNESS THATGOES OVER ANY COOLANT HOSES MAY BE RUBBINGCLAMPS WE FOUND A HARNESS RUBBED THRU ONLYCOATING WAS OFF AND WOULD RUB CLAMP CAUSING4X4 LAMP TO COME ON WE USED LIQUID ELECTRICALAND THEN WRAPPED EACH WIRE SEPARATELY ANDTHEN WRAPPED ENTIRE HARNESS WITH ABRASIVETAPE AND REROUTE HARNESS. Indicator/Warning Lights Concern [Customer states tire light on when hit a bump check and advise] CHECK ENGINE LIGHT ON Module, Transfer Case/Drivetrain Control -Test and Replace (2 - Skilled) Module, Transfer Case/Drivetrain Control -Test and Replace (2 - Skilled) MODULE ENGINE CONTROL - Replace (A) MODULE ENGINE CONTROL - Replace (A) Multi-point inspection (according to maintenanceinterval) MULTI POINT VEHICLE INSPECTION Flash Software 1 [Software Flash for PCM] FLASH UPDATE RENTAL TRISTAR RENTAL DEPT RENTAL SUBLET REPAIRS Module, Transfer Case/Drivetrain Control -Test and Replace (2 - Skilled) MODULE ENGINE CONTROL - Replace (A)

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
CUSTOMER REQUEST FLASH SOFTWARE FORPCM CUSTOMER STATES CHECK ENGINE LIGHT ON AND 4WD LIGHT COMES ON AT TIMESONLY WHEN HITTING BUMPS HARD

(Claim) Cause:
REQUIRED SOFTWARE UPDATE TRANSFER CASE CONTROL AND ACTUATOR

(Claim) Correction:
VERIFIED CONCERN. PERFORMED FLASH TO SOFTWARE FOR PCM HAD CODES [redacted] ADVISED BY STARS TO REPLACE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 LARAMIE CREW CAB 4X4
Build Date	10/22/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	01/31/2017
Claim Type	W - Warranty	**Repair Date**	05/26/2017
Claim Status	Paid	**Mileage (Miles)**	12,310

Expense

Labor	$38.72	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$38.72

Dealer Information

Code	[redacted]	**Name**	ED KOEHN CHRYSLER, DODGE, JEEP,	**Zone**	42	DETROIT
Address	11282 W CARSON CITY RD , GREENVILLE, MI 48838					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85412300	Body, Trouble Not Found ; Body	OD							$38 72

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES SES LAMP IS ON SHIFTER WOULD NOT COME OUT OF PARK TIRE PRESSURES WOULD NOT REAR CHECKAND ADVISE

(RO) Cause:

NA

(RO) Correction:

[redacted] Checked all codes none active orstored. No TSB's or star cases for thisproblem. Wiggled some wire harness to try andduplicate concern No problem found. Light Engine / Cooling

(RO) Technical Notes:

CUST STATES SES LAMP ON, SHIFTER WILL NOT COME OUT OF PARK AND TIRE

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES SES LAMP IS ON AND SHIFTER WOULD NOT COME OUT OF PARK. TIRE PR ESSURES WOULD NOT READ. CHECK AND ADVISE.

(Claim) Cause:

NO PROBLEM FOUND.

(Claim) Correction:

CHECKED ALL CODES, NONE ACTIVE OR STORED NO TSBS OR STAR CASES FOR THIS PROBL EM WIGGLED SOME WIRE HARNESSES TO TRY AND DUPLICATE CONCERN. NO PROBLEM FOUND

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 ST CREW CAB 4X4
Build Date	03/06/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/15/2017
Claim Type	W - Warranty	**Repair Date**	05/27/2017
Claim Status	Paid	**Mileage (Miles)**	25

Expense

Labor	$127.25	**Sublet**	$593.29	**Part**	$0.00	**Total Paid**	$720.54

Dealer Information

Code	[redacted]	**Name**	DUPAGE CHRYSLER DODGE JEEP RAM	**Zone**	51 CHICAGO
Address	433 E NORTH AVE , GLENDALE HEIGHTS, IL 60139				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	MK	FAULT CODE SET	68143491AA	CONTROL	1	X	585.50	$127.25
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	MK	FAULT CODE SET	04318080AD	FLUID	1		7.79	$127.25

RO Narratives

(RO) Customer Concern:

INSTALL 5TH WHEEL CUSTOMER STATES CHECK ENGINE LIGHT IS ON TRACTION LIGHT ON

(RO) Cause:

NA

(RO) Correction:

25 5th wheel install 5th wheel INSTALL 5TH WHEEL ASSEMBLY - PER WEO MISC ACCESSORY 25 check engine, traction light on CodesU[redacted]and U0415 all active.Technical assistance Ticket number[redacted]nstructed to replace ABS module base onthose 3 codes. NO WORK WAS DONE. 25 Traction light on, ABS on Codes[redacted]and [redacted]all active. Technicalassistance Ticket number[redacted]nstructedto replace ABS module based on those 3 codes.Replaced ABS module. Codes remained on. Starcase instructed to replace ICU (ABS moduleand hydraulic unit). Replaced ICU, Module notresponding (ABS module in red on Topology).This ICU had ABS module with different partnumber -[redacted]Checked wiring, plug,Can C + 2.6V, Can C- 2.3V, Power and groundsgood. Replace ABS module again with correctpart number [redacted]. Communication isgood. Code[redacted]not present. InitializeABS, Bleed brakes and bleed ABS. Test driveand no more codes. Module, anti-lock brake control - Test and Replace RWAL equipped (2 - Skilled) MODULE/CONTROL, ANTI-LOCKBRAKE-Replace (A)

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

TRACTION LIGHT IS ON

(Claim) Cause:

CODES [redacted] ALL ACTIVE. STAR TICKET [redacted]

(Claim) Correction:

REPLACED CONTROL UNIT BASED ON ACTIVE CODES

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 LARAMIE CREW CAB 4X4
Build Date	09/02/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	01/03/2017
Claim Type	W - Warranty	**Repair Date**	05/30/2017
Claim Status	Paid	**Mileage (Miles)**	5,131

Expense

Labor	$72.51	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$72.51

Dealer Information

Code	[redacted]	**Name**	SLEEPY HOLLOW CHRYSLER DODGE	**Zone**	51	CHICAGO
Address	1310 NORTH MAIN STREET , VIROQUA, WI 54665					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85410500	Brakes, Trouble Not Found ; Brakes	OD							$72.51

RO Narratives

(RO) Customer Concern:

Customer states trailer brake not engaging, customer bringing in trailer with bobcat on it to duplicate

(RO) Cause:

NA

(RO) Correction:

check system and trailer with truck operation with customer, make star center case with chrysler

(RO) Technical Notes:

COOULD NOT DUPLICATE CONCERN.

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES TRAILER BRAKE NOT ENGAGING, CUSTOMER BRINGING IN TRAILER WITH BOBCAT ON IT TO DUPLICATE

(Claim) Cause:

NO CODES SET, TEST DROVE WITH CUSTOMER, DROVE AND STOPPED JUST FINE. CONTACTED WITH STAR, THEY SAID GIVE BACK TO CUSTOMER. EVERYTHING WORKING FINE.

(Claim) Correction:

NO CODES SET, TEST DROVE WITH CUSTOMER, DROVE AND STOPPED JUST FINE. CONTACTED WITH STAR, THEY SAID GIVE BACK TO CUSTOMER. EVERYTHING WORKING FINE.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 ST CREW CAB 4X4
Build Date	08/25/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	03/13/2017
Claim Type	W - Warranty	**Repair Date**	05/31/2017
Claim Status	Paid	**Mileage (Miles)**	3,501

Expense

Labor	$64.82	**Sublet**	$231.87	**Part**	$280.00	**Total Paid**	$576.69

Dealer Information

Code	[redacted]	**Name**	HUDSON VALLEY CHRYSLER DODGE JEEP	**Zone**	32 NEW YORK
Address	200 AUTO PARK PLACE , NEWBURGH, NY 12550				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08191002	Module, anti-lock brake control ; All others	ML	CHECK ENGINE/SERVICE ENGINE SO	68347098AA	MODULE	1	X	231.87	$64.82
A	95400142	Loaner Car ; High Line Vehicles			68347098AA	MODULE	1	X	231.87	$280.00

RO Narratives

(RO) Customer Concern:

C/S DASH LIGHTS FLASHING AND GUAGESJUMPING AROUND JUST LIKE LAST TIME ALTERNATE TRANSPORTATION RENTAL THRU ENTERPRISE

(RO) Cause:

scan vehicle, ABS module is non responsive, [redacted]

(RO) Correction:

scan vehicle, ABS module is non responsive, [redacted] pull power from ABS, andrestore, module came back to life withinternal failure- replace ABS module andinitialize- road test ok Module, anti-lock brake control - Test and Replace All others (2 - Skilled) Module, anti-lock brake control - Test and replaceAll oth ALTERNATE TRANSPORTATION RENTAL THRU ENTERPRISE PROVIDED RENTAL DURING REPAIRS FROM ENTERPRISE ALTERNATE TRANSPORTATION RENTAL THRU ENTERPRISE SUBLET REPAIRS

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C/S DASH LIGHTS FLASHING AND GUAGES JUMPING AROUND JUST LIKE LAST TIME

(Claim) Cause:

SCAN VEHICLE, ABS MODULE IS NON RESPONSIVE, [redacted] ABS CONTROL UNIT WILL NOT CONNECT

(Claim) Correction:

PULL POWER FROM ABS, AND RESTORE, MODULE CAME BACK TO LIFE WITH INTERNAL FAILU RE-FOUN DINTERNAL OPEN IN MODULE . REPLACE ABS MODULE AND INITIALIZE- ROAD TES T OK

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 LARAMIE CREW CAB 4X4
Build Date	10/26/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	12/30/2016
Claim Type	W - Warranty	**Repair Date**	05/31/2017
Claim Status	Paid	**Mileage (Miles)**	9,132

Expense

Labor	$130.25	**Sublet**	$0.00	**Part**	$70.00	**Total Paid**	$200.25

Dealer Information

Code	[redacted]	**Name**	BLUEBONNET CHRY-DODGE	**Zone**	63 DALLAS
Address	547 S SEGUIN , NEW BRAUNFELS, TX 78130				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	0894PNA3	Anti-Lock Brake System	3T	TERMINAL(S) CORRODED						$130.25
A	95400141	Loaner Car ; Standard Line Vehicles								$70.00

RO Narratives

(RO) Customer Concern:

Brake Systems Concern [Customer states abs and traction light is on] Multi-point inspection (according to maintenance interval) RENTAL CAR

(RO) Cause:

e e

(RO) Correction:

[redacted]tech 76421 checked and found rightfrt wheel speed sensor [redacted]tech checkedthe sensor and found that due to where theconnector is routed it is getting filled upwith dirt and water and then curroding theconnectors both female and male sides causingthese codes to set so tech rerouted thewiring under the frame, retensioned andcleaned all curosion from the connectors andinstalled dielectric grease in the connectorsand then rapped them up with water resistantfelt electrical tape from parts// Brake Systems Concern [Customer states abs and traction light is on] BRAKES 9132 TECH PERFORMED COURTESY VISUALMULTI-POINT SAFETY INSPECTION... CHECKED ALLSAFETY ITEMS & RELATED CONDITIONS + TOPPEDOFF FLUIDS AS NECESSARY Multi-point inspection (according to maintenanceinterval) MULTI POINT INSPECTION RENTAL CAR bbloaner RENTAL CAR MISC. SHOP CHARGES

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES ABS AND TRACTION LIGHT IS ON

(Claim) Cause:

CHECKED AND FOUND RIGHT FRT WHEEL SPEED SENSOR CODES[redacted]CHECKED THE SENSOR AND FOUND THAT DUE TO WHERE THE CONNECTOR IS RO UTED IT IS GETTING FILLED UP WITH DIRT AND WATER

AND THEN CORRODING THE CONNEC TORS BOTH FEMAL AND MALE SIDES CAUSING THESE CODES TO SET . REROUTED THE WIRI NG UNDER THE FRAME, RETENSIONED AND CLEANED ALL CORROSION FROM THE CONNECTORS AND INSTALLED DIELECTRIC GEASE IN THE CONNECTORS AND THEN RAPPED THEM UP WITH WATER RESISTANT FELT ELCTRICAL TAPE FROM PARTS.

(Claim) Correction:

CHECKED AND FOUND RIGHT FRT WHEEL SPEED SENSOR [redacted] CHECKED THE SENSOR AND FOUND THAT DUE TO WHERE THE CONNECTOR IS RO UTED IT IS GETTING FILLED UP WITH DIRT AND WATER AND THEN CORRODING THE CONNEC TORS BOTH FEMAL AND MALE SIDES CAUSING THESE CODES TO SET . REROUTED THE WIRI NG UNDER THE FRAME, RETENSIONED AND CLEANED ALL CORROSION FROM THE CONNECTORS AND INSTALLED DIELECTRIC GEASE IN THE CONNECTORS AND THEN RAPPED THEM UP WITH WATER RESISTANT FELT ELCTRICAL TAPE FROM PARTS.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 LARAMIE CREW CAB 4X4
Build Date	11/07/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	12/26/2016
Claim Type	W Warranty	**Repair Date**	06/02/2017
Claim Status	Paid	**Mileage (Miles)**	13,109

Expense

Labor	$46.54	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$46.54

Dealer Information

Code	[redacted]	**Name**	A M MAUS & SON INC	**Zone**	74 DENVER
Address	21 MAUS DRIVE , KIMBALL, MN 55353				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	0894PNH3	Anti-Lock Brake System	5T	TERMINAL(S) PUSHED OUT						$46.54

RO Narratives

(RO) Customer Concern:

ABS LIGHT CAME ON AGAIN

(RO) Cause:

NA

(RO) Correction:

REPAIR PIN OUT AT ABS CONTROL MODULE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

ABS LIGHT WAS ON

(Claim) Cause:

[redacted] ANTILOCK BRAKE MODULE INTERNAL ELECTRONIC FAILURE

(Claim) Correction:

REPAIR PIN OUT AT ABS CONTROL MODULE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 LARAMIE CREW CAB 4X4
Build Date	11/07/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	12/26/2016
Claim Type	W - Warranty	**Repair Date**	06/02/2017
Claim Status	Paid	**Mileage (Miles)**	13,109

Expense

Labor	$29.09	**Sublet**	$93.94	**Part**	$0.00	**Total Paid**	$123.03

Dealer Information

Code	[redacted]	**Name**	A M MAUS & SON INC	**Zone**	74 DENVER
Address	21 MAUS DRIVE , KIMBALL, MN 55353				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08200522	Park assist ; Sensor One or All - Front Park Assist	58	INTERNAL DEFECT	1EW63TZZAA	SENSOR	1	X	93.94	$29.09

RO Narratives

(RO) Customer Concern:
PARK ASSIST LIGHT IS COMING ON

(RO) Cause:
NA

(RO) Correction:
REPLACE #3 FRONT PARK ASSIST SENSOR

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
PARK ASSIST LIGHT IS COMING ON

(Claim) Cause:
INTERNAL FAULT IN #3 PARK ASSIST SENSOR

(Claim) Correction:
REPLACE #3FRONT PARK ASSIST SENSOR

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 3500 CREW CAB CHASSIS 4X4
Build Date	08/13/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11/18/2016
Claim Type	W - Warranty	**Repair Date**	06/05/2017
Claim Status	Paid	**Mileage (Miles)**	3,889

Expense

Labor	$32.06	**Sublet**	$23.52	**Part**	$0.00	**Total Paid**	$55.58

Dealer Information

Code	[redacted]	**Name**	GOSSETT MOTOR CARS INC	**Zone**	63 DALLAS
Address	1901 COVINGTON PIKE , MEMPHIS, TN 38128				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	23026703	Molding, roof joint ; Right or left	51	IMPROPERLY INSTALLED	68289841AB	MOLDING	1	X	23.52	$32.06

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES THAT THE DRIVERS DRIP RAIL GUARD (RUBBER STRIP AT THE TOP OF THE CAB) IS COMING LOOSE AT THE REAR OF THE CAB CUSTOMER STATES THAT AT TIMES THE BRAKES DO NOT "FEEL RIGHT" AND DO NOT STOP THE VEHICLE WELL. MAY GO TO THE FLOORBOARD OR SQUEAK ON THE PASSENGER SIDE WHEN APPLIED.

(RO) Cause:

POOR FIT INSPECTED THE VEHICLE AND TEST DROVE. NO TROUBLE CODES PRESENT AT THIS TIME. TEST DROVE AND

(RO) Correction:

REPLACED THE LEFT SIDE ROOF MOLDING UNABLE TO CONFIRM ANY ISSUES WITH BRAKES AT THIS TIME. DID NOTICE THE FLOOR COVER WAS UNDER PEDAL PRETTY FAR

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER COMPLAINS DRIVERS DRIP RAIL RUBBER STRIP IS COMING LOOSE AT THE REAR OF THE CAB.

(Claim) Cause:

POOR FIT, IMPROPER INSTALLATION

(Claim) Correction:

REPLACED THE LEFT SIDE RUBBER MOLDING.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 ST CREW CAB 4X4
Build Date	03/24/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/19/2017
Claim Type	W - Warranty	**Repair Date**	06/06/2017
Claim Status	Paid	**Mileage (Miles)**	1,459

Expense

Labor	$55 54	**Sublet**	$85 24	**Part**	$0 00	**Total Paid**	$140 78

Dealer Information

Code	[redacted]	**Name**	NATIONAL DODGE INC	**Zone**	66 ORLANDO
Address	2223 N MARINE BLVD , JACKSONVILLE, NC 28546				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08141806	Sensor, wheel speed-Anti-lock brakes ; front right	48	GROUNDED OR SHORTED	68165624AD	SENSOR	1	X	85.24	$55.54

RO Narratives

(RO) Customer Concern:

CUST STATES SERVICE 4X4 AND ABS LIGHT CAME ON SOP HERE

(RO) Cause:

[redacted]HAS INTERNAL OPEN IN RT FRONT WHEEL SPEED SENSOR

(RO) Correction:

REPLACED RT FRONT WHEEL SPEED SENSOR

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUST STATES SERVICE 4X4 AND ABS LIGHT CAME ON--SOP HERE

(Claim) Cause:

[redacted]HAS INTERNAL OPEN IN RT FRONT WHEEL SPE

(Claim) Correction:

REPLACED RT FRONT WHEEL SPEED SENSOR

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	DJ7P91 - RAM 2500 LARAMIE CREW CAB 4X4
Build Date	10/26/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	12/30/2016
Claim Type	W - Warranty	**Repair Date**	06/08/2017
Claim Status	Paid	**Mileage (Miles)**	9,673

Expense

Labor	$141.10	**Sublet**	$280.00	**Part**	$0.00	**Total Paid**	$421.10

Dealer Information

Code	[redacted]	**Name**	BLUEBONNET CHRY-DODGE	**Zone**	63 DALLAS
Address	547 S SEGUIN , NEW BRAUNFELS, TX 78130				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	23303204	Glass, Rear Window Sliding Backlite ; Center Power Sliding glass - Crew cab	2E	HTD WINDOW-SOLDER BROKEN	68199895AC	B/LITE	1	X	280.00	$141.10

RO Narratives

(RO) Customer Concern:

Electrical/Non PCM Flashes Concern [Customer states turn on rear defrost smoke came out from under passenger side of dash and rear middle of solder shattered] Multi-point inspection (according to maintenance interval) RENTAL CAR PERFORMED TIRE INSPECTION

(RO) Cause:

E E

(RO) Correction:

9673 23303204 130 GLASS OVERHEATED &SHATTERED AT SOLDER JOINT. REPLACE GLASS,INSPECT RELEVANT WIRING & RELAY. NO ISSUESFOUND. VERIFY HEATED MIRRORS & BACK GLASSOPERATE AS DESIGNED. Electrical/Non PCM Flashes Concern [Customerstates turn on rear defrost smoke came out from under passenger sideof dash and rear middle of solder shattered] ENGINE ELECTRICAL [redacted] TECH PERFORMED COURTESY VISUALMULTI-POINT SAFETY INSPECTION... CHECKED ALLSAFETY ITEMS & RELATED CONDITIONS + TOPPEDOFF FLUIDS AS NECESSARY Multi-point inspection (according to maintenanceinterval) MULTI POINT INSPECTION RENTAL CAR 9673 TECH PERFORMED VISUAL SAFETYINSPECTION OF TIRES. **********

[redacted]

SERVICE STAFF. BLUEBONNETCHRYSLER DODGE RECOMMENDSTHAT YOUR TIRES SHOULD BEREPLACED WHEN THE TIRE AGE REACHES OR EXCEEDS 5 YEARS REGARDLESS OF TREADDEPTH OR APPEARANCE. YOUR VEHICLES TIRES HAVE BEEN INSPECTED BY OUR SERVICE STAFF. BLUEBONNET CHRYSLER DODGE RECOMMENDS THAT YOUR TIRES SHOULD BE REPLACED WHEN THE TIRE AGE REACHES OR EXCEEDS 5 YEARS REGARDLESS OF TREAD DEPTH OR APPEARANCE.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES TURN ON REAR DEFROST SMOKE CAME OUT FROM UNDER PASSENGER SIDE OF DASH AND REAR MIDDLE OF SOLDER SHATTERED

(Claim) Cause:

GLASS OVERHEATED AND SHATTERED AT SOLDER JOINT. REPLACE GLASS, INSPECT RELEVA NT WIRING AND RELAY. NO ISSUES FOUND. VERIFY HEATED MIRRORS AND BACK GLASS O PERATE AS DESIGNED.

(Claim) Correction:

GLASS OVERHEATED AND SHATTERED AT SOLDER JOINT. REPLACE GLASS, INSPECT RELEVA NT WIRING AND RELAY. NO ISSUES FOUND. VERIFY HEATED MIRRORS AND BACK GLASS O PERATE AS DESIGNED.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	DJ7H81 - RAM 2500 SLT MEGA CAB 4X4
Build Date	10/19/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11/30/2016
Claim Type	F - Service Contract	**Repair Date**	06/08/2017
Claim Status	Paid	**Mileage (Miles)**	10,122

Expense

Labor	$0.00	**Sublet**	$0.00	**Part**	$60.00	**Total Paid**	$60.00

Dealer Information

Code	[redacted]	**Name**	KENDALL DODGE CHRYSLER JEEP RAM	**Zone**	66 ORLANDO
Address	13355 SW 137TH AVE , MIAMI, FL 33186				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26860303	Maintenance Interval - Schedule B ; To be used every 3,000 Intervals	MC	MAINTENANCE CARE						$0.00
B	26860303	Maintenance Interval - Schedule B ; To be used every 3,000 Intervals	MC	MAINTENANCE CARE						$0.00
B	95260001	Maintenance Allowance ; Fixed Cost Maintenance								$50.00
A	95260002	Maintenance Allowance ; TIRE ROTATION								$10.00

RO Narratives

(RO) Customer Concern:

Multi-point inspection (according to maintenance interval) Rotate tires Oil Change [2], Pennzoil PlatinumFull Synthetic Motor Oil with PurePlusTechnology

(RO) Cause:

DONE DONE

(RO) Correction:

[redacted] Multi-point inspection (according to maintenanceinterval) PERFORM FREE MULTI-POINT INSPECTION [redacted] ROT COMPLETE Rotate tires Rotate Tires [redacted] COMPLETE Oil Change [2], Pennzoil PlatinumFull Synthetic Motor Oil with PurePlusTechnology SYNTHETIC OIL AND FILTER CHANGE SERVICE = $89.95

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	DJ2L92 RAM 2500 ST CREW CAB 4X2
Build Date	11/22/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	08/31/2017
Claim Type	W - Warranty	**Repair Date**	06/08/2017
Claim Status	Paid	**Mileage (Miles)**	20

Expense

Labor	$18.64	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$18.64

Dealer Information

Code	[redacted]	**Name**	POWAY CHRYSLER DODGE JEEP RAM	**Zone**	71 LOS ANGELES
Address	13811 POWAY RD , POWAY, CA 92064				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	21550198	Pan, Oil Replace or Reseal ; Oil Pan, Transmission - Inspect for leaks	ZZ	SERVICE ACTION						$18.64

RO Narratives

(RO) Customer Concern:

[redacted]

(RO) Cause:

PER FCA

(RO) Correction:

ENGINE MISC.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	Year	2017	Body	DJ7P92 - RAM 2500 LARAMIE CREW CAB 4X4
Build Date	02/28/2017	Plant	SALTILLO TRUCK ASSEMBLY PLANT	Coverage Code	[redacted]

Claim Information

Claim #	[redacted]	In Service Date	05/15/2017
Claim Type	W - Warranty	Repair Date	06/08/2017
Claim Status	Paid	Mileage (Miles)	1,057

Expense

Labor	$737 64	Sublet	$800 38	Part	$400 00	Total Paid	$1,938 02

Dealer Information

Code	[redacted]	Name	HUNTER DODGE CHRYSLER JEEP	Zone	71	LOS ANGELES
Address	1130 AUTO MALL DR , LANCASTER, CA 93534					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08909902	Wiring harness, transmission ; Automatic transmission	14	BURNED OR BURNED OUT	68296523AD	WIRING	1	X	740.60	$472.08
A	08909902	Wiring harness, transmission ; Automatic transmission	14	BURNED OR BURNED OUT	68144653AA	FUSE	4		17.08	$472.08
A	08909902	Wiring harness, transmission ; Automatic transmission	14	BURNED OR BURNED OUT	04627633AA	SEAL	8		22.40	$472.08
A	08909902	Wiring harness, transmission ; Automatic transmission	14	BURNED OR BURNED OUT	04627636AA	SEAL	2		20.30	$472.08
A	08909961	Wiring harness, transmission ; 4 X 4 equipped			68296523AD	WIRING	1	X	740.60	$29.51
A	08909961	Wiring harness, transmission ; 4 X 4 equipped			68144653AA	FUSE	4		17.08	$29.51
A	08909961	Wiring harness, transmission ; 4 X 4 equipped			04627633AA	SEAL	8		22.40	$29.51
A	08909961	Wiring harness, transmission ; 4 X 4 equipped			04627636AA	SEAL	2		20.30	$29.51
A	09500100	Manifold, intake one piece			68296523AD	WIRING	1	X	740.60	$147.53
A	09500100	Manifold, intake one piece			68144653AA	FUSE	4		17.08	$147.53
A	09500100	Manifold, intake one piece			04627633AA	SEAL	8		22.40	$147.53
A	09500100	Manifold, intake one piece			04627636AA	SEAL	2		20.30	$147.53
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation			68296523AD	WIRING	1	X	740.60	$88.52
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68144653AA	FUSE	4		17.08	$88.52
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			04627633AA	SEAL	8		22.40	$88.52
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			04627636AA	SEAL	2		20.30	$88.52
A	95400142	Loaner Car ; High Line Vehicles			68296523AD	WIRING	1	X	740.60	$400.00
A	95400142	Loaner Car ; High Line Vehicles			68144653AA	FUSE	4		17.08	$400.00
A	95400142	Loaner Car ; High Line Vehicles			04627633AA	SEAL	8		22 40	$400 00
A	95400142	Loaner Car ; High Line Vehicles			04627636AA	SEAL	2		20.30	$400.00

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES SERVICE 4 WHEEL DRIVE WARNING LIGHT CAME ON AND SERVICE ELECTRONIC BRAKE SYSTEM DTC [redacted] CHECK AND ADV (IndicatorWarning Lights Concern) IN HOUSE RENTAL PERFORM MULTIPOINT INSPECTION CHECK TIRE PRESSURE

(RO) Cause:

[redacted] communication with transfer case control module / awd . fuse 21 keeps burning/blowing. removed connector C3 from PDC , disconnected engine in line engine connector ,inspected wiring from in line connector to transfer case module, this wires are good. with both connectors C3 disconnected in line engine connector fuse b+ pin #2 is grounded,causing fuse to burn up/break. followed wiring diagram from PDC to DTCM maintenance

(RO) Correction:

replaced complete engine harness, removed intake manifold and replaced seals . removed alternator , removed both fender liners to replace wire harness. TEST DROVE 5 MILES , DTC IS NO LONGER PRESENT. PERFORMED MULTIPOINT INSPECTION TIRE TREAD MEASUREMENTS: LF..15...RF...15..LR..15...RR...15.. ?65/80

(RO) Technical Notes:

R&R INTAKE MANIFOLD TO ACCESS WIRING

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES SERVICE 4 WHEEL DRIVE WARNING LIGHT CAME ON AND SERVICE ELEC TRONIC BRAKE SYSTEM DTC [redacted] CHECK AND ADV

(Claim) Cause:

[redacted] LOST COMMUNICATION WITH TRANSFER CASE CONTROL MODULE / AWD FUSE 21 KEEPS BURNING/BLOWING REMOVED CONNECTOR C3 FROM PDC , DISCONNECTED ENGINE I N LINE ENGINE CONNECTOR ,INSPECTED WIRING FROM IN LINE CONNECTOR TO TRANSFER CASE MODULE, THIS WIRES ARE GOOD. WITH BOTH CONNECTORS C3 DISCONNECTED IN LI NE ENGINE CONNECTOR FUSE B+ PIN #2 IS GROUNDED,CAUSING FUSE TO BURN UP/BREA K. FOLLOWED WIRING DIAGRAM FROM PDC TO DTCM

(Claim) Correction:

REPLACED COMPLETE ENGINE HARNESS, REMOVED INTAKE MANIFOLD AND REPLACED SEALS . REMOVED ALTERNATOR , REMOVED BOTH FENDER LINERS TO REPLACE WIRE HARNESS. TEST DROVE 5 MILES , DTC IS NO LONGER PRESENT.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 LARAMIE CREW CAB 4X4
Build Date	03/03/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/16/2017
Claim Type	W - Warranty	**Repair Date**	06/10/2017
Claim Status	Paid	**Mileage (Miles)**	1,124

Expense

Labor	$184.28	**Sublet**	$554.40	**Part**	$140.00	**Total Paid**	$878.68

Dealer Information

Code	[redacted]	**Name**	GRAVA CHRYSLER JEEP	**Zone**	32 NEW YORK
Address	29 MYSTIC AVENUE , MEDFORD, MA 02155				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	14600101	Tank, fuel ; All other engines	ML	CHECK ENGINE/SERVICE ENGINE SO	68149858AA	TANK	1	X	554.40	$101.35
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68149858AA	TANK	1	X	554.40	$82.93
A	95400141	Loaner Car ; Standard Line Vehicles			68149858AA	TANK	1	X	554.40	$140.00

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES THAT IT SAYS LOOSE GAS CAP ON THE DASH BOARD RENTAL CAR CHGS

(RO) Cause:

.

(RO) Correction:

.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C/S THAT THE GAS CAP IS VERY LOOSE

(Claim) Cause:

TECH VERFIED THE CONCERN

(Claim) Correction:

REMOVED AND REPLACED

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 3500 ST CREW CAB 4X4
Build Date	10/13/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	12/06/2016
Claim Type	W - Warranty	**Repair Date**	06/14/2017
Claim Status	Paid	**Mileage (Miles)**	62,341

Expense

Labor	$42.64	**Sublet**	$123.29	**Part**	$0.00	**Total Paid**	$165.93

Dealer Information

Code	[redacted]	**Name**	SUPERIOR DODGE CHRYSLER JEEP	**Zone**	63 DALLAS
Address	1201 EXCHANGE , CONWAY, AR 72032				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08193701	Module, trailer tow	58	INTERNAL DEFECT	68288760AB	MODULE	1	X	123.29	$42.64

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

Module, trailer tow Test and Replace (2 Skilled)

(Claim) Cause:

Found code [redacted] in system

(Claim) Correction:

[redacted] Diagnosed and replaced trailer brake module for [redacted]. Rechecks ok

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 SLT MEGA CAB 4X4
Build Date	09/26/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11/17/2016
Claim Type	F - Service Contract	**Repair Date**	06/15/2017
Claim Status	Paid	**Mileage (Miles)**	10,907

Expense

Labor	$0 00	**Sublet**	$0 00	**Part**	$120 00	**Total Paid**	$120 00

Dealer Information

Code	[redacted]	**Name**	SANTA MARIA CHRYSLER JEEP DODGE	**Zone**	71 LOS ANGELES
Address	1918 S BROADWAY , SANTA MARIA, CA 93454				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26860303	Maintenance Interval - Schedule B ; To be used every 3,000 Intervals	MC	MAINTENANCE CARE						$0.00
A	95260001	Maintenance Allowance ; Fixed Cost Maintenance								$110.00
A	95260002	Maintenance Allowance ; TIRE ROTATION								$10.00

RO Narratives

(RO) Customer Concern:

SET TIRE PRESSURES TO MANUFACTURER CUSTOMER APPROVES PERFORMING A 27 POINT VEHICLE TIRE ROTATION. DIESEL LUBE, OIL, AND FILTER SERVICE.

(RO) Cause:

NA

(RO) Correction:

SET TIRE PRESSURES

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 SLT CREW CAB 4X4
Build Date	10/18/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	02/20/2017
Claim Type	F - Service Contract	**Repair Date**	06/16/2017
Claim Status	Paid	**Mileage (Miles)**	12,964

Expense

Labor	$0 00	**Sublet**	$0 00	**Part**	$65 00	**Total Paid**	$65 00

Dealer Information

Code	[redacted]	**Name**	MARTIN CHRYSLER LLC	**Zone**	63 DALLAS
Address	226 S WASHINGTON AVE , CLEVELAND, TX 77327				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26860303	Maintenance Interval - Schedule B ; To be used every 3,000 Intervals	MC	MAINTENANCE CARE						$0.00
A	95260001	Maintenance Allowance ; Fixed Cost Maintenance								$65.00

RO Narratives

(RO) Customer Concern:

Replace synthetic engine oil and filter 65 credit Multi-point inspection (according to maintenance interval)

(RO) Cause:

NA

(RO) Correction:

PERFROMED OIL AND FILTER CHANGE COMPLETED INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 ST CREW CAB 4X4
Build Date	05/28/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/27/2017
Claim Type	K Road Ready (PREPNV)	**Repair Date**	06/16/2017
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$131.80	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$131.80

Dealer Information

Code	[redacted]	**Name**	VICTORVILLE MOTORS INC	**Zone**	71	LOS ANGELES	
Address	14617 CIVIC DR , VICTORVILLE, CA 92394						

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$131 80

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 LARAMIE CREW CAB 4X4
Build Date	10/01/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/23/2017
Claim Type	W - Warranty	**Repair Date**	06/19/2017
Claim Status	Paid	**Mileage (Miles)**	2,799

Expense

Labor	$212.84	**Sublet**	$408.74	**Part**	$0.00	**Total Paid**	$621.58

Dealer Information

Code	[redacted]	**Name**		**Zone**	70 PHOENIX
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	09352521	Gasket, cylinder head cover ; 6.7 liter diesel engine	ML	CHECK ENGINE/SERVICE ENGINE SO	05179091AC	GASKET	1	X	408.74	$106.42
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			05179091AC	GASKET	1	X	408.74	$106.42

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT IS ON VEHICLE DRIVES LIKE IT IS IN LIMP MODE HEAVY ELECTRIC BURN SMELL CAME IN THROUG H CAB WHEN DRIVING (IndicatorWarning lights Concern) -- PERFORM PCM FLASH --

(RO) Cause:

SCOPE TEST MULTIPLE DTCS- 1 P2299, PERFORM DIAG AS PER ATTACHED SHEET. MOST PROBLABLE CAUSE FOR THIS DTC IS 2 FOOTE D DRIVING, ALSO HAS P020A FUEL INJECTOR 1 PERFORMANCE-PERFOR M ATTACHED DIAG- -- OUTDATED SOFTWARE --

(RO) Correction:

REPLACED SUSPECT INJECTOR WIRINGHARNESS/CYLD HEAD COVER GASK ET-ERASE DTCS AND ROAD TEST 8 MILES-NO DTCS RETURNING, IF DTC RESETS WILL NEED TO REPLACE INJECTOR AND OR PCM PERFORMED FLASH 32370731AD - OLD 32370731AF - NEW

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CHECK ENGINE LIGHT IS ON, VEHICLE DIVES LIKE IT IS IN LIMP MODE HEAVY ELECRIC BURN SMELL CAME IN THROUGH CAB WHEN DRIVING.

(Claim) Cause:

SCAN, MULTILE DTCS P2299, PERFORM DIAG AS PER ATTACHE SHEET, MOST PROBABLE CAU SE FOR HTIS DTC IS 2 FOOTED DRIVING, ALSO HAS P020A FULE INJECTOR 1 PERFORMANC E, PERFORMED DIAG...SUSPECT INJECTOR WIRNING HARNESS/CYLD HEAT COVER GASKET.

(Claim) Correction:

REMOVED AND REPLACED GASKET, ROAD TESTED 8 MILES - NO DTCS RETURNED. IF DTC RE SETS WILL NEED TO REPLACE INJECTOR AND OR PCM.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 LARAMIE CREW CAB 4X4
Build Date	10/01/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/23/2017
Claim Type	W - Warranty	**Repair Date**	06/19/2017
Claim Status	Paid	**Mileage (Miles)**	2,799

Expense

Labor	$70.94	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$70.94

Dealer Information

Code	[redacted]	**Name**		**Zone**	70 PHOENIX
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	181904FW	Module, Engine Control (ECM) ; Module, Engine Control (ECM) - Reprogram, Quicklearn 68RFE Only (A/T)	CC	SENDING UNITS/SENSORS						$70.94

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT IS ON VEHICLE DRIVES LIKE IT IS IN LIMP MODE HEAVY ELECTRIC BURN SMELL CAME IN THROUG H CAB WHEN DRIVING (IndicatorWarning lights Concern) -- PERFORM PCM FLASH --

(RO) Cause:

SCOPE TEST MULTIPLE DTCS-[redacted]PERFORM DIAG AS PER ATTACHED SHEET. MOST PROBLABLE CAUSE FOR THIS DTC IS 2 FOOTE D DRIVING, ALSO HAS P020A FUEL INJECTOR 1 PERFORMANCE-PERFOR M ATTACHED DIAG- -- OUTDATED SOFTWARE --

(RO) Correction:

REPLACED SUSPECT INJECTOR WIRINGHARNESS/CYLD HEAD COVER GASK ET-ERASE DTCS AND ROAD TEST 8 MILES-NO DTCS RETURNING, IF DTC RESETS WILL NEED TO REPLACE INJECTOR AND OR PCM PERFORMED FLASH [redacted]OLD [redacted] NEW

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

ELECTRIC BURNING SMELL CAME IN THROUGH CAB WHEN DRIVING.

(Claim) Cause:

PCM OUT OF DATE

(Claim) Correction:

UPDATED PCM PER TSB 18-115-16

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 ST CREW CAB 4X4
Build Date	01/11/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	03/27/2017
Claim Type	W - Warranty	**Repair Date**	06/20/2017
Claim Status	Paid	**Mileage (Miles)**	1,220

Expense

Labor	$106.66	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$106.66

Dealer Information

Code	[redacted]	**Name**	THOMPSONS CHRYSLER DODGE JEEP RAM	**Zone**	71 LOS ANGELES
Address	126 FORNI ROAD , PLACERVILLE, CA 95667				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85412101	Transmission Driveability, Trouble Not Found ; Transmission Shift Quality	OD							$106.66

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES BRAKE PEDAL SEEMS SOFT AND DOES NOT BUILD UP PRESSURE. CHECK AND ADVISE CUSTOMER STATES VEHICLE DOES NOT SEEM TO HAVE ENOUGH POWER ESPECIALLY WHEN TRYING TO PASS ANOTHER VEHICLE. DOES NOT RESPONG TO THROTTLE. CHECK AND ADVISE CHECK TIRE PRESSURE AND SET TO VEHICLE MANUFACTURER'S SPECS AND RECORD EACH TIRES PRESSURE PERFORM MULTI-POINT VEHICLE INSPECTION

(RO) Cause:

NO PROBLEM FOUND

(RO) Correction:

1220 ROAD TEST, NO PROBLEM FOUND WITHBRAKES, ENGINE RUNNING VEHICLE AT A STOP, ITIS NORMAL THAT THE PEDAL FEELS SPONGY,VEHICLE IN MOTION, BRAKES STOP WITH MINIMUMPEDAL TRAVEL, NORMAL, NPF BRAKES 1220 ROAD TEST, DID NOT VERIFY CONCERN,VEHICLE ACCELERATED WHEN PASSING A VEHICLE,THERE IS A SLIGHT LAG FROM A STOP, THIS ISNORMAL, USE SCAN TOOL TO CHECK CODES, NOCODES PRESENT, ALL MODULES HAVE CURRENTSOFTWARE, NO TSB'S OR STAR ONLINE CASESRELATED, NO TROUBLE FOUND, RECOMMEND TESTDRIVE A LIKE VEHICLE AND COMPARE. Transmission Driveability, Trouble NotFound - No Repair/TroubleNot Found Transmission Shift Quality (2 - Skilled) CHECK TIRE PRESSURE AND SET TO VEHICLE MANUFACTURER'S SPECS AND RECORD EACH TIRES PRESSURE CHECK TIRE PRESSURE AND SET TO VEHICLE MANUFACTURER'S SPECS AND RECORD EACHTIRES PRESSURE PERFORM MULTI-POINT VEHICLE INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES VEHICLE DOES NOT SEEM TO HAVE ENOUGH POWER ESPECIALLY WHEN TRY ING TO PASS ANOTHER VEHICLE. DOES NOT RESPONG TO THROTTLE. CHECK AND ADVISE

(Claim) Cause:

NO PROBLEM FOUND

(Claim) Correction:

ROAD TEST, DID NOT VERIFY CONCERN, VEHICLE ACCELERATED WHEN PASSING A VEHICLE, THERE IS A SLIGHT LAG FROM A STOP, THIS IS NORMAL, USE SCAN TOOL TO CHECK COD ES, NO CODES PRESENT, ALL MODULES HAVE CURRENT SOFTWARE, NO TSB'S OR STAR ONLI NE CASES RELATED, NO TROUBLE FOUND, RECOMMEND TEST DRIVE A LIKE VEHICLE AND CO MPARE.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 3500 LARAMIE CREW CAB 4X4
Build Date	01/16/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06/20/2017
Claim Type	W Warranty	**Repair Date**	06/20/2017
Claim Status	Paid	**Mileage (Miles)**	123

Expense

Labor	$57 08	**Sublet**	$57 75	**Part**	$0 00	**Total Paid**	$114 83

Dealer Information

Code	[redacted]	**Name**	JIM SMOLICH MOTORS INC	**Zone**	70 PHOENIX
Address	1865 NORTH EAST HIGHWAY 20 , BEND, OR 97701				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08141806	Sensor, wheel speed Anti lock brakes ; front right	14	BURNED OR BURNED OUT	68165624AD	SENSOR	1	X	57 75	$57 08

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
THEY TRIED TO DELIVER THIS SOLD UNIT LAST NIGHT AND THE ABS AND TRACS LIGHT CA ME ON

(Claim) Cause:
HAS DTC STORED FOR ABS C0034 1D RIGHT FRONT SPEED SENSOR CIRCUIT OUT OF RANGE

(Claim) Correction:
REPLACED SENSOR, PROGRAMMED, VERIFIED REPAIR

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 SLT CREW CAB 4X4
Build Date	06/04/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	07/10/2017
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	06/22/2017
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$77.48	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$77.48

Dealer Information

Code	[redacted]	**Name**	WOODY'S DODGE JEEP CHRYSLER	**Zone**	74 DENVER
Address	310 S WASHINGTON ST , CHILLICOTHE, MO 64601				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$77.48

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 LARAMIE CREW CAB 4X4
Build Date	01/16/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06/20/2017
Claim Type	W - Warranty	**Repair Date**	06/26/2017
Claim Status	Paid	**Mileage (Miles)**	289

Expense

Labor	$114 16	**Sublet**	$307 86	**Part**	$0 00	**Total Paid**	$422 02

Dealer Information

Code	[redacted]	**Name**	JIM SMOLICH MOTORS INC	**Zone**	70 PHOENIX
Address	1865 NORTH EAST HIGHWAY 20 , BEND, OR 97701				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08191002	Module, anti-lock brake control ; All others	ML	CHECK ENGINE/SERVICE ENGINE SO	68347098AA	MODULE	1	X	200.20	$57.08
A	08191063	Module, anti-lock brake control ; 6 7L diesel equipped			68347098AA	MODULE	1	X	200 20	$19 03
B	08193701	Module, trailer tow	58	INTERNAL DEFECT	68288760AB	MODULE	1	X	107.66	$38.05

RO Narratives

(RO) Customer Concern:

WARRANTY WARRANTY

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CS ABS LIGHT ON CS WHEN PLUG IN TRAILER SAYS NOT CONNECTED

(Claim) Cause:

FOUND DTC U0415 VERIFIED CONCERN

(Claim) Correction:

INSTALLED TOW MODULE REPLACED BRAKE MODULE

Warranty Claim Report

Vehicle Information

VIN	[redacted] HG645293	**Year**	2017	**Body**	[redacted] - RAM 2500 LARAMIE CREW CAB 4X4
Build Date	03/03/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/16/2017
Claim Type	W - Warranty	**Repair Date**	06/26/2017
Claim Status	Paid	**Mileage (Miles)**	2,126

Expense

Labor	$101 35	**Sublet**	$554 40	**Part**	$0 00	**Total Paid**	$655 75

Dealer Information

Code	[redacted]	**Name**	GRAVA CHRYSLER JEEP	**Zone**	32 NEW YORK
Address	29 MYSTIC AVENUE , MEDFORD, MA 02155				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	14600101	Tank, fuel ; All other engines	ML	CHECK ENGINE/SERVICE ENGINE SO	68149858AA	TANK	1	X	554.40	$101.35

RO Narratives

(RO) Customer Concern:

CAP GAS LOOSE SIGNAL ON THE DASH CHECK ENGINE LIGHT IS ON

(RO) Cause:

HOOKED UP THE VEHICLE WITH CHRYSLER WITECH AND SCANNED FOR CODES. CODE (P0456)-SMALL EVAP LEAK. COMPLETED A SMOKE TEST ON THE VEHICLE WITH THE MILLER TUBE 8404. FOUND SMOKE ABOVE THE FUEL TANK. LOWERED THE FUEL TANK AND FOUND ONE OF THE LINES BROKE ON THE INLET VALVE ON THE TANK THE FUEL TANK THAT WE JUST REPLACED ON RO 57710 AT MILEAGE 1,124 ON 06/06/17 HAS FAILED AND NEEDS TO BE REPLACED.

(RO) Correction:

REMOVED HALF A TANK OF GAS FROM THE VEHICLE'S OLD TANK AND REMOVED AND REPLACED THE FUEL TANK AND TRANSFERED THE FUEL INTO THE NEW TANK. CLEARED THE CODE.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C/S THE GAS CAP LOOSE LIGHT CAME ON

(Claim) Cause:

TECH VERFIED THE CONCERN

(Claim) Correction:

REMOVED AND REPLACED

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 SLT CREW CAB 4X4
Build Date	12/14/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	03/17/2017
Claim Type	W - Warranty	**Repair Date**	06/26/2017
Claim Status	Paid	**Mileage (Miles)**	9,455

Expense

Labor	$41.68	**Sublet**	$216.56	**Part**	$100.00	**Total Paid**	$358.24

Dealer Information

Code	[redacted]	**Name**	BONNEVILLE & SON INC	**Zone**	32 NEW YORK
Address	625 HOOKSETT RD , MANCHESTER, NH 03104				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08200701	ParkView, backup assist ; Camera assembly	58	INTERNAL DEFECT	68274731AE	CAMERA	1	X	216.56	$41.68
A	95400140	Loaner Car ; Competitive Vehicles			68274731AE	CAMERA	1	X	216.56	$100.00

RO Narratives

(RO) Customer Concern:

RENTAL VEHICLE CUSTOMER STATES TRANS SEEMS TO UPSHIFT AND DOWN SHIFT TOO EARLY CUSTOMER STATES FEELS PLAY IN STEERING, WHEN BRAKING CAR PULLS RIGHT AND LEFT CUSTOMER STATES BACK UP CAMERA IS INOP CHECK AND ADVISE CUSTOMER STATES PAINT PEEL OFF DRIVERS SIDE REAR FENDER FLARE CUSTOMER STATES SHIFTER DOES NOT ALWAYS GO INTO PARK HAS TO WIGGLE IT TO GET IT INTO PARK CUSTOMER STATES PLEASE PERFORM DIESEL ENGINE OIL AND FILTER CHANGE, CHECK AND SET TIRE PRESSURES, CHECK AND TOP OFF ALL FLUIDS CUSTOMER REQUESTS TIRE ROTATION

(RO) Cause:

ROADTEST VEHICLE COMPARE TO OTHER SIMILAR VEHICLE VEHICLE OPERATING AS DESIGNED INOP CAMERA WILL ADDRESS AT NEXT APPOINTMENT ATTEMPT TO VERIFY CONCERN CANNOT DUPLICTE AFTER MULTIPLE ATM EMPTS MAINTENANCE

(RO) Correction:

NO CODES STORED, NO SOFTWARE UPDATES AVAILABLE NO BULLETINS APPLY INSPECT STEERING AND SUSPENSION ALL WITHIN SPEC. NOTHING LOOSE OR BROKEN CHECK ALL CAMERA CONNECTIONS CHECK FOR FLASHES OR RADIO UPDA TES SWAP IN KNOWN GOOD CAMERA VEHICLE REPAIRED PERFROM LOF ROTATE TIRES SET PSI

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES BACK UP CAMERA IS INOP CHECK AND ADVISE

(Claim) Cause:

INOP CAMERA

(Claim) Correction:
CHECK ALL CAMERA CONNECTIONS CHECK FOR FLASHES OR RADIO UPDA TES SWAP IN KNOWN

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 ST CREW CAB 4X4
Build Date	08/25/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	388255	**In Service Date**	03/13/2017
Claim Type	W - Warranty	**Repair Date**	06/27/2017
Claim Status	Paid	**Mileage (Miles)**	3,510

Expense

Labor	$216.06	**Sublet**	$0.00	**Part**	$80.00	**Total Paid**	$296.06

Dealer Information

Code	[redacted]	**Name**	HUDSON VALLEY CHRYSLER DODGE JEEP	**Zone**	32 NEW YORK
Address	200 AUTO PARK PLACE , NEWBURGH, NY 12550				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	0891PNV3	Anti-lock brake system	2C	CONNECTOR BROKEN/FRACTURED						$216.06
A	95400142	Loaner Car ; High Line Vehicles								$80.00

RO Narratives

(RO) Customer Concern:

C/S SAME PROBLEM AS LAST VISIT. DASH LIGHTS AND GUAGES JUMPING MULTI POINT INSPECTION ENTERPRISE RENTAL

(RO) Cause:

scan vehicle contactSTAR- has lots of loss of comm with ABSmodule, send scan report to chrysler, they suggested to verify the integrity ofthe bus wires goingto the ABS module F

(RO) Correction:

[redacted] scan vehicle contact STAR- has lots ofloss of comm with ABS module, send scanreport to chrysler, they suggested to verifythe integrity of the bus wires going to theABS module contact star again and wasinformed to remove the bus wires from theinline-dash engine/transmission connector andsolder together eliminating the connector,also change the ABS bus wire connector at thestar connector to another cavity-retestsystem and drove all seems to be workingnormally at this time TRANSMISSION CONNECTOR MULTI POINT INSPECTION 3510 CAIR # [redacted] 4 DAY RENTALEXTENSION COURTESY CHRYSLER, JEEP, DODGE ALTERNATE TRANSPORTATION ENTERPRISE RENTAL COURTESY CHRYSLER, JEEP, DODGE ALTERNATE TRANSPORTATION SUBLET REPAIRS

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C/S SAME PROBLEM AS LAST VISIT. DASH LIGHTS AND GUAGES JUMPING

(Claim) Cause:

SCAN VEHICLE CONTACT STAR- HAS LOTS OF LOSS OF COMM WITH ABS MODULE, SEND SCAN REPORT TO CHRYSLER, THEY SUGGESTED TO VERIFY THE INTEGRITY OF THE BUS WIRES G OING TO THE ABS MODULE

(Claim) Correction:

CONTACT STAR AGAIN AND WAS INFORMED TO REMOVE THE BUS WIRES FROM THE INLINE-DA SH ENGINE/TRANSMISSION CONNECTOR AND SOLDER TOGETHER ELIMINATING THE CONNECTOR , ALSO CHANGE THE ABS BUS WIRE CONNECTOR AT THE STAR CONNECTOR TO ANOTHER CAVI TY-RETEST SYSTEM AND DROVE ALL SEEMS TO BE WORKING NORMALLY AT THIS TIME. CAIR # 31859832

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	DD8L93 - RAM 3500 CREW CAB CHASSIS 4X4
Build Date	12/11/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	02/28/2017
Claim Type	W Warranty	**Repair Date**	06/30/2017
Claim Status	Paid	**Mileage (Miles)**	4,601

Expense

Labor	$182 60	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$182 60

Dealer Information

Code	[redacted]	**Name**	SAWICKI MOTOR SALES INC	**Zone**	51 CHICAGO
Address	700 EAST SOUTH STREET , FREEPORT, IL 61032				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
D	85410500	Brakes, Trouble Not Found ; Brakes	OD							$45.65
B	85411001	Engine Driveability, Trouble Not Found ; Driveability	OD							$45 65
A	85418603	ABS/ESP/Speed Control and ITBM, Trouble Not Found ; ESP	OD							$45 65
C	85419001	Instrument Cluster,Trouble Not Found ; Cluster (CCN)	OD							$45 65

RO Narratives

(RO) Customer Concern:

DIAGNOSE TROUBLE CODE CUSTOMER STATES WHILE CHECK ENGINE LIGHT CAME ON TECH FOUND OVER 38 COMMUNICATION CODES IN THE SYSTEM WHEN HE PLUGGED INTO THE TRUCK TECH CHECKED OVER ALL WIRING HARNESS AND FOUND NOTHING WRONG WITH ANY OF THE VOLTAGE READINGS OR CONNECTION AT THIS TIME. CONTACTED STAR AND THEY SAID TO CHECK CONNECTIONS DUE TO NO ACTIVE CODES AT THIS TIME TO FOLLOW STAR CASE FOR ENTIRE TICKET [redacted]05-9076 MDONSELMAN-) DIAGNOSE TROUBLE CODE CUSTOMER STATED TRACTION CONTROL LIGHT CAME ON. TECH TEST DROVE AND CHECKED FOR FAULTS IN THE SYSTEM AND FOUND NOTHING ACTIVE AT THIS TIME. CHECKED ALL WIRING CONNECTIONS AS INSTRUCTED BY STAR AND FOUND NO ISSUES AT THIS TIME [redacted]DIAGNOSE TROUBLE CODE CUSTOMER STATED EVIC DISPLAYED HIGH HEAT LOW FUEL LIGHT ON TECH TEST DROVE TRUCK IN ORDER TO SEE IF THIS WOULD REAPPEAR IN THE EVIC WHILE DRIVING AND FOUND THAT IT WOULDNT TECH CHECKED FOR FAULT CODE OR TSBS AND FOUND NO RELATED ITEMS TECH WAS INSTRUCTED BY STAR TO CHECK ALL CONNECTION RELATED WITH FUEL AND FOUND NO ISSUES AT THIS TIME TO FOLLOW [redacted]) DIAGNOSE TROUBLE CODE CUSTOMER STATED THAT THE ABS LIGHT CAME ON TECH TEST DROVE TRUCK TO SEE IF THE ABS LIGHT WOULD COME BACK ON FOR HIM AND IT WOULD NOT TECH CHECKED FOR UPDATES,TSBS, FAULT CODES AND FOUND NONE ACTIVE. LIGHT WOULD NOT REAPPEAR FOR HIM AT THIS TIME. TECH WAS INSTRUCTED BY STAR TO CHECK ALL WIRING CONNECTIONS. TECH FOUND ALL PROPER VOLTAGES COMING OUT OF CONNECTION AT THIS TIME (05 9076 MDONSELMAN)

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

CUST STATES ABS LIGHT COMES ON NPF

GCS Narratives

(Claim) Customer Concern:

CHECK ENGINE LIGHT CAME ON CUST STATES ABS LIGHT CAME ON CUST STATES EVIC DISPLAYED CUST STATES TRACTION CONTROL LIGHT CAME ON

(Claim) Cause:

TECH CHECKED FOR FAULT CODES NONE FOUND AND LIGHT IS OFF AT THE MOMENT TECH FOUND OVER 38 COMMUNICATION CODES IN THE SYSTEM TECH TEST DROVE AND CHECKED FOR FAULT CODES IN THE SYSTEM TECH TEST DROVE TRUCK IN ORDER TO SEE IF THIS WOULD REAPPEAR. NO FAULT CODES OR TBS

(Claim) Correction:

NO TROUBLE FOUND AT THIS TIME STAR ADVISED TO CHECK CONNECTIONS DUE TO NO ACTIVE CODES AT THIS TIME NO TROUBLE FOUND AT THIS TIME.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 3500 LARAMIE MEGA CAB 4X4
Build Date	06/10/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/09/2017
Claim Type	K Road Ready (PREPNV)	**Repair Date**	07/03/2017
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$161 33	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$161 33

Dealer Information

Code	[redacted]	**Name**	HADDAD DODGE	**Zone**	71 LOS ANGELES
Address	3000 HARRIS RD , BAKERSFIELD, CA 93384				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$121 00
A	85900059	Road Ready ; Rear Wheel Flares Both								$40 33

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 LARAMIE CREW CAB 4X4
Build Date	03/03/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	560

Claim Information

Claim #	[redacted]	**In Service Date**	05/16/2017
Claim Type	W - Warranty	**Repair Date**	07/08/2017
Claim Status	Paid	**Mileage (Miles)**	2,871

Expense

Labor	$184 28	**Sublet**	$0 00	**Part**	$70 00	**Total Paid**	$254 28

Dealer Information

Code	[redacted]	**Name**	GRAVA CHRYSLER JEEP	**Zone**	32 NEW YORK
Address	29 MYSTIC AVENUE , MEDFORD, MA 02155				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85412600	Check Engine Light, EVAP-Fuel System Issues, Trouble Not Found	ML	CHECK ENGINE/SERVICE ENGINE SO						$184.28
A	95400141	Loaner Car ; Standard Line Vehicles								$70.00

RO Narratives

(RO) Customer Concern:

Check engine light is on (IndicatorWarning Lights Concern)

(RO) Cause:

HOOKED UP THE VEHICLE WITH WITECH AND SCANNED FOR CODES. CODE [redacted] EVAP SMALL LEAK. IT IS A STORED CODE. PERFORMED TEST WITH MILLER TOOL [redacted] AND COMPLETED A AIR TEST AND SMOKE TEST. CONFIRMED THAT THERE WERE NO LEAKS FOUND. CLEARED THE CODE.

(RO) Correction:

NA

(RO) Technical Notes:

C/S THE CHK ENG LIGHT IS ON

GCS Narratives

(Claim) Customer Concern:

C/S THE CHK ENG LIGHT IS ON

(Claim) Cause:

TECH VERFIED THE CONCERN

(Claim) Correction:

TEST DROVE NO TROUBLE FOUND

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 ST CREW CAB 4X4
Build Date	03/24/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/19/2017
Claim Type	W - Warranty	**Repair Date**	07/10/2017
Claim Status	Paid	**Mileage (Miles)**	2,552

Expense

Labor	$268.45	**Sublet**	$860.28	**Part**	$0.00	**Total Paid**	$1,128.73

Dealer Information

Code	[redacted]	**Name**	NATIONAL DODGE INC	**Zone**	66 ORLANDO
Address	2223 N MARINE BLVD , JACKSONVILLE, NC 28546				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	05210902	Hub and Bearing, front ; Right or left	UC	UNCODABLE (NARRATIVE REQUIRED)	68165624AD	SENSOR	1		87.41	$64.80
A	05210902	Hub and Bearing, front ; Right or left	UC	UNCODABLE (NARRATIVE REQUIRED)	68185437AD	HUB	1	X	477.36	$64.80
A	08141806	Sensor, wheel speed-Anti-lock brakes ; front-right			68165624AD	SENSOR	1		87.41	$0.00
A	08141806	Sensor, wheel speed-Anti-lock brakes ; front-right			68185437AD	HUB	1	X	477.36	$0.00
B	08191001	Module, anti-lock brake control ; RWAL equipped	18	CIRCUIT OPEN	68347098AA	MODULE	1	X	295.51	$18.51
C	0894PNC2	Anti-Lock Brake System	UC	UNCODABLE (NARRATIVE REQUIRED)						$185.14

RO Narratives

(RO) Customer Concern:

CUST STATES ABS LIGHT AND TRAC LIGHT-4X4 LIGHT CAME ON ABOUT 4 DAYS AGO CUST STATES HE HAD CRUISE SET AT 55 AND HAD BEEN ABOUT 5 MILES AND TRUCK SHUT OFF WHILE DRIVING 5-18

(RO) Cause:

FOUND FAULTY HUB BEARING AND SENSOR FOUND FAULTY MODULE DUE FOR INSPECTION

(RO) Correction:

REPLACED HUB BEARING AND SENSOR REPAIRED WIRING AND REPLACED MODULE REMINDER FOR N. C. INSPECTION

(RO) Technical Notes:

TRACED WIRING TO CRUSHED WIRE IN WIRING HARNESS DG/VT HAS EXCESSIVE PLAY IN RT FORNT HUB AND BEARING ASSY

GCS Narratives

(Claim) Customer Concern:

CUST STATES ABS LIGHT AND TRAC LIGHT-4X4 LIGHT CAME ON ABOUT 4 DAYS AGO CUST STATES HE HAD CRUISE SET AT 55 AND HAD BEEN ABOUT 5 MILES AND TRUCK SHUT REPAIR HAD TO BE SPLIT FROM JOB 1 OPEN HARNESS FROM ABS TO CONNECTOR C1230 FOU CUST STATES ABS LIGHT AND TRAC LIGHT-4X4 LIGHT CAME ON ABOUT 4 DAYS AGO

(Claim) Cause:

CRUSHED IN WIRING HARNESS, RAN OVERLAY HARNESS FROM ABS TO SENSOR TESTED ABS MODULE AND REPLACED ABS MODULE PER FLOW CHART HAD INTERNAL OPEN IN CODE C0034 FOR RT FRONT WHEEL, WHEEL BEARING HAS EXCESSIVE PLAY AND RT FRONT W CODE C0034 FOR RT FRONT WHEEL, WHEEL BEARING HAS EXCESSIVE PLAY AND RT FRONT W

(Claim) Correction:

REPLACED ABS MODULE TEST DROVE AFTER WIRING REPAIR, WORKING PROPERLY AT THIS TIME REPLACED RT FRT HUB AND BEARING ASSY AND RT FRONT WHEEL SPEED SENSOR REPLACED RT FRT HUB AND BEARING ASSY AND RT FRONT WHEEL SPEED SENSOR

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 ST CREW CAB 4X4
Build Date	08/25/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	03/13/2017
Claim Type	W - Warranty	**Repair Date**	07/13/2017
Claim Status	Paid	**Mileage (Miles)**	4,998

Expense

Labor	$172.85	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$172.85

Dealer Information

Code	[redacted]	**Name**	HUDSON VALLEY CHRYSLER DODGE JEEP	**Zone**	32 NEW YORK
Address	200 AUTO PARK PLACE , NEWBURGH, NY 12550				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	0891PNK2	Anti-lock brake system	2C	CONNECTOR BROKEN/FRACTURED						$172.85

RO Narratives

(RO) Customer Concern:

C/S TRAILER BRAKES ARE NOT WORKING AGAIN PLEASE CHECK AND ADVISE LIGHTS ON DASH ENTERPRISE RENTAL

(RO) Cause:

Scan vehicle, many loss of comm DTCs from ABS module- collect all stored fault data from vehicle, and sent to Chrysler

(RO) Correction:

ELECTRICAL Scan vehicle, many loss of comm DTCs fromABS module- collect all stored fault datafrom vehicle, and sent to Chrysler inspectall harnesses going to ABS module and starconnectors, perform wiggle test on harnesses,disconnect ABS module and inspect bus wiresat connector, found circuit D80 in cavity 18not fully seated in the connector, reinstallpin into the connector and verified theintegrity of the lock on the pin, put backtogether, clear faults ANTI LOCK BRAKE SYSTEM WIRE REPAIR COURTESY CHRYSLER, JEEP, DODGE ALTERNATE TRANSPORTATION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

LIGHTS ON DASH

(Claim) Cause:

SCAN VEHICLE, MANY LOSS OF COMM DTCS FROM ABS MODULE- COLLECT ALL STORED FAULT DATA FROM VEHICLE, AND SENT TO CHRYSLER

(Claim) Correction:

INSPECT ALL HARNESSES GOING TO ABS MODULE AND STAR CONNECTORS, PERFORM WIGGLE TEST ON HARNESSES, DISCONNECT ABS MODULE AND INSPECT BUS WIRES AT CONNECTOR, F OUND CIRCUIT D80 IN CAVITY 18 NOT FULLY SEATED

IN THE CONNECTOR, REINSTALL PIN INTO THE CONNECTOR AND VERIFIED THE INTEGRITY OF THE LOCK ON THE PIN, PUT BAC K TOGETHER, CLEAR FAULTS...LOP GIVEN BY LOP INQUIRY [redacted] STAR CASE [redacted]

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 SLT CREW CAB 4X4
Build Date	01/20/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	04/17/2017
Claim Type	W - Warranty	**Repair Date**	07/13/2017
Claim Status	Paid	**Mileage (Miles)**	3,633

Expense

Labor	$636 99	**Sublet**	$690 96	**Part**	$630 00	**Total Paid**	$1,957 95

Dealer Information

Code	[redacted]	**Name**	PLANET JEEP OF FLAGSTAFF	**Zone**	70	PHOENIX
Address	2608 N WEST ST , FLAGSTAFF, AZ 86004					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08191002	Module, anti-lock brake control ; All others			68347098AA	MODULE	1	X	249 58	$61 64
A	08191002	Module, anti-lock brake control ; All others			68110740AE	SCCM	1		399 67	$61 64
A	08191002	Module, anti-lock brake control ; All others			04627694AA	VALVE	1		23.21	$61.64
A	08191002	Module, anti-lock brake control ; All others			68078700AE	SENSOR	1		18.50	$61.64
A	08808401	Switch/sensor, brake pedal			68347098AA	MODULE	1	X	249.58	$41.10
A	08808401	Switch/sensor, brake pedal			68110740AE	SCCM	1		399.67	$41.10
A	08808401	Switch/sensor, brake pedal			04627694AA	VALVE	1		23.21	$41.10
A	08808401	Switch/sensor, brake pedal			68078700AE	SENSOR	1		18 50	$41 10
A	0894CAK1	Dash Warning Lamps/Buzzer/Chimes	1W	WIRES CUT BY SHARP EDGE	68347098AA	MODULE	1	X	249.58	$441.78
A	0894CAK1	Dash Warning Lamps/Buzzer/Chimes	1W	WIRES CUT BY SHARP EDGE	68110740AE	SCCM	1		399.67	$441.78
A	0894CAK1	Dash Warning Lamps/Buzzer/Chimes	1W	WIRES CUT BY SHARP EDGE	04627694AA	VALVE	1		23.21	$441.78
A	0894CAK1	Dash Warning Lamps/Buzzer/Chimes	1W	WIRES CUT BY SHARP EDGE	68078700AE	SENSOR	1		18.50	$441.78
A	19852502	Clockspring/Steering column control module (SCCM)			68347098AA	MODULE	1	X	249.58	$51.37
A	19852502	Clockspring/Steering column control module (SCCM)			68110740AE	SCCM	1		399.67	$51.37
A	19852502	Clockspring/Steering column control module (SCCM)			04627694AA	VALVE	1		23 21	$51 37
A	19852502	Clockspring/Steering column control module (SCCM)			68078700AE	SENSOR	1		18 50	$51 37
A	25014001	Valve/Solenoid, purge/pressure control ; One or all			68347098AA	MODULE	1	X	249 58	$41 10
A	25014001	Valve/Solenoid, purge/pressure control ; One or all			68110740AE	SCCM	1		399.67	$41.10
A	25014001	Valve/Solenoid, purge/pressure control ; One or all			04627694AA	VALVE	1		23 21	$41 10
A	25014001	Valve/Solenoid, purge/pressure control ; One or all			68078700AE	SENSOR	1		18.50	$41.10

A	95400141	Loaner Car ; Standard Line Vehicles			68347098AA	MODULE	1	X	249.58	$630.00
A	95400141	Loaner Car ; Standard Line Vehicles			68110740AE	SCCM	1		399.67	$630.00
A	95400141	Loaner Car ; Standard Line Vehicles			04627694AA	VALVE	1		23.21	$630.00
A	95400141	Loaner Car ; Standard Line Vehicles			68078700AE	SENSOR	1		18.50	$630.00

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES THE GUAGES WILL STOP WORKING ALL OF THE SUDDEN, ALLOF THE WARNING LIGHTS WILL FLASH. CHECK AND ADVISE PERFORM MULTI POINT INSPECTION Dealer Inquiry. A NO CHARGE Manufacture Inquiry will be performed on your vehicle. This will verify Warranty coverage as well current Manufacture Updates/Recall that may apply.

(RO) Cause:

NA

(RO) Correction:

[redacted]Multiple dash lamps on, cluster inopintermittently 720 Scan vehicle, had 5 pagesof loss of comm DTC'S. Checked STARconnectors for loose connectors or loosepins. All were tight. Removed cluster tocheck connectors, they were tight and seatedproperly. I contacted STAR on this, but theywere not able to help. I had already donewhat they wanted to do. I performed wiggletest on dash and engine harness whileperforming test, found many module going offline when wiggling engine harness near PCM.Partially removed engine harness. Uponfurther inspection, found a spring clamp wasimproperly positioned, and had rubbed throughthe harness approx 18 inches from PCM whereit runs along the side of the engine andshorted CAN C yellow wire to voltage, causingdamage to ABS module, steering column controlmodule, purge solenoid, and brake switch. Irepaired harness to factory specs, replaceddamaged modules, and test drove vehicle toverify repairs. all systems are on lone andworking per factory specs. Switch/sensor, brake pedal - Test and replace (C) VALVE/SOLENOID PURGE-TESTAND REPLACE ONE OR ALL Clockspring/steering angle sensor - Replace (B) 0894CAK12 MODULE,ANTI LOCK BRAKE CONTROL.TEST AND REPLACE PO69077 RENTAL PC[redacted]RENTAL ENTERPRISE Switch/sensor, brake pedal - Test and replace (C)VALVE/SOLENOID PURGE-TESTAND REPLACE ONE OR ALL Clockspring/steering angle sensor - Replace (B) VALVE/SOLENOID PURGE-TESTAND REPLACE ONE OR ALL MODULE,ANTI LOCK BRAKE CONTROL.TEST AND REPLACE SUBLET REPAIRS SUBLET REPAIRS MULTI POINT INSPECTION NO OUTSTANDING CAMPAIGNS

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THE GUAGES WILL STOP WORKING ALL OF THE SUDDEN ALL OF THE WARN ING LIGHTS WILL FLASH

(Claim) Cause:

MULTIPLE DASH LAMPS ON CLUSTER MOP INTERMITTENTLY 7.20 SCAN VEHICLE, HAD 5 PAG ES OF LOSS OF COMM DTC'S. CHECKED STAR CONNECTORS FOR LOOSE CONNECTORS OR LOOS E PINS. ALL WERE TIGHT. REMOVED CLUSTER TO CHECK CONNECTORS, THEY WERE TIGHT A ND SEATED PROPERLY I CONTACTED STAR ON THIS, BUT THEY WERE NOT ABLE TO HELP. I HAD ALREADY DONE WHAT THEY WANTED TO DO. I PERFORMED WIGGLE TEST ON DASH AND ENGINE HARNESS WHILE PERFORMING TEST, FOUND MANY MODULE GOING OFF LINE WHEN WI GGLING ENGINE HARNESS NEAR PCM. PARTIALLY REMOVED ENGINE HARNESS. UPON FURTHER INSPECTION, FOUND A SPRING CLAMP WAS IMPROPERLY POSITIONED, AND HAD RUBBED TH ROUGH THE HARNESS APPROX 18 INCHES FROM PCM WHERE IT RUNS ALONG THE SIDE OF TH E ENGINE AND SHORTED CAN C YELLOW WIRE TO VOLTAGE, CAUSING DAMAGE TO ABS MODUL E, STEERING COLUMN CONTROL MODULE, PURGE SOLENOID, AND BRAKE SWITCH

(Claim) Correction:

I REPAIRED HARNESS TO FACTORY SPECS, REPLACED DAMAGED MODULES, AND TEST DROVE VEHICLE TO VERIFY REPAIRS. ALL SYSTEMS ARE ON LONE AND WORKING PER FACTORY SPE CS.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 ST CREW CAB 4X2
Build Date	06/26/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06/30/2017
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	07/14/2017
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$116 54	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$116 54

Dealer Information

Code	[redacted]	**Name**	LANDERS DODGE CHRYSLER JEEP	**Zone**	63 DALLAS
Address	2701 BENTON RD , BOSSIER CITY, LA 71111				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$116 54

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 LARAMIE CREW CAB 4X4
Build Date	09/28/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	02/13/2017
Claim Type	W - Warranty	**Repair Date**	07/14/2017
Claim Status	Paid	**Mileage (Miles)**	2,729

Expense

Labor	$125.85	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$125.86

Dealer Information

Code	[redacted]	**Name**	WITHNELL DODGE	**Zone**	70	PHOENIX
Address	2650 COMMERCIAL SE , SALEM, OR 97302					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85418602	ABS/ESP/Speed Control and ITBM, Trouble Not Found ; ABS	OD							$88.10
B	85419601	Tire Pressure Monitoring,Trouble Not Found ; Tire Pressure Monitoring	OD							$37.76

RO Narratives

(RO) Customer Concern:

General Concern #1 [CUSTOMER STATESTHE ABS AND TRAC CONTROL LIGHTS ARECOMING ON AT TIMES. CHECK AND ADVISE] General Concern #2 [CUSTOMER STATESTHE TPMS LIGHT IS ON AT TIMES. TIREPRESSURE CORRECT WHEN LIGHT COMES ON. CHECK AND ADVISE] Multi-point inspection (according to maintenance interval)

(RO) Cause:

NO PROBLEMS FOUND 1

(RO) Correction:

[redacted]NO PROBLEMS FOUND 70 SCANNED AND FOUNDCODES C0037-1D, C0037-62, U0415, U0418-00-ALL STORED. CLEARED CODES AND TEST DROVE. NOCODES RE-SET, CHECKED FOR BROKEN, CHAFED ORPINCHED WIRES, NONE FOUND , WIGGLE TESTEDCXIRCUITS FOR ABS AND SPEED SENSORS. NOPROBLEMS FOUND AT THIS TIME. RETURNED VEHICLETO CUSTOMER. ELECTRONIC TROUBLE NOT FOUND DIAGNOSTIC LABOR OPERATION/ABS BRAKES [redacted]SCANNED AND FOUND STORED CODEC151D-00. RE-INITIALIZED TIRE PRESSURESENSORS, CLEARED CODE AND TEST DROVE. CODEDID NOT RETURN . NO FURTHER PROBLEMS FOUND ATTHIS TIME. . RETURNED VEHICLE TO CUSTOMER. Tire Pressure Monitoring,Trouble Not Found Multi-point inspection (according to maintenanceinterval)

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

THE ABS AND TRAC CONTROL LIGHTS ARE COMING ON AT TIMES THE TPMS LIGHT IS ON AT TIMES,TIRE PRESSURE CORRECT WHEN LIGHT COMES ON

(Claim) Cause:

FOUND STORED CODES C0037-1D,C0037-62,U0415 AND U0418.CLEARED CODES AND TEST DR HAS STORED CODE C151D. OVE,NO CODES RE-SET.CHECKED FOR BROKEN,CHAFED OR PINCHED WIRES-NONE FOUND.WIGG LE TESTED CUIRCUITS FOR ABS AND SPEED SENSORS.

(Claim) Correction:

RE-INITIALIZED TIRE PRESSURE SENSORS NO PROBLEMS FOUND AT THIS TIME

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 SLT CREW CAB 4X4
Build Date	06/04/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	07/10/2017
Claim Type	W - Warranty	**Repair Date**	07/15/2017
Claim Status	Paid	**Mileage (Miles)**	35

Expense

Labor	$58.11	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$58.11

Dealer Information

Code	[redacted]	**Name**	WOODY'S DODGE JEEP CHRYSLER	**Zone**	74 DENVER
Address	310 S WASHINGTON ST , CHILLICOTHE, MO 64601				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	0891PNS5	Anti-lock brake system	1T	TERMINAL(S) BENT						$58.11

RO Narratives

(RO) Customer Concern:

C/S BRAKE LIGHTS ON DASH ARE ALL ON VERIFIED THE CUSTOMER COMPAINT AND FOUND CODE S [redacted] AND [redacted] BOTH ACTIVE AD OTH AR E FOR THE RER WHEEL SPEED SENSORS. VISUALLY I NSPECTED THE WIRING AND THE CONNECTORS. FOUND CONNECTOR I240 THE MALE PINS WERE BENT AND T HE FEMALE ARE SPREAD. TOOK I240 APART AND INE D THE MALE PINS UP AD COSED THE AP ON THED FE MALE SIDE. REASSEMBLED AND CHECKED FOR PROPER PIN RETENTION FOR THE TERMINALS IN CONNECTOR[redacted] REMOVED BOTH REAR SPEED SENSORS AND IN SPECTED THE TONE WHEELS THEN SWAPPED WHEEL SP EED SESORS FROM A KNOWN GOOD TRUCK AND STILL (39-2459 MIKE-) C/S BRAKE LIGHTS ON DASH ARE ON NO RESULTS. REMOVED THELEFT FROT INNER FENDER LIER AND UHOOKED THE ABS MODULE CONNECTOR AN D CHECKED THE ORIENTATION OF THE WIRES MEASUR ED THE RESISTANCE OF BOTH GROUD WIRES WHICH B OTH WERE .5 OHMS TO THE NEGATIVE BATTERY. LOA D TESTED CIRCUITS[redacted]A WILL CARRY A OAD REASSEMBED AND INITIALIZED THE ABS MODULE AND VERIIED THE REPAIR AND TET DROVE. THE VE HICLE ACTS AND PERFORMS AS DESIGNED (39-2459 MIKE-)

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

BRAKE LIGHTS ON THE DASH ARE ON

(Claim) Cause:

VERIFIED LIGHTS, FOUND CODES [redacted] WHEEL SPEED SENSORS

(Claim) Correction:
REPLACED SPEED SENSORS, FIXED PINS & CONNECTORS, VERIFIED OPERATION

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted]
Build Date	01/19/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06/22/2017
Claim Type	W - Warranty	**Repair Date**	07/17/2017
Claim Status	Paid	**Mileage (Miles)**	758

Expense

Labor	$95.15	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$95.15

Dealer Information

Code	[redacted]	**Name**	SAFFORD CHRYSLER JEEP DODGE OF	**Zone**	35 WASHINGTON
Address	1659 BERRYVILLE PIKE , WINCHESTER, VA 22603				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85418602	ABS/ESP/Speed Control and ITBM, Trouble Not Found ; ABS	UC	UNCODABLE (NARRATIVE REQUIRED)						$95.15

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES ABS TRACTION CONTROL LIGHTS ARE ON SINCE THE COLLISION SENSORS ARE INOP AND CRUISE CONTROL WONT ENGAGE C HECK N ADVISE (IndicatorWarning Lights - ABS light on) (Multi-point inspection according to maintenance interval)

(RO) Cause:

TECH FOUND CODE FOR IPLAUSIBLE DATA RECEIVED FOR ABS MODULE R/R SPEED SENSOR UNRESPONSIVE

(RO) Correction:

CLEARED CODES AND ALL WORKING AS DESIGNED, NO PROBLEM FOUND MULTIPOINT INSP All

(RO) Technical Notes:

STORED CODES U0418-00 C003A-1D C003A-62 U0415

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES ABS TRACTION CONTROL LIGHTS ARE ON SINCE THE COLLISION SENSORS

(Claim) Cause:

TECH FOUND CODE FOR IPLAUSIBLE DATA -RECEIVED FOR ABS MODULE R/R SPEED SENSOR

(Claim) Correction:

CLEARED CODES AND ALL WORKING AS DESIGNED, NO PROBLEM FOUND

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 ST CREW CAB 4X4
Build Date	04/19/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06/09/2017
Claim Type	W - Warranty	**Repair Date**	07/19/2017
Claim Status	Paid	**Mileage (Miles)**	2,205

Expense

Labor	$142.66	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$142.66

Dealer Information

Code	[redacted]	**Name**	HUNTINGTON BEACH CHRYSLER JEEP	**Zone**	71 LOS ANGELES
Address	16701 BEACH BLVD , HUNTINGTON BEACH, CA 92647				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85418701	Audio, Video and Telematics Components,Trouble Not Found ; Radio	OD							$142.66

RO Narratives

(RO) Customer Concern:

BULBS & LIGHTS; SUSPENSION; STEERING; EXAUST; FLUID LEAKS; DRIVE, BOOTS, AND U-JOINTS; TRANSMISSION; DIFFERENTIAL; TRANSFERCASE; FUEL SYSTEM; FLUID LEVELS; AIR FILTER; DRIVE BELTS; ENGINE COOLANT; COOLING SYSTEM; RADIATOR; AIR CONDITIONING CONDENSER; HOOD SUPPORTS; BATTERY; TREAD DEPTH (TIRES); CHECK BRAKE LININGS CUSTOMER STATES SATELLITE RADIO CUTS IN AND OUT WHILE DRIVING, INSPECT AND ADVISE CUSTOMER STATES TRAILER HITCH LIGHTS DONT WORK, CORRECT MODULE WAS INSTALLED AND PROGRAMED, INSPECT AND ADVISE CUSTOMER REQUEST PUT TIRE PRESSURE ON FRONT TIRES FOR TOWING A LOT OF WEIGHT INSPECT AND ADVISE

(RO) Cause:

UPDATE FCA APPROVED MODULES INTERMITTENT SIGNAL FOUND FUSE [redacted] IN POWER DISTRIBUTION CENTER OPEN.

(RO) Correction:

CHECK AND INFLATE TIRES AS PER MANUFACTURER PLACARD [redacted]. TESTED SATELLITE RADIO SYSTEM TO VERIFY THE CONCERN. USED WITECH SCAN TOOL AND CHECKED FOR ANY RELATED DIAGNOSTIC TROUBLE CODES, NONE FOUND. CHECKED FOR ANY RELATED SERVICE BULLETINS, STAR ONLINE CASES AND FLASH UPDATES, NONE FOUND. PERFORMED SIRIUS XM SIGNAL REFRESH PROCEDURE. PERFORMED VERIFICATION TEST AND TESTED FOR PROPER OPERATION. TESTED AND FOUND FUSE [redacted] N POWER DISTRIBUTION OPEN. TESTED AND REPLACED FUSE 87 IN PDC. INSTALLED TEST TRAILER TO VERIFY TRAILER BRAKE CIRCUIT IS WORKING PROPERLY. TIRE PRESSURE IS AT SPECS.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES SATELLITE RADIO CUTS IN AND OUT WHILE | | DRIVING, INSPECT AND ADVISE

(Claim) Cause:

INTERMITTENT SIGNAL

(Claim) Correction:

TESTED SATELLITE RADIO SYSTEM TO VERIFY THE CONCERN. USED | | WITECH SCAN TOOL AND CHECKED FOR ANY RELATED DIAGNOSTIC | | TROUBLE CODES, NONE FOUND. CHECKED FOR ANY RELATED SERVICE | | BULLETINS, STAR ONLINE CASES AND FLASH UPDATES, NONE FOUND. | | PERFORMED SIRIUS XM SIGNAL REFRESH PROCEDURE. PERFORMED | | VERIFICATION TEST AND TESTED FOR PROPER OPERATION.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 ST CREW CAB 4X4
Build Date	04/19/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06/09/2017
Claim Type	W - Warranty	**Repair Date**	07/19/2017
Claim Status	Paid	**Mileage (Miles)**	2,205

Expense

Labor	$174.36	**Sublet**	$1.12	**Part**	$0.00	**Total Paid**	$175.48

Dealer Information

Code	[redacted]	**Name**	HUNTINGTON BEACH CHRYSLER JEEP	**Zone**	71 LOS ANGELES
Address	16701 BEACH BLVD , HUNTINGTON BEACH, CA 92647				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08951521	Fuse ; Exterior Lighting Systems SEE NOTE	UC	UNCODABLE (NARRATIVE REQUIRED)	68100731AB	FUSE	1	X	1.12	$31.70
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68100731AB	FUSE	1	X	1.12	$142.66

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

PDC FUSE BLOWN

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES TRAILER HITCH LIGHTS DONT WORK, CORRECT | | MODULE WAS INSTALLED AND PROGRAMED, INSPECT AND ADVISE

(Claim) Cause:

FOUND FUSE 87 CIRCUIT F944 IN POWER DISTRIBUTION CENTER | | OPEN.

(Claim) Correction:

TESTED AND FOUND FUSE 87 CIRCUIT F944 IN POWER DISTRIBUTION | | ORIG OPEN. TESTED AND REPLACED FUSE 87 IN PDC. INSTALLED TEST | | TRAILER TO VERIFY TRAILER BRAKE CIRCUIT IS WORKING | | PROPERLY.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 3500 ST CREW CAB 4X4
Build Date	07/01/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	08/14/2017
Claim Type	K Road Ready (PREPNV)	**Repair Date**	07/25/2017
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$148 18	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$148 18

Dealer Information

Code	[redacted]	**Name**	DICK'S COUNTRY CHRYSLER JEEP DODGE	**Zone**	70 PHOENIX
Address	767 S W BASELINE , HILLSBORO, OR 97123				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$148 18

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 ST CREW CAB 4X4
Build Date	12/22/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	02/20/2017
Claim Type	W - Warranty	**Repair Date**	07/28/2017
Claim Status	Paid	**Mileage (Miles)**	13,050

Expense

Labor	$86 75	**Sublet**	$2,240 00	**Part**	$0 00	**Total Paid**	$2,326 75

Dealer Information

Code	[redacted]	**Name**		**Zone**	63 DALLAS
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08190407	Module, diesel engine control ; 6.7 liter diesel engine equipped with RFE transmission	DT	NO RESPONSE-DRB/MDS	68293842AB	MODULE	1	X	2240.00	$86.75

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THAT THE VEHICLE SITS AND GET HOT AND CLUSTER GOES CRAZY

(Claim) Cause:

FOUND THE PCM,DCU, AND VGT OFF LINE WHEN VEHICLE WAS FRIVEN LONG PERIODS OF T IME COOLED THE PCM OFF WITH ICE WATER AND ALL CAME BACK ON LINE

(Claim) Correction:

REPLACED THE PCM TEST DROVE NO ISSUES NOW

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 3500 LARAMIE CREW CAB 4X4
Build Date	01/19/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06/22/2017
Claim Type	W - Warranty	**Repair Date**	07/29/2017
Claim Status	Paid	**Mileage (Miles)**	993

Expense

Labor	$52.86	**Sublet**	$40.04	**Part**	$0.00	**Total Paid**	$92.90

Dealer Information

Code	[redacted]	**Name**	SAFFORD CHRYSLER JEEP DODGE OF	**Zone**	35 WASHINGTON
Address	1659 BERRYVILLE PIKE , WINCHESTER, VA 22603				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08141808	Sensor, wheel speed-Anti-lock brakes ; rear - right	ML	CHECK ENGINE/SERVICE ENGINE SO	04779980AC	SENSOR	1	X	40.04	$31.72
A	08141860	Sensor, wheel speed-Anti-lock brakes ; Dual Rear Wheel Equipped equipped			04779980AC	SENSOR	1	X	40.04	$21.14

RO Narratives

(RO) Customer Concern:

INSTALL SOP ABS WHEEL SPEED SENSOR FOR CONCERN OF ABS LIGHT ON SAM (IndicatorWarning Lights - ABS light on)

(RO) Cause:

NA

(RO) Correction:

VERIFIED REPAIR, TEST DROVE AND ABS LIGHT DID NOT COME BACK ON. CONCERN RESOLVED.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

INSTALL SOP ABS WHEEL SPEED SENSOR FOR CONCERN OF ABS LIGHT ON SAM (IndicatorW INSTALL SOP ABS WHEEL SPEED SENSOR FOR CONCERN OF ABS LIGHT ON SAM (IndicatorW

(Claim) Cause:

NA

(Claim) Correction:

VERIFIED REPAIR, TEST DROVE AND ABS LIGHT DID NOT COME BACK ON. CONCERN RESOLV VERIFIED REPAIR, TEST DROVE AND ABS LIGHT DID NOT COME BACK ON. CONCERN RESOLV

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 LARAMIE CREW CAB 4X4
Build Date	09/28/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	02/13/2017
Claim Type	W - Warranty	**Repair Date**	08/02/2017
Claim Status	Paid	**Mileage (Miles)**	3,919

Expense

Labor	$151.03	**Sublet**	$38.85	**Part**	$0.00	**Total Paid**	$189.88

Dealer Information

Code	[redacted]	**Name**	WITHNELL DODGE	**Zone**	70 PHOENIX
Address	2650 COMMERCIAL SE , SALEM, OR 97302				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08141809	Sensor, wheel speed-Anti-lock brakes ; rear - left	ML	CHECK ENGINE/SERVICE ENGINE SO	04779981AC	SENSOR	1	X	38.85	$37.76
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			04779981AC	SENSOR	1	X	38.85	$113.27

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES THE ABS LIGHT COMESON INTERMITTENTLY. HAPPENS AFTER HITTING A BUMP General Concern #2 [CUSTOMER STATESTHE TPMS LIGHT COMES ON INTERMITTENTLY AFTER HITTING A BUMP] Electrical/Non PCM Flashes Concern [CUSTOMER STATES THE CRUISE CONTROLIS INOPERATIVE, TURNS ON BUT WILL NOT SET] Electrical/Non PCM Flashes Concern [CUSTOMER STATES THE EVIC DISPLAYS SERVICE PARK ASSIST, CHECK AND ADVISE]

(RO) Cause:

LEFT REAR WHEEL SPEED SENSOR

(RO) Correction:

[redacted]EFT REAR WHEEL SPEED SENSOR VERIFIEDCONCERN, DTC [redacted]LEFT REAR WHEEL SPEEDSENSOR CIRCUIT CURRENT OUT OF RANGE. ABSLIGHT COMES ON INTERMITTENTLY WHILE DRIVING.SWAPPED LEFT REAR WHEEL SPEED SENSOR WITHRIGHT REAR WHEEL SPEED SENSOR, ROAD TESTED,DTC FOR RIGHT REAR WHEEL SPEED SENSORRETURNS. RE-INSTALLED RIGHT REAR SENSOR TOORIGINAL LOCATION AND REPLACED LEFT REARWHEEL SPEED SENSOR. ROAD TESTED, VERIFIED NOPROBLEMS AFTER REPAIRS COMPLETED. SENSOR,WHEEL SPEED-ANTI-LOCK BRAKES-4X2 LEFT REAR DIAGNOSIS WITH REPAIR SEE LINE C ELECTRICAL MISC SEE LINE C ELECTRICAL MISC COULD NOT DUPLICATE ELECTRICAL MISC

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

THE ABS LIGHT COMES ON INTERMITTENTLY

(Claim) Cause:

HAS CODE [redacted] SWAPPED LEFT REAR WHEEL SPEED SENSOR WITH RIGHT REAR WHELL S ENSOR,ROAD TEST.DTC FOR RIGHT REAR WHEEL SENSOR RETURNS

(Claim) Correction:

REPLACED LEFT REAR WHEEL SPEED SENSOR

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 3500 SLT CREW CAB 4X4
Build Date	02/17/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/30/2017
Claim Type	W - Warranty	**Repair Date**	08/03/2017
Claim Status	Paid	**Mileage (Miles)**	4,121

Expense

Labor	$961.21	**Sublet**	$1,877.61	**Part**	$0.00	**Total Paid**	$2,838.82

Dealer Information

Code	[redacted]	**Name**		**Zone**	74	DENVER
Address	, ,					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	21000169	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			05179267AD	FILTERPKG	1		18.97	$57.10
A	21000169	Transmission ; DEF equipped 2500 3500 4x4 pick-up only			05013470AE	4X4 FILTE	1		35 70	$57 10
A	21000169	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			04810021AB	GROMMET	1		5.18	$57.10
A	21000169	Transmission ; DEF equipped 2500 3500 4x4 pick-up only			68218058AC	OIL	3		101 85	$57 10
A	21000169	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			05010884AD	SEALER	1		6.51	$57.10
A	21000169	Transmission ; DEF equipped 2500 3500 4x4 pick-up only			RL109671AH	CONVERTER	1		441 00	$57 10
A	21000169	Transmission ; DEF equipped 2500-3500 4x4 pick up only			RL029305AC	PUMP KIT	1		515.20	$57.10
A	21000169	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			RL033980AH	VALVE	1		581.00	$57.10
A	21000169	Transmission ; DEF equipped 2500-3500 4x4 pick up only			52119565AC	CLUTCH	1	X	172.20	$57.10
A	21003201	Transmission, Remove and install for recondition - 68RFE ; 6.7 liter turbo diesel engine			05179267AD	FILTERPKG	1		18.97	$275.99
A	21003201	Transmission, Remove and install for recondition 68RFE ; 6.7 liter turbo diesel engine			05013470AE	4X4 FILTE	1		35.70	$275.99
A	21003201	Transmission, Remove and install for recondition - 68RFE ; 6.7 liter turbo diesel engine			04810021AB	GROMMET	1		5.18	$275.99
A	21003201	Transmission, Remove and install for recondition - 68RFE ; 6.7 liter turbo diesel engine			68218058AC	OIL	3		101.85	$275.99
A	21003201	Transmission, Remove and install for recondition -			05010884AD	SEALER	1		6.51	$275.99

		68RFE ; 6.7 liter turbo diesel engine								
A	21003201	Transmission, Remove and install for recondition - 68RFE ; 6.7 liter turbo diesel engine			RL109671AH	CONVERTER	1		441.00	$275.99
A	21003201	Transmission, Remove and install for recondition - 68RFE ; 6.7 liter turbo diesel engine			RL029305AC	PUMP KIT	1		515.20	$275.99
A	21003201	Transmission, Remove and install for recondition - 68RFE ; 6.7 liter turbo diesel engine			RL033980AH	VALVE	1		581.00	$275.99
A	21003201	Transmission, Remove and install for recondition - 68RFE ; 6.7 liter turbo diesel engine			52119565AC	CLUTCH	1	X	172.20	$275.99
A	21003260	Transmission, Remove and install for recondition - 68RFE ; Skid plate equipped			05179267AD	FILTERPKG	1		18.97	$28.55
A	21003260	Transmission, Remove and install for recondition - 68RFE ; Skid plate equipped			05013470AE	4X4 FILTE	1		35.70	$28.55
A	21003260	Transmission, Remove and install for recondition - 68RFE ; Skid plate equipped			04810021AB	GROMMET	1		5.18	$28.55
A	21003260	Transmission, Remove and install for recondition - 68RFE ; Skid plate equipped			68218058AC	OIL	3		101.85	$28.55
A	21003260	Transmission, Remove and install for recondition - 68RFE ; Skid plate equipped			05010884AD	SEALER	1		6.51	$28.55
A	21003260	Transmission, Remove and install for recondition - 68RFE ; Skid plate equipped			RL109671AH	CONVERTER	1		441.00	$28.55
A	21003260	Transmission, Remove and install for recondition - 68RFE ; Skid plate equipped			RL029305AC	PUMP KIT	1		515.20	$28.55
A	21003260	Transmission, Remove and install for recondition - 68RFE ; Skid plate equipped			RL033980AH	VALVE	1		581.00	$28.55
A	21003260	Transmission, Remove and install for recondition - 68RFE ; Skid plate equipped			52119565AC	CLUTCH	1	X	172.20	$28.55
A	21003263	Transmission, Remove and install for recondition - 68RFE ; BW44-46 Elect Shift-On-The-Fly Transfer Case 4x4 Equipped			05179267AD	FILTERPKG	1		18.97	$104.69
A	21003263	Transmission, Remove and install for recondition - 68RFE ; BW44-46 Elect Shift-On-The-Fly Transfer Case 4x4 Equipped			05013470AE	4X4 FILTE	1		35.70	$104.69
A	21003263	Transmission, Remove and install for recondition - 68RFE ; BW44-46 Elect Shift-On-The-Fly Transfer Case 4x4 Equipped			04810021AB	GROMMET	1		5.18	$104.69
A	21003263	Transmission, Remove and install for recondition - 68RFE ; BW44-46 Elect Shift-On-The-Fly Transfer Case 4x4 Equipped			68218058AC	OIL	3		101.85	$104.69

A	21003263	Transmission, Remove and install for recondition - 68RFE ; BW44-46 Elect Shift-On-The-Fly Transfer Case 4x4 Equipped			05010884AD	SEALER	1		6.51	$104.69
A	21003263	Transmission, Remove and install for recondition - 68RFE ; BW44-46 Elect Shift-On-The-Fly Transfer Case 4x4 Equipped			RL109671AH	CONVERTER	1		441.00	$104.69
A	21003263	Transmission, Remove and install for recondition - 68RFE ; BW44-46 Elect Shift-On-The-Fly Transfer Case 4x4 Equipped			RL029305AC	PUMP KIT	1		515.20	$104.69
A	21003263	Transmission, Remove and install for recondition - 68RFE ; BW44-46 Elect Shift-On-The-Fly Transfer Case 4x4 Equipped			RL033980AH	VALVE	1		581.00	$104.69
A	21003263	Transmission, Remove and install for recondition - 68RFE ; BW44-46 Elect Shift-On-The-Fly Transfer Case 4x4 Equipped			52119565AC	CLUTCH	1	X	172.20	$104.69
A	21310150	RFE Group A ; Group A Repair (3 - Highly Skilled)			05179267AD	FILTERPKG	1		18.97	$342.61
A	21310150	RFE Group A ; Group A Repair (3 - Highly Skilled)			05013470AE	4X4 FILTE	1		35.70	$342.61
A	21310150	RFE Group A ; Group A Repair (3 - Highly Skilled)			04810021AB	GROMMET	1		5.18	$342.61
A	21310150	RFE Group A ; Group A Repair (3 - Highly Skilled)			68218058AC	OIL	3		101.85	$342.61
A	21310150	RFE Group A ; Group A Repair (3 - Highly Skilled)			05010884AD	SEALER	1		6.51	$342.61
A	21310150	RFE Group A ; Group A Repair (3 - Highly Skilled)			RL109671AH	CONVERTER	1		441.00	$342.61
A	21310150	RFE Group A ; Group A Repair (3 - Highly Skilled)			RL029305AC	PUMP KIT	1		515.20	$342.61
A	21310150	RFE Group A ; Group A Repair (3 - Highly Skilled)			RL033980AH	VALVE	1		581.00	$342.61
A	21310150	RFE Group A ; Group A Repair (3 - Highly Skilled)			52119565AC	CLUTCH	1	X	172.20	$342.61
A	21310250	RFE Group B ; Group B Repair (3 - Highly Skilled)	UC	UNCODABLE (NARRATIVE REQUIRED)	05179267AD	FILTERPKG	1		18.97	$152.27
A	21310250	RFE Group B ; Group B Repair (3 - Highly Skilled)	UC	UNCODABLE (NARRATIVE REQUIRED)	05013470AE	4X4 FILTE	1		35.70	$152.27
A	21310250	RFE Group B ; Group B Repair (3 - Highly Skilled)	UC	UNCODABLE (NARRATIVE REQUIRED)	04810021AB	GROMMET	1		5.18	$152.27
A	21310250	RFE Group B ; Group B Repair (3 - Highly Skilled)	UC	UNCODABLE (NARRATIVE REQUIRED)	68218058AC	OIL	3		101.85	$152.27
A	21310250	RFE Group B ; Group B Repair (3 - Highly Skilled)	UC	UNCODABLE (NARRATIVE REQUIRED)	05010884AD	SEALER	1		6.51	$152.27
A	21310250	RFE Group B ; Group B Repair (3 - Highly Skilled)	UC	UNCODABLE (NARRATIVE REQUIRED)	RL109671AH	CONVERTER	1		441.00	$152.27
A	21310250	RFE Group B ; Group B Repair (3 - Highly Skilled)	UC	UNCODABLE (NARRATIVE REQUIRED)	RL029305AC	PUMP KIT	1		515.20	$152.27
A	21310250	RFE Group B ; Group B Repair (3 - Highly Skilled)	UC	UNCODABLE (NARRATIVE REQUIRED)	RL033980AH	VALVE	1		581.00	$152.27
A	21310250	RFE Group B ; Group B Repair (3 - Highly Skilled)	UC	UNCODABLE (NARRATIVE REQUIRED)	52119565AC	CLUTCH	1	X	172.20	$152.27

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
ONE WAY CLUTCH FAILED. STAR TICKET 1684217

GCS Narratives

(Claim) Customer Concern:
CUSTOME STATES THE RPM GAGE FLUCTUATES WHEN SHIFTING GEARS

(Claim) Cause:
[redacted]

(Claim) Correction:
REMOVED FOR INSPECTION. REPLACED THE 1 WAY CLUTCH ASSEMBLY, TORQUE CONVERTER, VALVE BODY AND FRONT PUMP. FLUSHED COOLER. FILLED WITH FLUID ANF TESTED FOR PROPER OPERATION.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted]
Build Date	07/19/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	08/28/2017
Claim Type	K Road Ready (PREPNV)	**Repair Date**	08/04/2017
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$118 34	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$118 34

Dealer Information

Code	[redacted]	**Name**	MOSS BROS DODGE	**Zone**	71 LOS ANGELES
Address	1100 SOUTH E STREET , SAN BERNARDINO, CA 92408				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$118 34

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 3500 LONGHORN CREW CAB 4X4
Build Date	07/20/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11/21/2017
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	08/04/2017
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$166 45	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$166 45

Dealer Information

Code	[redacted]	**Name**		**Zone**	63 DALLAS
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$124.84
A	85900059	Road Ready ; Rear Wheel Flares - Both								$41 61

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 LARAMIE CREW CAB 4X4
Build Date	03/03/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/16/2017
Claim Type	W Warranty	**Repair Date**	08/04/2017
Claim Status	Paid	**Mileage (Miles)**	3,285

Expense

Labor	$101.35	**Sublet**	$359.17	**Part**	$350.00	**Total Paid**	$810.52

Dealer Information

Code	[redacted]	**Name**	GRAVA CHRYSLER JEEP	**Zone**	32 NEW YORK
Address	29 MYSTIC AVENUE , MEDFORD, MA 02155				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	14500103	Module/Pump, Fuel ; All other engines	ML	CHECK ENGINE/SERVICE ENGINE SO	68237110AB	MODULE	1	X	331 80	$101 35
A	14500103	Module/Pump, Fuel ; All other engines	ML	CHECK ENGINE/SERVICE ENGINE SO	55366298AA	O RING	1		27.37	$101.35
A	95400141	Loaner Car ; Standard Line Vehicles			68237110AB	MODULE	1	X	331 80	$350 00
A	95400141	Loaner Car ; Standard Line Vehicles			55366298AA	O RING	1		27.37	$350.00

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES THAT CHECK ENGINE LIGHT ON RENTAL CAR CHGS CUSTOMER STATES THAT ABS LIGHT ON

(RO) Cause:

HOOKED UP THE VEHICLE WITH CHRYSLER WITECH AND SCANNED FOR CODES CODE (P0456) EVAP SYSTEM SMALL LEAK PERFORMED THE EVAP TEST. REMOVED THE DRIVE SHAFT AND LOWERED THE FUEL TANK. COMPLETED A SMOKE AND VACUUM TEST ON THE FUEL TANK FOUND A LEAK COMING FROM THE FRONT FUEL PUMP REMOVED THE FUEL IN THE VEHICLE AND REMOVED THE FUEL TANK TO INSPECTED THE PUMP IN DETAIL. FOUND THE PUMP HAD A SMALL CRACK ON IT. . SCANNED THE VEHICLE WITH WITECH. A ABS CODE CAME UP. (C006C-9A)-STABILITY SYSTEM COMPONENT OR SYSTEM OPERATION PERFORMED THE TEST FOR THE ABS CODE INSPECTED ALL CONNECTORS AND INSPECTED THE ABS MODULE FOUND THE CONNECTOR LOOSE AT THE ABS MODULE. REPAIRED THE CONNECTOR AND PERFORMED A ABS INITIALIZATION TEST. CLEARED THE CODE.

(RO) Correction:

REMOVED AND REPLACED THE FUEL PUMP AND SEAL REINSTALLED THE FUEL TANK ROAD TESTED THE VEHICLE ABOUT 75 MILES AND CONFIRMED THAT THE CHECK ENGINE LIGHT STAYED OFF AND THE VEHICLE DROVE AS DESIGNED. ADDED GAS TO THE VEHICLE. RETURNED THE VEHICLE TO THE CUSTOMER. . ROAD TESTED THE VEHICLE AND CONFIRMED THE LIGHT STAYED OFF.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C/S THE CHK ENG LIGHT IS ON

(Claim) Cause:

TECH VERFIED THE ACTIVE CODE

(Claim) Correction:

REMOVED AND REPLACED

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 LARAMIE MEGA CAB 4X4
Build Date	07/19/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	09/20/2017
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	08/07/2017
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$139 64	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$139 64

Dealer Information

Code	[redacted]	**Name**		**Zone**	70 PHOENIX
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$139 64

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 SLT CREW CAB 4X4
Build Date	07/20/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	09/15/2017
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	08/10/2017
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$100.15	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$100.15

Dealer Information

Code	[redacted]	**Name**	THOMSON MOTOR CENTRE	**Zone**	66 ORLANDO
Address	2158 WASHINGTON RD NE , THOMSON, GA 30824				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$100.15

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 ST CREW CAB 4X4
Build Date	04/22/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/18/2017
Claim Type	W - Warranty	**Repair Date**	08/15/2017
Claim Status	Paid	**Mileage (Miles)**	769

Expense

Labor	$39 58	**Sublet**	$638 40	**Part**	$0 00	**Total Paid**	$677 98

Dealer Information

Code	[redacted]	**Name**	LEGACY CHRYSLER DODGE JEEP RAM	**Zone**	63 DALLAS
Address	1798 HIGHWAY 3175 BYP , NATCHITOCHES, LA 71457				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08190601	Module, powertrain/engine control (PCM-ECM) ; All other engines.	DE	I/M TEST FAILURE	68243296AB	MODULE	1	X	638.40	$39.58

RO Narratives

(RO) Customer Concern:

CHECK ENGINE LIGHT IS ON DASH READS OIL PRESSURE LOW TRACTION CONTROL LIGHT IS ON PERFORM MULTIPOINT INSPECTION

(RO) Cause:

DTC'S SETTING LOST COMMUNICATION WITH PCM. REPLACE PCM AND RECHECK. IN RELATION TO LINE 1 IN RELATION TO LINE 1

(RO) Correction:

dtc's numerous, u113e, u0100 in abs, dtcm, icp, bcm, rfh, test all circuits, ok, connectors ok, grounds and powers test ok. pcm goes off bus at times, suspect pcm. replace pcm, program pcm, retest, ok, clear all dtc's, road test, ok. [redacted] FAILURE CODE ML MALFUNCTION LIGHT MIL SEE LINE 1 SEE LINE 1 PERFORMED MULITPOINT INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THAT THE CHECK ENGINE LIGHT IS ON

(Claim) Cause:

FOUNF NUMERORUS DTC

(Claim) Correction:

REPLACED CM

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 ST CREW CAB 4X4
Build Date	04/22/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/18/2017
Claim Type	W - Warranty	**Repair Date**	08/15/2017
Claim Status	Paid	**Mileage (Miles)**	769

Expense

Labor	($39.58)	**Sublet**	($638.40)	**Part**	$0.00	**Total Paid**	($677.98)

Dealer Information

Code	[redacted]	**Name**	LEGACY CHRYSLER DODGE JEEP RAM	**Zone**	63 DALLAS
Address	1798 HIGHWAY 3175 BYP , NATCHITOCHES, LA 71457				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08190601	Module, powertrain/engine control (PCM-ECM) ; All other engines.	DE	I/M TEST FAILURE	68243296AB	MODULE	1	X	-638.40	($39.58)

RO Narratives

(RO) Customer Concern:

CHECK ENGINE LIGHT IS ON DASH READS OIL PRESSURE LOW TRACTION CONTROL LIGHT IS ON PERFORM MULTIPOINT INSPECTION

(RO) Cause:

DTC'S SETTING LOST COMMUNICATION WITH PCM. REPLACE PCM AND RECHECK. IN RELATION TO LINE 1 IN RELATION TO LINE 1

(RO) Correction:

dtc's numerous, u113e, u0100 in abs, dtcm, icp, bcm, rfh, test all circuits, ok, connectors ok, grounds and powers test ok. pcm goes off bus at times, suspect pcm. replace pcm, program pcm, retest, ok, clear all dtc's, road test, ok. [redacted] FAILURE CODE ML MALFUNCTION LIGHT MIL SEE LINE 1 SEE LINE 1 PERFORMED MULITPOINT INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THAT THE CHECK ENGINE LIGHT IS ON

(Claim) Cause:

FOUNF NUMERORUS DTC

(Claim) Correction:

REPLACED CM

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 POWER WAGON CREW CAB
Build Date	07 25/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	08/31/2017
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	08/17/2017
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$118.63	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$118.63

Dealer Information

Code	[redacted]	**Name**	Doug Smith Chrysler Dodge Jeep Ram	**Zone**	70 PHOENIX
Address	1339 North Main Street , Spanish Fork, UT 84660				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$118.63

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 POWER WAGON CREW CAB
Build Date	07 21/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	09/04/2017
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	08/21/2017
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$127 93	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$127 93

Dealer Information

Code	[redacted]	**Name**	SUPERIOR DODGE CHRYSLER JEEP	**Zone**	63 DALLAS
Address	1201 EXCHANGE , CONWAY, AR 72032				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$127.93

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 LARAMIE MEGA CAB 4X4
Build Date	11/23/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	12/26/2016
Claim Type	W - Warranty	**Repair Date**	08/24/2017
Claim Status	Paid	**Mileage (Miles)**	16,024

Expense

Labor	$72.41	**Sublet**	$235.95	**Part**	$0.00	**Total Paid**	$308.36

Dealer Information

Code	[redacted]	**Name**	CRYSTAL CHRYSLER DODGE JEEP	**Zone**	66 ORLANDO
Address	1005 SOUTH SUNCOAST BLVD , HOMOSASSA, FL 34448				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08191002	Module, anti-lock brake control ; All others	18	CIRCUIT OPEN	68347098AA	MODULE	1	X	235.95	$54.31
A	08191063	Module, anti-lock brake control ; 6.7L diesel equipped			68347098AA	MODULE	1	X	235.95	$18.10

RO Narratives

(RO) Customer Concern:

Replace engine fuel filter element Replace chassis mounted fuel filterelement 0 - Description UnAvailable [Customer states TRACTION LIGHT, ABS AND BRAKE LIGHT ON] 27 POINT CHECK SHEET ROTATE AND BALANCE DUALLY 4 WHEEL ALIGNMENT CUSTOMER STATES TRAILER LIGHTS ARE INOP, CHECKED TRAILER AND TRAILER IS WORKING FINE

(RO) Cause:

ABS MODULE

(RO) Correction:

Replace engine fuel filter element . Replace chassis mounted fuel filter element . [redacted]CUSTOMER STATES TRACTION,BRAKE ANDABS LIGHT ON..ABS MODULE HAD INTERNALFAILURE, REPLACED MODULE REPLACED ABS MODULE 27 POINT CHECK SHEET ROTATE AND BALANCE DUALLY 4 WHEEL ALIGNMENT FOUND FUSES BLOWN, REPLACED ALL OK GENERAL MAINTENANCE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

TRACTION LIGHT ABS AND BRAKE LIGHT ON

(Claim) Cause:

[redacted] ABS MODULE INTERNAL FAILURE

(Claim) Correction:

REPLACED ABS MODULE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 LARAMIE CREW CAB 4X4
Build Date	10/22/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	01/31/2017
Claim Type	W - Warranty	**Repair Date**	08/25/2017
Claim Status	Paid	**Mileage (Miles)**	19,022

Expense

Labor	$69.69	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$69.69

Dealer Information

Code	[redacted]	**Name**	ED KOEHN CHRYSLER, DODGE, JEEP,	**Zone**	42 DETROIT
Address	11282 W CARSON CITY RD , GREENVILLE, MI 48838				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	181904GB	Module, Engine Control (ECM) ; Module, Engine Control (ECM) and Dosing Control Unit (DCU) - Reprogram, (M/T & Aisin)	CC	SENDING UNITS/SENSORS						$46.46
B	181905EF	Module, Transmission Control (TCM) ; Module, Transmission Control (TCM) - Reprogram (Includes Quick Learn Procedure)	CC	SENDING UNITS/SENSORS						$23.23

RO Narratives

(RO) Customer Concern:

CUST STATES SES LAMP IS ON Diesel Engine Fuel Filter Replacement / Clean filter housing Diesel Engine Fuel Filter Replacement / Clean filter housing

(RO) Cause:

CUSTOMER STATES Maintenance needed Maintenance needed

(RO) Correction:

[redacted]hooked up to scanner found 27codes 1 in each module loss of comm in thepcm with tcm hooked up brake out box i haveall powers and ground found no preblem atthis time i up dated both pcm and tcm withlasted up date took for test drive the enginelight did no come back on [redacted]flash [redacted]3 code rf INDICATOR WARNING LIGHT FLASH PCM Electrical / A.C INDICATOR WARNING LIGHT Electrical / A.C Electrical / [redacted]completed Diesel Engine Fuel FilterReplacement / Clean filter housing [redacted]complet Diesel Engine Fuel FilterReplacement / Clean filter housing

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THE SES LAMP IS ON CUSTOMER STATES THE SES LAMP IS ON.

(Claim) Cause:

[redacted]

(Claim) Correction:

HOOKED UP TO SCANNER FOUND 27 CODES, 1 IN EACH MODULE. LOSS OF COMMUNICATION I N THE PCM WITH TCM HOOKED UP BRAKE OUT BOX I HAVE ALL POWERS AND GROUNDS. FOUN D NO PROBLEM AT THIS TIME. UPDATED BOTH PCM AND TCM WITH LATEST UPDATE. TOOK F OR TEST DRIVE THE ENGINE LIGHT DID NOT COME BACK ON

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 ST CREW CAB 4X4
Build Date	07/27/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	09/29/2017
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	08/28/2017
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$109 25	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$109 25

Dealer Information

Code	[redacted]	**Name**		**Zone**	63 DALLAS
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$109 25

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 3500 SLT CREW CAB 4X4
Build Date	11/27/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	08/30/2017
Claim Type	W - Warranty	**Repair Date**	08/28/2017
Claim Status	Paid	**Mileage (Miles)**	135

Expense

Labor	$172.66	**Sublet**	$1,295.58	**Part**	$0.00	**Total Paid**	$1,468.24

Dealer Information

Code	[redacted]	**Name**		**Zone**	70 PHOENIX
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
B	25080260	Tank ; Skid Plate Equipped			68210084AA	SENSOR	1	X	1295.58	$10.16
B	25080901	Sensor, NOX - Upstream ; 6.7 liter diesel	ML	CHECK ENGINE/SERVICE ENGINE SO	68210084AA	SENSOR	1	X	1295.58	$81.25
A	181904GA	Module, Engine Control (ECM) ; Module, Engine Control (ECM) and Dosing Control Unit (DCU)- Reprogram, 68RFE Only (A/T)	CC	SENDING UNITS/SENSORS						$81.25

RO Narratives

(RO) Customer Concern:

COURTESY VEHICLE INSPECTION. 24 POINT INSPECTION TELL US MORE

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

AAAINSPECT COURTESY VEHICLE INSPECTION. 24 POINT INSPECTION
CUSTOMER STATES CHECK ENGINE LIGHT IS ON AND TOP OFF FLUIDS.
CHECK ALL AVAILABLE UPDATES AND PERFORM W R GUIDELINES.

(Claim) Cause:

INSPECT FOR TSBS AND STAR CASES AND FLASHES NON E APPLY
PERFROM ED CONNECTOR INSPECTION TESTED POWE
PERFORMED PCM AND DCU FLASH R AND GROUND AT NOX SENSOR MOUDEL OK
PERFORMED HEATER TE ST ON NOX SENSOR #1 FAILED HEATER TEST
REPLACED NOX SENSOR #1 PERF
ORMED VERICATION TEST OK ROAD TESTED 10 MILES CODE DID NOT RETURN

(Claim) Correction:

PERFORMED PCM AND DCU FLASH INSPECT FOR TSBS AND STAR CASES AND FLASHES
NON E APPLY PERFROM ED CONNECTOR INSPECTION
TESTED POWE R AND GROUND AT NOX SENSOR MOUDEL OK
PERFORMED HEATER TE ST ON NOX SENSOR #1 FAILED HEATER TEST
REPLACED NOX SENSOR #1 PERF
ORMED VERICATION TEST OK ROAD TESTED 10 MILES CODE DID NOT RETURN

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 LARAMIE CREW CAB 4X4
Build Date	09/02/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	01/03/2017
Claim Type	W Warranty	**Repair Date**	08/31/2017
Claim Status	Paid	**Mileage (Miles)**	11,388

Expense

Labor	$40.29	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$40.29

Dealer Information

Code	[redacted]	**Name**	SLEEPY HOLLOW CHRYSLER DODGE	**Zone**	51 CHICAGO
Address	1310 NORTH MAIN STREET , VIROQUA, WI 54665				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85412300	Body, Trouble Not Found ; Body	OD							$40.29

RO Narratives

(RO) Customer Concern:

Customer states DRIVER SIDE MIRROR DEFROST NOT WORKING

(RO) Cause:

checked over, no dtcs, no flash updates, turned heated mirrors on both mirrors 100 degrees, tried in both positions, up and down,

(RO) Correction:

none at this time.

(RO) Technical Notes:

DRIVER MIRROR NOT HEATING, CHECK BOTH MIRRORS 100 DEGREES. CND CONCE

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES DRIVER SIDE MIRROR DEFROST NOT WORKING

(Claim) Cause:

CHECKED OVER, NO DTCS, NO FLASH UPDATES, TURNED HEATED MIRRORS ON BOTH MIRRORS 100 DEGREES, TRIED IN BOTH POSITIONS, UP AND DOWN,

(Claim) Correction:

NONE AT THIS TIME. MIRRORS WORKING PROPERLY.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 SLT CREW CAB 4X4
Build Date	11/27/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	08/30/2017
Claim Type	W - Warranty	**Repair Date**	09/02/2017
Claim Status	Paid	**Mileage (Miles)**	236

Expense

Labor	$121.88	**Sublet**	$359.10	**Part**	$0.00	**Total Paid**	$480.98

Dealer Information

Code	[redacted]	**Name**		**Zone**	70 PHOENIX
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08141806	Sensor, wheel speed-Anti-lock brakes ; front-right	X6	TERMINALS DAMAGED	68165624AD	SENSOR	1	X	75.59	$60.94
A	08141806	Sensor, wheel speed-Anti-lock brakes ; front-right	X6	TERMINALS DAMAGED	68347098AA	MODULE	1		255.54	$60.94
A	08191002	Module, anti-lock brake control ; All others			68165624AD	SENSOR	1	X	75.59	$60.94
A	08191002	Module, anti-lock brake control ; All others			68347098AA	MODULE	1		255.54	$60.94
B	25080140	DEF Fluid Top Off ; Vehicle Delivery Fill	40	FLUID HIGH OR LOW	68056278AC	FLUID	1	X	27.97	$0.00

RO Narratives

(RO) Customer Concern:

COURTESY VEHICLE INSPECTION. 24 POINT INSPECTION ABS LIGHT ADD DIESEL EXHAUST FLUID

(RO) Cause:

NA

(RO) Correction:

COURTESY VEHICLE INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

ABS LIGHT ADD DIESEL EXHAUST FLUID

(Claim) Cause:

ABS LIGHT ADD DIESEL EXHAUST FLUID

(Claim) Correction:

FILLED DIESEL EXHAUST FLUID REMOVED RF TIRE AND BRAKE ASSEMBLY, REPLACED WHEEL SPEED SENSOR WITH ABS STILL INOP CUSTOMER TO RETURN FOR MORE DIAGNOSIS.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 ST CREW CAB 4X4
Build Date	07/19/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	08/28/2017
Claim Type	W - Warranty	**Repair Date**	09/12/2017
Claim Status	Paid	**Mileage (Miles)**	3,682

Expense

Labor	$345.16	**Sublet**	$239.05	**Part**	$0.00	**Total Paid**	$584.21

Dealer Information

Code	[redacted]	**Name**	MOSS BROS DODGE	**Zone**	71 LOS ANGELES
Address	1100 SOUTH E STREET , SAN BERNARDINO, CA 92408				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08141809	Sensor, wheel speed-Anti-lock brakes ; rear - left	UC	UNCODABLE (NARRATIVE REQUIRED)	04779981AC	SENSOR	1	X	38.85	$29.59
A	08141809	Sensor, wheel speed-Anti-lock brakes ; rear - left	UC	UNCODABLE (NARRATIVE REQUIRED)	68347098AA	MODULE	1		200.20	$29.59
A	08141860	Sensor, wheel speed-Anti-lock brakes ; Dual Rear Wheel Equipped equipped			04779981AC	SENSOR	1	X	38.85	$19.72
A	08141860	Sensor, wheel speed-Anti-lock brakes ; Dual Rear Wheel Equipped equipped			68347098AA	MODULE	1		200.20	$19.72
A	08191002	Module, anti-lock brake control ; All others			04779981AC	SENSOR	1	X	38.85	$59.17
A	08191002	Module, anti-lock brake control ; All others			68347098AA	MODULE	1		200.20	$59.17
A	08191063	Module, anti-lock brake control ; 6.7L diesel equipped			04779981AC	SENSOR	1	X	38.85	$19.72
A	08191063	Module, anti-lock brake control ; 6.7L diesel equipped			68347098AA	MODULE	1		200.20	$19.72
A	0891PNS3	Anti-lock brake system			04779981AC	SENSOR	1	X	38.85	$216.96
A	0891PNS3	Anti-lock brake system			68347098AA	MODULE	1		200.20	$216.96

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES TRACTION LIGHT COMES ON WHILE DRIVING ADVISE [redacted] GPS STARSHIELD WILL SEE ADVISOR FOR INSTALL HECTOR [redacted] PAINT AND FAB [redacted] SEE PARTS FOR HITCH IN STOCK AND MATS CUSTOMER STATES CHECK ENGINE LIGHT COMES ON WHILE DRIVI NG ADVISE AT EVERY VISIT A FREE 23 POINT VEHICLE INSPECTION IS PERFORMED AND YOU WILL BE ADVISED OF ANY IMMEDIATE OR FUTURE VEHICLE NEEDS. THIS INSPECTION INCLUDES A FREE BATTERY TEST, BRAKE INSPECTION AND TIRE CONDITION REPORT CARD. AT TIME OF PICK UP YOU WILL RECIEVE YOUR VEHICLES REPORT CARD. IN ACCORDANCE TO THE CALIFORNIA AIR RESOURCE BOARD (CARB) RULE, AUTOMOBILE SERVICE PROVIDERS MUST: CHECK AND INFLATE TIRES TO THE RECOMMENDED TIRE PRESSURE RATE USING THE MANUFACTURERS RECOMMENDED RATING LOCATED ON THE VEHICLE'S DOOR PLACARD OR THE TIRE REFERENCE GUIDE.

(RO) Cause:

INSPECTED AND FOUND CODES [redacted] LEFT REAR WHEEL SPEED SENSOR CIRCUIT CURRENT OUT OF RANGE, [redacted] LEFT REAR SPEED SENSOR SIGNAL ERRATIC, AND C0037-62 LEFT REAR WHEEL SPEED SENSOR SIGNAL COMPARE FAILURE. FOLLOWED FLOW CHART AND FOUND SENSOR FAILURE. E E PERFORMED MULTI POINT INSPECTION. PERFORMED TIRE PRESSURE TEST USING TIRE PRESSURE GAUGE AND SET TO REQUIRED TIRE PRESSURE SETTINGS: OVER 10K GVWR TECHNICIAN SET THE LEFT FRONT TIRE PRESSURE TO: TECHNICIAN SET THE RIGHT FRONT TIRE PRESSURE TO: TECHNICIAN SET THE LEFT REAR TIRE PRESSURE TO: TECHNICIAN SET THE RIGHT REAR TIRE PRESSURE TO: PERFORMED BRAKE INSPECTION. FRONT BRAKES MEASSURED AT: REAR BRAKES MEASSURED AT: OUR CHRYSLER CERTIFIED TECHICIAN HAS QUALITY INSPECTED YOUR REPAIRS & SERVICES BY PERFORMING THE FOLLOWING

(RO) Correction:

REPLACED LEFT REAR WHEEL SPEED SENSOR. WHILE ON ROAD TEST ENGINE LAMP CAME ON WITH CODE [redacted] LOSS OF COMM WITH ABS MODULE. FOLLOWED ABS NO RESPONSE FLOW CHART AND DETERMINED INTERNAL FAILURE IN ABS MODULE. REPLACED ABS MODULE ASSM AND INITIALIZED. ROAD TESTED VEHICLE AGAIN AND CODE [redacted] CAME BACK. FOLLOWED FLOW CHART AGAIN AND STEP 11 OUTLINED TO CHECK ALL CONNECTION. ALL CONNECTIONS OK. LOAD TESTE

(RO) Technical Notes:

CODES [redacted] SENSOR FAILURE CAUSE INSPECTED AND FOUND CODES [redacted] REAR WHEEL SPEED SENSOR CIRCUIT CURRENT OUT OF RANGE, [redacted] LEFT REAR SECTION REPLACED LEFT REAR WHEEL SPEED SENSOR. WHILE ON ROAD TEST ENGINE LAMP CAME ON WITH CODE [redacted] LOSS OF COMM WITH ABS MODULE. FOLLOWED ABS NO RESPONSE FLOW CHART AND DETERMINEDINTERNAL FAILURE IN ABS MODULE.REPLACED ABS MODULE ASSM AND INITIALIZED. ROAD TESTED VEHICLE AGAIN AND CODE [redacted] CAME BACK. FOLLOWED FLOW CHART AGAIN AND STEP 11 OUTLINED TO CHECK ALL CONNECTION. ALL CONNECTIONS OK. LOAD TESTED CIRCUIT B4 DG /GY PIN 1 LEFT REAR SPEED SENSOR + TO PIN 42 OF ABS MODULE WITH A HEADLAMP BULB. TESTED OK. LOAD TESTE D CIRCUIT B3 DG/YL PIN 2 WHEEL SPEED SENSOR - TO PIN 41. OF ABS MODULE CONNECTOR AND FOUND POOR CONTACT AT CONNECTOR I240. REPAIRED CONNECTION AT CONNECTOR. RESET LIGHT AND ROAD TESTED VEHICLE ANOTHER 21 MILES. VEHICLE OPERATES AS DESIGNED AT THIS TIME. ROAD TESTED A TOTAL OF 38 MILES.

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES TRACTION LIGHT COMES ON WHILE DRIVING ADVISE

(Claim) Cause:

INSPECTED AND FOUND CODES C0037-1D LEFT REAR WHEEL SPEED SENSOR CIRCUIT CURRE NT OUT OF RANGE, [redacted] LEFT REAR SPEED SENSOR SIGNAL ERRATIC, AND C0037-62 LEFT REAR WHEEL SPEED SENSOR SIGNAL COMPARE FAILURE. FOLLOWED FLOW CHART AND FOUND SENSOR FAILURE.

(Claim) Correction:

REPLACED LEFT REAR WHEEL SPEED SENSOR. WHILE ON ROAD TEST ENGINE LAMP CAME ON WITH CODE U0121 LOSS OF COMM WITH ABS MODULE FOLLOWED ABS NO RESPONSE FLOW CHART AND DETERMINED INTERNAL FAILURE IN ABS MODULE. REPLACED ABS MODULE ASS M AND INITIALIZED. ROAD TESTED VEHICLE AGAIN AND [redacted] CAME BACK. FOLLOWED FLOW CHART AGAIN AND STEP 11 OUTLINED TO CHECK ALL CONNECTION. ALL CO NNECTIONS OK. LOAD TESTED CIRCUIT B4 DG/GY PIN 1 LEFT REAR SPEED SENSOR + TO PIN 42 OF ABS MODULE WITH A HEADLAMP BULB. TESTED OK. LOAD TESTED CIRCUIT B 3 DG/YL PIN 2 WHEEL SPEED SENSOR - TO PIN 41 OF ABS MODULE CONNECTOR AND FOU ND POOR CONTACT AT CONNECTOR 240. REPAIRED CONNECTION AT CONNECTOR. RESET LIG HT AND ROAD TESTED VEHICLE ANOTHER 21 MILES. VEHICLE OPERATES AS DESIGNE D AT THIS TIME. ROAD TESTED A TOTAL OF 38 MILES.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 2500 SLT CREW CAB 4X4
Build Date	08/19/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/15/2018
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	09/14/2017
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$136 27	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$136 27

Dealer Information

Code	[redacted]	**Name**	LITHIA CHRYSLER JEEP DODGE	**Zone**	70 PHOENIX
Address	4540 GRUMMAN DR. , MEDFORD, OR 97504				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$136 27

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 SLT CREW CAB 4X4
Build Date	10/18/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	02/20/2017
Claim Type	F - Service Contract	**Repair Date**	09/15/2017
Claim Status	Paid	**Mileage (Miles)**	22,012

Expense

Labor	$0.00	**Sublet**	$0.00	**Part**	$65.00	**Total Paid**	$65.00

Dealer Information

Code	[redacted]	**Name**	MARTIN CHRYSLER LLC	**Zone**	63 DALLAS
Address	226 S WASHINGTON AVE , CLEVELAND, TX 77327				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26860303	Maintenance Interval - Schedule B ; To be used every 3,000 Intervals	MC	MAINTENANCE CARE						$0.00
A	95260001	Maintenance Allowance ; Fixed Cost Maintenance								$65.00

RO Narratives

(RO) Customer Concern:

Replace synthetic engine oil and filter 1 free oil change remains after today Rotate tires Multi-point inspection (according to maintenance interval)

(RO) Cause:

NA

(RO) Correction:

PERFROMED OIL AND FILTER CHANGE COMPLETED SERVICE-ROTATED TIRES AND CHECKED FRONT AND REAR BRAKES FOR PAD THICKNESS. COMPLETED INSPECTION: Gave cstmr copy of mopar serivce schedule: Due for fluid changes coming up next services !

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 3500 ST CREW CAB 4X4
Build Date	02/15/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	03/20/2017
Claim Type	W - Warranty	**Repair Date**	09/18/2017
Claim Status	Paid	**Mileage (Miles)**	11,040

Expense

Labor	$82.02	**Sublet**	$66.62	**Part**	$0.00	**Total Paid**	$148.64

Dealer Information

Code	[redacted]	**Name**	HENDERSONVILLE CHRYSLER DODGE	**Zone**	66 ORLANDO
Address	401 DUNCAN HILL ROAD , HENDERSONVILLE, NC 28792				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08141806	Sensor, wheel speed-Anti-lock brakes ; front-right	14	BURNED OR BURNED OUT	68165624AD	SENSOR	1	X	66.62	$54.68
A	08141861	Sensor, wheel speed-Anti-lock brakes ; 2500-3500 equipped			68165624AD	SENSOR	1	X	66.62	$27.34

RO Narratives

(RO) Customer Concern:

CUSTOMER COMPLAINS THAT MESSAGE ON DASH KEEPS COMING ON THAT SAYS ABS DISABLED AND 4WD TEMPORARILY DISABLED WHEN JUST DRIVING ALONG. 4X4 AND ABS LIGHTS COME ON AFTER THAT. CODE ATTACHED. FOUND RFWSS OPEN. ORDERED AND INSTALLED RFWSS. TEST DROVE AND FOUND NO CODES AFTER REPAIR. (22- DGRAHAM-) PERFORM MULTI-POINT VEHICLE INSPECTION PERFORMED (22- DGRAHAM-)

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER COMPLAINS THAT MESSAGE ON DASH KEEPS COMING ON THAT SAYS ABS DISABLED AND 4WD TEMPORARILY DISABLED WHEN JUST DRIVING ALONG 4X4 AND ABS LIGHTS COME ON AFTER THAT.

(Claim) Cause:

TECH INSPECTED AND FOUND CODE [redacted] AND [redacted] FOUND RFWSS OPE N.

(Claim) Correction:

INSTALLED RFWSS. TEST DROVE AND FOUND NO CODES AFTER REPAIR.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 LONGHORN CREW CAB 4X4
Build Date	11/16/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	02/27/2017
Claim Type	W - Warranty	**Repair Date**	09/19/2017
Claim Status	Paid	**Mileage (Miles)**	9,319

Expense

Labor	$102.32	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$102.32

Dealer Information

Code	[redacted]	**Name**		**Zone**	42	DETROIT
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
B	181904GB	Module, Engine Control (ECM) ; Module, Engine Control (ECM) and Dosing Control Unit (DCU) - Reprogram, (M/T & Aisin)	CC	SENDING UNITS/SENSORS						$68.21
A	181905EF	Module, Transmission Control (TCM) ; Module, Transmission Control (TCM) - Reprogram (Includes Quick Learn Procedure)	CC	SENDING UNITS/SENSORS						$34.11

RO Narratives

(RO) Customer Concern:

Engine Performance Concern [Customer States CHECK ENGINE LIGHT IS ON, VEHICLE SEEMS TO USE ALOT OF DEF FLUID] Multi-point inspection (according to maintenance interval) Electrical Concern [CUST STATES HAS NO LIGHTS TO TRAILER, AND TRAILER BRAKES DO NOT WORK]

(RO) Cause:

Courtesy

(RO) Correction:

came in with active code [redacted] and stored code [redacted] check voltage for 5v power supply line to def pump and there was voltage, reconnected connector and code went stored cleared codes and def level read half full. was reading empty. flashed pcm and tcm due to pcm flash, and flashed dcu, topped off fluid and test drove no codes returned. out mileage 9331 COMPLETED MULTIPOINT INSPECTION POWER AT ALL THE 7 WAY AND 4 WAY PLUGS. NO FUSES BLOWN. COULD BE AN ISSUE WITH THE TRAILER ITSELF

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CEL ON

(Claim) Cause:

CONFIRMED FOUND TSB 2100416 APPLIES CONFIRMED FOUND TSB 2500217 APPLIES

(Claim) Correction:
UDATED DCU AND PCM SOFTWARE TOPPED OFF DEF FLUID UPDATED TCM SOFTWARE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 LONGHORN CREW CAB 4X4
Build Date	11/16/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	02/27/2017
Claim Type	W Warranty	**Repair Date**	09/19/2017
Claim Status	Paid	**Mileage (Miles)**	9,319

Expense

Labor	$56 85	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$56 85

Dealer Information

Code	[redacted]	**Name**		**Zone**	42 DETROIT
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85418202	Exterior Lighting, Trouble Not Found ; Exterior Lighting	UC	UNCODABLE (NARRATIVE REQUIRED)						$56.85

RO Narratives

(RO) Customer Concern:

Engine Performance Concern [Customer States CHECK ENGINE LIGHT IS ON, VEHICLE SEEMS TO USE ALOT OF DEF FLUID] Multi point inspection (according to maintenance interval) Electrical Concern [CUST STATES HAS NO LIGHTS TO TRAILER, AND TRAILER BRAKES DO NOT WORK]

(RO) Cause:

Courtesy

(RO) Correction:

[redacted] and stored code [redacted] check voltage for 5v power supply line to def pump and there was voltage, reconnected connector and code went stored cleared codes and def level read half full was reading empty flashed pcm and tcm due to pcm flash, and flashed dcu, topped off fluid and test drove no codes returned out mileage 9331 COMPLETED MULTIPOINT INSPECTION POWER AT ALL THE 7 WAY AND 4 WAY PLUGS. NO FUSES BLOWN. COULD BE AN ISSUE WITH THE TRAILER ITSELF

(RO) Technical Notes:

NO LIGHT TO TRAILER, TRAILER BRAKES DO NOT WORK, CKD FUSES, 4 ,7,NPF

GCS Narratives

(Claim) Customer Concern:

CC NO LIGHT TO TRAILER AND TRAILER BRAKES DO NOT WORK

(Claim) Cause:

POWER ALL THE7 AND 4 WAY NO FUSES BLOWN

(Claim) Correction:

COULD NOT FIND ISSUE WITH WIRING, POSSIBLE TRAILER PROBLEM

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 ST CREW CAB 4X4
Build Date	02/15/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	03/20/2017
Claim Type	W - Warranty	**Repair Date**	09/21/2017
Claim Status	Paid	**Mileage (Miles)**	12,451

Expense

Labor	$72.91	**Sublet**	$225.23	**Part**	$70.00	**Total Paid**	$368.14

Dealer Information

Code	[redacted]	**Name**	HENDERSONVILLE CHRYSLER DODGE	**Zone**	66 ORLANDO
Address	401 DUNCAN HILL ROAD , HENDERSONVILLE, NC 28792				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08191002	Module, anti-lock brake control ; All others	DE	I/M TEST FAILURE	68347098AA	MODULE	1	X	225 23	$54 68
A	08191063	Module, anti-lock brake control ; 6.7L diesel equipped			68347098AA	MODULE	1	X	225.23	$18.23
A	95400141	Loaner Car ; Standard Line Vehicles			68347098AA	MODULE	1	X	225.23	$70.00

RO Narratives

(RO) Customer Concern:

REPLACE FUEL FILTER REPLACE FRONT AND REAR FILTERS REPLACED FRONT AND REAR FUEL FILTERS (22- DGRAHAM-) PERFORM MULTI-POINT VEHICLE INSPECTION PERFORMED (22- DGRAHAM-)

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER COMPLAINS THAT ABS AND TCS LIGHTS

(Claim) Cause:

VERIFIED - CODES ATTACHED. WIRES TESTED GOOD. SENSOR IS NEW. DIAG LED TO REPLA CE ABS MODULE NEXT

(Claim) Correction:

REPLACED AND PROGRAMMED NEW ABS MODULE, TEST DROVE AGAIN NO CODES RETURNED

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 ST CREW CAB 4X4
Build Date	04/19/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06/09/2017
Claim Type	W - Warranty	**Repair Date**	09/21/2017
Claim Status	Paid	**Mileage (Miles)**	6,383

Expense

Labor	$0.00	**Sublet**	$0.00	**Part**	$89.30	**Total Paid**	$89.30

Dealer Information

Code	[redacted]	**Name**	SIEMENS VDO AUTO. ELECTRONICS	**Zone**	42	DETROIT
Address	100 ELECTRONICS BLVD. , HUNTSVILLE, AL 35824					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08600270	Radio/Telematics Gateway Module ; Exchange unit	UC	UNCODABLE (NARRATIVE REQUIRED)	Z8365210AB	RADIO	1	X	0.00	$0.00
A	95086002	Supplier Radio Repair Payment			Z8365210AB	RADIO	1	X	0.00	$89.30

RO Narratives

(RO) Customer Concern:

BULBS & LIGHTS; SUSPENSION; STEERING; EXAUST; FLUID LEAKS; DRIVE, BOOTS, AND U-JOINTS; TRANSMISSION; DIFFERENTIAL; TRANSFERCASE; FUEL SYSTEM; FLUID LEVELS; AIR FILTER; DRIVE BELTS; ENGINE COOLANT; COOLING SYSTEM; RADIATOR; AIR CONDITIONING CONDENSER; HOOD SUPPORTS; BATTERY; TREAD DEPTH (TIRES); CHECK BRAKE LININGS CUSTOMER STATES SATELLITE RADIO CUTS IN AND OUT, HAS FROZE AND DOESNT LET CHANGE CHANNELS, INSPECT AND ADVISE

(RO) Cause:

UPDATE FCA APPROVED MODULES FOUND RA2 RADIO HAS INTERMITTENT SATELLITE RADIO OPERATION. PER STAR CENTER TICKET# 1709149 RECOMMENDS TO REPLACE RA2 RADIO AND ADDED DM NOTES FOR REPLACEMENT AND DIAGNOSTIC TIME

(RO) Correction:

CHECK AND INFLATE TIRES AS PER MANUFACTURER PLACARD [redacted] TESTED SATELLITE RADIO TO VERIFY THE CUSTOMERS CONCERN. CUSTOMERS CONCERN IS INTERMITTENT AND DIFFICULT TO DUPLICATE IN THE SHOP. THE CUSTOMER HAS PROVIDED SOME VIDEOS OF THE INTERMITTENT CONCERN. USED WITECH SCAN TOOL AND CHECKED FOR ANY RELATED DIAGNOSTIC TROUBLE CODES, NONE FOUND. CHECKED FOR ANY RELATED SERVICE BULLETINS, STAR ONLINE CASES AND FLASH UPDATES, NONE FOUND. CONTACTED STAR CENTER TICKET# 1709149 AND WAS INFORMED TO PERFORM NON-DTC BASED DIAGNOSIS POOR OR NO SATELLITE AUDIO RECEPTION DIAGNOSTIC PROCEDURE. DISCONNECTED RADIO C6 WIRING HARNESS CONNECTOR AND INSPECTED FOR A CLEAN AND SECURE CONNECTION, PASSED TEST. INSTALLED SPECIAL TOOL ANTENNA 9977-6-SAT TO THE RADIO C6 AND TESTED FOR POOR RECEPTION, NONE FOUND. TESTED AGAIN AT THE INLINE JUMPER HARNESSES AT RIGHT A- PILLAR AND AT ANTENNA, NONE FOUND. TESTED ANTENNA CABLE USING SPECIAL TOOL JUMPER 9977-6-2 & 9977-6-4 AND CHECKED FOR PROPER RESISTANCE, PASSED TEST AT 50.1OHMS, 50.5OHMS AND 51.1OHMS. PER DIAGNOSTIC PROCEDURE AND STAR CENTER, RECOMMEND TO REPLACE THE RA2 RADIO AT THIS TIME. SPECIAL ORDER PART, WILL NOTIFY CUSTOMER WHEN PART ARRIVES.

(RO) Technical Notes:

RADIO CUTS IN AND OUT CONCERN. 2. CUSTOMERS CONCERN IS INTERMITTENT AND DIFFICULT TO 3. DUPLICATE IN THE SHOP. THE CUSTOMER HAS PROVIDED SOME 4. VIDEOS OF THE INTERMITTENT CONCERN. USED WITECH SCAN TOOL 5. AND CHECKED FOR ANY RELATED DIAGNOSTIC TROUBLE CODES, NONE 6. FOUND. CHECKED FOR ANY RELATED SERVICE BULLETINS, STAR 7. ONLINE CASES AND FLASH UPDATES, NONE FOUND. CONTACTED STAR 8. CENTER TICKET# [redacted] AND WAS INFORMED TO PERFORMNON-DTC 9. BASED DIAGNOSIS POOR OR NO SATELLITE AUDIO RECEPTION 10. DIAGNOSTIC PROCEDURE. DISCONNECTED RADIO C6 WIRING HARNESS 11. CONNECTOR AND INSPECTED FOR A CLEAN AND SECURE CONNECTION, 12. PASSED TEST. INSTALLED SPECIAL TOOL ANTENNA 9977-6-SAT TO 13. THE RADIO C6 AND TESTED FOR

POOR RECEPTION, NONE FOUND. 14. TESTED AGAIN AT THE INLINE JUMPERHARNESSES AT RIGHT A- 15. PILLAR AND AT ANTENNA, NONE FOUND. TESTED ANTENNA CABLE 16. USING SPECIAL TOOL JUMPER [redacted] AND CHECKED 17. FOR PROPER RESISTANCE, PASSED TEST AT 50.1OHMS, 50.5OHMS AND 18. 51.1OHMS. PER DIAGNOSTIC PROCEDURE AND STAR CENTER, 19. RECOMMEND TO REPLACE THE RA2 RADIO AT THIS TIME. SPECIAL 20. ORDER PART, WILL NOTIFY CUSTOMER WHEN PART ARRIVES. +---------- ----------

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES SATELLITE RADIO CUTS IN AND OUT, HAS FROZE | | AND DOESNT LET CHANGE CHANNELS, INSPECT AND ADVISE

(Claim) Cause:

FOUND RA2 RADIO HAS INTERMITTENT SATELLITE RADIO OPERATION. | | PER STAR CENTER TICKET# [redacted] RECOMMENDS TO REPLACE RA2 | | RADIO AND ADDED DM NOTES FOR REPLACEMENT AND DIAGNOSTIC TIME

(Claim) Correction:

TESTED SATELLITE RADIO TO VERIFY THE CUSTOMERS CONCERN. | | 2. CUSTOMERS CONCERN IS INTERMITTENT AND DIFFICULT TO | | 3. DUPLICATE IN THE SHOP. THE CUSTOMER HAS PROVIDED SOME | | 4. VIDEOS OF THE INTERMITTENT CONCERN. USED WITECH SCAN TOOL | | 5. AND CHECKED FOR ANY RELATED DIAGNOSTIC TROUBLE CODES, NONE | | 6. FOUND. CHECKED FOR ANY RELATED SERVICE BULLETINS, STAR | | 7. ONLINE CASES AND FLASH UPDATES, NONE FOUND. CONTACTED STAR | | 8. CENTER TICKET# [redacted] AND WAS INFORMED TO PERFORM NON-DTC | | 9. BASED DIAGNOSIS POOR OR NO SATELLITE AUDIO REC EPTION | |10. DIAGNOSTIC PROCEDURE. DISCONNECTED RADIO C 6 WIRING HARNESS | |11. CONNECTOR AND INSPECTED FOR A CLEAN AN D SECURE CONNECTION, | |12. PASSED TEST. INSTALLED SPECIAL TOO L ANTENNA [redacted] | |13. THE RADIO C6 AND TESTED FOR PO OR RECEPTION, NONE FOUND. | |14. TESTED AGAIN AT THE INLINE JUMPER HARNESSES AT RIGHT A- |15. PILLAR AND AT ANTENNA, NONE FOUND. TESTED ANTENNA CABLE | |16. USING SPECIAL TOOL JUMPER [redacted] AND CHECKED | |17. FOR PROPER RES ISTANCE, PASSED TEST AT 50.1OHMS, 50.5OHMS AND | |18. 51.1OHMS. PER DIAGNOSTIC PROCEDURE AND STAR CENTER, | |19. RECOMM END TO REPLACE THE RA2 RADIO AT THIS TIME. SPECIAL | |20. OR DER PART, WILL NOTIFY CUSTOMER WHEN PART ARRIVES. | +---------- ----------

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 ST CREW CAB 4X4
Build Date	07/19/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	08/28/2017
Claim Type	W - Warranty	**Repair Date**	09/21/2017
Claim Status	Paid	**Mileage (Miles)**	6,436

Expense

Labor	$364.89	**Sublet**	$36.75	**Part**	$0.00	**Total Paid**	$401.64

Dealer Information

Code	[redacted]	**Name**	MOSS BROS DODGE	**Zone**	71 LOS ANGELES
Address	1100 SOUTH E STREET , SAN BERNARDINO, CA 92408				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
B	22501511	Seal, rear wheel bearing oil ; 2500 - 5500 axles - Left	UC	UNCODABLE (NARRATIVE REQUIRED)	05086983AA	SEAL	1	X	30.38	$118.34
B	22501511	Seal, rear wheel bearing oil ; 2500 - 5500 axles - Left	UC	UNCODABLE (NARRATIVE REQUIRED)	05086767AC	GASKET	1		6.37	$118.34
A	0894PNC3	Anti-Lock Brake System	48	GROUNDED OR SHORTED						$246.55

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES SERVICE ABS LIGHT DISPLAYS ON EVIC WHILE DRIVING AND TRACTION LIGHT AND BRAKE LIGHT COMES ON ADVISE AT EVERY VISIT A FREE 23 POINT VEHICLE INSPECTION IS PERFORMED AND YOU WILL BE ADVISED OF ANY IMMEDIATE OR FUTURE VEHICLE NEEDS. THIS INSPECTION INCLUDES A FREE BATTERY TEST, BRAKE INSPECTION AND TIRE CONDITION REPORT CARD. AT TIME OF PICK UP YOU WILL RECIEVE YOUR VEHICLES REPORT CARD. IN ACCORDANCE TO THE CALIFORNIA AIR RESOURCE BOARD (CARB) RULE, AUTOMOBILE SERVICE PROVIDERS MUST: CHECK AND INFLATE TIRES TO THE RECOMMENDED TIRE PRESSURE RATE USING THE MANUFACTURERS RECOMMENDED RATING LOCATED ON THE VEHICLE'S DOOR PLACARD OR THE TIRE REFERENCE GUIDE.

(RO) Cause:

INSPECTED AND FOUND CODES C0037-1D LEFT REAR WHEEL SPEED SENSOR CIRCUIT CURRENT OUT OF RANGE, C0037-2F LEFT REAR SPEED SENSOR SIGNAL ERRATIC, C0037-62 LEFT REAR WHEEL SPEED SENSOR SIGNAL COMPARE FAILURE. CONTACTED STAR SPOKE WITH ALLEN. REQUEST TO PULL WHEEL AND HUB TO INSPECT TONE WHEEL. AND IF TONE WHEEL IS OK LOAD TEST CIRCUITS B3 AND B4. REQUESTING DIAG FOR 2.5 HRS TO PERFORM STAR TEST AND PULL LEFT REAR WHEELS AND HUB TO INSPECT TONE RING. REQUESTING A/T TIME 2.6 FOR WIRING REPAIR. PERFORMED MULTI POINT INSPECTION. PERFORMED TIRE PRESSURE TEST USING TIRE PRESSURE GAUGE AND SET TO REQUIRED TIRE PRESSURE SETTINGS: TECHNICIAN SET THE LEFT FRONT TIRE PRESSURE TO: TECHNICIAN SET THE RIGHT FRONT TIRE PRESSURE TO: TECHNICIAN SET THE LEFT REAR TIRE PRESSURE TO: TECHNICIAN SET THE RIGHT REAR TIRE PRESSURE TO: PERFORMED BRAKE INSPECTION. FRONT BRAKES MEASSURED AT: REAR BRAKES MEASSURED AT: OUR CHRYSLER CERTIFIED TECHICIAN HAS QUALITY INSPECTED YOUR REPAIRS & SERVICES BY PERFORMING THE FOLLOWING

(RO) Correction:

PULLED LEFT REAR WHEEL INSPECTED TONE WHEEL. WHEEL IS OK NOT LOOSE AND NO DAMAGE. REINSTALLED HUB AND WHEELS WITH NEW AXLE SEAL AND GASKET. LOAD TESTED BOTH B3 AND B4 CIRCUITS. CIRCUITS OK. STAR REQUEST TO RUN A OVERLAY HARNESS FROM ABS MODULE TO LEFT REAR WHEEL SPEED SENSOR. BEFORE RUNNING OVERLAY FURTHER INSPECTED HARNESS. FOUND

(RO) Technical Notes:

REMOVED AND REINSTALLED FOR INSPECTION PLACED A S PK2 HAS SET. PLEASE PUT PARTS ON THEIR OWN CONDITION WITH CORRESPONDING LOP AND WIRING REPAIR ON CONDITION BY ITSELF. PLEASE US LOP TREE FOR ASSISTANCE. O NCE

COMPLETED AND PK2 IS NO LONGER SET, RESUBMIT WITH CURRENT DOC ATTACHED. TH ANK YOU, [redacted]

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES SERVICE ABS LIGHT DISPLAYS ON EVIC WHILE | | CUSTOMER STATES SERVICE ABS LIGHT DISPLAYS ON EVIC WHILE DRIVING AND TRACTIO DRIVING AND TRACTION LIGHT AND BRAKE LIGHT COMES ON ADVISE N LIGHT AND BRAKE LIGHT COMES ON ADVISE

(Claim) Cause:

INSPECTED AND FOUND CODES C0037-1D LEFT REAR WHEEL SPEED | | 2. INSPECTED AND FOUND CODES C0037-1D LEFT REAR WHEEL SPEED SENSOR CIRCUIT CURREN SENSOR CIRCUIT CURRENT OUT OF RANGE, [redacted] | 3. T OUT OF RANGE, [redacted] T REAR SPEED SENSOR SIGNAL ERRATIC, [redacted] LEFT SPEED SENSOR SIGNAL ERRATIC, C0037-62 LEFT REAR WHEEL SPEED | | 4. REAR WHEEL SPEED SENSOR SIGNAL COMPARE FAILURE. CONTACTED STAR SPOKE WITH SENSOR SIGNAL COMPARE FAILURE. CONTACTED STAR SPOKE WITH | | ALLEN. REQUEST TO PULL WHEEL AND HUB TO INSPECT TONE WHEEL AND IF TONE WHEEL IS OK LOAD TEST CIRCUITS B3 AND B4. REQUESTING DIAG FOR 2.5 HRS TO PERFORM 5. ALLEN. REQUEST TO PULL WHEEL AND HUB TO INSPECT TONE WHEEL. | | 6. AND IF TONE WHEEL IS OK LOAD TEST CIRCUITS B3 AND B4. STAR TEST AND PULL LEFT REAR WHEELS AND HUB TO INSPECT TONE RING. REQUESTI | | 7. REQUESTING DIAG FOR 2.5 HRS TO PERFORM STAR TEST AND P NG A/T TIME 2.6 FOR WIRING REPAIR. ULL | | 8. LEFT REAR WHEELS AND HUB TO INSPECT TONE RING. | | 9. REQUESTING A/T TIME 2.6 FOR WIRING REPAIR.

(Claim) Correction:

PULLED LEFT REAR WHEEL INSPECTED TONE WHEEL. WHEEL IS OK | NOT LOOSE AND NO DAMAGE. REINSTALLED HUB AND WHEELS WITH NEW AXLE SEAL AND GASKET. LOAD PULLED LEFT REAR WHEEL INSPECTED TONE WHEEL. WHEEL IS OK | | 2. TESTED BOTH B3 AND B4 CIRCUITS. CIRCUITS OK. STAR REQUEST TO RUN A OVERLAY NOT LOOSE AND NO DAMAGE. REINSTALLED HUB AND WHEELS WITH NEW | | 3. HARNESS FROM ABS MODULE TO LEFT REAR WHEEL SPEED SENSOR. BEFORE RUNNING AXLE SEAL AND GASKET. LOAD TESTED BOTH B3 AND B4 CIRCUITS. | | 4. OVERLAY FURTHER INSPECTED HARNESS. FOUND A SHORT TO GROUND CIRCUIT B3 DG/YL WI CIRCUITS OK. STAR REQUEST TO RUN A OVERLAY HARNESS FROM | | RE RUBBED THROUGH ON TRANS CASE. REPAIRED B3 LEFT REAR WHEEL SPEED SENSOR -. ROAD TESTED 21 MILES. VEHICLE OPERATES AS DESIGNED AT THIS TIME. REQUESTIN 5. ABS MODULE TO LEFT REAR WHEEL SPEED SENSOR. BEFORE RUNNING | | 6. OVERLAY FURTHER INSPECTED HARNESS. FOUND A SHORT TO GROUND G DIAG FOR 2.5 HRS TO PERFORM STAR TEST AND PULL LEFT REAR WHEELS AND HUB TO | | 7. CIRCUIT B3 DG/YL WIRE RUBBED THROUGH ON TRANS CASE. INSPECT TONE RING. REQUESTING A/T TIME 2.6 FOR WIRING REPAIR. | | 8. REPAIRED B3 LEFT REAR WHEEL SPEED SENSOR -. ROAD T ESTED 21 | | 9. MILES. VEHICLE OPERATES AS DESIGNED AT THIS TI ME. | |10. REQUESTING DIAG FOR 2.5 HRS TO PERFORM STA R TEST AND PULL | |11. LEFT REAR WHEELS AND HUB TO INSPECT TO NE RING. | |12. REQUESTING A/T TIME 2.6 FOR WIRING REPAIR.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 SLT MEGA CAB 4X4
Build Date	09/26/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11/17/2016
Claim Type	W - Warranty	**Repair Date**	09/23/2017
Claim Status	Paid	**Mileage (Miles)**	17,057

Expense

Labor	$95.11	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$95.11

Dealer Information

Code	[redacted]	**Name**	HUNTINGTON BEACH CHRYSLER JEEP	**Zone**	71 LOS ANGELES
Address	16701 BEACH BLVD , HUNTINGTON BEACH, CA 92647				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	0894CAC2	Dash Warning Lamps/Buzzer/Chimes	1C	CONNECTOR LOOSE NOT ATTACHED						$95.11

RO Narratives

(RO) Customer Concern:

BULBS & LIGHTS; SUSPENSION; STEERING; EXAUST; FLUID LEAKS; DRIVE, BOOTS, AND U-JOINTS; TRANSMISSION; DIFFERENTIAL; TRANSFERCASE; FUEL SYSTEM; FLUID LEVELS; AIR FILTER; DRIVE BELTS; ENGINE COOLANT; COOLING SYSTEM; RADIATOR; AIR CONDITIONING CONDENSER; HOOD SUPPORTS; BATTERY; TREAD DEPTH (TIRES); CHECK BRAKE LININGS THE CLIENT STATES THAT THE VEHICLE PARKING BRAKE WARNING MESSAGE IS NOT DISPLAY AND THERE IS NO CHIME.

(RO) Cause:

UPDATE FCA APPROVED MODULES CHECKED AND DIAG FOLLOWED WIRING DIAGRAMS FOR THE PARK BRAKE WARNING LIGHT CIRCUIT. CHECKED WIRING FROM THE BCM TO THE PARK BRAKE ACTUATOR. FOUND BAD CONNECTION AT THE PARK BRAKE.

(RO) Correction:

CHECK AND INFLATE TIRES AS PER MANUFACTURER PLACARD LF RF LR RR REPAIRED BAD CONNECTION. RETESTED GOOD. ASKING FOR 00 TIME.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

THE CLIENT STATES THAT THE VEHICLE PARKING BRAKE WARNING | | MESSAGE IS NOT DISPLAY AND THERE IS NO CHIME.

(Claim) Cause:

CHECKED AND DIAG FOLLOWED WIRING DIAGRAMS FOR THE PARK | | BRAKE WARNING LIGHT CIRCUIT. | | CHECKED WIRING FROM THE BCM TO THE PARK BRAKE ACTUATOR. | | FOUND BAD CONNECTION AT THE PARK BRAKE.

(Claim) Correction:

REPAIRED BAD CONNECTION. RETESTED GOOD.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 LARAMIE CREW CAB 4X4
Build Date	11/18/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	01/04/2017
Claim Type	F - Service Contract	**Repair Date**	09/25/2017
Claim Status	Paid	**Mileage (Miles)**	28,737

Expense

Labor	$0.00	**Sublet**	$0.00	**Part**	$75.00	**Total Paid**	$75.00

Dealer Information

Code	[redacted]	**Name**	MAC HAIK DODGE	**Zone**	63 DALLAS
Address	3207 SOUTH GENERAL BRUCE DRIVE , TEMPLE, TX 76504				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26860303	Maintenance Interval - Schedule B ; To be used every 3,000 Intervals	MC	MAINTENANCE CARE						$0.00
A	95260001	Maintenance Allowance ; Fixed Cost Maintenance								$75.00

RO Narratives

(RO) Customer Concern:

Multi-point inspection (according to maintenance interval) Inspect front suspension, tie rod ends and boot seals Lubricate front drive shaft fitting REPLACE BOTH FUEL FILTERS 6.7L DIESEL 2013+ PERFORM MULTI POINT INSPECTION Change diesel engine oil and filter(synthetic oil may be required based on geographic location) Inspect wheel bearings Axle/Driveshaft/Differential Concern [Customer States when backing up there is a grinding noise and shaking from the rear endplease check and advise check fluidcondition, and if service needed]

(RO) Cause:

REPLACE BOTH FUEL FILTERS 6.7L DIESEL 2013+

(RO) Correction:

[redacted]MULTIPOINT INSPECTIONPERFORMED.COMPLETE Multi-point inspection (according to maintenanceinterval) PERFORM MULTI POINT INSPECTION [redacted]NSPECTED FRONT SUSPENSIONPERFORMED.COMPLETE Inspect front suspension,tie rod ends and boot seals PERFORM MULTI POINT INSPECTION [redacted]LUBRICATE FRONT DRIVE SHAFTPERFORMED.COMPLETE LUBRICATED FRONT DRIVE SHAFT CARDAN JOINT SERVICE.[redacted] REPLACE BOTH FUEL FILTERSPERFORMED.COMPLETE REPLACE BOTH FUEL FILTERS6.7L DIESEL 2013+ ENVIROMENTA[redacted] REPLACE BOTH FUEL FILTERS6.7L DIESEL 2013+ LUBE-OIL-GREASE CHARGES PERFORM MULTI POINT INSPECTION [redacted]CHANGE ENGINE OIL AND FILTERPERFORMED.COMPLETE LOF [redacted] INSPECT WHEEL BEARINGSPERFORMED.COMPLETE Inspect wheel bearings PERFORM MULTI POINT INSPECTION [redacted] PERFORMED DIAG AND REMOVED REAR DIFFCOVER.FOUND SMALL PIECED OF GRAVEL AND SOMEWATER IN DIFF FLUID.PERFORMED REAR DIFFSERVICE WITH BG PRODUCTS AND RELEASED VEHICLETO CUSTOMER TO DRIVE VEHICLE TO ALLOW NEWFLUID TO BREAK IN.ALL OK AT THISTIME.COMPLETE HEAVY DUTY REAR DIFFERENTIAL SERVICE. 4-752 "BG". $189.95

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 ST CREW CAB 4X4
Build Date	12/22/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	02/20/2017
Claim Type	W - Warranty	**Repair Date**	09/25/2017
Claim Status	Paid	**Mileage (Miles)**	13,813

Expense

Labor	$53.39	**Sublet**	$200.20	**Part**	$0.00	**Total Paid**	$253.59

Dealer Information

Code	[redacted]	**Name**		**Zone**	63 DALLAS
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08191002	Module, anti-lock brake control ; All others	ML	CHECK ENGINE/SERVICE ENGINE SO	68347098AA	MODULE	1	X	200.20	$40.04
A	08191063	Module, anti-lock brake control ; 6.7L diesel equipped			68347098AA	MODULE	1	X	200.20	$13.35

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THAT THE CHECK ENGINE LIGHT, ABS AND THROTTLE LIGHT KEEPS COMI NG ON AT TIMES

(Claim) Cause:

TEST DROVE THE DRIVE OFF AND ON FOR ABOUT A WEEK UNTIL WE MADE IT ACT UP. THE LIGHTS ON THE DASH WOULD ALL START FLASHING AT TIMES BUT ONLY STAY ON FOR A F EW SECONDS. THE ABS MODULE CODE CONTINUED TO SHOW EVERY TIME. KEPT PULLING COD E [redacted] NTERNAL FAILURE AT TIMES

(Claim) Correction:

REPLACED THE ANTI-LOCK BRAKE MODULE AND TEST DROVE 60 MILES VEHICLE DID NOT AC T UP NOR LIGHTS FLASH ON DASH

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 ST REG CAB 4X4
Build Date	04/06/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	09/25/2017
Claim Type	W - Warranty	**Repair Date**	09/25/2017
Claim Status	Paid	**Mileage (Miles)**	36

Expense

Labor	$89 33	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$89 33

Dealer Information

Code	[redacted]	**Name**	ROYAL GATE DODGE CHRYSLER, INC.	**Zone**	51	CHICAGO
Address	15502 MANCHESTER RD , ELLISVILLE, MO 63011					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	0894PNE2	Anti-Lock Brake System	1C	CONNECTOR LOOSE NOT ATTACHED						$89 33

RO Narratives

(RO) Customer Concern:

ELECTRICAL CONCERN ABS WARNING LIGHT WHEELS AND TIRES

(RO) Cause:

NA

(RO) Correction:

0894PNE2 - 0894PNE2

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

ABS WARNING LIGHT IS ON

(Claim) Cause:

FOUND SPEED SENSOR CONNECTOR NOT PLUGGED IN

(Claim) Correction:

PLUGGED IN SENSOR AND CLEARED CODES

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - RAM 3500 LONGHORN CREW CAB 4X4
Build Date	09/05/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/27/2017
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	09/26/2017
Claim Status	Paid	**Mileage (Miles)**	11

Expense

Labor	$126 64	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$126 64

Dealer Information

Code	[redacted]	**Name**	GARY WOOD CHRYSLER DODGE JEEP,	**Zone**	74 DENVER
Address	HIGHWAY 60 & BUSINESS 60 E , AURORA, MO 65605				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$94.98
A	85900059	Road Ready ; Rear Wheel Flares - Both								$31 66

RO Narratives

(RO) Customer Concern:
PERFORM PRE-DELIVERY INSPECTION

(RO) Cause:
NA

(RO) Correction:
NEW VEHICLE GET READY

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 SLT CREW CAB 4X4
Build Date	03/13/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/19/2017
Claim Type	F - Service Contract	**Repair Date**	09/27/2017
Claim Status	Paid	**Mileage (Miles)**	13,426

Expense

Labor	$0 00	**Sublet**	$0 00	**Part**	$75 00	**Total Paid**	$75 00

Dealer Information

Code	[redacted]	**Name**	DOW CHRYSLER DODGE JEEP, INC.	**Zone**	63 DALLAS
Address	2244 HWY. 271 NORTH , PITTSBURG, TX 75686				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26860303	Maintenance Interval Schedule B ; To be used every 3,000 Intervals	MC	MAINTENANCE CARE						$0.00
A	95260001	Maintenance Allowance ; Fixed Cost Maintenance								$75.00

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 SLT MEGA CAB 4X4
Build Date	10/26/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11/30/2016
Claim Type	W - Warranty	**Repair Date**	09/28/2017
Claim Status	Paid	**Mileage (Miles)**	27,561

Expense

Labor	$148.23	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$148.23

Dealer Information

Code	[redacted]	**Name**	CLOVIS CHRYSLER DODGE JEEP RAM	**Zone**	71 LOS ANGELES
Address	395 W HERNDON AVE , CLOVIS, CA 93612				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	0891HBQ2	Rear A/C/Heater	1C	CONNECTOR LOOSE NOT ATTACHED						$46.32
C	181904GQ	Module, Engine Control (ECM) ; Module, Engine Control (ECM) - Reprogram, Quicklearn 68RFE Only (A/T)	CC	SENDING UNITS/SENSORS						$64.85
B	24010101	A/C Performance Test and Recharge ; Front unit	53	IMPROPER PRESSURE						$37.06

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES AC ON HIGH BUT AIR FLOW IS LOW and not blowi ng cold when hot out side check and advise (ACHeating Concer n) CUSTOMER STATES at times getting no sound out of radio check and advise (General Concern 1) Customer States one to two times a week when veh will start then die out have to turn everything off open doir and resta rts fine check advise (General Concern 2) Customer States vehicle has lack of power when turbo boost a t its highest like when trying to pass vehicle up lack power check advise (General Concern 4) Customer states brake pedal drops and not stopping vehicle a nd now noticed brakes squeaking check and advise (General Co ncern 5) Customer States reset fuel filter light last time in we repl aced fuel filter (General Concern 3) (Check Tire Pressure) CUSTOMER REQUEST CUT AND RESURFACE ALL FOUR ROTORS.

(RO) Cause:

VERIFIED COMPLAINT, FOUND AC SYSTEM NOT BLOWING AIR AT PROPER SPEED. ALSO PROPER TEMP. PERFORMED EVAC AND FOUND FREON AT OK LEVEL[redacted] PERFORMED VACUUM LEAK TEST. NO LEAKS WERE FOUND. FOUND DTC P0532 AC PRESSURE SENSOR CIRCUIT LOW.PERFORMED DIAG,THE PROCEDURE CLEARED CODE COULD NOT DUPLICATE CONCERN AFTER POWERTRAIN CONTROL MODULE. FLASH PERFORMED WITH AC TRANDUCER ENHANCEMENT. PERFORMED ACTUATOR CALIBRATION TEST AND FOUND RECIEVE DOOR IS MOVING BUT WHEN COMMANDED TO MOVE WITH HVAC CONTROLS WONT MOVE. VERIFIED CUSTOMER COMPLAINT. FOUND INTERMITTENLY NO AUDIO FROM RADIO. FOUND AND PERFORMED RADIO UPDATE [redacted] TESTED AND COULD NOT DUPLICATE CUSTOMERS CONCERN. LET VEHICLE SIT ALL NIGHT AND STARTED UP IN THE MORNING. NO PROBLEM STARTING, PROCEEDED TO TURN OFF CAR AND RE-STARTED THE VEHICLE 10-15 TIMES, VEHICLE OPERATED AS DESIGNED EVERY TIME. COULD NOT DUPLICATE CONCERN, TEST DROVE VEHICLE WITH TECH-7109 AND FOUND VEHICLE IS OPERATING AS DESIGNED, PERFORMED PCM FLASH HAS TURBO ENHANCEMENT COULD NOT DUPLICATE CUSTOMER CONCERN. TEST DROVE VEHICLE WITH TECH-7109. FOUND BRAKE OPERATING AS DESIGNED. UPON VISUAL INSPECTION FOUND ROTORS HA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

Customer States vehicle has lack of power when turbo boost a t its highest lik CUSTOMER STATES AC ON HIGH BUT AIR FLOW IS LOW and not blowi ng cold when hot

(Claim) Cause:

COULD NOT DUPLICATE CONCERN, TEST DROVE VEHICLE WITH TECH-7109 AND FOUND VEHIC VERIFIED COMPLAINT, FOUND AC SYSTEM NOT BLOWING AIR AT PROPER SPEED. ALSO PROP

(Claim) Correction:

FOUND ACTUATOR CONNECTOR NOT FULLY SEATED, RE-SECURED ACTUATOR, TESTED AND VER [redacted]
PERFORMED TEST DROVE AFTER UPDATE AND FOUND VEHICLE OPE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 SLT MEGA CAB 4X4
Build Date	10/26/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11/30/2016
Claim Type	W Warranty	**Repair Date**	09/28/2017
Claim Status	Paid	**Mileage (Miles)**	27,561

Expense

Labor	$46 32	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$46 32

Dealer Information

Code	[redacted]	**Name**	CLOVIS CHRYSLER DODGE JEEP RAM	**Zone**	71 LOS ANGELES
Address	395 W HERNDON AVE , CLOVIS, CA 93612				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85410500	Brakes, Trouble Not Found ; Brakes	OD							$46 32

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
Customer states brake pedal drops and not stopping vehicle a nd now noticed br

(Claim) Cause:
COULD NOT DUPLICATE CUSTOMER CONCERN TEST DROVE VEHICLE WITH TECH 7109 FOUND

(Claim) Correction:
REPAIR WAS

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 3500 LONGHORN CREW CAB 4X4
Build Date	11/16/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	02/27/2017
Claim Type	W - Warranty	**Repair Date**	09/29/2017
Claim Status	Paid	**Mileage (Miles)**	9,442

Expense

Labor	$170.54	**Sublet**	$1,252.85	**Part**	$0.00	**Total Paid**	$1,423.39

Dealer Information

Code	[redacted]	**Name**		**Zone**	42 DETROIT
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	25081201	Pump, Unit ; 6.7L Diesel	ML	CHECK ENGINE/SERVICE ENGINE SO	68192659AF	MODULE	1	X	904.87	$125.06
B	08191801	Module, control unit - diesel exhaust fluid (DEF) ; Dosing control unit	ML	CHECK ENGINE/SERVICE ENGINE SO	68301070AB	MODULE	1	X	310.80	$45.48
B	08191801	Module, control unit - diesel exhaust fluid (DEF) ; Dosing control unit	ML	CHECK ENGINE/SERVICE ENGINE SO	68035704AC	FLUID	3		37.18	$45.48

RO Narratives

(RO) Customer Concern:

Engine Concern [Diesel] [Customer States DEF SAY LOW BUT IT IS NOT] Multi-point inspection (according to maintenance interval)

(RO) Cause:

Courtesy

(RO) Correction:

ACTIVE CODE [redacted] REPLACED DEF PUMP, CODE STILL ACTIVE. CONTACTED STAR AND WAS ADVISED TO PUT ANOTHER DEF PUMP IN AS THE ORIGINAL REPACEMENT COULD BE BAD. REPLACED THE PUMP AND CODE STILL ACTIVE. PINS AND CONNECTORS ON BOTH ENDS OF THE PUMP JUMPER HARNESS LOOK OK, NO PUSHED OR BENT PINS. REPLACED THE DCU MODULE CODE WAS STILL PRESENT. ADDED CLEAN DEF TO TANK STILL NO LEVEL INDICATION ON THE DASH. THE DCU WAKEUP K970 CIRCUIT HAD PROPER VOLTAGE. CUSTOMER FROM OUT OF STATE HAS TO LEAVE. CODE [redacted] STILL ACTIVE. COMPLETED MULTIPOINT INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CC DEF SAYS LOW DEF SAYS LOW

(Claim) Cause:
[redacted]

(Claim) Correction:
REPLACED DCU MODULE REPLACED DEF PUMP

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 LONGHORN CREW CAB 4X4
Build Date	11/16/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	02/27/2017
Claim Type	W - Warranty	**Repair Date**	09/29/2017
Claim Status	Paid	**Mileage (Miles)**	9,444

Expense

Labor	$272.86	**Sublet**	$904.87	**Part**	$0.00	**Total Paid**	$1,177.73

Dealer Information

Code	[redacted]	**Name**		**Zone**	42 DETROIT
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	25081201	Pump, Unit ; 6.7L Diesel	ML	CHECK ENGINE/SERVICE ENGINE SO	68192659AF	MODULE	1	X	904.87	$125.06
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68192659AF	MODULE	1	X	904.87	$147.80

RO Narratives

(RO) Customer Concern:

Engine Concern [Diesel] [Customer States DEF SAY LOW BUT IT IS NOT] Multi-point inspection (according to maintenance interval)

(RO) Cause:

Courtesy

(RO) Correction:

ACTIVE CODE P203C. REPLACED DEF PUMP, CODE STILL ACTIVE. CONTACTED STAR AND WAS ADVISED TO PUT ANOTHER DEF PUMP IN AS THE ORIGINAL REPACEMENT COULD BE BAD. REPLACED THE PUMP AND CODE STILL ACTIVE. PINS AND CONNECTORS ON BOTH ENDS OF THE PUMP JUMPER HARNESS LOOK OK, NO PUSHED OR BENT PINS. REPLACED THE DCU MODULE CODE WAS STILL PRESENT. ADDED CLEAN DEF TO TANK STILL NO LEVEL INDICATION ON THE DASH. THE DCU WAKEUP K970 CIRCUIT HAD PROPER VOLTAGE. CUSTOMER FROM OUT OF STATE HAS TO LEAVE. CODE P203C STILL ACTIVE. COMPLETED MULTIPOINT INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

DEF SAYS ITS LOW BUT NOT

(Claim) Cause:

ATIVE CODE [redacted] PREVIOUS REPLACED DEF PUMP, CODE WAS STILL ACTIVE, CONTACTED STAR AND ADVISED TO REPLACE PUMP AGAIN

(Claim) Correction:

REPLACED DEF PUMP

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 3500 ST CREW CAB 4X4
Build Date	03/26/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06/12/2017
Claim Type	W - Warranty	**Repair Date**	09/29/2017
Claim Status	Paid	**Mileage (Miles)**	21,253

Expense

Labor	$61.65	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$61.65

Dealer Information

Code	[redacted]	**Name**	LARRY H MILLER CHRYSLER JEEP	**Zone**	70 PHOENIX
Address	1481 W RIVERDALE RD , RIVERDALE, UT 84405				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85418202	Exterior Lighting, Trouble Not Found ; Exterior Lighting	OD							$61.65

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES WHEN RAINING OR WETOUTSIDE, TRAILER BRAKES ARE DISCONNECTED, MESSAGE COMES ON DASH, NOW BOTH CONNECTIONS IN BUMPER AND BED ARE NOT WORKING WHENWET, ADVISE CUSTOMER REQUESTS ONE NEW REMOTE WITH REMOTE START BUTTON, ADVISE CUSTOMER STATES AIR LEAK ON DRIVERSFRONT DOOR BY MIRROR, ADVISE ADJUST TIRE PSI

(RO) Cause:

. .

(RO) Correction:

[redacted] SERVICE PERFORMED PERFORM A MODULESCAN, ALL MODULE ARE UP TO DATE. . CK CODES.PERFORM DIAG TESTS. INSP THE REAR WIRING ANDBOTH TRAILER WIRING PLUGS, FOUND PARTIAL OPENCIRCUIT UNDER BED WIRING-REPAIR. USING THESIMULATED TRAILER BRAKE SYST, TEST THE ITBMCIRCUITS. ALL ARE WORKING. TEST ONLY, NOFAILURE IS NOTED 400 - Electrical [NEEDS REMOTE START KEY] Electrical [redacted] SERVICE PERFORMED 50 CODE A NEW FOB CUT AND PROGRAM KEY [redacted] SERVICE PERFORMED INSP AND INSTALL ANEW WEATHER STRIP IN THE DRIVER DOOR OPENING. 900 - Exterior [DRIVER SIDE WINDOW SEAL BY MIRROR ALLOWS AIR IN] BODY AND ELECTRICAL [redacted] INSP AND AIR UP 6 TIRE TO SPEC. Engine

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES WHEN RAINING OR WET OUTSIDE, TRAILER BRAKES ARE DISCONNECTED, MESSAGE COMES ON DASH, NOW BOTH CONNECTIONS IN BUMPER AND BED ARE NOT WORKIN G WHEN WET,

(Claim) Cause:

SERVICE PERFORMED PERFORM A MODULE SCAN, ALL MODULE ARE UP TO DATE. . CK CODE S. PERFORM DIAG TESTS. INSP THE REAR WIRING AND BOTH TRAILER WIRING PLUGS, FO UND PARTIAL OPEN CIRCUIT UNDER BED WIRING-REPAIR. USING

THE SIMULATED TRAILER BRAKE SYST, TEST THE ITBM CIRCUITS.

(Claim) Correction:

ALL ARE WORKING. TEST ONLY, NO FAILURE IS NOTED

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 3500 ST CREW CAB 4X4
Build Date	03/26/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06/12/2017
Claim Type	W - Warranty	**Repair Date**	09/29/2017
Claim Status	Paid	**Mileage (Miles)**	21,253

Expense

Labor	$17 61	**Sublet**	$80 01	**Part**	$0 00	**Total Paid**	$97 62

Dealer Information

Code	[redacted]	**Name**	LARRY H MILLER CHRYSLER JEEP	**Zone**	70 PHOENIX
Address	1481 W RIVERDALE RD , RIVERDALE, UT 84405				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	23510903	Weatherstrip, door opening on body ; Front door-Right or left	8X	WIND NOISE	55112360AC	SEAL	1	X	80 01	$17 61

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES AIR LEAK ON DRIVERS FRONT DOOR BY MIRROR

(Claim) Cause:

SERVICE PERFORMED INSP AND FOUND WIND NOISE COMING FROM THE LEFT FRONT DOOR. F OUND SEAL IS ALLOWING AIR TO PASS

(Claim) Correction:

INSTALL A NEW WEATHER STRIP IN THE DRIVER DOOR OPENING

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 ST CREW CAB 4X4
Build Date	04/19/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06/09/2017
Claim Type	W - Warranty	**Repair Date**	09/30/2017
Claim Status	Paid	**Mileage (Miles)**	6,383

Expense

Labor	$459.68	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$459.68

Dealer Information

Code	[redacted]	**Name**	HUNTINGTON BEACH CHRYSLER JEEP	**Zone**	71 LOS ANGELES
Address	16701 BEACH BLVD , HUNTINGTON BEACH, CA 92647				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85418701	Audio, Video and Telematics Components,Trouble Not Found ; Radio	UC	UNCODABLE (NARRATIVE REQUIRED)						$459.68

RO Narratives

(RO) Customer Concern:

BULBS & LIGHTS; SUSPENSION; STEERING; EXAUST; FLUID LEAKS; DRIVE, BOOTS, AND U-JOINTS; TRANSMISSION; DIFFERENTIAL; TRANSFERCASE; FUEL SYSTEM; FLUID LEVELS; AIR FILTER; DRIVE BELTS; ENGINE COOLANT; COOLING SYSTEM; RADIATOR; AIR CONDITIONING CONDENSER; HOOD SUPPORTS; BATTERY; TREAD DEPTH (TIRES); CHECK BRAKE LININGS CUSTOMER STATES SATELLITE RADIO CUTS IN AND OUT, HAS FROZE AND DOESNT LET CHANGE CHANNELS, INSPECT AND ADVISE

(RO) Cause:

UPDATE FCA APPROVED MODULES FOUND RA2 RADIO HAS INTERMITTENT SATELLITE RADIO OPERATION. PER STAR CENTER TICKET# 1709149 RECOMMENDS TO REPLACE RA2 RADIO AND ADDED DM NOTES FOR REPLACEMENT AND DIAGNOSTIC TIME

(RO) Correction:

CHECK AND INFLATE TIRES AS PER MANUFACTURER PLACARD LF=60 RF=60 RR=80 LR=80 PSI. TESTED SATELLITE RADIO TO VERIFY THE CUSTOMERS CONCERN. CUSTOMERS CONCERN IS INTERMITTENT AND DIFFICULT TO DUPLICATE IN THE SHOP. THE CUSTOMER HAS PROVIDED SOME VIDEOS OF THE INTERMITTENT CONCERN. USED WITECH SCAN TOOL AND CHECKED FOR ANY RELATED DIAGNOSTIC TROUBLE CODES, NONE FOUND. CHECKED FOR ANY RELATED SERVICE BULLETINS, STAR ONLINE CASES AND FLASH UPDATES, NONE FOUND. CONTACTED STAR CENTER TICKET# 1709149 AND WAS INFORMED TO PERFORM NON-DTC BASED DIAGNOSIS POOR OR NO SATELLITE AUDIO RECEPTION DIAGNOSTIC PROCEDURE. DISCONNECTED RADIO C6 WIRING HARNESS CONNECTOR AND INSPECTED FOR A CLEAN AND SECURE CONNECTION, PASSED TEST. INSTALLED SPECIAL TOOL ANTENNA 9977-6-SAT TO THE RADIO C6 AND TESTED FOR POOR RECEPTION, NONE FOUND. TESTED AGAIN AT THE INLINE JUMPER HARNESSES AT RIGHT A- PILLAR AND AT ANTENNA, NONE FOUND. TESTED ANTENNA CABLE USING SPECIAL TOOL JUMPER 9977-6-2 & 9977-6-4 AND CHECKED FOR PROPER RESISTANCE, PASSED TEST AT 50.1OHMS, 50.5OHMS AND 51.1OHMS. PER DIAGNOSTIC PROCEDURE AND STAR CENTER, RECOMMEND TO REPLACE THE RA2 RADIO AT THIS TIME. SPECIAL ORDER PART, WILL NOTIFY CUSTOMER WHEN PART ARRIVES.

(RO) Technical Notes:

RADIO CUTS IN AND OUT CONCERN. 2. CUSTOMERS CONCERN IS INTERMITTENT AND DIFFICULT TO 3. DUPLICATE IN THE SHOP. THE CUSTOMER HAS PROVIDED SOME 4. VIDEOS OF THE INTERMITTENT CONCERN. USED WITECH SCAN TOOL 5. AND CHECKED FOR ANY RELATED DIAGNOSTIC TROUBLE CODES, NONE 6. FOUND. CHECKED FOR ANY RELATED SERVICE BULLETINS, STAR 7. ONLINE CASES AND FLASH UPDATES, NONE FOUND. CONTACTED STAR 8. CENTER TICKET# 1709149 AND WAS INFORMED TO PERFORMNON-DTC 9. BASED DIAGNOSIS POOR OR NO SATELLITE AUDIO RECEPTION 10. DIAGNOSTIC PROCEDURE. DISCONNECTED RADIO C6 WIRING HARNESS 11. CONNECTOR AND INSPECTED FOR A CLEAN AND SECURE CONNECTION, 12. PASSED TEST. INSTALLED SPECIAL TOOL ANTENNA 9977-6-SAT TO 13. THE RADIO C6 AND TESTED FOR POOR RECEPTION, NONE FOUND. 14. TESTED AGAIN AT THE INLINE JUMPERHARNESSES AT RIGHT A- 15. PILLAR AND AT ANTENNA, NONE FOUND. TESTED ANTENNA CABLE 16. USING SPECIAL TOOL JUMPER [redacted] AND CHECKED 17.

FOR PROPER RESISTANCE, PASSED TEST AT 50.1OHMS, 50.5OHMS AND 18. 51.1OHMS. PER DIAGNOSTIC PROCEDURE AND STAR CENTER, 19. RECOMMEND TO REPLACE THE RA2 RADIO AT THIS TIME. SPECIAL 20. ORDER PART, WILL NOTIFY CUSTOMER WHEN PART ARRIVES. +---------- ----------

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES SATELLITE RADIO CUTS IN AND OUT, HAS FROZE | | AND DOESNT LET CHANGE CHANNELS, INSPECT AND ADVISE

(Claim) Cause:

FOUND RA2 RADIO HAS INTERMITTENT SATELLITE RADIO OPERATION. | | PER STAR CENTER TICKET# 1709149 RECOMMENDS TO REPLACE RA2 | | RADIO AND ADDED DM NOTES FOR REPLACEMENT AND DIAGNOSTIC TIME

(Claim) Correction:

TESTED SATELLITE RADIO TO VERIFY THE CUSTOMERS CONCERN. | | 2. CUSTOMERS CONCERN IS INTERMITTENT AND DIFFICULT TO | | 3. DUPLICATE IN THE SHOP. THE CUSTOMER HAS PROVIDED SOME | | 4. VIDEOS OF THE INTERMITTENT CONCERN. USED WITECH SCAN TOOL | | 5. AND CHECKED FOR ANY RELATED DIAGNOSTIC TROUBLE CODES, NONE | | 6. FOUND. CHECKED FOR ANY RELATED SERVICE BULLETINS, STAR | | 7. ONLINE CASES AND FLASH UPDATES, NONE FOUND. CONTACTED STAR | | 8. CENTER TICKET# [redacted] AND WAS INFORMED TO PERFORM NON-DTC | | 9. BASED DIAGNOSIS POOR OR NO SATELLITE AUDIO REC EPTION | |10. DIAGNOSTIC PROCEDURE. DISCONNECTED RADIO C 6 WIRING HARNESS | |11. CONNECTOR AND INSPECTED FOR A CLEAN AN D SECURE CONNECTION, | |12. PASSED TEST. INSTALLED SPECIAL TOO L ANTENNA [redacted]6-SAT TO | |13. THE RADIO C6 AND TESTED FOR PO OR RECEPTION, NONE FOUND. | |14. TESTED AGAIN AT THE INLINE JUMPER HARNESSES AT RIGHT A- | |15. PILLAR AND AT ANTENNA, NONE FOUND. TESTED ANTENNA CABLE | |16. USING SPECIAL TOOL JUMPER 9977-6-2 & 9977-6-4 AND CHECKED | |17. FOR PROPER RES ISTANCE, PASSED TEST AT 50.1OHMS, 50.5OHMS AND | |18. 51.1OHMS. PER DIAGNOSTIC PROCEDURE AND STAR CENTER, | |19. RECOMM END TO REPLACE THE RA2 RADIO AT THIS TIME. SPECIAL | |20. OR DER PART, WILL NOTIFY CUSTOMER WHEN PART ARRIVES. | +---------- ----------

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 SLT MEGA CAB 4X4
Build Date	10/19/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11/30/2016
Claim Type	W Warranty	**Repair Date**	09/30/2017
Claim Status	Paid	**Mileage (Miles)**	14,939

Expense

Labor	$40.12	**Sublet**	$229.47	**Part**	$0.00	**Total Paid**	$269.59

Dealer Information

Code	[redacted]	**Name**	KENDALL DODGE CHRYSLER JEEP RAM	**Zone**	66 ORLANDO
Address	13355 SW 137TH AVE , MIAMI, FL 33186				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	07202007	Pulley, tensioner / idler ; 6.7 liter diesel engine	68	NOISY	68000833AD	PULLEY	1	X	156 39	$40 12
A	07202007	Pulley, tensioner / idler ; 6.7 liter diesel engine	68	NOISY	04627751AA	BELT	1		73.08	$40.12

RO Narratives

(RO) Customer Concern:

General Concern #1 [CUSTOMER STATESHEARS NOISE COMING FROM DRIVER SIDETIRE] WHEN TURN TO LEFT AND PRESS GAS GOINT TO REVERSA ALSO NOISE CAME OUT LIKE METAL TO METAL Multi-point inspection (according to maintenance interval) CUSTOMER BEING PROVIDED WITH ALTERNATE TRANSPORTATION COVERED UPTO 5 DAYS BY THERE SERVICE CONTRACT/WARRANTY GUIDELINES SEE ADVISOR FOR DETAILS C/S LEFT REAR SEAT COVER CAME OUT OFF POSISITION CHECK ABD ADVISE, (BOTHS SIDES) THANK YOU FOR YOUR VISIT TODAY AND FOR CHOOSING KENDALL DODGE CHRYSLERJEEP RAM TO SERVICE YOUR VEHICLE OUR CUSTOMERS ARE THE REASON FOR OUR SUCCESS

(RO) Cause:

CUSTOMER STATES HEARS NOISE FROM DRIVERSSIDE TIRE WHEN TURNING PERFORM MPI f CUSTOMER STATES COVER CAME OFF REAR SEATS

(RO) Correction:

[redacted]CUSTOMER STATES HEARS NOISE FROMDRIVERS SIDE TIRE WHEN TURNING UNABLE TODUPLICATE CUSTOMER CONCERN HOWEVER DURINGINSPECTION FOUND IDLER PULLEY WITH EXCESSIVEPLAY. REPLACED IDLER PULLEY AND SERPENTINEBELT Pulley, idler - Replace 6.7 liter engine (0 - LowSkilled) 14939 PERFORM MPI PERFORM MPI Multi-point inspection (according to maintenanceinterval) PERFORM FREE MULTI POINT INSPECTION CUSTOMER BEING PROVIDED WITH ALTERNATE TRANSPORTATION COVERED UPTO 5 DAYS BY THERE SERVICE CONTRACT/WARRANTYGUIDELINES. SEE ADVISOR FOR DETAILS. _____ CUSTOMER BEING PROVIDED WITH ALTERNATE TRANSPORTATION COVERED UP TO 5 DAYS BY THERE SERVICE CONTRACT/WARRANTY GUIDELINES SEEADVISOR FOR DETAILS [redacted] CUSTOMER STATES COVER CAME OFF REARSEATS VERIFIED CUSTOMER CONCERN STRAP THATHOLDS SEAT COVER IN PLACE CAME OFF ON BOTHSIDES OFF REAR SEAT APPLIED SILICONE TOSTRAP AND GLUED STRAPS IN PLACE Technician validated concern THANK YOU FOR YOUR VISIT TODAY AND FOR CHOOSING KENDALL DODGE CHRYSLER JEEP RAM TO SERVICE YOUR VEHICLE. OUR CUSTOMERS ARE THE REASON FOR OUR SUCCESS. THANK YOU FOR YOUR VISIT TODAY AND FOR CHOOSING KENDALL DODGE CHRYSLER JEEPRAM TO SERVICE YOUR VEHICLE OUR CUSTOMERS ARE THE REASON FOR OUR SUCCESS.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

[CUSTOMER STATES HEARS NOISE COMING FROM DRIVER SIDE TIRE] WHEN TURN TO LEFT AND PRESS GAS GOINT TO REVERSA ALSO NOISE CAME OUT LIKE METAL TO METAL

(Claim) Cause:

IDLER PULLEY HAS EXCESSIVE PLAY

(Claim) Correction:

CUSTOMER STATES HEARS NOISE FROM DRIVERS SIDE TIRE WHEN TURNING UNABLE TO DUP LICATE CUSTOMER CONCERN HOWEVER DURING INSPECTION FOUND IDLER PULLEY WITH EXC ESSIVE PLAY. REPLACED IDLER PULLEY AND SERPENTINE BELT

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 3500 ST REG CAB 4X4
Build Date	09/05/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11/24/2017
Claim Type	K Road Ready (PREPNV)	**Repair Date**	10/02/2017
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$175 80	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$175 80

Dealer Information

Code	[redacted]	**Name**	LESSORD CHRYSLER PRODUCTS INC	**Zone**	32 NEW YORK
Address	49 WEST MAIN ST , SODUS, NY 14551				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$175 80

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - RAM 3500 LARAMIE MEGA CAB 4X4
Build Date	08/29/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/02/2017
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	10/02/2017
Claim Status	Paid	**Mileage (Miles)**	6

Expense

Labor	$116 02	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$116 02

Dealer Information

Code	[redacted]	**Name**	FINNEGAN CHRYSLER JEEP DODGE	**Zone**	63 DALLAS
Address	26433 SOUTHWEST FREEWAY , ROSENBERG, TX 77471				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$116.02

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted]
Build Date	09/26/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11/17/2016
Claim Type	W - Warranty	**Repair Date**	10/03/2017
Claim Status	Paid	**Mileage (Miles)**	17,605

Expense

Labor	$50.94	**Sublet**	$89.74	**Part**	$0.00	**Total Paid**	$140.68

Dealer Information

Code	[redacted]	**Name**	SANTA MARIA CHRYSLER JEEP DODGE	**Zone**	71 LOS ANGELES
Address	1918 S BROADWAY , SANTA MARIA, CA 93454				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	21550131	Pan, Oil - Replace or Reseal ; Includes: Replace pan and/or gasket, if necessary.	44	LEAKS-GASKET DEFECT	05010884AD	SEALER	1	X	6.51	$50.94
A	21550131	Pan, Oil - Replace or Reseal ; Includes: Replace pan and/or gasket, if necessary.	44	LEAKS-GASKET DEFECT	05013470AE	4X4 FILTE	1		35.70	$50.94
A	21550131	Pan, Oil - Replace or Reseal ; Includes: Replace pan and/or gasket, if necessary.	44	LEAKS-GASKET DEFECT	68218057AB	FLUID	2		13.58	$50.94
A	21550131	Pan, Oil - Replace or Reseal ; Includes: Replace pan and/or gasket, if necessary.	44	LEAKS-GASKET DEFECT	68218058AC	OIL	1		33.95	$50.94

RO Narratives

(RO) Customer Concern:

TRANSMISSION DIAGNOSTIC SET TIRE PRESSURES TO MANUFACTURER MOPAR EXPRESS LANE INSPECTION

(RO) Cause:

NA

(RO) Correction:

SET TIRE PRESSURES PE4RFORMED MULTI-POINT

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

TRANSMISSION LEAKING

(Claim) Cause:

TRANS PAN GASKET LEAKING

(Claim) Correction:
REPLACED TRANS PAN GASKET AND FILTERS ADDED FLUID AND ROAD TESTED

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 SLT CREW CAB 4X4
Build Date	11/27/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	08/30/2017
Claim Type	W - Warranty	**Repair Date**	10/03/2017
Claim Status	Paid	**Mileage (Miles)**	1,110

Expense

Labor	$101.56	**Sublet**	$52.54	**Part**	$0.00	**Total Paid**	$154.10

Dealer Information

Code	[redacted]	**Name**		**Zone**	70	PHOENIX
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08906537	Wiring harness, engine compartment and headlamp ; Fuel pump relay control circuit overlay harness	ML	CHECK ENGINE/SERVICE ENGINE SO	06501916	PUSH PIN	6	X	26.27	$101.56
A	08906537	Wiring harness, engine compartment and headlamp ; Fuel pump relay control circuit overlay harness	ML	CHECK ENGINE/SERVICE ENGINE SO	06501916	PUSH PIN	6		26.27	$101.56

RO Narratives

(RO) Customer Concern:

COURTESY VEHICLE INSPECTION. 24 POINT INSPECTION TELL US MORE

(RO) Cause:

NA

(RO) Correction:

COURTESY VEHICLE INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THE ABS LIGHT WARNING IS STILL ON , SOP IS HER

(Claim) Cause:

DTC [redacted]RT. FRONT WHEEL SPEED SENSOR-CIRCUIT OU T OF RANGE AND U0415 INVALID DATA RECEIVED FROM ABS SYSTEM MODULE. FOUND FAULTY ABS MODULE, ABS WHEEL SPEED SENSOR, AND TONE RING. PROBLEM STILLPRESENT INOLVED CHRYSLER AND SHOP FO RMAN. TEST FOUND OPEN CIRCUITS B6,B7. CONTAC T STAR CENTER WAS TOLD TO OVERLAY HARNESS FOR C IRCUIT B6, B7.

(Claim) Correction:

REPLACED ABS CONTROLL MODULE AND WHEEL SPEED SENSO R AND TONE WHEEL. TEC ASSIT [redacted]CASE [redacted]56 MADE OVERLAY HARNESS 1 TWIST PER INCH WRA PPED AND INSTALLED CLEARED FAULTS TEST OPERATION CHE CK GOOD ROAD TESTED AND CONFIRMED OPERATION CHECK GOOD.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 LONGHORN CREW CAB 4X4
Build Date	11/16/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	02/27/2017
Claim Type	W - Warranty	**Repair Date**	10/04/2017
Claim Status	Paid	**Mileage (Miles)**	9,686

Expense

Labor	$78.79	**Sublet**	$899.78	**Part**	$140.00	**Total Paid**	$1,118.57

Dealer Information

Code	[redacted]	**Name**	I-77 CHRYSLER JEEP DODGE RAM	**Zone**	35 WASHINGTON
Address	435 CHURCH ST S , RIPLEY, WV 25271				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	25081201	Pump, Unit ; 6.7L Diesel	DE	I/M TEST FAILURE	68032279AA	WIRING	1	X	75.18	$78.79
A	25081201	Pump, Unit ; 6.7L Diesel	DE	I/M TEST FAILURE	05018045AA	CLEANER	1		0.00	$78.79
A	25081201	Pump, Unit ; 6.7L Diesel	DE	I/M TEST FAILURE	68035700AC	FLUID	6		37.80	$78.79
A	25081201	Pump, Unit ; 6.7L Diesel	DE	I/M TEST FAILURE	68192659AF	MODULE	1		786.80	$78.79
A	95400141	Loaner Car ; Standard Line Vehicles			68032279AA	WIRING	1	X	75.18	$140.00
A	95400141	Loaner Car ; Standard Line Vehicles			05018045AA	CLEANER	1		0.00	$140.00
A	95400141	Loaner Car ; Standard Line Vehicles			68035700AC	FLUID	6		37.80	$140.00
A	95400141	Loaner Car ; Standard Line Vehicles			68192659AF	MODULE	1		786.80	$140.00

RO Narratives

(RO) Customer Concern:

TOW IN D.E.F. WARNING ON & IS IN LIMP MODE

(RO) Cause:

SPREAD PINS

(RO) Correction:

[redacted]CHECKED VEH FOR CODES FOUND CODESP203C PERFORMED DAIG TEST AS PER SERVICE INFOFOUND THAT K433 DID NOT HAVE 5 VOLT SUPPLYNON K433 CIRCUIT PINS WHERE SPRED AT DCUCONNECTOR C2 REPLACED C2 CONNECTOR AT DCURETESTED SYSTEM HAD 5 VOLT SUPPLY P203C CODEWENT STORED AND GOT P203B PERFORMED DAIG TESTAS PER SERVICE INFO CONTACTED STAR CASE#1720647 WAS ADVISED TO REPLACE DEF PUMP PERSTAR CODE P203B IS STILL ACTIVE INSTALLEDOVERLAY HARNESS FOR K414 AND K431 CIRCUITSCODE WENT STORED TEST DROVE VEH AND TOPPEDOFF DEF FLUID OK AT THIS ITME DEF LEVEL SENDER DIAGNOSIS TIME PAID BY SERVICE DEPARTMENT CHRYSLER WOULD NOT ALLOW SUBMISSION OF DIAG TIME RENTAL FROM ENTERPRISE DEF LEVEL SENDER CUSTOMER STATES SUBLET REPAIRS

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES DEF WARNING ILLUMINATED, VEHICLE IS IN LIMP MODE

(Claim) Cause:

CHECKED VEHICLE FOR CODES FOUND [redacted] PERFORMED DIAG TEST AS PER SERVICE INFO FOUND THAT K433 DID NOT HAVE 5 VOLT REFERENCE SUPPLY, FOUND PINS SPREAD ON CIR CUIT AT DCU CONNECTOR C2, REPLACED C2 CONNECTOR RETESTED SYSTEM NOW HAD 5 VOLT SUPPLY P203C WENT STORED AND THEN SET P203B PERFORMED DIAG TESTAS PER SERVICE INFO, CONTACTED STAR CASE [redacted] STAR ADVISED TO REPLACE DEF PUMP, AFTER N EW PUMP P203B STILL PRESENT

(Claim) Correction:

INSTALLED OVERLAY HARNESS FOR K414 AND K431 CIRCUITS CODE P203B WENT STORED. T OPPED OFF DEF FLUID AND TEST DROVE 67 MILES OPERATING AS LIKE VEHICLE AT THIS TIME.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 ST CREW CAB 4X4
Build Date	03/26/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06/12/2017
Claim Type	W - Warranty	**Repair Date**	10/05/2017
Claim Status	Paid	**Mileage (Miles)**	21,864

Expense

Labor	$212.94	**Sublet**	$830.62	**Part**	$0.00	**Total Paid**	$1,043.56

Dealer Information

Code	[redacted]	**Name**		**Zone**	74 DENVER
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	25081201	Pump, Unit ; 6.7L Diesel	DE	I/M TEST FAILURE	68192659AF	MODULE	1	X	786.80	$111.54
A	25081201	Pump, Unit ; 6.7L Diesel	DE	I/M TEST FAILURE	68056278AC	FLUID	2		43.82	$111.54
A	25081260	Pump, Unit ; Skid Plate Equipped			68192659AF	MODULE	1	X	786.80	$10.14
A	25081260	Pump, Unit ; Skid Plate Equipped			68056278AC	FLUID	2		43.82	$10.14
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68192659AF	MODULE	1	X	786.80	$91.26
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68056278AC	FLUID	2		43.82	$91.26

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

DEF WARNING MSG

(Claim) Cause:

FOUND DEF LEVEL READING 0 WHEN FULL TESTED CIRCUITS

(Claim) Correction:

REPLACED DEF PUMP

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 ST CREW CAB 4X4
Build Date	04/19/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06/09/2017
Claim Type	W - Warranty	**Repair Date**	10/06/2017
Claim Status	Paid	**Mileage (Miles)**	7,210

Expense

Labor	$79.25	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$79.25

Dealer Information

Code	[redacted]	**Name**	HUNTINGTON BEACH CHRYSLER JEEP	**Zone**	71 LOS ANGELES
Address	16701 BEACH BLVD , HUNTINGTON BEACH, CA 92647				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08600251	Radio/Telematics Gateway Module ; Obtain ESN from radio								$15.85
A	08600270	Radio/Telematics Gateway Module ; Exchange unit	58	INTERNAL DEFECT						$63.40

RO Narratives

(RO) Customer Concern:

BULBS & LIGHTS; SUSPENSION; STEERING; EXAUST; FLUID LEAKS; DRIVE, BOOTS, AND U-JOINTS; TRANSMISSION; DIFFERENTIAL; TRANSFERCASE; FUEL SYSTEM; FLUID LEVELS; AIR FILTER; DRIVE BELTS; ENGINE COOLANT; COOLING SYSTEM; RADIATOR; AIR CONDITIONING CONDENSER; HOOD SUPPORTS; BATTERY; TREAD DEPTH (TIRES); CHECK BRAKE LININGS CUSTOMER STATES THAT THE SIRIUS RADIO INTERMITTENTLY NON OP, INSTALL SOP PARTS

(RO) Cause:

UPDATE FCA APPROVED MODULES FOUND RA2 RADIO HAS INTERMITTENT SATELLITE RADIO OPERATION. STAR TICKET# [redacted] OLD ID# TCBQAARQ / NEW ID# [redacted]

(RO) Correction:

CHECK AND INFLATE TIRES AS PER MANUFACTURER PLACARD [redacted] PSI. TESTED AND REPLACED RA2 RADIO. CONTACTED SIRIUS XM AND TRANSFERED CUSTOMERS SUBSCRIPTION. PERFORMED VERIFICATION TEST AND TESTED FOR PROPER OPERATION.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THAT THE SIRIUS RADIO INTERMITTENTLY NON OP, | | INSTALL SOP PARTS

(Claim) Cause:

FOUND RA2 RADIO HAS INTERMITTENT SATELLITE RADIO OPERATION. | | STAR TICKET# [redacted]

(Claim) Correction:

TESTED AND REPLACED RA2 RADIO. CONTACTED SIRIUS XM AND | | TRANSFERED CUSTOMERS SUBSCRIPTION. PERFORMED VERIFICATION | | TEST AND TESTED FOR PROPER OPERATION.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - RAM 2500 ST CREW CAB 4X4
Build Date	09/13/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	01/05/2018
Claim Type	K Road Ready (PREPNV)	**Repair Date**	10/09/2017
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$113.45	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$113.45

Dealer Information

Code	[redacted]	**Name**	DOUGLAS DODGE	**Zone**	51 CHICAGO
Address	HIGHWAY 54 WEST , CLINTON, IL 61727				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$113 45

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 ST CREW CAB 4X4
Build Date	02/15/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	03/20/2017
Claim Type	W - Warranty	**Repair Date**	10/09/2017
Claim Status	Paid	**Mileage (Miles)**	13,098

Expense

Labor	$127.59	**Sublet**	$363.83	**Part**	$105.00	**Total Paid**	$596.42

Dealer Information

Code	[redacted]	**Name**	HENDERSONVILLE CHRYSLER DODGE	**Zone**	66 ORLANDO
Address	401 DUNCAN HILL ROAD , HENDERSONVILLE, NC 28792				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	05210902	Hub and Bearing, front ; Right or left	2X	VIBRATION OR CHATTER	68185437AD	HUB	1	X	363.83	$63.79
A	05210961	Hub and Bearing, front ; AWD/4WD equipped			68185437AD	HUB	1	X	363.83	$18.23
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68185437AD	HUB	1	X	363.83	$45.57
A	95400141	Loaner Car ; Standard Line Vehicles			68185437AD	HUB	1	X	363.83	$105.00

RO Narratives

(RO) Customer Concern:

PERFORM OIL CHANGE & RESET REMINDER(DIESEL) PERFORMED OIL CHANGE ([redacted]) PERFORM MULTI-POINT VEHICLE INSPECTION PERFORMED ([redacted]

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER COMPLAINS OF ABS LIGHT STILL COMING ON AFTER REPLACING WSS AND ABS MO DULE.

(Claim) Cause:

TECH FOUND RIGHT HUB HAD EXCESSIVE PLAY ALLOWING THE WHEEL TO WALK.

(Claim) Correction:

REPLACED RIGHT FRONT HUB ASSEMBLY AND ROAD TEST.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 LARAMIE CREW CAB 4X4
Build Date	03/03/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/16/2017
Claim Type	W - Warranty	**Repair Date**	10/10/2017
Claim Status	Paid	**Mileage (Miles)**	8,142

Expense

Labor	$73.71	**Sublet**	$31.99	**Part**	$35.00	**Total Paid**	$140.70

Dealer Information

Code	[redacted]	**Name**	GRAVA CHRYSLER JEEP	**Zone**	32 NEW YORK
Address	29 MYSTIC AVENUE , MEDFORD, MA 02155				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	25011201	Monitor/Detector, evaporative system integrity ; ESIM	UC	UNCODABLE (NARRATIVE REQUIRED)	04861963AB	DETECTOR	1	X	31.99	$73.71
A	95400141	Loaner Car ; Standard Line Vehicles			04861963AB	DETECTOR	1	X	31.99	$35.00

RO Narratives

(RO) Customer Concern:

(Multi point inspection according to maintenance interval) WHEN ITS UNDER 1/4 TANK CANT REFILL GAS TANK

(RO) Cause:

. FUEL WAS HARD TO FILL, PERFORM TEST ON FUEL SYSTEM, INSPECTE D FILLER NECK,

(RO) Correction:

. ES M SWITCH FAILED TEST, REPLACED ESIM SWITCH

(RO) Technical Notes:

C/S CANT FILL THE GAS TANK AFTER 1/4

GCS Narratives

(Claim) Customer Concern:

C/S CANT FILL THE GAS TANK AFTER 1/4

(Claim) Cause:

TECH VERFIED THE CONCERN

(Claim) Correction:

REMOVED AND RPELACED

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 LARAMIE MEGA CAB 4X4
Build Date	06/10/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/09/2017
Claim Type	W - Warranty	**Repair Date**	10/10/2017
Claim Status	Paid	**Mileage (Miles)**	200

Expense

Labor	$60 50	**Sublet**	$59 22	**Part**	$0 00	**Total Paid**	$119 72

Dealer Information

Code	[redacted]	**Name**	HADDAD DODGE	**Zone**	71	LOS ANGELES
Address	3000 HARRIS RD , BAKERSFIELD, CA 93384					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08141807	Sensor, wheel speed-Anti-lock brakes ; front - left	UC	UNCODABLE (NARRATIVE REQUIRED)	68165624AD	SENSOR	1	X	59.22	$60.50

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT ON CUSTOMER STATES THE TRACTION CONTROL LIGHT AND ABS LIGHTS ARE ON TOP OFF DEF-SOLD UNIT PERFORM MULTI-POINT INSPPECTION 90 CUSTOMER STATES CHECK TIRE PRESSURE MEASUREMENTS

(RO) Cause:

has codes [redacted] active and code [redacted] active followed flow chart diag and needs left wheel speed sensor

(RO) Correction:

there are no codes in pcm replace left wheel speed sensor and clear codes. test drive vehicle and code did not return. TOPPED OFF DEF FLUID PERFORMED MULTI-POINT INSPECTION TIRE PRESSURES ARE AT OR HAVE BEEN ADJUSTED TO [redacted]

(RO) Technical Notes:

FOUND CODES [redacted]

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THE TRACTION CONTROL LIGHT AND ABS LIGHTS ARE ON

(Claim) Cause:

has codes [redacted] active and code [redacted] active followed flow chart diag and

(Claim) Correction:

replace left frt wheel speed sensor and clear codes. test drive vehicle and co

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 3500 ST REG CAB 4X4
Build Date	04/06/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	09/25/2017
Claim Type	W - Warranty	**Repair Date**	10/10/2017
Claim Status	Paid	**Mileage (Miles)**	667

Expense

Labor	$89 33	**Sublet**	$70 14	**Part**	$35 00	**Total Paid**	$194 47

Dealer Information

Code	[redacted]	**Name**	ROYAL GATE DODGE CHRYSLER, INC.	**Zone**	51	CHICAGO
Address	15502 MANCHESTER RD , ELLISVILLE, MO 63011					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08141806	Sensor, wheel speed-Anti-lock brakes ; front right	ML	CHECK ENGINE/SERVICE ENGINE SO	68165624AD	SENSOR	1	X	70.14	$89.33
A	95400141	Loaner Car ; Standard Line Vehicles			68165624AD	SENSOR	1	X	70 14	$35 00

RO Narratives

(RO) Customer Concern:

MULTI-POINT INSPECTION ABS WARNING LIGHT QUALITY CONTROL CHECK COMPLETED DROP RENTAL CAR-WARRANTY

(RO) Cause:

UPON INSPECTION FOUND CODES FOR RIGHT FRONT WHEEL

(RO) Correction:

[redacted] Sensor, wheel speed Anti lock brakes front right REPLACED RIGHT FRONT WHEEL SENSOR ABS LIGHT DID NO

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

ABS WARNING LIGHT IS ON

(Claim) Cause:

FOUND SENSOR OUT OF RANGE. TEST DROVE AND SENSOR IS MISSING MESSAGES TO ABS MO DULE AND IS SHORTED OUT. RIGHT FRONT WHEEL SPEED SENSOR OUT OF RANGE

(Claim) Correction:

REPLACED RIGHT FRONT WHEEL SPEED SENSOR

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 2500 SLT CREW CAB 4X4
Build Date	09/14/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	01/02/2018
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	10/11/2017
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$75.91	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$75.91

Dealer Information

Code	[redacted]	**Name**	BINGHAMTON CHRYSLER JEEP DODGE,	**Zone**	32 NEW YORK
Address	279 UPPER FRONT ST , BINGHAMTON, NY 13901				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$75.91

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 ST REG CAB 4X4
Build Date	04/06/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	09/25/2017
Claim Type	W - Warranty	**Repair Date**	10/11/2017
Claim Status	Paid	**Mileage (Miles)**	721

Expense

Labor	$536.00	**Sublet**	$0.00	**Part**	$35.00	**Total Paid**	$571.00

Dealer Information

Code	[redacted]	**Name**	ROYAL GATE DODGE CHRYSLER, INC.	**Zone**	51 CHICAGO
Address	15502 MANCHESTER RD , ELLISVILLE, MO 63011				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	0894PNG1	Anti-Lock Brake System	1T	TERMINAL(S) BENT						$536.00
A	95400141	Loaner Car ; Standard Line Vehicles								$35.00

RO Narratives

(RO) Customer Concern:

ABS WARNING LIGHT MULTI-POINT INSPECTION RENTAL CAR-WARRANTY QUALITY CONTROL CHECK COMPLETED

(RO) Cause:

UPON INSPECTION CHECKED CONNECTIONS AT SENSOR, PER

(RO) Correction:

[redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

ABS WARNING LIGHT ON. ABS AND TRACTION CONTROL LIGHTS ARE ON.

(Claim) Cause:

ACTIVE CODES C00341D AND U0415. CHECKED CONNECTIONS AT SENSOR - PERFORMED DRAG TEST ON SENSOR CONNECTOR AND CONNECTOR AT ABS MODULE PASSED SWAPPED LEFT SE NSOR TO RIGHT AND RIGHT TO LEFT TEST DROVE 10 MILES. ALL O . CHECKED CONNECT IONS AND JUNCTIONS AND CONNECTOR ON SIDE OF ENGINE AND FOUND BENT PIN ON B6 DA RK GREEN WITH WHITE WIRE OF RIGHT WHEEL SPEED SENSOR CONNECTION

(Claim) Correction:

REPAIRED PIN CONNECTION AT JUNCTION CONNECTOR . CLEARED CODES AND TEST DROVE. CODE DID NOT RETURN.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 3500 ST CREW CAB 4X4
Build Date	01/11/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	03/27/2017
Claim Type	W - Warranty	**Repair Date**	10/12/2017
Claim Status	Paid	**Mileage (Miles)**	2,762

Expense

Labor	$71.11	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$71.11

Dealer Information

Code	[redacted]	**Name**	THOMPSONS CHRYSLER DODGE JEEP RAM	**Zone**	71 LOS ANGELES
Address	126 FORNI ROAD , PLACERVILLE, CA 95667				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	02000240	Toe adjustment/Center steering wheel ; Front Toe	WW	WHEEL OFF CENTER RIGHT						$71.11

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES VEHICLE PULLS TO THE RIGHT AND IS MORE DEFINED WHEN THERE IS A LOAD IN BACK. CHECK AND ADVISE CHECK TIRE PRESSURE AND SET TO VEHICLE MANUFACTURER'S SPECS AND RECORD EACH TIRES PRESSURE PERFORM MULTI-POINT VEHICLE INSPECTION

(RO) Cause:

PULLING TO THE RIGHT

(RO) Correction:

[redacted]road tested vehicle. verifiedcustomers complaint noted vehicle pulling tothe right. aligned vehicle as needed.adjusted front caster to split of .5 degrees.set front toe and road tested. verifiedvehicle driving true at this time. Toe adjustment/Center steering wheel - Adjust Front Toe (2 - Skilled) [redacted] SET TIRE PRESSURE TO FACTORY SPEC.80psi front and 80psi rear. CHECK TIRE PRESSURE AND SET TO VEHICLE MANUFACTURER'S SPECS AND RECORD EACH TIRES PRESSURE CHECK TIRE PRESSURE AND SET TO VEHICLE MANUFACTURER'S SPECS AND RECORD EACHTIRES PRESSURE 2762 PERFORMED VISUAL MULTI-POINTINSPECTION ON THE VEHICLE. PLEASE SEE REVIEWINSPECTION SHEET ATTACHED. PERFORM MULTI-POINT VEHICLE INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES VEHICLE PULLS TO THE RIGHT AND IS MORE DEFINED WHEN THERE IS A LOAD IN BACK. CHECK AND ADVISE

(Claim) Cause:

PULLING TO THE RIGHT

(Claim) Correction:

ROAD TESTED VEHICLE. VERIFIED CUSTOMERS COMPLAINT NOTED VEHICLE PULLING TO THE RIGHT. ALIGNED VEHICLE AS NEEDED. ADJUSTED FRONT CASTER TO SPLIT OF .5 DEGREE S. SET FRONT TOE AND ROAD TESTED. VERIFIED VEHICLE DRIVING TRUE AT THIS TIME. ONE TIME GOOD WILL WARRANTY REPAIR UNDER 12/12

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 SLT CREW CAB 4X4
Build Date	04/08/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/09/2017
Claim Type	W - Warranty	**Repair Date**	10/12/2017
Claim Status	Paid	**Mileage (Miles)**	13,121

Expense

Labor	$75.91	**Sublet**	$94.92	**Part**	$0.00	**Total Paid**	$170.83

Dealer Information

Code	[redacted]	**Name**	BINGHAMTON CHRYSLER JEEP DODGE,	**Zone**	32 NEW YORK
Address	1279 UPPER FRONT ST , BINGHAMTON, NY 13901				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	23511103	Carrier Plate, door ; Front - Left	27	DAMAGED	68171827AB	PANEL	1	X	94.92	$75.91

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

OWNER STATES INSIDE DOOR HANDLE STICKS OPEN

(Claim) Cause:

VERIFIED HANDLE STICKS FOUND TAB FOR DOOR HANDLE BROKEN ON CARRIER

(Claim) Correction:

REPLACED INSIDE DOOR PANEL CARRIER AND CHECKS OK

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 3500 LARAMIE CREW CAB 4X4
Build Date	10/22/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	01/31/2017
Claim Type	W - Warranty	**Repair Date**	10/12/2017
Claim Status	Paid	**Mileage (Miles)**	20,069

Expense

Labor	$774.30	**Sublet**	$793.80	**Part**	$0.00	**Total Paid**	$1,568.10

Dealer Information

Code	[redacted]	**Name**	ED KOEHN CHRYSLER, DODGE, JEEP,	**Zone**	42 DETROIT
Address	11282 W CARSON CITY RD , GREENVILLE, MI 48838				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08909001	Wiring harness, instrument panel ; Main harness			52112930AB	WIRING	1	X	406.00	$379.41
A	08909001	Wiring harness, instrument panel ; Main harness			52112144AB	WIRING	1		387.80	$379.41
A	08909902	Wiring harness, transmission ; Automatic transmission	ML	CHECK ENGINE/SERVICE ENGINE SO	52112930AB	WIRING	1	X	406.00	$371.66
A	08909902	Wiring harness, transmission ; Automatic transmission	ML	CHECK ENGINE/SERVICE ENGINE SO	52112144AB	WIRING	1		387.80	$371.66
A	08909961	Wiring harness, transmission ; 4 X 4 equipped			52112930AB	WIRING	1	X	406.00	$23.23
A	08909961	Wiring harness, transmission ; 4 X 4 equipped			52112144AB	WIRING	1		387.80	$23.23

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

20054 hooked up to scanner pulled codes frompcmthe codes are losse of comm [redacted]an dig withflow chart found pin fit issure with manyengine wiring harhess 940 hooked up toscanner pulled codes from pcm the codes areloss of comm [redacted]an dig with flow chart foundpin fit issure with many engine wiringharness called scot mather the technicaladvisor he came out and looked at it with mewe installed main engine wiring harness andthe other end of the engine harness witchgoes into the cab behind the hvac box putback together cleared all codes took for testdrive seems to be working fine at this time Engine Performance Concern [Diesel] [Customer states SES LAMPIS ON CHECK AND ADVISE] CUSTOMER STATES POOR PERFORMANCE UNDER LOAD CUSTOMER STATES POOR PERFORMANCE OVERALL CUSTOMER STATESENGINE LEAKING OIL CUSTOMER STATES ENGINE LEAKINGCOOLANT CUSTOMER STATES EXCESSIVE SMOKE COMING FROM EXHAUST

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THE SES LAMP IS ON, CHECK AND ADVISE

(Claim) Cause:

USING FLOW CHART, FOUND PIN FIT ISSUES WITH MANY ENGINE WIRING HARNESSES.

(Claim) Correction:

HOOKED UP TO SCANNER, PULLED CODES FROM THE PCM THE CODES ARE LOSS OF COMMUNI CATION [redacted] RAN DIAG USING FL OW CHART, FOUND PIN FIT ISSUES WITH MANY ENGINE WIRING HARNESSES. CALLED SCOTT MATHER, HE CAME OUT AND LOOKED AT IT WITH TECH. THEY INSTALLED MAIN WIRING HA RNESS AND OTHER END OF THE ENGINE HARNESS WHICH GOES INTO THE CAB BEHIND THE H VAC BOX. PUT BACK TOGETHER, CLEARED ALL CODES. TOOK FOR TEST DRIVE, SEEMS TO B E WORKING FINE AT THIS TIME.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 3500 LONGHORN CREW CAB 4X4
Build Date	11/16/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	02/27/2017
Claim Type	F Service Contract	**Repair Date**	10/13/2017
Claim Status	Paid	**Mileage (Miles)**	10,718

Expense

Labor	$0 00	**Sublet**	$0 00	**Part**	$75 00	**Total Paid**	$75 00

Dealer Information

Code	[redacted]	**Name**	DAYTONA DODGE CHRYSLER	**Zone**	66 ORLANDO
Address	1450 NORTH TOMOKA FARMS ROAD , DAYTONA BEACH, FL 32114				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26860303	Maintenance Interval - Schedule B ; To be used every 3,000 Intervals	MC	MAINTENANCE CARE						$0 00
A	95260001	Maintenance Allowance ; Fixed Cost Maintenance								$75.00

RO Narratives

(RO) Customer Concern:

(Multi-point inspection according to maintenance interval) (Change diesel engine oil and filter synthetic oil may be re quired based on geographic location)

(RO) Cause:

NA

(RO) Correction:

SERVICE COMPLETE SERVICE COMPLETED THANK YOU

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - RAM 2500 ST CREW CAB 4X4
Build Date	09/22/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/27/2017
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	10/16/2017
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$87.48	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$87.48

Dealer Information

Code	[redacted]	**Name**		**Zone**	32 NEW YORK
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$87.48

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 3500 LARAMIE MEGA CAB 4X4
Build Date	08/29/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/02/2017
Claim Type	W - Warranty	**Repair Date**	10/18/2017
Claim Status	Paid	**Mileage (Miles)**	1,381

Expense

Labor	$87.01	**Sublet**	$59.22	**Part**	$0.00	**Total Paid**	$146.23

Dealer Information

Code	[redacted]	**Name**	FINNEGAN CHRYSLER JEEP DODGE	**Zone**	63 DALLAS
Address	26433 SOUTHWEST FREEWAY , ROSENBERG, TX 77471				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08141806	Sensor, wheel speed-Anti-lock brakes ; front-right	ML	CHECK ENGINE/SERVICE ENGINE SO	68165624AD	SENSOR	1	X	59.22	$58.01
A	08141861	Sensor, wheel speed-Anti-lock brakes ; 2500-3500 equipped			68165624AD	SENSOR	1	X	59.22	$29.00

RO Narratives

(RO) Customer Concern:

Multi-point inspection (according to maintenance interval) [Phone] 03 [customer states that the ABS light and track light is on]

(RO) Cause:

F

(RO) Correction:

[redacted] COMPLETED ELECTRONIC VEHICLEINSPECTION REPORT Multi-point inspection (according to maintenanceinterval) [Phone] 23 POINT COMPLIMENTARY VEHICLE CHECK UP [redacted] RF FRONT SPEED SENSOR OPEN [redacted] Sensor, wheelspeed-Anti-lock brakes - Test and Replacefront-right ON 3500 P-UP 03 [customer states that the ABS light and track light is on] BRAKES

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

03 [CUSTOMER STATES THAT THE ABS LIGHT AND TRACK LIGHT IS ON]

(Claim) Cause:

RF FRONT SPEED SENSOR OPEN CIRCUIT C0034-2F

(Claim) Correction:

SENSOR, WHEEL SPEED-ANTI-LOCK BRAKES - TEST AND REPLACE FRONT-RIGHT ON 3500 P- UP DROVE OK NOW

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 SLT MEGA CAB 4X4
Build Date	[redacted]	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	350497	**In Service Date**	11/30/2016
Claim Type	W - Warranty	**Repair Date**	10/18/2017
Claim Status	Paid	**Mileage (Miles)**	27,561

Expense

Labor	$148.22	**Sublet**	$349.09	**Part**	$0.00	**Total Paid**	$497.31

Dealer Information

Code	[redacted]	**Name**	CLOVIS CHRYSLER DODGE JEEP RAM	**Zone**	71 LOS ANGELES
Address	395 W HERNDON AVE , CLOVIS, CA 93612				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	02106005	Ball Joint, Front Upper ; Independent Front Suspension, AWD/4x4 - Left	K4	LOOSE	68214646AA	BALLJOINT	1	X	46.90	$101.90
A	02106005	Ball Joint, Front Upper ; Independent Front Suspension, AWD/4x4 - Left	K4	LOOSE	68232449AC	DAMPER	1		163.80	$101.90
A	02106005	Ball Joint, Front Upper ; Independent Front Suspension, AWD/4x4 - Left	K4	LOOSE	68293669AA	MIRROR	1		138.39	$101.90
A	02152001	Damper, steering			68214646AA	BALLJOINT	1	X	46.90	$27.79
A	02152001	Damper, steering			68232449AC	DAMPER	1		163.80	$27.79
A	02152001	Damper, steering			68293669AA	MIRROR	1		138.39	$27.79
A	23121002	Mirror, inside rear view ; Auto dimmimg/map lighting/smartbeam			68214646AA	BALLJOINT	1	X	46.90	$18.53
A	23121002	Mirror, inside rear view ; Auto dimmimg/map lighting/smartbeam			68232449AC	DAMPER	1		163.80	$18.53
A	23121002	Mirror, inside rear view ; Auto dimmimg/map lighting/smartbeam			68293669AA	MIRROR	1		138.39	$18.53

RO Narratives

(RO) Customer Concern:

(TIRE PRESSURE CHECK) Customer States VEHICLE WOBBLES DRASTICALLY WHEN BRAKING CHE CK AND ADVISE (General Concern 1)

(RO) Cause:

VERFIEID CONCERN, FELT BRAKES PULSATING AT HIGHWAY SPEED, PERFORMED BRAKE INSPECTION. ROTORS RUNOUT OUT OF SPECIFICA- TIONS LEFT FRONT .004 RIGHT FRONT .001 LEFT REAR .009 AND RIGHT REAR .008 SPECIFICATION IS .0009. THICKNESS IS WITHIN SPECIFICATIONS RECOMMEND TURNING ROTORS.

(RO) Correction:

SET TIRE PRESSURE TO SPEC.'S RF [redacted] FINAL MEASUREMENTS, LEFTFRONT@1.465 RIGHTFRONT@1.510 LEFTREAR@1.[redacted] BALL JOINT [redacted] PERFORMED TEST DRIVE-NO MORE BRAKE PULSATION. RECOMMEND UPPER GRADE STABILIZER SHOCK-DUMPTER.LEFT FRONT UPPER BALL JOINT HAS PLAY. ALIGNMENT CHECK, CASTER IS NOT IN SPECIFICATION DUE TO AFTERMARKET LIFT KIT. REPLACED UPPER BALL JOINT STEERING DUMPTER AND REARVIEW MIRROR.NOT ABLE TO DUPLICATE CONCERN AT THIS TIME. TEEST DROVE AFTER REFUELING OPERATES AS DESIGNED.

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:

Customer States VEHICLE WOBBLES DRASTICALLY WHEN BRAKING CHE CK AND ADVISE (Ge Customer States VEHICLE WOBBLES DRASTICALLY WHEN BRAKING CHE CK AND ADVISE (Ge Customer States VEHICLE WOBBLES DRASTICALLY WHEN BRAKING CHE CK AND ADVISE (Ge

(Claim) Cause:

VERFIEID CONCERN, FELT BRAKES PULSATING AT HIGHWAY SPEED, PERFORMED BRAKE INSP VERFIEID CONCERN, FELT BRAKES PULSATING AT HIGHWAY SPEED, PERFORMED BRAKE INSP VERFIEID CONCERN, FELT BRAKES PULSATING AT HIGHWAY SPEED, PERFORMED BRAKE INSP

(Claim) Correction:

FINAL MEASUREMENTS, LEFTFRONT@1.465 RIGHTFRONT@1.510 LEF[redacted]FINAL MEASUREMENTS, LEFTFRONT@1.465 RIGHTFRONT@1.510 LEFTREAR@1.285 RIGHTREAR@ FINAL MEASUREMENTS, LEFTFRONT@1.465 RIGHTFRONT@1.510 LEFTREAR@1.285 RIGHTREAR@

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 3500 LARAMIE CREW CAB 4X4
Build Date	06/22/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/23/2017
Claim Type	W - Warranty	**Repair Date**	10/23/2017
Claim Status	Paid	**Mileage (Miles)**	1,563

Expense

Labor	$0 00	**Sublet**	$42 84	**Part**	$0 00	**Total Paid**	$42 84

Dealer Information

Code	[redacted]	**Name**	PETERSON'S STAMPEDE DODGE-CHRY- JEEP LLC	**Zone**	70 PHOENIX
Address	5801 EAST GATE BLVD , NAMPA, ID 83687				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	25080140	DEF Fluid Top Off ; Vehicle Delivery Fill	40	FLUID HIGH OR LOW	68035704AC	FLUID	4	X	42 84	$0 00

RO Narratives

(RO) Customer Concern:

ADDED 4 GALLONS OF DEF FLUID TO SOLD UNIT FOR DELIVERY

(RO) Cause:

TOPPED OFF DEF FOR DELIVERY

(RO) Correction:

1563 TOPPED OFF DEF FOR DELIVERY Fluid Top Off Vehicle Delivery Fill ADD DEF FLUID FOR DELIVERY

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

Fluid Top Off Vehicle Delivery Fill

(Claim) Cause:

TOPPED OFF DEF FOR DELIVERY

(Claim) Correction:

1563 TOPPED OFF DEF FOR DELIVERY

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 3500 LARAMIE MEGA CAB 4X4
Build Date	06/10/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/09/2017
Claim Type	W - Warranty	**Repair Date**	10/25/2017
Claim Status	Paid	**Mileage (Miles)**	1,911

Expense

Labor	$10.08	**Sublet**	$200.20	**Part**	$0.00	**Total Paid**	$210.28

Dealer Information

Code	[redacted]	**Name**	HADDAD DODGE	**Zone**	71 LOS ANGELES
Address	3000 HARRIS RD , BAKERSFIELD, CA 93384				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08191002	Module, anti-lock brake control ; All others	UC	UNCODABLE (NARRATIVE REQUIRED)	68347098AA	MODULE	1	X	200.20	$10.08
A	08191063	Module, anti-lock brake control ; 6.7L diesel equipped			68347098AA	MODULE	1	X	200.20	$0.00

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT ON-VEHICLE WAS HERE 10/12/17 MILEAGE [redacted] REFER TO RO 81107
CUSTOMER STATES THE ABS AND TRACTION CONTROL LIGHTS COME ON WHILE DRIVING LIGHTS ARE OFF AT THIS TIME
VEHICLE WAS HERE 10/12/17 MILEAGE [redacted] REFER TO RO 81107 PERFORM MULTI-POINT INSPPECTION 90
CUSTOMER STATES CHECK TIRE PRESSURE MEASUREMENTS

(RO) Cause:

LINE ONE WILL CORRECT THE CONCERN LINE ONE WILL CORRECT THECONCERN

(RO) Correction:

AFTER REPLACING THE ABS MODULE I AND TEST DRIVE VEHICLE. FOR 20 MILES AND THE VEHICLE DRIVING IN GOOD CONDITIONS AT THIS TIME. LINE ONE WILL CORRECT THECONCERN PERFORMED MULTI-POINT INSPECTION TIRE PRESSURES ARE AT OR HAVE BEEN ADJUSTED TO [redacted]

(RO) Technical Notes:

PER STAR CASE [redacted]

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THE ABS AND TRACTION CONTROL LIGHTS COME ON WHILE DRIVING LIGH CUSTOMER STATES THE ABS AND TRACTION CONTROL LIGHTS COME ON WHILE DRIVING LIGH

(Claim) Cause:

INSPECT PIN 16 AND 45 AND CHECK THE PERSISTANCE TO NEGATIVE POST ON THE BATTER INSPECT PIN 16 AND 45 AND CHECK THE PERSISTANCE TO NEGATIVE POST ON THE BATTER

(Claim) Correction:
REPLACED ABS MODULE PER STAR REPLACED ABS MODULE PER STAR

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 SLT CREW CAB 4X4
Build Date	08/30/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	01/25/2017
Claim Type	F - Service Contract	**Repair Date**	10/26/2017
Claim Status	Paid	**Mileage (Miles)**	14,110

Expense

Labor	$0.00	**Sublet**	$0.00	**Part**	$85.00	**Total Paid**	$85.00

Dealer Information

Code	[redacted]	**Name**	ALLEN SAMUELS CHRYSLER DODGE JEEP	**Zone**	63 DALLAS
Address	11200 NORTH FWY , FORT WORTH, TX 76177				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26860303	Maintenance Interval - Schedule B ; To be used every 3,000 Intervals	MC	MAINTENANCE CARE						$0.00
A	95260001	Maintenance Allowance ; Fixed Cost Maintenance								$75.00
A	95260002	Maintenance Allowance ; TIRE ROTATION								$10.00

RO Narratives

(RO) Customer Concern:

Multi-point inspection (according to maintenance interval) SERVICE CONTRACT LUBE OIL FILTER. NOT TO EXCEED $75.00 [LABOR 33.17, .4] TR10/ TIRE ROTATION SERVICE CONTRACT ($10.00 MAX) .3 1403/5.9,6.7 FUEL FILTER $149.95 [PARTS 79.95, LABOR 70.00, 0.8] 1404/ECO, 6.7 BED MOUNTED FUEL FILTER $124.95 [PARTS 94.95, LABOR 30.00, 0.4] **Thank you for joining us in the fight against cancer. We've partnered with the BCRF to raise funds for the world's most promising research to eradicate breast cancer.100% of your donationgoes to BCRF. Please visit DrivePink.com for more info** AP*-Indicates you chose to use aftermarket parts (AP) for this job. AP Parts are quality parts suitable for your vehicle, but are not sourced from the vehicle manufacturer. All AP parts come with a warranty backed by AutoNation at any of our stores. DAF/DIESEL AIR FILTER PARTS $44.95

(RO) Cause:

PERFORMED LOF PERFOEMED ROTATEY

(RO) Correction:

14110 TIRES AT 8 AND 12/32NDS, BRAKES AT10MM AND BATTERIES ARE GOOD, NEEDS AIR FILTER Multi-point inspection (according to maintenanceinterval) BATTERY TESTS GOOD AT THIS TIME - NO ATTENTION NEEDED AT THIS TIME GOOD BRAKES OVER 5MM OR 7/32 (DISC) OR OVER 2MM OR 3/32 (DRUM GOOD TIRE ABOVE 7/32 CUSTOMER REQUEST A MULTI FUNCTION INSPECTION BE PERFORMED BATTERY TESTS GOOD AT THIS TIME - NO ATTENTION NEEDED AT THIS TIME GOOD BRAKES OVER 5MM OR 7/32 (DISC) OR OVER 2MM OR3/32 (DRUM GOOD TIRE ABOVE 7/32 14110 TOTAL TIME .4 TK 7577, LOFD COMPLETE NC-CAUCUAL LOP SPECIAL SERVICES OP 14110 TOTAL TIME .3 TK 7577, ROTATECOMPLETE TIRE ROTATION 14110 TOTAL TIME .8 TK 7577, ENGINE FUELFILTER COMPLETE 1403/5.9,6.7 FUEL FILTER $149.95 [PARTS 79.95, LABOR 70.00, 0.8] 14110 TOTAL TIME .4 TK 7577, BED FUELFILTER COMPLETE 1404/ECO, 6.7 BED MOUNTEDFUEL FILTER $124.95 [PARTS 94.95, LABOR 30.00, 0.4] INFO INFO 14110 NEW AIR FILTER INSTALLED DAF/DIESEL AIR FILTER PARTS $44.95

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:
NC-CAUCUAL LOP

(Claim) Cause:
PERFORMED LOF

(Claim) Correction:
14110 TOTAL TIME .4 TK 7577, LOFD COMPLETE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 3500 LARAMIE MEGA CAB 4X4
Build Date	06/10/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/09/2017
Claim Type	W - Warranty	**Repair Date**	10/26/2017
Claim Status	Paid	**Mileage (Miles)**	274

Expense

Labor	$403 32	**Sublet**	$31 15	**Part**	$0 00	**Total Paid**	$434 47

Dealer Information

Code	[redacted]	**Name**	HADDAD DODGE	**Zone**	71 LOS ANGELES
Address	3000 HARRIS RD , BAKERSFIELD, CA 93384				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	0894PND3	Anti Lock Brake System	4W	WIRES BURNED/DAMAGED	68065018AA	WIRING	1	X	31 15	$403 32

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT ON VEHICLE WAS HERE 10/9/17 MILEAGE 206 TECH 55323 REFER TO HISTORY ATTACHED CUSTOMER STATES THE ABS LIGHT AND TRACTION CONTROL LIGHTS COME ON WHILE DRIVING LIGHT IS OFF AT THIS TIME -VEHICLE WAS HERE 10/9/17 MILEAGE 206 TECH 55323 REFER TO HISTORY ATTACHED CUSTOMER STATES THE SERVICE ANTENNA MESSAGE IS ON PERFORM MULTI-POINT INSPPECTION 90 CUSTOMER STATES CHECK TIRE PRESSURE MEASUREMENTS

(RO) Cause:

PULL WIRE ON THE CIRCUIT FROM THE LF WHEEL SPEED SENSOR TO THE ABS MODULE STAR CASE [redacted] LINE ONE WILL CORRECT THE CONCERN CANT DUPLICATE CONCERN

(RO) Correction:

WHEN INSPECTING THE CODES I FOUND U140D 00 C0031 62 AND U415 THEY WHERE STORE WHEN CUSTOMER GOT TO SHOP CLEAR CODES AND TEST DRIVE THE VEHICLE IN CITY STREETS TO BE ABLE TO STOP AND GO. TEST DRIVE FOR 33 MILES BEFORE THE CONCERN HAPPEN AT THIS POINT RECORD CODES AND SENT INFORMATION TO STAR CASE THEY RECOMMEND TO OVER LAY THE HARNESS FROM LF SPEED SENSOR TO ABS MODULE GOT A CONNECTOR HARNESS REPAIR KIT TO BE ABLE TO HAVE A GOOD CONNECTION WHEN OVER LAYING THE HARNESS. REMOVE THE TIRE PANEL ON THE LEFT SIDE REMOVE THE ABS COVER TO BE ABLE TO REMOVE ABS CONNECTOR AFTER REMOVING COVER OPEN THE CONNECTOR TO BE ABLE TO REMOVE PIN 12 AND 13 ON ABS AND ADD THE NEW WIRES WITH TERMINALS FOR THE OVER LAY. UNPLUG THE WHEEL SPEED SENSOR AND ADD NEW CONNECTOR WITH NEW TERMINALS AND WIRE. AFTER OVER LAY WAS PERFORM TEST DRIVE THE VEHICLE IN THE SAME CONDITION AS WHEN THE CODES ACCRUE AND AT THIS TIME VEHICLE HAS NO MORE PROBLEMS NO CODES OR LIGHT ON DASH. WHEN VEHICLE COME BACK RE OPEN THE STAR CASE AND THEY RECOMMEND TO TEST RESISTANCE ON THE ABS MODULE GROUNDS AND THE POWER FOUND GOOD RESISTANCE ALSO GOOD POWER STAR CASE RE COMMEND TO REPLACE THE ABS MODULE LINE ONE WILL CORRECT THE CONCERN CANT DUPLICATE CONCERN PERFORMED MULTI-POINT INSPECTION TIRE PRESSURES ARE AT OR HAVE BEEN ADJUSTED TO [redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT ON VEHICLE WAS HERE 10/9/17 MILEAGE 206 TEC

(Claim) Cause:

PULL WIRE ON THE CIRCUIT FROM THE LF WHEEL SPEED SENSOR TO THE ABS MODULE STAR

(Claim) Correction:

WHEN INSPECTING THE CODES I FOUND [redacted] AND U415. THEY WHERE STORE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 3500 LONGHORN CREW CAB 4X4
Build Date	07/20/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11/21/2017
Claim Type	W - Warranty	**Repair Date**	10/31/2017
Claim Status	Paid	**Mileage (Miles)**	20

Expense

Labor	$20 81	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$20 81

Dealer Information

Code	[redacted]	**Name**		**Zone**	63 DALLAS
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	05300599	Hose, brake flexible ; Left Side Brake Hose - Inspect Only	ZZ	SERVICE ACTION						$20 81

RO Narratives

(RO) Customer Concern:

OPEN CAMPAIGN FOR RRT.....RAPID RESPONSE TRANSMITTAL.....17-100

(RO) Cause:

perform rrt

(RO) Correction:

Hose, brake flexible Inspect or Replace Left Side Brake Hose Inspect Only (2 Skilled)

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

OPEN [redacted]

(Claim) Cause:

OPEN [redacted]

(Claim) Correction:

PERFORMED OPEN [redacted]

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - RAM 2500 SLT CREW CAB 4X4
Build Date	08/19/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/15/2018
Claim Type	W - Warranty	**Repair Date**	10/31/2017
Claim Status	Paid	**Mileage (Miles)**	9

Expense

Labor	$56.78	**Sublet**	$378.54	**Part**	$0.00	**Total Paid**	$435.32

Dealer Information

Code	[redacted]	**Name**	LITHIA CHRYSLER JEEP DODGE	**Zone**	70 PHOENIX
Address	4540 GRUMMAN DR. , MEDFORD, OR 97504				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19852502	Clockspring/Steering column control module (SCCM)	58	INTERNAL DEFECT	68110740AE	SCCM	1	X	378.54	$56.78

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES THE CHECK ENGINE LIGHT IS ILLUMINATED CUSTOMER STATEWS TRACTION LIGHT IS ON TECH STATES AFTER REPLACING SCCM ONLINE B, ON TEST DRIVE FOUND SHAFTS ASSEMBLED WRONG, DAMAGING SCCM.

(RO) Cause:

. .

(RO) Correction:

9 RUN WI TECH SCAN, HAS ACTIVE CODE P24C7FOR PARTICULATE MATER SENSOR , TESTS SHOWSENSOR FAILED , ORDERED BUT ON NATIONAL BACKORDER CUSTOMER STATES THE CHECKENGINE LIGHT IS ILLUMINATED 10 170 WI TECH SCAN, ACTIVE CODECOMMUNICATION [redacted] FOR STEERING WHEELPOSITION SIGNAL AT LIMIT SCCM/ STEERING ANGLESENSOR READS 720 DEGS , REPLACED MODULE &ROAD TESTED & REPLACMENT MODULE FAILED WHENTURNED TO FULL RIGHT . FOUND STEERING SHAFTS,(LOWER & UPPER) ASSM. WRONG & DAMAGED CLOCKSPRING . REPLACED CLOCK SPRING A SECOND TIME& BOTH SHAFTS TO CORRECT . BODY MISC. 12 REPLACED SCCM / CLOCK SPRING DAMAGEDFROM DEFECTIVE STEERING SHAFTS & TESTED NOWHAS 710 DEGS LOCK TO LOCK BODY MISC.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES TRACTION LIGHT IS ON

(Claim) Cause:

ACTIVE [redacted]

(Claim) Correction:

WI TECH SCAN, ACTIVE CODE COMMUNICATION CODE C0051 FOR STEERING WHEEL POSITIO N SIGNAL AT LIMIT SCCM/ STEERING ANGLE SENSOR READS 720 DEGS , REPLACED MODUL E & ROAD TESTED & REPLACMENT MODULE FAILED WHEN TURNED TO FULL RIGHT . FOUND STEERING SHAFTS, (LOWER & UPPER) ASSM. WRONG & DAMAGED CLOCK SPRING . REPLAC ED CLOCK SPRING A SECOND TIME & BOTH SHAFTS TO CORRECT

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - RAM 3500 LARAMIE MEGA CAB 4X4
Build Date	08/29/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/02/2017
Claim Type	W - Warranty	**Repair Date**	10/31/2017
Claim Status	Paid	**Mileage (Miles)**	1,914

Expense

Labor	$106.35	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$106.35

Dealer Information

Code	[redacted]	**Name**	FINNEGAN CHRYSLER JEEP DODGE	**Zone**	63 DALLAS
Address	26433 SOUTHWEST FREEWAY , ROSENBERG, TX 77471				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	0894PNE3	Anti-Lock Brake System	4W	WIRES BURNED/DAMAGED						$106.35

RO Narratives

(RO) Customer Concern:

03 [Customer states that the ABS light was on but is now off] Multi-point inspection (according to maintenance interval)

(RO) Cause:

F

(RO) Correction:

1914 water dripping in speed sensor connector0894pne3 110 found right front wheel speedsensor connector full of corrosion and water.A/c water running down back of spring towerdirectly on speed sensor. repaired connectorsand modified wiring. mounted sensor on innerfender. 03 [Customer states that the ABS light was on but is now off] BRAKES 1914 COMPLETED ELECTRONIC VEHICLEINSPECTION REPORT Multi-point inspection (according to maintenanceinterval) 23 POINT COMPLIMENTARY VEHICLE CHECK UP

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

03 [CUSTOMER STATES THAT THE ABS LIGHT WAS ON BUT IS NOW OFF]

(Claim) Cause:

FOUND RIGHT FRONT WHEEL SPEED SENSOR CONNECTOR FULL OF CORROSION AND WATER. A/ C WATER RUNNING DOWN BACK OF SPRING TOWER DIRECTLY ON SPEED SENSOR. REPAIRED CONNECTORS AND MODIFIED WIRING. MOUNTED SENSOR ON INNER FENDER.

(Claim) Correction:

FOUND RIGHT FRONT WHEEL SPEED SENSOR CONNECTOR FULL OF CORROSION AND WATER. A/ C WATER RUNNING DOWN BACK OF SPRING TOWER DIRECTLY ON SPEED SENSOR. REPAIRED CONNECTORS AND MODIFIED WIRING. MOUNTED SENSOR ON INNER FENDER.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 2500 ST CREW CAB 4X4
Build Date	10/12/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	01/23/2018
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	10/31/2017
Claim Status	Paid	**Mileage (Miles)**	18

Expense

Labor	$103.30	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$103.30

Dealer Information

Code	[redacted]	**Name**	SULPHUR SPRINGS CHRYSLER JEEP	**Zone**	63	DALLAS
Address	1505 INDUSTRIAL DR W , SULPHUR SPRINGS, TX 75482					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$103.30

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - RAM 2500 SLT CREW CAB 4X4
Build Date	08/19/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/15/2018
Claim Type	W - Warranty	**Repair Date**	10/31/2017
Claim Status	Paid	**Mileage (Miles)**	9

Expense

Labor	$193.06	**Sublet**	$833.11	**Part**	$0.00	**Total Paid**	$1,026.17

Dealer Information

Code	[redacted]	**Name**	LITHIA CHRYSLER JEEP DODGE	**Zone**	70 PHOENIX
Address	4540 GRUMMAN DR. , MEDFORD, OR 97504				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19208105	Shaft, steering column intermediate ; Upper shaft	07	BINDS, STICKS, OR SEIZED	68110740AE	SCCM	1		378.54	$68.14
A	19208105	Shaft, steering column intermediate ; Upper shaft	07	BINDS, STICKS, OR SEIZED	05165725AB	SHAFT	1	X	276.05	$68.14
A	19208105	Shaft, steering column intermediate ; Upper shaft	07	BINDS, STICKS, OR SEIZED	05057596AA	SHAFT	1		178.52	$68.14
A	19208106	Shaft, steering column intermediate ; Lower shaft			68110740AE	SCCM	1		378.54	$68.14
A	19208106	Shaft, steering column intermediate ; Lower shaft			05165725AB	SHAFT	1	X	276.05	$68.14
A	19208106	Shaft, steering column intermediate ; Lower shaft			05057596AA	SHAFT	1		178.52	$68.14
A	19852502	Clockspring/Steering column control module (SCCM)			68110740AE	SCCM	1		378.54	$56.78
A	19852502	Clockspring/Steering column control module (SCCM)			05165725AB	SHAFT	1	X	276.05	$56.78
A	19852502	Clockspring/Steering column control module (SCCM)			05057596AA	SHAFT	1		178.52	$56.78

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

TECH STATES AFTER REPLACING SCCM ON LINE B, TEST DRIVE FOUND SHAFTS ASSEMBLED WRONG DAMAGING SCCM

(Claim) Cause:

SHAFTS ASSEMBLED WRONG.

(Claim) Correction:

REPLACED SCCM / CLOCK SPRING DAMAGED FROM DEFECTIVE STEERING SHAFTS & TESTED NOW HAS 710 DEGS LOCK TO LOCK. SCCM REPLACED ON LINE B FOR TRACTION LIGHT ON.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 LARAMIE CREW CAB 4X4
Build Date	05/17/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/31/2017
Claim Type	W - Warranty	**Repair Date**	11/02/2017
Claim Status	Paid	**Mileage (Miles)**	25

Expense

Labor	$25 76	**Sublet**	$0 00	**Part**	$54 60	**Total Paid**	$80 36

Dealer Information

Code	[redacted]	**Name**	HEARTLAND MOTORS INC	**Zone**	74 DENVER
Address	717 NINTH STREET , HAWARDEN, IA 51023				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	23026702	Molding, roof joint ; Right or left	UC	UNCODABLE (NARRATIVE REQUIRED)						$0.00
A	85333333	Sublet processing allowance								$25.76
A	97756555	Sublet Repair								$54.60

RO Narratives

(RO) Customer Concern:

SWAP RIMS AND TIRES WITH DIFFERENT STOCK UNIT PER DON S PROGRAMMED BOTH TRUCKS FOR DIFFERENT TIRE SIZ ES ([redacted] DENA [redacted]) INSTALL ACCESS COVER INSTALLED ([redacted])

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

MOULDING LOOSE

GCS Narratives

(Claim) Customer Concern:

C/R RIGHT ROOF MOULDING LOOSE

(Claim) Cause:

NEEDS TO BE REATTACHED

(Claim) Correction:

REATTACHED MOULDING

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 SLT MEGA CAB 4X4
Build Date	10/19/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11/30/2016
Claim Type	F - Service Contract	**Repair Date**	11/02/2017
Claim Status	Paid	**Mileage (Miles)**	16,916

Expense

Labor	$0.00	**Sublet**	$0.00	**Part**	$60.00	**Total Paid**	$60.00

Dealer Information

Code	[redacted]	**Name**	KENDALL DODGE CHRYSLER JEEP RAM	**Zone**	66 ORLANDO
Address	13355 SW 137TH AVE , MIAMI, FL 33186				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26860303	Maintenance Interval - Schedule B ; To be used every 3,000 Intervals	MC	MAINTENANCE CARE						$0.00
A	95260001	Maintenance Allowance ; Fixed Cost Maintenance								$50.00
A	95260002	Maintenance Allowance ; TIRE ROTATION								$10.00

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 SLT MEGA CAB 4X4
Build Date	10/19/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11/30/2016
Claim Type	F Service Contract	**Repair Date**	11/02/2017
Claim Status	Paid	**Mileage (Miles)**	16,916

Expense

Labor	$0 00	**Sublet**	$0 00	**Part**	$35 00	**Total Paid**	$35 00

Dealer Information

Code	[redacted]	**Name**	KENDALL DODGE CHRYSLER JEEP RAM	**Zone**	66 ORLANDO
Address	13355 SW 137TH AVE , MIAMI, FL 33186				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26860303	Maintenance Interval - Schedule B ; To be used every 3,000 Intervals	MC	MAINTENANCE CARE						$0 00
A	95400042	Loaner Car ; First Day Rental								$35 00

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 LARAMIE CREW CAB 4X4
Build Date	06/22/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/23/2017
Claim Type	W - Warranty	**Repair Date**	11/03/2017
Claim Status	Paid	**Mileage (Miles)**	3,031

Expense

Labor	$499.49	**Sublet**	$565.76	**Part**	$280.00	**Total Paid**	$1,345.25

Dealer Information

Code	[redacted]	**Name**	PETERSON'S STAMPEDE DODGE-CHRY- JEEP LLC	**Zone**	70 PHOENIX
Address	5801 EAST GATE BLVD , NAMPA, ID 83687				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	UC	UNCODABLE (NARRATIVE REQUIRED)	68143491AA	CONTROL	1	X	549.10	$114.47
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	UC	UNCODABLE (NARRATIVE REQUIRED)	04318060AD	LUBRICANT	2		16.66	$114.47
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68143491AA	CONTROL	1	X	549.10	$385.02
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			04318060AD	LUBRICANT	2		16.66	$385.02
A	95400142	Loaner Car ; High Line Vehicles			68143491AA	CONTROL	1	X	549.10	$280.00
A	95400142	Loaner Car ; High Line Vehicles			04318060AD	LUBRICANT	2		16.66	$280.00

RO Narratives

(RO) Customer Concern:

DIAGNOSE BRAKE SYSTEM CONCERN 40D [CUSTOMER STATES WHILE TRAVELING DOWN 90 PERCENT GRADE. HE LOST BRAKES. CUSTOMER WAS ABLE TO PUT TRUCK INTO DITCH TO GET IT TO STOP.SEVERAL WARNING LIGHTS CAME ON. TRAILER BRAKES DID WORK. HE WAS ABLE TO PUT TRUCK INTO 4 LOW. AND USE TRAILER BRAKES TO GET TRUCK DOWN THE GRADE. ONCE HE GOT TO THE BOTTOM. HE PUT IT BACK INTO 2 WD HIGH. AND TOOK OFF BACK UP THE ROAD. LET EVERYTHING COOLED DOWN. EVERYTHING CHECKED OK. FOUND MULTIPLE STORED CODES. WARNING LIGHTS THAT CAME ON WAS FOR THE ELECTRONIC BRAKE ING SYSTEM, CHECK ENGINE LIGHT, AND THE TRAILER BRAKELOST COMMUNICATION. CUSTOMER STATES FROM DAY 1, THE TRUCKS BRAKES DO NOT FEEL THE SAME AS HIS PREVIOUS MEGA CAB. WHICH 2017 RAM 1 TON. WITHOUT THE DUALS. STATES THE BRAKES FEEL A LOT SOFTERTHAN THE PREVIOUS TRUCK. CAR RENTAL: REMEMBER NO PETS, NO SMOKING OR VAPING, RENTAL CAN'T LEAVE THE STATE, LATE RETURN FEE UPTO $87.50 PER DAY, MUST BE RETURNEDFULL OF FUEL, MUST BE RETURNED IN REASONABLE CONDITION, RENTAL SUBJECT TO CLEANING FEES UP TO $300.00. COMPREHENSIVE COMPLIMENTARY VISUAL VEHICLE INSPECTION. GIVING YOU A REPORT ON THE CONDITION OF YOUR VEHICLE. VALUE OF $59.95

(RO) Cause:

HCU INTERNAL FAILURE

(RO) Correction:

[redacted] VERIFIED CUSTOMER COMPLAINT OF BRAKESFEELING SOFT AND ABS LIGHT ON. PULLED CODE,FOUND [redacted] 'BRAKE PRESSURE SENSOR 1,SIGNAL BIAS LEVEL OUT OF RANGE/ZEROADJUSTMENT FAILURE'. CLEARED CODE AND DROVE,DID SEVERAL PANIC STOPS AND LIGHT CAME BACKON. PERFORMED DIAG ON SAME CODE THAT CAMEBACK ACTIVE. #1 CODE IS CODE ACTIVE, YES GOTO #2. CHECKED BRAKE FLUID, FLUID IN MASTERCYL, FOUND NO CONTAMINATION. FLUID CLEAN. #3PEDAL RELEASED. READ DATA ON PRIMARY CIRCUITPRESSURE IS IT BELOW 145 PSI? OR 10 BAR, YESAT -8 BAR. GO TO 4, CHECK BRAKE PEDAL,DAMAGED OR OBSTRUCTED, NO. LOOKS GOOD ANDWORKS SMOOTH WITH NO BINDING ISSUES. DIAGSAYS REPLACE THE ABS MODULE AND HCU AS ACOMPLETE UNIT. OR HCU ASSY. PART ON ORDER.INSTALLED NEW HCU/ABS ASSY IN TRUCK. HOOKEDUP TO WI TECH AND FOUND ABS MODULE DEAD ONBUSS. RE-INSPECTED THE CON

(RO) Technical Notes:

HCU INTERNAL FAILURE

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES WHILE TRAVELING DOWN 90 PERCENT GRADE. HE LOST BRAKES. CUSTOM ER WAS ABLE TO PUT TRUCK INTO DITCH TO GET IT TO STOP. SEVERAL WARNING LIGHTS CAME ON. TRAILER BRAKES DID WORK. HE WAS ABLE TO PUT TRUCK INTO 4 LOW. AND USE TRAILER BRAKES TO GET TRUCK DOWN THE GRADE. ONCE HE GOT TO THE BOTTOM. HE PUT IT BACK INTO 2 WD HIGH. AND TOOK OFF BACK UP THE ROAD. LET EVERYTHING CO OLED DOWN. EVERYTHING CHECKED OK. FOUND MULTIPLE STORED CODES. WARNING LIGHTS THAT CAME ON WAS FOR THE ELECTRONIC BRAKE ING SYSTEM, CHECK ENGINE LIGHT, A ND THE TRAILER BRAKE LOST COMMUNICATION.

(Claim) Cause:

VERIFIED CUSTOMER COMPLAINT OF BRAKES FEELING SOFT AND ABS LIGHT ON. PULLED C ODE, FOUND C004-28 'BRAKE PRESSURE SENSOR 1, SIGNAL BIAS LEVEL OUT OF RANGE/Z ERO ADJUSTMENT FAILURE'. CLEARED CODE AND DROVE, DID SEVERAL PANIC STOPS AND LIGHT CAME BACK ON. PERFORMED DIAG ON SAME CODE THAT CAME BACK ACTIVE. #1 CO DE IS CODE ACTIVE, YES GO TO #2. CHECKED BRAKE FLUID, FLUID IN MASTER CYL, FO UND NO CONTAMINATION. FLUID CLEAN. #3 PEDAL RELEASED. READ DATA ON PRIMARY CI RCUIT PRESSURE IS IT BELOW 145 PSI? OR 10 BAR, YES AT -8 BAR. GO TO 4, CHECK BRAKE PEDAL, DAMAGED OR OBSTRUCTED, NO. LOOKS GOOD AND WORKS SMOOTH WITH NO B INDING ISSUES. DIAG SAYS REPLACE THE ABS MODULE AND HCU AS A COMPLETE UNIT. O R HCU ASSY. PART ON ORDER. INSTALLED NEW HCU/ABS ASSY IN TRUCK. HOOKED UP TO WI TECH AND FOUND ABS MODULE DEAD ON BUSS. RE-INSPECTED THE CONNECTOR FOR PU SHED OUT PINS, CHECKED OK. CHECKED FUSES UNDER HOOD, ALL OK. UNPLUGGED ABS MO DULE AND RE-CONNECTED AND WIGGLED HARNESS. STILL DEAD ON BUSS. RECONFIGURED V EHICLE TO SEE IF THAT HELPS. STILL DEAD. NOTICED PCM OUT OF DATE. FLASHED PCM FROM 32381732AF TO AH. PLUGGED BACK IN OLD ABS/HCU ASSY, AND THE ABS IS AWAK E ON BUSS NOW.

(Claim) Correction:

NEW HCU HAS INTERNAL FAILURE, NEED TO REPLACE AGAIN, PART ON ORDER. RO CLOSED , REFER TO NEXT RO #91445.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted]- RAM 3500 LARAMIE CREW CAB 4X4
Build Date	06/22/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/23/2017
Claim Type	W - Warranty	**Repair Date**	11/03/2017
Claim Status	Paid	**Mileage (Miles)**	3,031

Expense

Labor	$166.50	**Sublet**	$243.10	**Part**	$0.00	**Total Paid**	$409.60

Dealer Information

Code	[redacted]	**Name**	PETERSON'S STAMPEDE DODGE-CHRY- JEEP LLC	**Zone**	70 PHOENIX
Address	5801 EAST GATE BLVD , NAMPA, ID 83687				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08191002	Module, anti-lock brake control ; All others	0X	WRONG PART	68347098AA	MODULE	1	X	243.10	$62.44
A	08191063	Module, anti-lock brake control ; 6.7L diesel equipped			68347098AA	MODULE	1	X	243.10	$20.81
B	23026000	Molding/Applique, wheel opening flare	51	IMPROPERLY INSTALLED						$83.25

RO Narratives

(RO) Customer Concern:

UPON INSTALLING ABS MODULE AND THE HYDRAULIC PORTION THE MODULE WOULD NOT COME ON LINE. REMANED DEAD ON THE BUS LINE. UPON PERFORMING REPAIR ON LINE A, DRIVERS FRONT FENDER NEEDED TO BEREMOVED

(RO) Cause:

INTERNAL FAILURE OF NEW ABS MODUULE UNIT CLEAN AND REINSTALL FENDER FLARE MOLDING

(RO) Correction:

[redacted]INSTALLED NEW HCU/ABS ASSY IN VEHICLEAS PER DIAG ON RO #91058. HOOKED UP WI TECHAND FOUND ABS STILL DEAD ON BUSS. UNPLUGGEDAND REINSTALLED OEM ASSEMBLY AND CAME BACK ONBUSS LINE. CONTACTED STAR CENTER TO GET SOMEHELP WITH CONCERN. RECHECKED THE PART NUMBERSOF HCU/ABS ASSY. PARTS IS SHOWING THE CORRECTNUMBERS TO INSTALL ON THIS VEHICLE. PULLEDABS MODULE OFF OF HCU AND INSTALLED OLD ABSMODULE TO THE NEW HCU. ABS MODULE FITS TO ITAND STILL COMMUNICATES. CHECKED ABS PARTNUMBER. FOUND IT CALLS FOR A DIFFERENT ABSMODULE NUMBER, COMPARED TO WHAT IS INSTALLEDON THE ABS/HCU ASSEMBLY. INSTALLED CORRECTABS MODULE INTO HCU ASSY. ACTIVE ON THE BUSSNOW. REINITIALIZED ABS MODULE. PERFORMEDMANUAL BRAKE BLEED WITH ANOTHER TECH. RAN THEBLEED ABS SYSTEM IN WI TECH TWICE AS TOLD INTECH CONNECT. TOPPED OFF FLUID AND ROADTESTED TRUCK 20 MILES. SEVERAL PANIC STOPS,ALL CHECKED OK, NO LIGHTS ON. Module, anti-lock brake control - Test and Replace All others (2 - Skilled) Module, anti-lock brake control 6.7L diesel equipped ANTI-LOCK BRAKE MODULE REMOVE AND REINSTALL FENDER FLARE MOLDING INSTALL DOOR MOULDING RIVETS

(RO) Technical Notes:

REMOVE,CLEAN,RE-INSTALL FENDER FLARES

GCS Narratives

(Claim) Customer Concern:

UPON INSTALLING ABS MODULE AND THE HYDRAULIC PORTION THE MODULE WOULD NOT COM UPON PERFORMING REPAIR ON LINE A, FOUND DRIVERS FRONT FENDER FLARE NEEDED TO B E ON LINE. REMANED DEAD ON THE BUS LINE. ORIGINATING FROM RO 91058. E RE-ATTACHED, LOOSE.

(Claim) Cause:

FENDER FLARE LOOSE INSTALLED NEW HCU/ABS ASSY IN VEHICLE AS PER DIAG ON RO #91058. HOOKED UP WI TECH AND FOUND ABS STILL DEAD ON BUSS. UNPLUGGED AND REINSTALLED OEM ASSEMBLY AND CAME BACK ON BUSS LINE. CONTACTED STAR CENTER TO GET SOME HELP WITH CONC ERN. RECHECKED THE PART NUMBERS OF HCU/ABS ASSY. PARTS IS SHOWING THE CORRECT NUMBERS TO INSTALL ON THIS VEHICLE PULLED ABS MODULE OFF OF HCU AND INSTALL ED OLD ABS MODULE TO THE NEW HCU. ABS MODULE FITS TO IT AND STILL COMMUNICATE S. CHECKED ABS PART NUMBER. FOUND IT CALLS FOR A DIFFERENT ABS MODULE NUMBER, COMPARED TO WHAT IS INSTALLED ON THE ABS/HCU ASSEMBLY.

(Claim) Correction:

REMOVED, CLEANED AND RE-TAPED/INSTALLED ORIGINAL FENDER FLARE. CHECKED OK. INSTALLED CORRECT ABS MODULE INTO HCU ASSY. ACTIVE ON THE BUSS NOW. REINITIAL IZED ABS MODULE. PERFORMED MANUAL BRAKE BLEED WITH ANOTHER TECH. RAN THE BLEE D ABS SYSTEM IN WI TECH TWICE AS TOLD IN TECH CONNECT. TOPPED OFF FLUID AND R OAD TESTED TRUCK 20 MILES. SEVERAL PANIC STOPS, ALL CHECKED OK, NO LIGHTS ON.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 SLT CREW CAB 4X4
Build Date	01/28/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06/27/2017
Claim Type	W - Warranty	**Repair Date**	11/06/2017
Claim Status	Paid	**Mileage (Miles)**	5,608

Expense

Labor	$92.07	**Sublet**	$59.22	**Part**	$350.00	**Total Paid**	$501.29

Dealer Information

Code	[redacted]	**Name**	GENE'S CHRYSLER CENTER	**Zone**	70 PHOENIX
Address	3400 S CUSHMAN ST , FAIRBANKS, AK 99701				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08141806	Sensor, wheel speed-Anti-lock brakes ; front-right	14	BURNED OR BURNED OUT	68165624AD	SENSOR	1	X	59.22	$61.38
A	08141861	Sensor, wheel speed-Anti-lock brakes ; 2500-3500 equipped			68165624AD	SENSOR	1	X	59.22	$30.69
A	95400141	Loaner Car ; Standard Line Vehicles			68165624AD	SENSOR	1	X	59.22	$350.00

RO Narratives

(RO) Customer Concern:

CUSTOMER CONCERN COMPLIMENTARY 23PT INSPECTION RENTAL CUSTOMER CONCERN

(RO) Cause:

NA

(RO) Correction:

INCORRECT PART WAS ORDERED DUE TO MISLABELED PART COMPELTED FULL INSPECTION (.5)

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

ADDED OPERATION, INSTALL ABS SENSOR ORDERED FROM LINE 1

(Claim) Cause:

DISASSEMBLED FRONT RIGHT, REMOVED TIRE, CALIBER, AND ROTOR TO GAIN ACCESS.

(Claim) Correction:

REMOVED AND REPALCED RIGHT FRONT WHEEL SPEED SENSOR. REINSTALLED ALL COMPONENT S AND PARTS. TEST DROVE AND VERIFIED VEHICLE DRIVES NORMALLY. ABS AND TRACTION LIGHTS ARE NO LONGER ILLUMINATED IN DASH. VERIFIED 4WD ALSO WORKS

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted] RAM 500 CREW CAB CHA I 4 4
Build Date	04/18/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11/1 / 017
Claim Type	W Warranty	**Repair Date**	11/07/2017
Claim Status	Paid	**Mileage (Miles)**	2

Expense

Labor	$0 00	**Sublet**	$11 87	**Part**	$0 00	**Total Paid**	$11 87

Dealer Information

Code	[redacted]	**Name**	BROWN'S JEEP CHRYSLER DODGE	**Zone**	32 NEW YORK
Address	483 ROUTE 112 , PATCHOGUE, NY 11772				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	25080140	DEF Fluid Top Off ; Vehicle Delivery Fill	40	FLUID HIGH OR LOW	68035704AC	FLUID	1	X	11 87	$0 00

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
Fluid Top Off Vehicle Delivery Fill

(Claim) Cause:
LOW DIESEL EXHAUST FLUID LEVEL

(Claim) Correction:
15 TECHNICIAN INSPECTED FLUID LEVELS FOR NEW VEHICLE MAKE READY TECHNICIAN

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 3500 ST CREW CAB 4X4
Build Date	10/07/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	02/28/2018
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	11/08/2017
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$92 75	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$92 75

Dealer Information

Code	[redacted]	**Name**	DUNNING MOTOR SALES INC	**Zone**	42	DETROIT
Address	9102 SOUTHGATE ROAD , CAMBRIDGE, OH 43725					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$92.75

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 SLT CREW CAB 4X4
Build Date	08/30/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	01/25/2017
Claim Type	W - Warranty	**Repair Date**	11/09/2017
Claim Status	Paid	**Mileage (Miles)**	14,951

Expense

Labor	$81.63	**Sublet**	$0.00	**Part**	$70.00	**Total Paid**	$151.63

Dealer Information

Code	[redacted]	**Name**	ALLEN SAMUELS CHRYSLER DODGE JEEP	**Zone**	63 DALLAS
Address	11200 NORTH FWY , FORT WORTH, TX 76177				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	181904GQ	Module, Engine Control (ECM) ; Module, Engine Control (ECM) - Reprogram, Quicklearn 68RFE Only (A/T)	CC	SENDING UNITS/SENSORS						$81.63
A	95400141	Loaner Car ; Standard Line Vehicles								$70.00

RO Narratives

(RO) Customer Concern:

CUSTOMER REQUESTED TO HAVE MULTI POINT INSPECTION PERFORMED THIS VISIT Indicator/Warning Lights - Brake indicator on [Customer States ABS AND TRACTION CONTROLLIGHT ARE ON DASH. ADVISE.] General Concern #1 [Customer StatesTPMS LIGHT IS FLASHING ON DASH. ADVISE.] ENTERPRISE **Thank you for joining us in the fight against cancer. We've partnered with the BCRF to raise funds for the world's most promising research to eradicate breast cancer.100% of your donationgoes to BCRF. Please visit DrivePink.com for more info** AP*-Indicates you chose to use aftermarket parts (AP) for this job. AP Parts are quality parts suitable for your vehicle, but are not sourced from the vehicle manufacturer. All AP parts come with a warranty backed by AutoNation at any of our stores. UPON INSPECTION FOUND MIL TO BE ON DASH. ADVISE.

(RO) Cause:

ENTERPRISE RENTAL CAR PERFORMED RRT

(RO) Correction:

[redacted]complete CUSTOMER REQUESTED TO HAVE MULTI POINT INSPECTION PERFORMED THISVISIT CUSTOMER REQUESTED TO HAVE MULTI POINT INSPECTION PERFORMED THIS VISIT 14951 If speed sensor 250 tested and rep.faulty If speed sensor no light no codescut If sensor SEE TECHNICIAN STORY [redacted]V [redacted]LOW LINE RENTAL SUBLET REPAIRS INFO AP*-Indicates you chose to use aftermarket parts (AP) for this job. AP Parts are quality parts suitable for your vehicle, but are not sourced from the vehicle manufacturer. All AP parts come with a warranty backed by AutoNation at any of our stores. AP*-Indicates you chose to use aftermarket parts (AP) for this job. AP Parts are quality parts suitable for your vehicle, butare not sourced from thevehicle manufacturer. All AP parts come with a warranty backed by AutoNation at any of our stores. [redacted]complete rrtflashed pcm no light no codes[redacted]Module, Engine Control (ECM) - Reprogram Module,Engine Control (ECM) - Reprogram, Quicklearn [redacted]Only (A/T) (1 - Semi-Skilled)

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

Module, Engine Control (ECM) - Reprogram Module, Engine Control (ECM) - Reprog

(Claim) Cause:

PERFORMED RRT

(Claim) Correction:

[redacted] complete rrt flashed pcm no light no codes 323

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 SLT MEGA CAB 4X4
Build Date	10/19/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11/30/2016
Claim Type	F - Service Contract	**Repair Date**	11/10/2017
Claim Status	Paid	**Mileage (Miles)**	17,308

Expense

Labor	$0.00	**Sublet**	$0.00	**Part**	$35.00	**Total Paid**	$35.00

Dealer Information

Code	[redacted]	**Name**	KENDALL DODGE CHRYSLER JEEP RAM	**Zone**	66	ORLANDO
Address	13355 SW 137TH AVE , MIAMI, FL 33186					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26860303	Maintenance Interval Schedule B ; To be used every 3,000 Intervals	MC	MAINTENANCE CARE						$0.00
A	95400042	Loaner Car ; First Day Rental								$35.00

RO Narratives

(RO) Customer Concern:

General Concern #1 [Customer Statessteering wheel out of center] General Concern #2 [Customer Statesdisplay electronic brake system] General Concern #3 [Customer Statestranny banging when shift fron parkto drive also to reversa] CUSTOMER BEING PROVIDED WITH ALTERNATE TRANSPORTATION COVERED UPTO 5 DAYS BY THERE SERVICE CONTRACT/WARRANTY GUIDELINES. SEE ADVISOR FOR DETAILS. _____ PERFORM FREE MULTI-POINT INSPECTION THANK YOU FOR YOUR VISIT TODAY AND FOR CHOOSING KENDALL DODGE CHRYSLERJEEP RAM TO SERVICE YOUR VEHICLE OUR CUSTOMERS ARE THE REASON FOR OUR SUCCESS. C/S SMELL BURN FRONT RIGHT REAR TIRE

(RO) Cause:

f F F F F

(RO) Correction:

[redacted] aligned vehicle Technician validated concern 17308 codes were from alignment steeringangle sensor being so far off General Concern #2 [Customer States display electronic brake system] 17308 vehicle must be stopped whenshifting gears Technician validated concern [redacted] CUSTOMER PROVIDED WITH RENTAL CUSTOMER BEING PROVIDED WITH ALTERNATE TRANSPORTATION COVERED UPTO 5 DAYS BY THERE SERVICE CONTRACT/WARRANTYGUIDELINES. SEE ADVISOR FOR DETAILS. _____ K1510/D775174/PO#236036 CUSTOMER BEING PROVIDED WITH ALTERNATE TRANSPORTATION COVERED UP TO 5 DAYS BY THERE SERVICE CONTRACT/WARRANTY GUIDELINES SEEADVISOR FOR DETAILS _____ SUBLET REPAIRS PERFORM FREE MULTI-POINT INSPECTION K4035/INV#250034/PO#235980 PERFORM FREE MULTI-POINT INSPECTION SUBLET REPAIRS THANK YOU FOR YOUR VISIT TODAY AND FOR CHOOSING KENDALL DODGE CHRYSLER JEEP RAM TO SERVICE YOUR VEHICLE OUR CUSTOMERS ARE THE REASON FOR OUR SUCCESS THANK YOU FOR YOUR VISIT TODAY AND FOR CHOOSING KENDALL DODGE CHRYSLER JEEPRAM TO SERVICE YOUR VEHICLE. OUR CUSTOMERS ARE THE REASON FOR OUR SUCCESS. 17308 ran vehicle, temperature tested allbrakes and rages were normal. removed wheelsand no thing was found Technician validated concern

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 3500 LARAMIE CREW CAB 4X4
Build Date	07/20/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	03/26/2018
Claim Type	W - Warranty	**Repair Date**	11/10/2017
Claim Status	Paid	**Mileage (Miles)**	20

Expense

Labor	$20.51	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$20.51

Dealer Information

Code	[redacted]	**Name**	CROWN DODGE	**Zone**	71	LOS ANGELES
Address	6300 KING , VENTURA, CA 93003					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	05300599	Hose, brake flexible ; Left Side Brake Hose - Inspect Only	ZZ	SERVICE ACTION						$20.51

RO Narratives

(RO) Customer Concern:

[redacted]D2 DD DF DJ DX LEFT FRONT BRAKE HOSE WEEPAGE (RR T 1)

(RO) Cause:

[redacted]

(RO) Correction:

COMPLETED RRT,INSPECTED BRAKE LINE AND WSS [redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

[redacted]DD DF DJ DX LEFT FRONT BRAKE HOSE WEEPAGE (RR T 1)

(Claim) Cause:

[redacted]

(Claim) Correction:

COMPLETED RRT,INSPECTED BRAKE LINE AND [redacted]

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 CREW CAB CHASSIS 4X4
Build Date	04/18/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11/13/2017
Claim Type	W - Warranty	**Repair Date**	11/13/2017
Claim Status	Paid	**Mileage (Miles)**	265

Expense

Labor	$103.83	**Sublet**	$19.41	**Part**	$0.00	**Total Paid**	$123.24

Dealer Information

Code	[redacted]	**Name**	COLONIAL DODGE CHRYSLER JEEP	**Zone**	32 NEW YORK
Address	24 COOLIDGE ST , HUDSON, MA 01749				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	05500100	Pedal, brake			68078700AE	SENSOR	1	X	19.41	$62.30
A	08808401	Switch/sensor, brake pedal	18	CIRCUIT OPEN	68078700AE	SENSOR	1	X	19.41	$41.53

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT IS ON CUSTOMER STATES SERVICE TRAILER BRAKE SYSTEM MESSAGE IS ACTIVE. CHECK AND ADVISE

(RO) Cause:

INSPECTED FOR CUSTOMERS CONCERN. SCANNED FOR FAULTS AND FOUND FAULT CODE [redacted] FOR ABS FAULT. BRAKE PRESSURE SENSOR 1 SIGNAL BIAS LEVEL OUT OF RANGE/ZERO ADJUST MET. FOUDN FAULT TO BE CASUED BY BRAKE PEDAL SWITCH

(RO) Correction:

INSPECTED ALL BRAKE SYSTEM LINES AND HOSES. FOLLOWED DIAG AND INSPECTED PRIMARY CIRCUIT DATE. NO PEDAL INPUT FOUND. NEED TO REPLACE BRAKE WITCH FOR REPAIR. REMOVED AND REPLACED SWITCH AS NEEDED AND INITIALIZED

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES SERVICE TRAILER BRAKE SYSTEM MESSAGE IS ACTIVE. CHECK AND ADVI CUSTOMER STATES CHECK ENGINE LIGHT IS ON

(Claim) Cause:

FOUDN FAULT TO BE CASUED BY BRAKE PEDAL SWITCH INSPECTED FOR CUSTOMERS CONCERN. SCANNED FOR FAULTS AND FOUND FAULT CODE C0044

(Claim) Correction:

REMOVED AND REPLACED SWITCH AS NEEDED AND INITIALIZED INSPECTED ALL BRAKE SYSTEM LINES AND HOSES. FOLLOWED DIAG AND INSPECTED PRIMAR

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - RAM 3500 LARAMIE MEGA CAB 4X4
Build Date	08/29/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/02/2017
Claim Type	W - Warranty	**Repair Date**	11/13/2017
Claim Status	Paid	**Mileage (Miles)**	3,025

Expense

Labor	$145.03	**Sublet**	$254.52	**Part**	$120.00	**Total Paid**	$519.55

Dealer Information

Code	[redacted]	**Name**	FINNEGAN CHRYSLER JEEP DODGE	**Zone**	63 DALLAS
Address	26433 SOUTHWEST FREEWAY , ROSENBERG, TX 77471				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08463415	Actuator/Motor, Axle Locker ; Actuator - Front Axle Disconnect	65	LEAKS	04892390AA	HOSE	1		8.47	$67.68
A	08463415	Actuator/Motor, Axle Locker ; Actuator - Front Axle Disconnect	65	LEAKS	68216944AA	ACTUATOR	1	X	212.80	$67.68
A	08463415	Actuator/Motor, Axle Locker ; Actuator - Front Axle Disconnect	65	LEAKS	68068630AA	WIRING	1		32.13	$67.68
A	08463415	Actuator/Motor, Axle Locker ; Actuator - Front Axle Disconnect	65	LEAKS	68100731AB	FUSE	1		1.12	$67.68
A	08951531	Fuse ; Powertrain Systems			04892390AA	HOSE	1		8.47	$19.34
A	08951531	Fuse ; Powertrain Systems			68216944AA	ACTUATOR	1	X	212.80	$19.34
A	08951531	Fuse ; Powertrain Systems			68068630AA	WIRING	1		32.13	$19.34
A	08951531	Fuse ; Powertrain Systems			68100731AB	FUSE	1		1.12	$19.34
A	09202301	Hose, crankcase vent drainback			04892390AA	HOSE	1		8.47	$19.34
A	09202301	Hose, crankcase vent drainback			68216944AA	ACTUATOR	1	X	212.80	$19.34
A	09202301	Hose, crankcase vent drainback			68068630AA	WIRING	1		32.13	$19.34
A	09202301	Hose, crankcase vent drainback			68100731AB	FUSE	1		1.12	$19.34
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			04892390AA	HOSE	1		8.47	$38.67
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68216944AA	ACTUATOR	1	X	212.80	$38.67
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68068630AA	WIRING	1		32.13	$38.67
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68100731AB	FUSE	1		1.12	$38.67
A	95400142	Loaner Car ; High Line Vehicles			04892390AA	HOSE	1		8.47	$120.00
A	95400142	Loaner Car ; High Line Vehicles			68216944AA	ACTUATOR	1	X	212.80	$120.00
A	95400142	Loaner Car ; High Line Vehicles			68068630AA	WIRING	1		32.13	$120.00
A	95400142	Loaner Car ; High Line Vehicles			68100731AB	FUSE	1		1.12	$120.00

RO Narratives

(RO) Customer Concern:

03 [Customer States that the abs and track light is on] 08 [Customer States that the 4x4 was not working] 03 [Customer States that the brake pedal went to the floor and had torely on trailer brakes to stop] Moved to: [redacted] Line: A 05 [Customer States that the truck pulls to the right] FINNEGAN LOANER Multi-point inspection (according to maintenance interval)

(RO) Cause:

F F F F LOANER

(RO) Correction:

3025 see line b 03 [Customer States that the abs and track light is on] BRAKES 3025 loss of communication to drivetraincontrol module [redacted] found blown fuse #77, replaced fuse. Nowmodule communicating - getting active ft 4wheel drive locker shorted faults. Inspectedlocker and wiring. Found water contaminationinside of connector and wires starting tocorrode. replaced locker and cleaned wiring.The cause of the water saturation was the a/cdrain, leaking onto harness and running downinto connector. I used a Caravan breatherhose and attached it to the a/c drain portand secured it pointing downward on frame. 08 [Customer States that the 4x4 was not working] ELECTRICAL [redacted] could not duplicate 03 [Customer States that the brake pedal went to the floor and had to relyon trailer brakes to stop] BRAKES [redacted] COMPLETED ELECTRONIC VEHICLEINSPECTION REPORT Moved to: [redacted] driving fine at this time 05 [Customer States that the truck pulls to the right] STEERING/SUSPENSION/ALIGNMENT FINNEGAN LOANER 3[redacted] COMPLETED ELECTRONIC VEHICLEINSPECTION REPORT Multi-point inspection (according to maintenanceinterval) UEL 23 POINT COMPLIMENTARY VEHICLE CHECK UP SUBLET REPAIRS

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

08 [CUSTOMER STATES THAT THE 4X4 WAS NOT WORKING]

(Claim) Cause:

FOUND BLOWN FUSE #77, REPLACED FUSE. NOW MODULE COMMUNICATING - GETTING ACTIVE FT 4 WHEEL DRIVE LOCKER SHORTED FAULTS. INSPECTED LOCKER AND WIRING. FOUND WATER CONTAMINATION INSIDE OF CONNECTOR AND WIRES STARTING TO CORRODE. REPLAC ED LOCKER AND CLEANED WIRING.

(Claim) Correction:

BREATHER HOSE AND ATTACHED IT TO THE A/C DRAIN PORT AND SECURED IT POINTING DO WNWARD ON FRAME. REPLACE ACTUATOR, FUSE, WIRING

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 ST CREW CAB 4X4
Build Date	04/27/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/30/2017
Claim Type	W - Warranty	**Repair Date**	11/14/2017
Claim Status	Paid	**Mileage (Miles)**	1,351

Expense

Labor	$112.99	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$112.99

Dealer Information

Code	[redacted]	**Name**	BENNY BOYD C-D-J	**Zone**	63 DALLAS
Address	601 NORTH KEY AVE , LAMPASAS, TX 76550				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	02000140	Wheel alignment ; Front wheel alignment	LM	LEADS RIGHT						$112.99

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES INSTALL LEATHER-- CUSTOMER STATES VEHICLE PULLS TO THE RIGHT---ADVISE CUSTOMER STATES CAN HEAR A CLICKING TYPE NOISE FROM DRIVERS SIDE TOWARD REAR MID SECTION-- IS THAT THE DEF INJECTOR? CUSTOMER STATES WINDSHIELD WIPER MAKE A POPPING TYPE NOISE ON MID TOHIGHER SPEEDS-ADVISE CUSTOMER STATES LOW BEAMS SEEM TOOLOW-OR NOT AS BRIGHT AS THEY SHOULDBE- CAN THEY BE ADJUSTED CUSTOMER STATES REMOVE DENT FROM DRIVER FRONT FENDER CUSTOMER STATES PERFORM 23-POINT VEHICLE CHECKUP----PARKED_____LUG NUTS TORQUED INITIALED_____ CUSTOMER STATES NEXT SERVICE VISITRECOMMENDATION

(RO) Cause:

.

(RO) Correction:

INSTALL LEATHER MAINTENANCE [redacted]road tested vehicle, pull slightly toright perform alignment and retest vehicle FRONT END AND REAR WHEEL-Alignment (B) RENTAL TESTED VEHICLE AND COULD NOT REPRODUCE CONCERNS-ALL OK TESTED VEHICLE AND COULD NOT REPRODUCE CONCERNS-ALL OK ADJUSTED HEADLIGHTS MAINTENANCE PAINTLESS DENT REPAIR MULTI POINT PERFORM 23-POINT VEHICLE CHECKUP----PARKED_____LUGNUTS TORQUED INITIALED_____ NEXT SERVICE VISIT NEXT SERVICE VISIT RECOMMENDATION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOEMR STATES VEHICLE PULLS RIGHT

(Claim) Cause:

FOUND VEHICLE OUT OF ALIGNMENT

(Claim) Correction:

ALIGN VEHICLE AND ROAD TEST

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 ST CREW CAB 4X4
Build Date	04/27/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/30/2017
Claim Type	W - Warranty	**Repair Date**	11/14/2017
Claim Status	Paid	**Mileage (Miles)**	1,351

Expense

Labor	$0 00	**Sublet**	$0 00	**Part**	$40 00	**Total Paid**	$40 00

Dealer Information

Code	[redacted]	**Name**	BENNY BOYD C-D-J	**Zone**	63	DALLAS
Address	601 NORTH KEY AVE , LAMPASAS, TX 76550					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	02000140	Wheel alignment ; Front wheel alignment	LM	LEADS RIGHT						$0.00
A	95400142	Loaner Car ; High Line Vehicles								$40 00

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
PROVIDED RENTAL

(Claim) Cause:
PROVIDED RENTAL

(Claim) Correction:
PROVIDED RENTAL

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 LONGHORN CREW CAB 4X4
Build Date	07/20/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11/21/2017
Claim Type	W - Warranty	**Repair Date**	11/16/2017
Claim Status	Paid	**Mileage (Miles)**	28

Expense

Labor	$0.00	**Sublet**	$21.91	**Part**	$0.00	**Total Paid**	$21.91

Dealer Information

Code	[redacted]	**Name**		**Zone**	63 DALLAS
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	25080140	DEF Fluid Top Off ; Vehicle Delivery Fill	40	FLUID HIGH OR LOW	68056278AC	FLUID	1	X	21.91	$0.00

RO Narratives

(RO) Customer Concern:

INSTALL MUD FLAPS CUSTOMER STATES....CHECK DEF FLUID LEVEL AND FILL IF NEEDED PER CUSTOMER REQUEST. CUSTOMER CONCERN...check tire pressure

(RO) Cause:

NA

(RO) Correction:

install mud flaps completed tk A20 Fluid Top Off Vehicle Delivery Fill adjust air psi tk a20

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CHECK DEF FLUID BEFORE DELIVERY

(Claim) Cause:

CHECKED FLUID

(Claim) Correction:

TOPPED OFF DEF FLUID FOR DELIVERY

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted]- RAM 2500 LARAMIE CREW CAB 4X4
Build Date	09/08/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11/21/2016
Claim Type	W - Warranty	**Repair Date**	11/16/2017
Claim Status	Paid	**Mileage (Miles)**	5,127

Expense

Labor	$269.59	**Sublet**	$799.59	**Part**	$0.00	**Total Paid**	$1,069.19

Dealer Information

Code	[redacted]	**Name**	SKYLAND CHRY-JEEP	**Zone**	66 ORLANDO
Address	255 SMOKY PARK HIGHWAY , ASHEVILLE, NC 28806				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	ML	CHECK ENGINE/SERVICE ENGINE SO	68143491AA	CONTROL	1	X	539.41	$95.66
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	ML	CHECK ENGINE/SERVICE ENGINE SO	04318080AD	FLUID	2		21.38	$95.66
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68143491AA	CONTROL	1	X	539.41	$69.57
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			04318080AD	FLUID	2		21.38	$69.57
B	08191002	Module, anti-lock brake control ; All others	UC	UNCODABLE (NARRATIVE REQUIRED)	68347098AA	MODULE	1	X	238.81	$52.18
B	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68347098AA	MODULE	1	X	238.81	$52.18

RO Narratives

(RO) Customer Concern:

PERFORM DIESEL OIL AND FILTER CHANGE CUSTOMER STATES NEEDS DEF (DIESEL EXHAUST FLUID) FILLED. C/S THE TRAC LIGHT IS ON AFTER THE ABS UNIT WAS INSTALLED THE VEHICLE HAD NO COMMUNICATION WITH THAT ABS ASSEMBLY. HAD TO INSTALL ANOTHER UNIT.

(RO) Cause:

E

(RO) Correction:

[redacted]performlof.complete PERFORM DIESEL OIL AND FILTER CHANGE [redacted] fill def tank. 2 jugs. complete CUSTOMER STATES NEEDS DEF(DIESEL EXHAUST FLUID) FILLED. 5127 found code c0044-28. perform test onabs system. found intermitten operation onhcu. installed new hcu and it would notcommunicate . i manual bled brake system.ordered another hcu. CONTROL UNIT, BRAKE ANTI-LOCK HYDRAULIC-REPLACE DIAGNOSIS TIME 5127 INSTALL new hcu and it would notcommunicate. contacted star case #[redacted] hey had me to perform voltage trest on powercircuits and ground circuits they also had metest both can c bus circuit. no problem found. the next day

they told me to R&R abs modulebecause abs module is vehicle specific. DIAGNOSIS TIME MODULE/CONTROL, ANTI-LOCKBRAKE ; ALL OTHERS-REPLACE

(RO) Technical Notes:

WOULD NOT COMMUNICATE

GCS Narratives

(Claim) Customer Concern:

AFTER THE ABS UNIT WAS INSTALLED THE VEHICLE HAD NO COMMUNICATION WITH THAT A THE TRAC LIGHT IS ON BS ASSEMBLY. HAD TO INSTALL ANOTHER UNIT

(Claim) Cause:

INTERMITTEN OPERATION ON HCU CASE # [redacted] NEW HCU AND IT WOULD NOT COMMUNICATE

(Claim) Correction:

FOUND CODE [redacted] PERFORM TEST ON ABS SYSTEM. FOUND INTERMITTEN OPERATION INSTALL NEW HCU AND IT WOULD NOT COMMUNICATE. CONTACTED STAR CASE #[redacted]ON HCU. INSTALLED NEW HCU AND IT WOULD NOT COMMUNICATE . I MANUAL BLED BRAKE SYSTEM. ORDERED ANOTHER HCU. THEY HAD ME TO PERFORM VOLTAGE TREST ON POWER CIRCUITS AND GROUND CIRCUITS TH EY ALSO HAD ME TEST BOTH CAN C BUS CIRCUIT. NPROBLEM FOUND . THE NEXT DAY THEY TOLD ME TO R&R ABS MODULE BECAUSE ABS MODULE IS VEHICLE SPECIFIC. PERFORM AB S BLEED WITH SCAN TOOL THEN PERFORM ANOTHER MANUAL BLEED. TEST DROVE NO CODES COME BACK. OPERATING TO FACTORY SPECS. COMPLETE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 3500 CREW CAB CHASSIS 4X4
Build Date	09/05/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11/21/2017
Claim Type	W Warranty	**Repair Date**	11/20/2017
Claim Status	Paid	**Mileage (Miles)**	257

Expense

Labor	$0 00	**Sublet**	$21 91	**Part**	$0 00	**Total Paid**	$21 91

Dealer Information

Code	[redacted]	**Name**	PEARMAN MOTOR COMPANY	**Zone**	63 DALLAS
Address	204 N MARCUS ST , ALTO, TX 75925				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	25080140	DEF Fluid Top Off ; Vehicle Delivery Fill See LOP note for vehicle specific allowances	40	FLUID HIGH OR LOW	68056278AC	FLUID	1	X	21 91	$0 00

RO Narratives

(RO) Customer Concern:
TOP OFF DEF

(RO) Cause:
TOPPED OFF DEF

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
DEF WAS LOW

(Claim) Cause:
DEF WAS LOW

(Claim) Correction:
TOP OFF DEF

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 2500 LARAMIE CREW CAB 4X4
Build Date	10/28/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	03/26/2018
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	11/21/2017
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$136 62	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$136 62

Dealer Information

Code	[redacted]	**Name**	PREMIER CHRYSLER DODGE JEEP RAM	**Zone**	71 LOS ANGELES
Address	3460 NAGLEE RD , TRACY, CA 95304				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$136.62

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 LARAMIE CREW CAB 4X4
Build Date	10/01/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/23/2017
Claim Type	W - Warranty	**Repair Date**	11/21/2017
Claim Status	Paid	**Mileage (Miles)**	13,069

Expense

Labor	$46.17	**Sublet**	$115.35	**Part**	$0.00	**Total Paid**	$161.52

Dealer Information

Code	[redacted]	**Name**	DWAYNE LANE'S CHRYSLER JEEP INC	**Zone**	70 PHOENIX
Address	10515 EVERGREEN WAY , EVERETT, WA 98204				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08193701	Module, trailer tow	48	GROUNDED OR SHORTED	68288760AB	MODULE	1	X	115.35	$46.17

RO Narratives

(RO) Customer Concern:
DIAGNOSE ELECTRICAL CONCERN

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
ELECTRICAL CONCERN - TRAILER TOW LIGHTS INOP

(Claim) Cause:
VERIIFED CONCERNS- SHORT

(Claim) Correction:
REPLACED TRAILER TOW MODULE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 3500 LONGHORN CREW CAB 4X4
Build Date	11/16/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	02/27/2017
Claim Type	W - Warranty	**Repair Date**	11/21/2017
Claim Status	Paid	**Mileage (Miles)**	12,081

Expense

Labor	$112.98	**Sublet**	$119.33	**Part**	$0.00	**Total Paid**	$232.31

Dealer Information

Code	[redacted]	**Name**	DAYTONA DODGE CHRYSLER	**Zone**	66	ORLANDO
Address	1450 NORTH TOMOKA FARMS ROAD , DAYTONA BEACH, FL 32114					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	23511103	Carrier Plate, door ; Front - Left	27	DAMAGED	68171827AB	PANEL	1	X	119.33	$112.98

RO Narratives

(RO) Customer Concern:

(Multi-point inspection according to maintenance interval) Sop in Driver side interior door handle (Interior Concern)

(RO) Cause:

. INSPECTED AND FOUND LEFT FRONT INNER DOOR CARRIER HAS TAB THAT IS BROKEN- CAUSING INSIDE DOOR HANDLE NOT TO FUNCTION

(RO) Correction:

SERVICE COMPLETE REPLACED LEFT FRONT DOOR CARRIER PLATE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

SOP IN DRIVERS SIDE INTERIOR DOOR HANDLE

(Claim) Cause:

INSPECTED AND FOUND L/F INNER DOOR CARRIER HAS TAB THAT IS BROKEN CAUSING DOOR HANDLE NOT TO FUNCTION

(Claim) Correction:

REPLACED LEFT FRONT DOOR CARRIER PLATE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 ST CREW CAB 4X4
Build Date	11/23/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	02/20/2017
Claim Type	W - Warranty	**Repair Date**	11/21/2017
Claim Status	Paid	**Mileage (Miles)**	8,489

Expense

Labor	$28.87	**Sublet**	$45.50	**Part**	$0.00	**Total Paid**	$74.37

Dealer Information

Code	[redacted]	**Name**	CERRITOS DODGE INC	**Zone**	71 LOS ANGELES
Address	18803 STUDEBAKER ROAD , CERRITOS, CA 90703				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08506602	Lamp, turn signal indicator ; Exterior mirror mounted - Right or left side	11	BROKEN OR CRACKED	68302828AA	LAMP	1	X	45.50	$28.87

RO Narratives

(RO) Customer Concern:

CUSTOMER REPORTS, THE STEERING WHEEL IS NOT CENTER TILTED TO THE LEFT PLESE CHECK AND ADVISE. CUSTOMER REPORTS, THE VEHCILE IS PULLING TO RIGHT PLEASE CHECK AND ADVISE. CUSTOMER REPORTS, THE BRAKES ARE VERY SOFT WHILE BRAKING PLEASE CHECK AND ADVISE. CUSTOMER REPORTS THE RIGHT OUTSIDE SIDE MARKER LENS IS CRACKED FROM THE INSIDE NOT THE OUTSIDE PLEASE ADVISE. PERFORM A COMPLIMENTARY MULTI-POINTINSPECTION AND REPORT FINDINGS TO THE ASSIGNED SERVICE ADVISOR / /

(RO) Cause:

. .

(RO) Correction:

[redacted]STEERING WHEEL OFF CENTER DUE TOALIGNMENT BEING OFF CAUSING A PULL AS WELL WC100 PERFORMED ALIGNMENT FRONT TOE OFF. FIXEDTHE TOTAL TOE AND STEERING WHEEL WASCENTERED. VEHICLE HAS A MINOR TIRE PULL BUTSTEERING WHEEL CENTERED IF NOT DRIVING ONSIDE WITH ROAD CROWN AND DRIVES STRAIGHT ASWELL. MISC. ELECTRICAL DIAGNOSIS [redacted]MORE INFO ON LINE A MISC. ELECTRICAL DIAGNOSIS [redacted] COULD NOT VERIFY CONCERN. WC TEST DROVEVEHICLE COULD NOT VERIFY CONCERN, VEHICLESTOPPING NORMALLY. MISC. ELECTRICAL DIAGNOSIS 8489 right hand signal lamp INTRANEL crackedwc 50 replaced with new signal lamp MISC. ELECTRICAL DIAGNOSIS MISC. ELECTRICAL DIAGNOSIS

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER REPORTS THE RIGHT OUTSIDE SIDE MARKER LENS IS CRACKED FROM THE INSIDE NOT THE OUTSIDE PLEASE ADVISE.

(Claim) Cause:

RIGHT HAND SIGNAL LAMP INTRANEL CRACKED

(Claim) Correction:

REPLACED WITH NEW SIGNAL LAMP

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - RAM 2500 ST REG CAB 4X4
Build Date	11/06/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	02/28/2018
Claim Type	K Road Ready (PREPNV)	**Repair Date**	11/22/2017
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$114.86	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$114.86

Dealer Information

Code	[redacted]	**Name**	ALL AMERICAN CHRY JEEP DODGE OF	**Zone**	63	DALLAS
Address	4310 SHERWOOD WAY , SAN ANGELO, TX 76901					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$114.86

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	018	**Body**	[redacted] RAM 500 LT CREW CAB 4 4
Build Date	10/28/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	01/ / 018
Claim Type	K Road Ready (PREPNV)	**Repair Date**	11/22/2017
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$87 53	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$87 53

Dealer Information

Code	[redacted]	**Name**	NORTHSIDE CHRYSLER JEEP DODGE, LLC	**Zone**	35 WASHINGTON
Address	812 NORTHSIDE DR , SUMMERSVILLE, WV 26651				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$87 53

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 SLT MEGA CAB 4X4
Build Date	10/19/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11/30/2016
Claim Type	W Warranty	**Repair Date**	11/25/2017
Claim Status	Paid	**Mileage (Miles)**	17,812

Expense

Labor	$30 09	**Sublet**	$18 98	**Part**	$175 00	**Total Paid**	$224 07

Dealer Information

Code	[redacted]	**Name**	KENDALL DODGE CHRYSLER JEEP RAM	**Zone**	66 ORLANDO
Address	13355 SW 137TH AVE , MIAMI, FL 33186				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	03190901	Axle Rear ; Rear	UC	UNCODABLE (NARRATIVE REQUIRED)	68210057AB	LUBRICANT	1	X	18.98	$30.09
A	95400141	Loaner Car ; Standard Line Vehicles			68210057AB	LUBRICANT	1	X	18 98	$175 00

RO Narratives

(RO) Customer Concern:

General Concern #1 [CUSTOMER STATESHEARS A CLACK CLUNKING NOISEWHEN ROLLING IN REVERSE SLOWLY] General Concern #2 [CUSTOMER STATESHEARS FEELS A GRINDING FROM CAB ON INITIAL ACCELERATION AND TURNING LEFT] General Concern #3 [CUSTOMER STATESLEFT AND RIGHT REAR SEAT COVERS KEEPS COMING UNCLIPPED 3 TIMES HERE] General Concern #4 [CUSTOMER SATES WATER LEAKING IN AT DRIVERS A PILLAR AREA WHEN IT RAINS] General Concern #5 [CUSTOMER STATESPOWER FOLDING MIRRORS DO NOT CLOSE SIMULTANEOUSLY APPROX 3 INCH DIFFERENCE] Exterior Concern [CUSTOMER STATES FRONT GRILLE INSERTS ARE LOOSE CHECK AND ADVISE] Recall / CSN 1 [T51: SAFETY RECALL T51 - DIESEL WATER PUMP** CUSTOMER ADVISED NO PARTS AVAILABLE] Rental Vehicle Multi point inspection (according to maintenance interval) REMOVE ALL VALUABLES AND PERSONAL BELONGINGS KENDALL DODGE CHRYSLER JEEP RAM WILL NOT BE RESPONSIBLE FOR ITEMS LEFT IN VEHICLE. Thank you for being a Kendall DodgeChrysler Jeep Ram VIP Loyalty customer. We value and appreciate your business

(RO) Cause:

customer states hears clunck when rolling in reverse DONE NO WORK DONE NO WORK DONE DONE NO PROBLEM FOUND PARTS NOT AVAILABLE UNTIL FURTHER NOTICE DONE

(RO) Correction:

[redacted]customer states hears clunck whenrolling in reverse UNABLE TO DUPLICATECUSTOMER CONCERN TEST DROVE TRUCK WITHSEVERAL TECHNICIANS AND HAD TECHNICIANSSTANDING OUTSIDE TRUCK WHILE REVERING SLOWLY NO NOISE HEARD REMOVED REAR DIFF COVER TOINSPECT FLUID AND GEARS, AND GEAR OIL WASCLEAN WITH NO METAL SHAVINGS. RING AND PINIONLOOKED GOOD WITH NO CHIPPED OR BROKEN TEETH REINSTALLED COVER AND FILLED WITH CORRECTMOPAR DIFF FLUID. DIAG TIME FOR DRIVEABILITY CHECK CHARGING SYSTEM 17812 TIRES ARE IN NEED OF REPLACEMENT,ONCE TIRES REPLACED VEHICLE WILL BERE ALIGNED AT NO CHARGE TO CUSTOMER Technician validated concern 17832 NO WORK DONE INSPECTED REAR SEATCOVERS AND NO DEFECTS FOUND RECOMMENDRE ATTACHING SEAT COVERS WITH HOG RINGS TOSECURE COVER AT ATTACHMENT. CUSTOMER DECLINEDREPAIR Technician validated concern [redacted]NO WORK DONE PERFO

(RO) Technical Notes:

CLUNKING NOISE IN REVERSE

GCS Narratives

(Claim) Customer Concern:

GENERAL CONCERN #1 [CUSTOMER STATES HEARS A CLACK CLUNKING NOISEWHEN ROLLING I N REVERSE SLOWLY]

(Claim) Cause:

CUSTOMER STATES HEARS CLUNCK WHEN ROLLING IN REVERSE

(Claim) Correction:

UNABLE TO DUPLICATE CUSTOMER CONCERN. TEST DROVE TRUCK WITH SEVERAL TECHNICIAN S AND HAD TECHNICIANS STANDING OUTSIDE TRUCK WHILE REVERING SLOWLY. NO NOISE H EARD. REMOVED REAR DIFF COVER TO INSPECT FLUID AND GEARS, AND GEAR OIL WAS CLE AN WITH NO METAL SHAVINGS. RING AND PINION LOOKED GOOD WITH NO CHIPPED OR BROK EN TEETH. REINSTALLED COVER AND FILLED WITH CORRECT MOPAR DIFF FLUID.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 ST CREW CAB 4X2
Build Date	04/29/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/16/2017
Claim Type	W - Warranty	**Repair Date**	11/28/2017
Claim Status	Paid	**Mileage (Miles)**	11,243

Expense

Labor	$42.55	**Sublet**	$86.80	**Part**	$0.00	**Total Paid**	$129.35

Dealer Information

Code	[redacted]	**Name**	PEARMAN MOTOR COMPANY	**Zone**	63 DALLAS
Address	204 N MARCUS ST , ALTO, TX 75925				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08508002	Lamp, Clearance ; One	11	BROKEN OR CRACKED	68261677AC	LAMP	4	X	86.80	$17.02
A	08508050	Lamp, Clearance ; Each additional clearance lamp			68261677AC	LAMP	4	X	86.80	$8.51
A	08508050	Lamp, Clearance ; Each additional clearance lamp			68261677AC	LAMP	4	X	86.80	$8.51
A	08508050	Lamp, Clearance ; Each additional clearance lamp			68261677AC	LAMP	4	X	86.80	$8.51

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES ALL BUT THE FAR RIGHT CAB LIGHT HAS WATER IN IT CUSTOMER WOULD LIKE TO CHECK POWER TO PLUG LOCATED IN BOX

(RO) Cause:

TECHNICIAN PERFORMED WATER TEST, FOUND WATER PERFORMED FUNCTIONALITY TEST, OPERATING AS

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

WATER IN THE CAB LIGHTS.

(Claim) Cause:

ONE LAMP PREVIOUSLY REPLACED FOR THE SAME ISSUE. THE OTHER FOUR CRACKED AT THE RETAINING SCREWS.

(Claim) Correction:
REPLACE THE OTHER FOUR CAB LIGHTS.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 LARAMIE MEGA CAB 4X4
Build Date	02/06/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	02/28/2017
Claim Type	W - Warranty	**Repair Date**	11/30/2017
Claim Status	Paid	**Mileage (Miles)**	12,922

Expense

Labor	$32.42	**Sublet**	$104.48	**Part**	$0.00	**Total Paid**	$136.90

Dealer Information

Code	[redacted]	**Name**	BLAKE FULENWIDER DODGE	**Zone**	63	DALLAS
Address	1310 E MAIN ST , EASTLAND, TX 76448					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	23412519	Latch, deck lid/tailgate ; Rambox latch - Right or Left	11	BROKEN OR CRACKED	68204483AA	COVER	1	X	104.48	$32.42

RO Narratives

(RO) Customer Concern:

CUST STATES SLACK IN DRIVELINE CUST STATES VIBRATION IN DRIVETRAINON ACCELL OR GOING UPHILL CUST STATES REAR DIFF LIMITED SLIP NOT ENGAGING PROPERLY CUST STATES LH RAM BOX UNLOCKS WITHKEY BUT NOT WITH BUTTONS IN CAB CUSTOMER REQUESTS CHANGE OIL AND FILTER, LUBE SUSPENSION WHERE APPLICABLE, LUBE FRONT DRIVESHAFT ON 4X4 MODELS, AND CHECK AND TOP OFF ALL FLUID LEVELS. ADVISE OF ANYNEEDED ADDITIONAL SERVICES. 23 POINT INSPECTION

(RO) Cause:

E E E E

(RO) Correction:

[redacted] normal 2500 oppeation at this time OPERATING AS DESIGNED.NO PROBLEM FOUND. [redacted] test drive could not duplicatevibration when accell or going up hill OPERATING AS DESIGNED.NO PROBLEM FOUND. [redacted] test drive and 2 tire lock upproperly OPERATING AS DESIGNED.NO PROBLEM FOUND. [redacted] found broken clip to lock cylinderlinkage. remove cylinder lock cover. replacecylinder lock cover with new clip. test andworks. Latch, deck lid/tailgate/top - Replace Rambox latch - Right or Left (1 - Semi-Skilled) 12922 LOF LUBE 4X4 CUSTOMER REQUESTS CHANGE OIL AND FILTER, LUBE SUSPENSION WHERE APPLICABLE, LUBE FRONT DRIVESHAFT ON 4X4 MODELS,AND CHECK AND TOP OFF ALL FLUID LEVELS. ADVISE OF ANY NEEDED ADDITIONAL SERVICES. CUSTOMER REQUESTS CHANGE OIL AND FILTER, LUBE SUSPENSION WHERE APPLICABLE, LUBE FRONT DRIVESHAFT ON 4X4 MODELS, AND CHECK AND TOP OFF ALL FLUID LEVELS. ADVISE OF ANY NEEDED ADDITIONAL SERVICES. 23 POINT INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUST STATES LH RAM BOX UNLOCKS WITH KEY BUT NOT WITH BUTTONS IN CAB

(Claim) Cause:

FOUND BROKEN CLIP TO LOCK CYLINDER LINKAGE

(Claim) Correction:

FOUND BROKEN CLIP TO LOCK CYLINDER LINKAGE. REMOVE CYLINDER LOCK COVER. REPLAC E CYLINDER LOCK COVER WITH NEW CLIP. TEST AND WORKS.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 SLT CREW CAB 4X4
Build Date	08/30/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	01/25/2017
Claim Type	W - Warranty	**Repair Date**	11/30/2017
Claim Status	Paid	**Mileage (Miles)**	16,447

Expense

Labor	$104.95	**Sublet**	$75.00	**Part**	$25.00	**Total Paid**	$204.95

Dealer Information

Code	[redacted]	**Name**	ALLEN SAMUELS CHRYSLER DODGE JEEP	**Zone**	63 DALLAS
Address	11200 NORTH FWY , FORT WORTH, TX 76177				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08141807	Sensor, wheel speed-Anti-lock brakes ; front - left	1W	WIRES CUT BY SHARP EDGE	68267479AB	SENSOR	1	X	75.00	$69.97
A	08141861	Sensor, wheel speed-Anti-lock brakes ; 2500-3500 equipped			68267479AB	SENSOR	1	X	75.00	$34.98
A	95400140	Loaner Car ; Competitive Vehicles			68267479AB	SENSOR	1	X	75.00	$25.00

RO Narratives

(RO) Customer Concern:

VEHICLE SAFETY CONDITION INSPECTIONNOT COMPLETED THIS VISIT C/S ABS AND TRACTION CONTROL LIGHT IS BACK ON DASH. LEFT FRONT WHEEL SPEED SENSOR WIRING IS GETTING CUT WHEN TURNING LEFT. SEE MORGAN. ENTERPRISE **Thank you for joining us in the fight against cancer. We've partnered with the BCRF to raise funds for the world's most promising research to eradicate breast cancer.100% of your donationgoes to BCRF. Please visit DrivePink.com for more info** AP*-Indicates you chose to use aftermarket parts (AP) for this job. AP Parts are quality parts suitable for your vehicle, but are not sourced from the vehicle manufacturer. All AP parts come with a warranty backed by AutoNation at any of our stores.

(RO) Cause:

If wheel speed sensor cut RENTAL

(RO) Correction:

[redacted]20 complete VEHICLE SAFETY CONDITION INSPECTION NOT COMPLETED THIS VISIT [redacted]If wheel speed sensor cut 90 08141807.6 08141861 .3 tested and rep. faulty lfwheel speed sensor no light no codes faultysensor Sensor, wheel speed-Anti-lock brakes - Test and Replace front - left (1 - Semi-Skilled) Sensor, wheel speed-Anti-lock brakes 2500-5500 equipped Sensor, wheel speed-Anti-lock brakes 2500-5500 equipped INV [redacted]RENTAL SUBLET REPAIRS INFO SEE TECHNICIAN STORY

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

Sensor, wheel speed-Anti-lock brakes - Test and Replace front - left (1 - Semi Sensor, wheel speed-Anti-lock brakes 2500-5500 equipped

(Claim) Cause:

If wheel speed sensor cut

(Claim) Correction:

[redacted]If wheel speed sensor cut 90 08141807 .6 08141861 .3 tested and rep

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 POWER WAGON CREW CAB
Build Date	05/30/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	07/03/2017
Claim Type	W - Warranty	**Repair Date**	11/30/2017
Claim Status	Paid	**Mileage (Miles)**	9,803

Expense

Labor	$117 77	**Sublet**	$407 01	**Part**	$105 00	**Total Paid**	$629 78

Dealer Information

Code	[redacted]	**Name**	JEFF D'AMBROSIO CHRYSLER JEEP DODGE	**Zone**	35 WASHINGTON
Address	1221 E LANCASTER AVE , DOWNINGTOWN, PA 19335				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	05400502	Master cylinder, brake ; All others	59	INTERNAL LEAK	68049853AA	BOOSTER	1	X	163 26	$117 77
A	05400502	Master cylinder, brake ; All others	59	INTERNAL LEAK	68285796AA	MASTR CYL	1		223 06	$117 77
A	05400502	Master cylinder, brake ; All others	59	INTERNAL LEAK	04318080AD	FLUID	2		20 69	$117 77
A	05600103	Booster, power brake ; All others			68049853AA	BOOSTER	1	X	163.26	$0.00
A	05600103	Booster, power brake ; All others			68285796AA	MASTR CYL	1		223.06	$0.00
A	05600103	Booster, power brake ; All others			04318080AD	FLUID	2		20.69	$0.00
A	95400141	Loaner Car ; Standard Line Vehicles			68049853AA	BOOSTER	1	X	163.26	$105.00
A	95400141	Loaner Car ; Standard Line Vehicles			68285796AA	MASTR CYL	1		223 06	$105 00
A	95400141	Loaner Car ; Standard Line Vehicles			04318080AD	FLUID	2		20.69	$105.00

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES VEHICLE DOES BOT STOP FIRST DAY RENTAL

(RO) Cause:

FOUND PEDAL FADE AND DROP FORM MASTER CYLINDER AND BOOSTER FIRST DAY RENTAL

(RO) Correction:

ROAD TESTED VERIFIED COMPLAINT, REPLACED THE BRAKE BOOSTER AND MASTER CYLINDER FOR BRAKE DROP, REFILLED AND BLEED BRAKES, ROAD TESTED OK.... FIRST DAY RENTAL

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES VEHICLE DOES BOT STOP CUSTOMER STATES VEHICLE DOES BOT STOP

(Claim) Cause:

FOUND PEDAL FADE AND DROP FORM MASTER CYLINDER AND BOOSTER FOUND PEDAL FADE AND DROP FORM MASTER CYLINDER AND BOOSTER

(Claim) Correction:

ROAD TESTED VERIFIED COMPLAINT, REPLACED THE BRAKE BOOSTER AND MASTER CYLINDER ROAD TESTED VERIFIED COMPLAINT, REPLACED THE BRAKE BOOSTER AND MASTER CYLINDER

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - RAM 2500 SLT CREW CAB 4X4
Build Date	08/19/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/15/2018
Claim Type	W - Warranty	**Repair Date**	11/30/2017
Claim Status	Paid	**Mileage (Miles)**	12

Expense

Labor	$90.85	**Sublet**	$252.58	**Part**	$0.00	**Total Paid**	$343.43

Dealer Information

Code	[redacted]	**Name**	LITHIA CHRYSLER JEEP DODGE	**Zone**	70 PHOENIX
Address	4540 GRUMMAN DR. , MEDFORD, OR 97504				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08191002	Module, anti-lock brake control ; All others	18	CIRCUIT OPEN	68347098AB	MODULE	1	X	236.38	$68.14
A	08191002	Module, anti-lock brake control ; All others	18	CIRCUIT OPEN	06506293AA	PUSH PIN	4		16.20	$68.14
A	08191063	Module, anti-lock brake control ; 6.7L diesel equipped			68347098AB	MODULE	1	X	236.38	$22.71
A	08191063	Module, anti-lock brake control ; 6.7L diesel equipped			06506293AA	PUSH PIN	4		16.20	$22.71

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES ABS LIGHT IS ON

(RO) Cause:

.

(RO) Correction:

12 RUN WI TECH SCAN FOR ANTI LOCK , TESTEDPOWER & GROUNDS & BUS + & - , MODULE RED ONBUS WITH NO COMMUNICATIONS , REPLACED MODULE& CALBRATE TO CORRECT SEE STORY CUSTOMER STATES THE CHECKENGINE LIGHT IS ILLUMINATED

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES ABS LIGHT IS ON

(Claim) Cause:

MODULE RED ON BUS WITH NO COMMUNICATIONS

(Claim) Correction:
REPLACED MODULE AND CALABRATE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 ST CREW CAB 4X2
Build Date	11/22/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	55464W	**In Service Date**	08/31/2017
Claim Type	W - Warranty	**Repair Date**	11/30/2017
Claim Status	Paid	**Mileage (Miles)**	3,385

Expense

Labor	$200.68	**Sublet**	$0.00	**Part**	$400.00	**Total Paid**	$600.68

Dealer Information

Code	[redacted]	**Name**	CARL BURGER'S DODGE WORLD	**Zone**	71 LOS ANGELES
Address	HWY 8 AT JACKSON DR , LA MESA, CA 91942				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
B	181904GA	Module, Engine Control (ECM) ; Module, Engine Control (ECM) and Dosing Control Unit (DCU)- Reprogram, 68RFE Only (A/T)	CC	SENDING UNITS/SENSORS						$107.03
A	181904GQ	Module, Engine Control (ECM) ; Module, Engine Control (ECM) - Reprogram, Quicklearn 68RFE Only (A/T)	CC	SENDING UNITS/SENSORS						$93.65
A	95400142	Loaner Car ; High Line Vehicles								$400.00

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES CUSTOMER REPORTS MAKING WEIRD LOUD NOISE WHEN STEPING ON BRAKES,, THEY WERE SUPERTIGHT ,, TRIED PUMPING BRAKES COUPLE TIMES AND IT WAS LOUDER, CUST HIT THE EBRAKE AND IT STOPPED,, A FEW DAYS BEFORE ENGINE LIGHT CAME ON AND OFF,, S CUSTOMER STATES CUSTOMER REPORTS IT WOULDNT GO IN REVERSE HAD TO PUTIN PARK AND THEN BACK TO REVERSE AND IT WORKED, IT HAPPENDED TWICE IN ONE MONTH CUSTOMER STATES CHECK FOR FLASH UPDATE *****RENTAL CAR DURING REPAIRS***** CUSTOMER STATES CHECK ENGINE LIGHT IS ON CHECK AND ADVISE

(RO) Cause:

. . . E .

(RO) Correction:

[redacted] SEE LINE B INSPECT BODY [redacted] FLASH 70 SCAN TEST NO CODES PRESENTFLASH UPDATE AVAIL FOR PCM FLASHED PCM PERTSB [redacted] ROAD TEST TRANS SHIFTING ASDESIGNED[redacted] Module, Engine Control (ECM) - Reprogram Module,Engine Control (ECM) - Reprogram, Quicklearn [redacted] Only (A/T) (1 - Semi-Skilled) [redacted] NO FLASHES FLASH UPDATE CHECK FOR FLASH UPDATE *****RENTAL CAR DURING REPAIRS***** [redacted] PERFORMED SYSTEM UPDATE PER TECHBULLETIN [redacted] [redacted] Module, Engine Control (ECM) - Reprogram Module,Engine Control (ECM) and Dosing Control Unit (DCU)- Reprogram, [redacted] Only (A/T) (0 - Low Skilled)

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:
ENGINE LIGHT ON TRANS WOULDN'T GO INTO REVERSE

(Claim) Cause:
FLASH UPDATE AVAILABLE

(Claim) Correction:
PERFORMED UPDATE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - RAM 2500 LARAMIE CREW CAB 4X4
Build Date	10/29/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	12/12/2017
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	12/01/2017
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$108.61	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$108.61

Dealer Information

Code	[redacted]	**Name**	GRAND JUNCTION CHY-JEEP-DOD INC	**Zone**	74	DENVER
Address	2578 HWY 6 & 50 , GRAND JUNCTION, CO 81505					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$108.61

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 LARAMIE CREW CAB 4X4
Build Date	02/28/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/15/2017
Claim Type	F - Service Contract	**Repair Date**	12/01/2017
Claim Status	Paid	**Mileage (Miles)**	8,639

Expense

Labor	$0 00	**Sublet**	$0 00	**Part**	$60 00	**Total Paid**	$60 00

Dealer Information

Code	[redacted]	**Name**	HUNTER DODGE CHRYSLER JEEP	**Zone**	71 LOS ANGELES
Address	1130 AUTO MALL DR , LANCASTER, CA 93534				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26860303	Maintenance Interval Schedule B ; To be used every 3,000 Intervals	MC	MAINTENANCE CARE						$0.00
A	95260001	Maintenance Allowance ; Fixed Cost Maintenance								$50.00
A	95260002	Maintenance Allowance ; TIRE ROTATION								$10.00

RO Narratives

(RO) Customer Concern:

(Replace synthetic engine oil and filter) (Rotate tires) (Multi point inspection according to maintenance interval) (Check Tire Pressure)

(RO) Cause:

MAINT MAINT MAINT MAINT

(RO) Correction:

PERFORMED SYNTHETIC LUBE, OIL AND FILTER CHANGE PERFORMED TIRE ROTATION PERFORMED MULTIPOINT INSPECTION TIRE TREAD MEASUREMENTS LF 9 RF 9 LR 11 RR 11/32NDS AFTER ROTATION 65PSI FRONT AND 80PSI REAR

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

(Replace synthetic engine oil and filter)

(Claim) Cause:

MAINT

(Claim) Correction:

PERFORMED SYNTHETIC LUBE, OIL AND FILTER CHANGE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 ST CREW CAB 4X4
Build Date	05/26/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	08/25/2017
Claim Type	W - Warranty	**Repair Date**	12/04/2017
Claim Status	Paid	**Mileage (Miles)**	9,892

Expense

Labor	$74 67	**Sublet**	$200 20	**Part**	$0 00	**Total Paid**	$274 87

Dealer Information

Code	[redacted]	**Name**	HENRY BROWN CHRYSLER JEEP DODGE	**Zone**	70 PHOENIX
Address	1990 N PINAL AVE , CASA GRANDE, AZ 85222				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08191002	Module, anti lock brake control ; All others	ML	CHECK ENGINE/SERVICE ENGINE SO	68347098AA	MODULE	1	X	200.20	$56.00
A	08191063	Module, anti-lock brake control ; 6 7L diesel equipped			68347098AA	MODULE	1	X	200 20	$18 67

RO Narratives

(RO) Customer Concern:

Brake Systems Concern [Customer States abs ind is on.]

(RO) Cause:

E

(RO) Correction:

[redacted]THE FAILED PART IS THE ABS MODULE HASSET CODE [redacted] ABS MODULE INTERNAL FAILUREPER DIAGNOSTIC FLOW CHART FOUND ABS MODULEHAS INTERNAL FAILURE. REPLACED ABS MODULE ANDPROGRAMMED. LOP [redacted] LABOR .8 ABS MODULE ABS MODULE UPDATE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STAES ABS IND LIGHT IS ON

(Claim) Cause:

FAILED PART IS THE ABS MODULE HAS INTERNAL FAILURE, SCANNED FOUND CODE [redacted] S ET IN SYSTEM

(Claim) Correction:

REPLACED ABS MOSULE AND REPROGRAMMED ABS MODULE. VERIFIED REPAIR

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 SLT MEGA CAB 4X4
Build Date	09/26/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11/17/2016
Claim Type	F - Service Contract	**Repair Date**	12/04/2017
Claim Status	Paid	**Mileage (Miles)**	20,230

Expense

Labor	$0.00	**Sublet**	$0.00	**Part**	$120.00	**Total Paid**	$120.00

Dealer Information

Code	[redacted]	**Name**	SANTA MARIA CHRYSLER JEEP DODGE	**Zone**	71 LOS ANGELES
Address	1918 S BROADWAY , SANTA MARIA, CA 93454				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26860303	Maintenance Interval - Schedule B ; To be used every 3,000 Intervals	MC	MAINTENANCE CARE						$0.00
A	95260001	Maintenance Allowance ; Fixed Cost Maintenance								$110.00
A	95260002	Maintenance Allowance ; TIRE ROTATION								$10.00

RO Narratives

(RO) Customer Concern:

TRANSMISSION DIAGNOSTIC MISC PERFORM RECALL AS FOLLOWS SET TIRE PRESSURES TO MANUFACTURER RENTAL MOPAR EXPRESS LANE INSPECTION PERFORM EXPRESS OIL AND FILTER CHANGE

(RO) Cause:

VEHICLE HAS ERRATIC SHIFTS,NO CODES,TRANSMISSION F

(RO) Correction:

[redacted]UBRICATE FRONT DRIVESHAFT SET TIRE PRESSURES PERFORMED MOPAR EXPRESS LANE MULTI POINT INSPECTIO

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

TRANSMISSION SLIPPING WHEN BREAKING

(Claim) Cause:

ERRATIC SHIFTS

(Claim) Correction:

PERFORMED SOFTWARE UPDATE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 LONGHORN CREW CAB 4X4
Build Date	11/16/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	02/27/2017
Claim Type	W - Warranty	**Repair Date**	12/04/2017
Claim Status	Paid	**Mileage (Miles)**	12,290

Expense

Labor	$103.57	**Sublet**	$0.00	**Part**	$120.00	**Total Paid**	$223.57

Dealer Information

Code	[redacted]	**Name**	DAYTONA DODGE CHRYSLER	**Zone**	66	ORLANDO
Address	1450 NORTH TOMOKA FARMS ROAD , DAYTONA BEACH, FL 32114					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	23411800	Link / cable, inside remote control to latch	51	IMPROPERLY INSTALLED						$103.57
A	95400142	Loaner Car ; High Line Vehicles								$120.00

RO Narratives

(RO) Customer Concern:

(Multi-point inspection according to maintenance interval) Customer States FUEL FILTER INDICTOR IS ON HAS HAD 3 SEPERAT E DEF PUMPS INSTALLED AND BELIEVES THE FAILURE OF PUMPS RUIN ED FUEL FILTERS PLEASE CHECK AND ADVISE (General Concern 1) Customer States DRIVERSIDE INTERIOR DOOR HANDLE STAYS PULLED OUT AND WILL NOT PULL IN PLEASE CHECK AND ADVISE (Interior Concern) REPLACE DIESEL SINGLE FUEL FILTER

(RO) Cause:

INSPECTED AND FOUND THE DEF HAS NO AFFECT ON THE FUEL FILTER S. THEY ARE TWO SEPERATE COMPONENTS. THE FUEL FILTER LIGHT IS A MAINTENANCE, LIGHT COMES ON WHEN FUEL FILTER ARE DO TO BE REPLACED. SAME AS THE CHANGE OIL LIGHT. NO CODES OR TSB'S VERIFIED CONCERN, REMOVED DOOR PANEL AND FOUND CABLE COMING OFF INSIDE DOOR HANDLE. NOT SECURED PROPERLY. RECOMMENDED SERVICE

(RO) Correction:

SERVICE COMPLETE SECURED CABLE. OPERATING AS DESIGNED. OK AT THIS TIME SERVICE COMPLETED, THANK YOU!

(RO) Technical Notes:

REATTCHED AND SECURE THE INSIDE DOOR HANDLE CABLE ROM RICHARD WILCOX, MVDN COORDINATOR, ARE IN SYSTEM.

GCS Narratives

(Claim) Customer Concern:

DRIVERS SIDE INTERIOR DOOR HANDLE PULLED OUT BUT WILL NOT RETURN

(Claim) Cause:

REMOVED THE LEFT FRONT DOOR PANEL. FOUND THE CABLE IS COMING OFF OF THE HANDL E DUE TO NOT BEING SECURED PROPERLY

(Claim) Correction:

REINSTALLED THE LEFT FRONT INTERIOR DOOR HANDLE CABLE AND SECURED

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 3500 LARAMIE CREW CAB 4X4
Build Date	11/14/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	02/26/2018
Claim Type	K Road Ready (PREPNV)	**Repair Date**	12/05/2017
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$121 08	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$121 08

Dealer Information

Code	[redacted]	**Name**	DOUG SMITH CHRYSLER JEEP DODGE	**Zone**	70 PHOENIX
Address	523 WEST MAIN STREET , AMERICAN FORK, UT 84003				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$121 08

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 SLT MEGA CAB 4X4
Build Date	09/26/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11/17/2016
Claim Type	W - Warranty	**Repair Date**	12/05/2017
Claim Status	Paid	**Mileage (Miles)**	20,230

Expense

Labor	$81.50	**Sublet**	$0.00	**Part**	$80.00	**Total Paid**	$161.50

Dealer Information

Code	[redacted]	**Name**	SANTA MARIA CHRYSLER JEEP DODGE	**Zone**	71 LOS ANGELES
Address	1918 S BROADWAY , SANTA MARIA, CA 93454				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	181904GA	Module, Engine Control (ECM) ; Module, Engine Control (ECM) and Dosing Control Unit (DCU)- Reprogram, 68RFE Only (A/T)	CC	SENDING UNITS/SENSORS						$81.50
A	95400142	Loaner Car ; High Line Vehicles								$80.00

RO Narratives

(RO) Customer Concern:

TRANSMISSION DIAGNOSTIC MISC PERFORM RECALL AS FOLLOWS SET TIRE PRESSURES TO MANUFACTURER RENTAL MOPAR EXPRESS LANE INSPECTION PERFORM EXPRESS OIL AND FILTER CHANGE

(RO) Cause:

VEHICLE HAS ERRATIC SHIFTS,NO CODES,TRANSMISSION F

(RO) Correction:

[redacted]- 181904GP LUBRICATE FRONT DRIVESHAFT SET TIRE PRESSURES PERFORMED MOPAR EXPRESS LANE MULTI POINT INSPECTIO

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

TRANSMISSION SLIPPING WHEN BREAKING

(Claim) Cause:

ERRATIC SHIFTS

(Claim) Correction:

PERFORMED SOFTWARE UPDATE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 2500 LONGHORN CREW CAB 4X4
Build Date	10/30/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	12/21/2017
Claim Type	K Road Ready (PREPNV)	**Repair Date**	12/06/2017
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$127 93	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$127 93

Dealer Information

Code	[redacted]	**Name**	SUPERIOR DODGE CHRYSLER JEEP	**Zone**	63 DALLAS
Address	1201 EXCHANGE , CONWAY, AR 72032				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$127 93

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - RAM 3500 ST CREW CAB 4X4
Build Date	11/14/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/14/2018
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	12/08/2017
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$114.72	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$114.72

Dealer Information

Code	[redacted]	**Name**	GRESHAM DODGE INC	**Zone**	70 PHOENIX
Address	855 E BURNSIDE , GRESHAM, OR 97030				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$114.72

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - RAM 2500 ST CREW CAB 4X4
Build Date	08/24/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/16/2017
Claim Type	W Warranty	**Repair Date**	12/08/2017
Claim Status	Paid	**Mileage (Miles)**	4,625

Expense

Labor	$60.08	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$60.08

Dealer Information

Code	[redacted]	**Name**	ARRIGO DODGE CHRYSLER JEEP RAM	**Zone**	66	ORLANDO
Address	5851 S US HIGHWAY 1 , FORT PIERCE, FL 34982					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	02000240	Toe adjustment/Center steering wheel ; Front Toe	50	IMPROPER ADJUSTMENT						$60.08

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

Steering/Suspension/Steering Wheel Concern [CUSTOMER STATES THE FRONT TIRES AR

(Claim) Cause:

EXCESSIVE TIRE WEAR

(Claim) Correction:

4631 Alignemt and rotate. Performed alignment and rotate. Rec rotate every

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 LARAMIE CREW CAB 4X4
Build Date	05/17/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/31/2017
Claim Type	W - Warranty	**Repair Date**	12/08/2017
Claim Status	Paid	**Mileage (Miles)**	781

Expense

Labor	$77 27	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$77 27

Dealer Information

Code	[redacted]	**Name**	HEARTLAND MOTORS INC	**Zone**	74 DENVER
Address	717 NINTH STREET , HAWARDEN, IA 51023				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	186002PU	Radio ; Radio, Check Software Level and Perform Software Update	CC	SENDING UNITS/SENSORS						$60.10
A	186002PV	Radio ; Radio, Software - Create USB Jump Drive From CD or Uconnect Website (One Time Only)								$17 17

RO Narratives

(RO) Customer Concern:

UCONNECT INOP REPROGRAMMED RADIO AND PERFORMED UPDATE ([redacted]) MULTIPOINT INSPECTION [redacted]

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C/R U CONNECT IS INOP

(Claim) Cause:

CHECKED OUT AND NEEDS UPDATE

(Claim) Correction:

UPDATED RADIO SYSTEM

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 LARAMIE CREW CAB 4X4
Build Date	06/22/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/23/2017
Claim Type	W - Warranty	**Repair Date**	12/13/2017
Claim Status	Paid	**Mileage (Miles)**	12,250

Expense

Labor	$41.62	**Sublet**	$0.00	**Part**	$40.00	**Total Paid**	$81.62

Dealer Information

Code	[redacted]	**Name**	PETERSON'S STAMPEDE DODGE-CHRY- JEEP LLC	**Zone**	70 PHOENIX
Address	5801 EAST GATE BLVD , NAMPA, ID 83687				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85411604	Driveline/PTU/Transfer Case Mechanical, Trouble Not Found ; Other	OD							$41.62
A	95400142	Loaner Car ; High Line Vehicles								$40 00

RO Narratives

(RO) Customer Concern:

AXLE/DIFFERENTIAL CONCERN [CUSTOMERSTATES WHILE USING 4LOW PULLING A TRAILER THE TRUCK JUMPED OUT OF GEAR, TRUCK ACTED LIKE IT WAS NEUTRAL CUSTOMER CAME TO A STOP. PUT TRUCK IN 4HIGH. TRAVELED ABOUT 200 FEET. PUT BACK INTO 4 LOW. POPPED OUT OF 4LOW AGAIN. CUSTOMER HAS DRIVEN THE TRUCK IN 2WD EVER SINCE. HAS NOT HAD A PROBLEM. Replace chassis mounted fuel filterelement Replace engine fuel filter element DIESEL SYNTHETIC LUBE OIL & FILTER CHANGE: INCLUDES CHECK & TOP OFF WASHER FLUID, COOLANT RECOVERY BOTTLE, POWER STEERING RESERVOIR & BRAKE FLUID RESERVOIR. CHASSIS LUBEWHERE APPLICABLE. INC UP TO 11QTS OIL. 6 UREA FILL UP UR COMPREHENSIVE COMPLIMENTARY VISUAL VEHICLE INSPECTION. GIVING YOU A REPORT ON THE CONDITION OF YOUR VEHICLE. VALUE OF $59.95 CAR RENTAL: REMEMBER NO PETS, NO SMOKING OR VAPING, RENTAL CAN'T LEAVE THE STATE, LATE RETURN FEE UPTO $87.50 PER DAY, MUST BE RETURNEDFULL OF FUEL, MUST BE RETURNED IN REASONABLE CONDITION, RENTAL SUBJECT TO CLEANING FEES UP TO $300.00.

(RO) Cause:

OPERATING AS DESIGN,NPF WITH 4WD SYNTHETIC OIL CHANGE.

(RO) Correction:

[redacted]TEST DROVE IN 4WD LOW AND CAN NOTGET TO POP OUT OF LOW RANG, CHECKED STARCASE, TSB AND FLASH UP DATE AND FOUND NOFLASH UP OR TSB OR STAR CASES, INSPECTEDT-CASE AND FOUND NO PROBLEMS CHECKED FLUIDAND IS FULL, TALK WITH SERVICE MANGER AND HECONTACTING AREA TECH ADVISOR. Driveline/PTU/Transfer Case Mechanical, Trouble Not Found - No Repair/Trouble Not Found Other (2 - Skilled) RENTAL TRUCK Stampede Rental Car WARRANTY RENTAL TRUCK MISC. SHOP CHARGES 12250 50 REPLACED FUEL FILTER Replace chassis mounted fuel filter element MISCELLANEOUS CONCERN OR CONCERNS. [redacted]REPLACED FUEL FILTER Replace engine fuel filter element MISCELLANEOUS CONCERN OR CONCERNS. 12250 40 LOF 12QTS 5W40 SYN DIESEL SYNTHETIC LUBE OIL& FILTER CHANGE: INCLUDESCHECK & TOP OFF WASHER FLUID, COOLANT RECOVERY BOTTLE, POWER STEERING RESERVOIR & BRAKE FLUID RESERVOIR. CHASSIS LUBE WHERE APPLICABLE. INC UP TO 11QTS OIL. LIFETIME OIL CHANGE-DIESEL ENVIRONMENTAL FEE DIESE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES WHILE USING 4LOW PULLING A TRAILER THE TRUCK JUMPED OUT OF GE AR, TRUCK ACTED LIKE IT WAS NEUTRAL CUSTOMER CAME TO A STOP. PUT TRUCK IN 4HI GH. TRAVELED ABOUT 200 FEET. PUT BACK INTO 4 LOW. POPPED OUT OF 4LOW AGAIN. CUSTOMER HAS DRIVEN THE TRUCK IN 2WD EVER SINCE. HAS NOT HAD A PROBLEM.

(Claim) Cause:

TEST DROVE IN 4WD LOW AND CAN NOT GET TO POP OUT OF LOW RANG, CHECKED STAR CA SE, TSB AND FLASH UP DATE AND FOUND NO FLASH UP OR TSB OR STAR CASES, INSPECT ED T-CASE AND FOUND NO PROBLEMS CHECKED FLUID AND IS FULL,

(Claim) Correction:

NO PROBLEM FOUND, COULD NOT DUPLICATE AT THIS TIME. SM IS INVOLVED WITH CASE.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 3500 LARAMIE CREW CAB 4X4
Build Date	11/28/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	12/22/2017
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	12/15/2017
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$146 89	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$146 89

Dealer Information

Code	[redacted]	**Name**	CENTRAL FLORIDA CHRY JEEP DODGE	**Zone**	66	ORLANDO
Address	8675 COMMODITY CIRCLE , ORLANDO, FL 32819					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$110 17
A	85900059	Road Ready ; Rear Wheel Flares - Both								$36 72

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 ST CREW CAB 4X2
Build Date	11/22/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	08/31/2017
Claim Type	W - Warranty	**Repair Date**	12/15/2017
Claim Status	Paid	**Mileage (Miles)**	3,407

Expense

Labor	$66.90	**Sublet**	$99.40	**Part**	$525.00	**Total Paid**	$691.30

Dealer Information

Code	[redacted]	**Name**	CARL BURGER'S DODGE WORLD	**Zone**	71 LOS ANGELES
Address	HWY 8 AT JACKSON DR , LA MESA, CA 91942				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08191403	Module, door control ; Left, front	58	INTERNAL DEFECT	68225101AC	MODULE	1	X	99.40	$66.90
A	95400141	Loaner Car ; Standard Line Vehicles			68225101AC	MODULE	1	X	99.40	$525.00

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES CUSTOMER REPORTS BOTH FRONT WINDOWS STOPPED WORKING AND AT THE SAME TIME NOTICING -32C AND THEN -40C ,, ITS ALWAYS STARTS WITH -40C ON THE SCREEN AND THATS WHEN WINDOWS STOP WORKING AND THEN ENGINE LIGHT COMES ON ADVISE CUSTOMER STATES *****RENTAL CAR DURING REPAIRS*****

(RO) Cause:

. E

(RO) Correction:

[redacted]THE DRIVERS DOOR MODULE HAD INTERNALFAILURE. TESTED POWER AND GROUNDS INTODRIVERS DOOR MODULE. TESTED GOOD. REPLACEDTHE DRIVERS DOOR MODULE. OPENED STAR [redacted] Performed a capacitive dischargeprocedure(left the vehicle disconnected for10-15 minutes) and re- configured the vehiclein an attempt to clean up any LOGIC LOCKEDmodules or SKEWED data that may becontributing to this failure. (778) Module, door control - Test and Replace Left, front (2 - Skilled) *****RENTAL CAR DURING REPAIRS***** RENTAL *****RENTAL CAR DURING REPAIRS***** SUBLET REPAIRS

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

BOTH FRONT WINDOWS STOPPED WORKING

(Claim) Cause:

DRIVERS DOOR MODULE HAD INTERNAL FAILURE

(Claim) Correction:

REPLACED DRIVERS DOOR MODULE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - RAM 3500 ST CREW CAB 4X4
Build Date	11/24/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	12/22/2017
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	12/18/2017
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$75.91	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$75.91

Dealer Information

Code	[redacted]	**Name**	BINGHAMTON CHRYSLER JEEP DODGE,	**Zone**	32 NEW YORK
Address	1279 UPPER FRONT ST , BINGHAMTON, NY 13901				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$75.91

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 LARAMIE MEGA CAB 4X4
Build Date	06/10/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/09/2017
Claim Type	F - Service Contract	**Repair Date**	12/19/2017
Claim Status	Paid	**Mileage (Miles)**	11,446

Expense

Labor	$0.00	**Sublet**	$0.00	**Part**	$65.00	**Total Paid**	$65.00

Dealer Information

Code	[redacted]	**Name**	HADDAD DODGE	**Zone**	71 LOS ANGELES
Address	3000 HARRIS RD , BAKERSFIELD, CA 93384				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26860303	Maintenance Interval - Schedule B ; To be used every 3,000 Intervals	MC	MAINTENANCE CARE						$0 00
A	95260001	Maintenance Allowance ; Fixed Cost Maintenance								$65.00

RO Narratives

(RO) Customer Concern:

CUSTOMER REQUESTS CHANGE LUBE, OIL, FILTER PER CSC PERFORM MULTI-POINT INSPPECTION 90 CUSTOMER STATES CHECK TIRE PRESSURE MEASUREMENTS

(RO) Cause:

NA

(RO) Correction:

PERFORMED STANDARD LUBE, OIL AND FILTER CHANGE PERFORMED MULTI-POINT INSPECTION TIRE PRESSURES ARE AT OR HAVE BEEN ADJUSTED TO [redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 POWER WAGON CREW CAB
Build Date	04/18/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06/12/2017
Claim Type	W - Warranty	**Repair Date**	12/26/2017
Claim Status	Paid	**Mileage (Miles)**	16,521

Expense

Labor	$79 28	**Sublet**	$0 47	**Part**	$0 00	**Total Paid**	$79 75

Dealer Information

Code	[redacted]	**Name**		**Zone**	66 ORLANDO
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08951507	Fuse ; ABS, ESP, Traction Control, Air suspension. Chassis Control System	UC	UNCODABLE (NARRATIVE REQUIRED)	00000NPN	FUSE	1	X	0.47	$22.65
B	0891PWP4	Active/Passive Restraints	1C	CONNECTOR LOOSE NOT ATTACHED						$56.63

RO Narratives

(RO) Customer Concern:

PERFORM COMPLETE MULTI-POINT INSPECTION PERFORM OIL CHANGE, CHECK ALL FLUIDS. (NSD CONTRACT NUMBER [redacted] CUSTOMER REQUESTS TIRE ROTATION CUSTOMER STATES BACK UP CAMERA IS DISTORTED AND VERY BLURRY CUSTOMER STATES: TRAC CONTROL LIGHT IS ON. PLEASE CHECK AND ASVISE C/S: BOTH SEAT BELT AND AIRBAG WARNING LIGHTS ARE ON. PLEASE CHECK AND ADVISE. C/S: VEHICLE PHONE NEEDS SERVICE PLEASE CONTACT DEALER WARNING MESSAGE IS ON PLEASE ADVISE

(RO) Cause:

MAINTENANCE. module on can bus down loss of communication, and diagnostic trouble codes set down module and burned fuses ORC MODULE IS DOWN, NO POWER NO COMMUNICATION WITH CAN C display see dealer message

(RO) Correction:

Multi Point Inspection All OEM Oil & Filter Change 6 4L 14/17 Rotate Tires All Standard repowered the downed module on BCM network to allow for Can C communication. [redacted] WITH A DOWNED MODULE ON TOPOLOGY AND NO CAN C COMMUNICATION I TESTED ABS AND CLEARED DTC'S I FOUND FUSE FAULTY AND RE ESTABLISHED COMMUNICATION.. CLEARED CODES AND SYSTEM OPERATING NORMAL I CHECKED THE FUSES OF THE ORC AND FOUND THEM TO BE BURNED/SCARRED BUT NOT BLOWN I DISASSEMBLED THE FRONT CENTER SEAT IN ORDER TO GAIN ACCESS TO TO ORC MODULE. I UNPLUGGED THE MODULE AND BEGAN TESTING IS POWER AND GROUND AND CAN C COMMUNICATION . AFTER RESEATING CONNECTION 10 FOR FUSED POWER TO THE MODULE AND RECONNECTING THE TERMINALS AND PLUGS THE SYSTEM WAS OPERATIONAL AND COMMUNICATION WAS BACK UP ON CAN C. I WAS ABLE TO CLEAR CODES AND RETEST FOR FAULTS USING WITECH. [redacted] PW P4 BCM had dignostic trouble codes due to a down module on the networ Repoered down module and can C is communicating with entire network, message on radio is no longer present due to cleared trouble codes and normal operation

(RO) Technical Notes:

FUSE SHORTED

GCS Narratives

(Claim) Customer Concern:

C/S: BOTH SEAT BELT AND AIRBAG WARNING LIGHTS ARE ON. PLEASE CHECK AND ADVISE. CUSTOMER STATES: TRAC CONTROL LIGHT IS ON. PLEASE CHECK AND ASVISE

(Claim) Cause:

down module and burned fuses ORC MODULE IS DOWN, NO POWER NO COMMUNICATION WITH CAN C

(Claim) Correction:

I CHECKED THE FUSES OF THE ORC AND FOUND THEM TO BE BURNED/SCARRED BUT NOT BLO LOP [redacted] WITH A DOWNED MODULE ON TOPOLOGY AND NO CAN C COMMUNICATION I

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 CREW CAB CHASSIS 4X4
Build Date	04/18/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11/13/2017
Claim Type	W - Warranty	**Repair Date**	12/29/2017
Claim Status	Paid	**Mileage (Miles)**	419

Expense

Labor	$667.41	**Sublet**	$1,139.42	**Part**	$0.00	**Total Paid**	$1,806.84

Dealer Information

Code	[redacted]	**Name**	DANBURY DODGE	**Zone**	32 NEW YORK
Address	100B FEDERAL ROAD , DANBURY, CT 06810				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08890201	Center, power distribution PDC	UC	UNCODABLE (NARRATIVE REQUIRED)	68322377AB	PDC	1	X	264.34	$35.13
B	08191002	Module, anti-lock brake control ; All others	ML	CHECK ENGINE/SERVICE ENGINE SO	68347098AA	MODULE	1	X	247.06	$70.25
B	08191002	Module, anti-lock brake control ; All others	ML	CHECK ENGINE/SERVICE ENGINE SO	06502817	NUT	2		14.69	$70.25
B	08191002	Module, anti-lock brake control ; All others	ML	CHECK ENGINE/SERVICE ENGINE SO	04318080AD	FLUID	5		55.29	$70.25
C	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	UC	UNCODABLE (NARRATIVE REQUIRED)	68143491AA	CONTROL	1	X	558.05	$128.80
C	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68143491AA	CONTROL	1	X	558.05	$433.23

RO Narratives

(RO) Customer Concern:

CUST STATES CHECK ENGINE LIGHT CAMEON WHILE DRIVING GENERAL CONCERN 1 [TRACTION CONTROLLIGHT ON]

(RO) Cause:

INTERNAL FAILURE INTERNAL FAILURE

(RO) Correction:

[redacted]CHECK AND REPLACE PDC AS PER CHRYSLERSTAR CENTER Center, power distribution PDC - Test and Replace (2 - Skilled)DIAGNOSIS (WARRANTY)[redacted] DIAGNOSIS (WARRANTY) [redacted]VERIFY CONCERN AND REPLACE ABS MODULEAND HYDRAULIC CONTROL UNIT CONTACT STARCENTER LIGHT CAME BACK ON RIGHT AWAY TESTWIRING AND CONNECTORS BETWEEN PDC ANDHYDRAULIC CONTROL UNIT RAM CAIR CASE OPENEDAFTER REPLACEMTN OF NEW MOUDLE WITH OLDELECTRICAL UNIT AND RECONFIGURATION VEHICLEIS FUNCTIONING AS DESIGNED Module, anti-lock brake control - Test and Replace All others (2 - Skilled) Control unit, Brake anti-lock hydraulic (HCU)- Replace All others (3 -Highly Skilled) MODULE/CONTROL, ANTI-LOCKBRAKE-Replace (A) HYDRAULIC CONTROL UNIT, ANTI-LOCK-Test and replace(A)

(RO) Technical Notes:

REPLACE TIPM, NO COMM WITH ABS MODULE AFTER HCU REPAIR

GCS Narratives

(Claim) Customer Concern:

C/S CHECK ENGINE LIGHT CAME ON WHEN DRIVING - THIS IS FIRST STEP NO COMM WITH ABS MODULE - ABS LIGHT ON NOW - SECOND STEP - STAR CASE WAS CREATE THIRD STEP - ABS MODULE IS SHOWING RED (DOWN) IN WITECH D

(Claim) Cause:

FOLLOW STEPS IN STAR TICKET AND REPLACED HCU UNIT. MODULE IS STILL RED - PLUGG FOUND CODE U1408 IMPLAUSIBLE BRAKE SIGNAL RECEIVED. PERFORMED DIAGNOSIS ON FLO ED IN OLD MODULE TURNS YELLOW. FOUND CODES C0044 AND U0415 AND CREATED STAR CASE. FOLLOW DIAG WITH STAR TICKE W CHART T 1753926 AND REPLACED TIPM MODULE

(Claim) Correction:

REPLACED ABS MODULE AND CLEAR CODE - ROAD TESTED, ABS LIGHT COMES BACK ON STAR INFORMED TO SWAP OLD MODULE WITH NEW HCU - NOW WORKING AS DESGINED, REPLACED TIPM MODULE AND CLEAR CODES - ROAD TESTED, ABS LIGHT COMES BACK ON

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - RAM 2500 ST CREW CAB 4X4
Build Date	08/24/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/16/2017
Claim Type	W - Warranty	**Repair Date**	01/03/2018
Claim Status	Paid	**Mileage (Miles)**	6,123

Expense

Labor	$46.23	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$46.23

Dealer Information

Code	[redacted]	**Name**	WELLS DODGE CHRYSLER	**Zone**	66 ORLANDO
Address	1600 US 27 SOUTH , AVON PARK, FL 33825				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	0894TFL2	Fuel-Air Delivery/Injection System	1C	CONNECTOR LOOSE NOT ATTACHED						$46.23

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CHECK ENGINE LIGHT ON

(Claim) Cause:

[redacted] PERFORME DDIAG AND FOUND MAF SENSOR UNPLUGGED

(Claim) Correction:

PLUGGED IN MAF SENSOR

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 3500 LARAMIE MEGA CAB 4X4
Build Date	06/10/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/09/2017
Claim Type	W - Warranty	**Repair Date**	01/04/2018
Claim Status	Paid	**Mileage (Miles)**	15,015

Expense

Labor	$70.58	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$70.58

Dealer Information

Code	[redacted]	**Name**	HADDAD DODGE	**Zone**	71 LOS ANGELES
Address	3000 HARRIS RD , BAKERSFIELD, CA 93384				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	186002PU	Radio ; Radio, Check Software Level and Perform Software Update	CC	SENDING UNITS/SENSORS						$70.58

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT COMES ON AT TIMES WHILE DRIVING-LIGHT IS OFF AT THIS TIME REFER TO HISTORY ATTACHED TECHS [redacted] CUSTOMER STATES WHILE DRIVING UNDER LOAD THE ABS LIGHT,ETC LIGHT AND TRACTION CONTROL LIGHTS COME ON-LIGHTS ARE OFF AT THIS TIME C/S LIGHTS TURN OFF WHEN VEHICLE IS TURNED OFF REFER TO HISTORY ATTACHED TECH [redacted] CUSTOMER STATES ON ACCELERATION UP TO 40 MPH THE VEHICLE LUGES DOWN CUSTOMER STATES THE TALK TO TEXT FUNCTION IS INOP CUSTOMER STATES THE RADIO STATIONS CHANGE ON THERE OWN PERFORM MULTI-POINT INSPECTION 90 REC FUEL FILTERS DUE TO MILEAGE AND LIGHT BEING ON-CUSTOMER DECLINED AT THIS TIME CUSTOMER STATES CHECK TIRE PRESSURE MEASUREMENTS

(RO) Cause:

CODE [redacted] COULD NOT DUPLICATE THE CONCERN needs fuel filters replaced fuel filters replace message is on! RADIO UPDATE FROM MY 17. 09.01 TO MY 17 .11.07 LINE 4 WILL CORRECT THE CONCERN

(RO) Correction:

WHEN INSPECTING THE VEHICLE I FOUND CODE P207F. THERE WAS NO CODES STORE OR ACTIVE FOR ABS. INSPECT THE CONNECTOR TO ABS MODULE ALL THE WHEEL SPEED SENSORS AND FOUND NOTHING WRONG AT THIS POINT. RECOMMEND TO REPAIR THE CODE FOR THE PMC inspected code in pcm code is a stored code for def fluid quality checked def fluid quality 32.5 fluid is good TEST DRIVE THE VEHICLE AND WAS UNABLE TO MAKE THE ABS LIGHT OR TRACTION CONTROL TO COME ON declined repair WHEN INSPECTING THE RADIO I FOUND A UPDATE FOR THE RADIO RECOMMEND TO PERFORM THE UPDATE AND RECHECK THE RADIO AFTER UPDATE THE RADIO IS WORKING CORRECTLY AT THIS TIME. LINE 4 WILL CORRECT THE CONCERN PERFORMED MULTI-POINT INSPECTION TIRE PRESSURES ARE AT OR HAVE BEEN ADJUSTED

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THE TALK TO TEXT FUNCTION IS INOP

(Claim) Cause:

RADIO UPDATE FROM MY 17. 09.01 TO MY 17 .11.07 PER TSB 08 53 17

(Claim) Correction:

WHEN INSPECTING THE RADIO I FOUND A UPDATE FOR THE RADIO RECOMMEND TO PERFORM

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 SLT CREW CAB 4X4
Build Date	02/17/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/30/2017
Claim Type	W - Warranty	**Repair Date**	01/04/2018
Claim Status	Paid	**Mileage (Miles)**	11,177

Expense

Labor	$104 69	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$104 69

Dealer Information

Code	[redacted]	**Name**		**Zone**	74 DENVER
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	02000140	Wheel alignment ; Front wheel alignment	LM	LEADS RIGHT						$104 69

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
VEHICLE PULLS HARD RIGHT WHEN DRIVING

(Claim) Cause:
WHEEL ALIGNMENT NEEDS CHECKED AND OR ADJUSTED

(Claim) Correction:
PERFORMED WHEEL ALIGNMENT AND TEST DRIVE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 SLT MEGA CAB 4X4
Build Date	10/19/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11/30/2016
Claim Type	F Service Contract	**Repair Date**	01/06/2018
Claim Status	Paid	**Mileage (Miles)**	18,715

Expense

Labor	$0 00	**Sublet**	$0 00	**Part**	$35 00	**Total Paid**	$35 00

Dealer Information

Code	[redacted]	**Name**	KENDALL DODGE CHRYSLER JEEP RAM	**Zone**	66 ORLANDO
Address	13355 SW 137TH AVE , MIAMI, FL 33186				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26860303	Maintenance Interval Schedule B ; To be used every 3,000 Intervals	MC	MAINTENANCE CARE						$0 00
A	95400042	Loaner Car ; First Day Rental								$35 00

RO Narratives

(RO) Customer Concern:

Thank you for being a Kendall DodgeChrysler Jeep Ram VIP Rewards Benefits 3% Loyalty Cash on paid services customer General Concern #1 [Customer Stateshears a clack clunking noise when rolling in reversa] General Concern #2 [Customer Stateshearsfeelsa grinding noise from cab on initial accelaration and turning left] General Concern #3 [Customer Statesleft and right rear seatcovers keeps coming uncliped was 3 times here] General Concern #4 [Customer Statesstill water leaking in a driver a pillar area when it rains] CUSTOMER BEING PROVIDED WITH ALTERNATE TRANSPORTATION COVERED UPTO 5 DAYS BY THERE SERVICE CONTRACT/WARRANTY GUIDELINES SEE ADVISOR FOR DETAILS THANK YOU FOR YOUR VISIT TODAY AND FOR CHOOSING KENDALL DODGE CHRYSLERJEEP RAM TO SERVICE YOUR VEHICLE OUR CUSTOMERS ARE THE REASON FOR OUR SUCCESS.

(RO) Cause:

CUSTOMER STATES HEARS A CLUNK CUSTOMER HEARS A GRINDING NOISE FROM CABAND ON INITIAL ACCELERATION WHEN TURNING LEFT F F F

(RO) Correction:

Thank you for being a Kendall Dodge Chrysler Jeep Ram VIP Rewards Benefits 3% Loyalty Cash on paid services customer. [redacted] CUSTOMER STATES HEARS A CLUNK UNABLETO DUPLICATE CUSTOMER CONCERN TRUCK DRIVER BYMOPAR TECHNICAL ADVISOR FOR THE STATE OFFLORIDA AND NO PROBLEM WAS FOUND TRUCK ISOPERATING AS DESIGNED General Concern #1 [Customer States hears a clack clunking noise whenrolling in reversa] [redacted] CUSTOMER HEARS A GRINDING NOISE FROMCAB AND ON INITIAL ACCELERATION WHEN TURNINGLEFT UNABLE TO DUPLICATE CUSTOMER CONCERNTRUCK DRIVER BY MOPAR TECHNICAL ADVISOR FORTHE STATE OF FLORIDA AND NO PROBLEM WAS FOUNDTRUCK IS OPERATING AS DESIGNED General Concern #2 [Customer States hearsfeelsa grinding noise from cab on initialaccelaration and turning left] General Concern #3 [Customer States left andright rear seatcovers keeps coming uncliped was3 times here] General Concern #4 [Customer States still water leaking in a drivera pillar area when it rains] [redacted] CUSTOMER PROVIDED WITH RENTAL CUSTOMER BEING PROVIDED WITH ALTERNATE TRANSPORT

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 POWER WAGON CREW CAB
Build Date	01/14/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	087531	**In Service Date**	03/13/2017
Claim Type	W - Warranty	**Repair Date**	01/06/2018
Claim Status	Paid	**Mileage (Miles)**	17,475

Expense

Labor	$247.92	**Sublet**	$241.04	**Part**	$35.00	**Total Paid**	$523.96

Dealer Information

Code	[redacted]	**Name**	SUSQUEHANNA DODGE INC	**Zone**	35 WASHINGTON
Address	950 HELLAM ST , WRIGHTSVILLE, PA 17368				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	23211519	Carpet/lining, floor ; Mega / Crew cab - One piece front and rear	K4	LOOSE	6NS67DX9AA	CARPET	1	X	169.30	$247.92
A	23211519	Carpet/lining, floor ; Mega / Crew cab - One piece front and rear	K4	LOOSE	06501916	PUSH PIN	9		37.98	$247.92
A	23211519	Carpet/lining, floor ; Mega / Crew cab - One piece front and rear	K4	LOOSE	06501916	PUSH PIN	8		33.76	$247.92
A	95400141	Loaner Car ; Standard Line Vehicles			6NS67DX9AA	CARPET	1	X	169.30	$35.00
A	95400141	Loaner Car ; Standard Line Vehicles			06501916	PUSH PIN	9		37.98	$35.00
A	95400141	Loaner Car ; Standard Line Vehicles			06501916	PUSH PIN	8		33.76	$35.00

RO Narratives

(RO) Customer Concern:

Customer Requestsynthetic Oil Change

(RO) Cause:

NA

(RO) Correction:

Performed Lube, Oil, and Filter with Synthetic Oil

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

PRIOR DAIG

(Claim) Cause:

CARPET BY DRIVER DOOR IS LOOSE

(Claim) Correction:

REPLACED CARPET PIECE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 3500 ST CREW CAB 4X2
Build Date	11/30/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	03/08/2018
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	01/09/2018
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$136.96	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$136.96

Dealer Information

Code	[redacted]	**Name**	BENNY BOYD GONZALES, LLC	**Zone**	63 DALLAS
Address	3698 N HWY 183 , GONZALES, TX 78629				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$136.96

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 LARAMIE CREW CAB 4X4
Build Date	06/22/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/23/2017
Claim Type	W - Warranty	**Repair Date**	01/09/2018
Claim Status	Paid	**Mileage (Miles)**	16,576

Expense

Labor	$41.62	**Sublet**	$542.30	**Part**	$0.00	**Total Paid**	$583.92

Dealer Information

Code	[redacted]	**Name**	PETERSON'S STAMPEDE DODGE-CHRY- JEEP LLC	**Zone**	70 PHOENIX
Address	5801 EAST GATE BLVD , NAMPA, ID 83687				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08503103	Lamp, headlamp ; Left side	65	LEAKS	68324941AB	HEADLAMP	1	X	542.30	$41.62

RO Narratives

(RO) Customer Concern:

LIFE TIME SERVICE OIL CHANGE DIESEL(3 CHANGES PER PER CONTRACT) Mopar Express Lane Inspection. LIFE TIME UREA FILL. PER TRAVIS DUNN LEFT HEADLIGHT ASSEMBLY NEEDS REPLACED MOISTURE/CONDENSATION IN HEADLAMP ASSEMBLY. CHECK AND ADVISE REPLACED AIR FILTER NO DEFERRED SERVICES:

(RO) Cause:

INSPECTION ASSEMBLY LEAKING

(RO) Correction:

LIFE TIME SERVICE OIL CHANGE DIESEL (3 CHANGESPER PER CONTRACT) ENVIRONMENTAL FEE LIFETIME OIL CHANGE-DIESEL LIFE TIME SERVICE OIL CHANGE DIESEL (3 CHANGES PER PER CONTRACT) MISC. SHOP CHARGES LUBE-OIL-GREASE CHARGES Mopar Express Lane Inspection. LIFE TIME UREA FILL. LIFETIME OIL CHANGE-DIESEL LIFE TIME UREA FILL. LUBE-OIL-GREASE CHARGES 16576 VERIFIED HEADLAMP ASSEMBLE HADCONDENSATION AND HEAVY MOISTURE. NO SIGNS OFIMPACT. REPLACED HEADLAMP ASSEMBLY. CHECKSOK. Lamp, headlamp - Test andReplace Left side (0 - Low Skilled) R/R LEFT HEAD LAMP TO REFINISH REPLACED AIR FILTER 10% DISCOUNT BUSINESS LINK REPLACED AIR FILTER MISC. SHOP CHARGES NO DEFERRED SERVICES:

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

PER TRAVIS DUNN LEFT HEADLIGHT ASSEMBLY NEEDS REPLACED MOISTURE/CONDENSATION I

(Claim) Cause:

ASSEMBLY LEAKING

(Claim) Correction:

[redacted]VERIFIED HEADLAMP ASSEMBLE HAD CONDENSATION AND HEAVY MOISTURE. NO SI

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 3500 LONGHORN CREW CAB 4X4
Build Date	07/20/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11/21/2017
Claim Type	F Service Contract	**Repair Date**	01/12/2018
Claim Status	Paid	**Mileage (Miles)**	9,594

Expense

Labor	$0.00	**Sublet**	$0.00	**Part**	$75.00	**Total Paid**	$75.00

Dealer Information

Code	[redacted]	**Name**		**Zone**	63 DALLAS
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26860303	Maintenance Interval Schedule B ; To be used every 3,000 Intervals	MC	MAINTENANCE CARE						$0 00
A	95260001	Maintenance Allowance ; Fixed Cost Maintenance								$75 00

RO Narratives

(RO) Customer Concern:

[redacted] Description UnAvailable Customer Requests car wash

(RO) Cause:

NA

(RO) Correction:

change oil & filter tk a90

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - RAM 2500 SLT CREW CAB 4X4
Build Date	12/12/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/21/2018
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	01/15/2018
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$117.58	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$117.58

Dealer Information

Code	[redacted]	**Name**	WOODHOUSE CHRYSLER JEEP DODGE	**Zone**	74 DENVER
Address	2171 SOUTH HWY 30 , BLAIR, NE 68008				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$117.58

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 2500 SLT CREW CAB 4X4
Build Date	09/14/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	01/02/2018
Claim Type	W Warranty	**Repair Date**	01/16/2018
Claim Status	Paid	**Mileage (Miles)**	326

Expense

Labor	$15 39	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$15 39

Dealer Information

Code	[redacted]	**Name**		**Zone**	32 NEW YORK
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	1820059C	Module, Park Assist Control ; Module, Park Assist Control (PTS/PAM) Reprogram	CC	SENDING UNITS/SENSORS						$15.39

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
CUSTOMER STATES PARK SENSOR LIGHT IS ON

(Claim) Cause:
VERIFIED, FOUND CODE [redacted] FOR PARK ASSIST MODULE

(Claim) Correction:
FLASHED PARK ASSIST MODULE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 3500 LONGHORN CREW CAB 4X4
Build Date	10/25/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	04/27/2018
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	01/16/2018
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$139 47	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$139 47

Dealer Information

Code	[redacted]	**Name**	DAVE SMITH MOTORS	**Zone**	70 PHOENIX
Address	210 NORTH DIVISION , KELLOGG, ID 83837				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$104 60
A	85900059	Road Ready ; Rear Wheel Flares - Both								$34 87

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - RAM 2500 SLT CREW CAB 4X4
Build Date	09/14/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	01/02/2018
Claim Type	W - Warranty	**Repair Date**	01/16/2018
Claim Status	Paid	**Mileage (Miles)**	326

Expense

Labor	$92.34	**Sublet**	$200.20	**Part**	$0.00	**Total Paid**	$292.54

Dealer Information

Code	[redacted]	**Name**		**Zone**	32 NEW YORK
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08191002	Module, anti-lock brake control ; All others	DE	I/M TEST FAILURE	68347098AB	MODULE	1	X	200.20	$46.17
A	08191063	Module, anti-lock brake control ; 6.7L diesel equipped			68347098AB	MODULE	1	X	200.20	$15.39
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68347098AB	MODULE	1	X	200.20	$30.78

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES ABS LIGHT ON, NO 4WD, PARK SENSOR LIGHTS ARE ON

(Claim) Cause:

CHECKED CODE FOUND [redacted]ALL ACTIVE. TRIED CLEARING THEM T HEY ALL CAME BACK ACTIVE, RAN TEST FOR ALL CODES AND FOUND ABS MODULE DEFECTIV E.

(Claim) Correction:

REPLACED ABS MODULE AND TEST DROVE TO CHECK OPERATION. CODE [redacted] N PATS W AS STORED FLASHED PAT MODULE FOR CODE AND VERIFIED CODES ARE CLEARED AND LIGHT S ARE OFF.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 3500 LONGHORN CREW CAB 4X4
Build Date	10/25/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	04/27/2018
Claim Type	W - Warranty	**Repair Date**	01/16/2018
Claim Status	Paid	**Mileage (Miles)**	21

Expense

Labor	$0 00	**Sublet**	$18 90	**Part**	$0 00	**Total Paid**	$18 90

Dealer Information

Code	[redacted]	**Name**	DAVE SMITH MOTORS	**Zone**	70 PHOENIX
Address	210 NORTH DIVISION , KELLOGG, ID 83837				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	25080140	DEF Fluid Top Off ; Vehicle Delivery Fill - See LOP note for vehicle specific allowances.	40	FLUID HIGH OR LOW	68035700AC	FLUID	3	X	18.90	$0.00

RO Narratives

(RO) Customer Concern:

TOP OFF DIESEL EXHAUST FLUID CHRYSLER VEHICLE

(RO) Cause:

ADDED DEF AS PART OFPDI PROCESS

(RO) Correction:

[redacted] TOP OFF DIESEL EXHAUST FLUID CHRYSLER VEHICLE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - RAM 2500 SLT CREW CAB 4X4
Build Date	09/14/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	01/02/2018
Claim Type	W - Warranty	**Repair Date**	01/16/2018
Claim Status	Paid	**Mileage (Miles)**	326

Expense

Labor	($92.34)	**Sublet**	($200.20)	**Part**	$0.00	**Total Paid**	($292.54)

Dealer Information

Code	[redacted]	**Name**		**Zone**	32 NEW YORK
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08191002	Module, anti-lock brake control ; All others	DE	I/M TEST FAILURE	68347098AB	MODULE	1	X	-200.20	($46.17)
A	08191063	Module, anti-lock brake control ; 6.7L diesel equipped			68347098AB	MODULE	1	X	-200.20	($15.39)
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68347098AB	MODULE	1	X	-200.20	($30.78)

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES ABS LIGHT ON, NO 4WD, PARK SENSOR LIGHTS ARE ON

(Claim) Cause:

CHECKED CODE FOUND [redacted] ALL ACTIVE. TRIED CLEARING THEM T HEY ALL CAME BACK ACTIVE, RAN TEST FOR ALL CODES AND FOUND ABS MODULE DEFECTIV E.

(Claim) Correction:

REPLACED ABS MODULE AND TEST DROVE TO CHECK OPERATION. CODE [redacted] N PATS W AS STORED FLASHED PAT MODULE FOR CODE AND VERIFIED CODES ARE CLEARED AND LIGHT S ARE OFF.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 LARAMIE MEGA CAB 4X4
Build Date	02/03/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	02/28/2017
Claim Type	W - Warranty	**Repair Date**	01/17/2018
Claim Status	Paid	**Mileage (Miles)**	34,452

Expense

Labor	$41 81	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$41 81

Dealer Information

Code	[redacted]	**Name**	JAMIESON MOTORS INC	**Zone**	74 DENVER
Address	100 PENN ST , CHINOOK, MT 59523				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85411201	Diesel Exhaust Fluid System, Trouble Not Found ; Diesel Exhaust Fluid System	OD							$41.81

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES SERVICE DEF SYSTEM DISPLAYED 150 MILES TO SHUT DOWN CUSTOMER LEFT INSIDE GARAGE AND THEN DROVE IT TO DEALER AND LIGHT WENT OFF. CHECK AND ADVISE. DEF FROZE, NO CODES, NO DISPLAY COULD NOT DUPLICATE AT THIS TIME (36- TAYLOR-)

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES DEF LIGHT IS ON. COUNTING DOWN

(Claim) Cause:

NO CODES, NO DISPLAY. WORKING PROPERLY

(Claim) Correction:

COULD NOT DUPLICATE AT THIS TIME

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 ST CREW CAB 4X4
Build Date	09/29/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11/07/2016
Claim Type	F - Service Contract	**Repair Date**	01/17/2018
Claim Status	Paid	**Mileage (Miles)**	9,868

Expense

Labor	$0.00	**Sublet**	$0.00	**Part**	$50.00	**Total Paid**	$50.00

Dealer Information

Code	[redacted]	**Name**	CROWN DODGE	**Zone**	71 LOS ANGELES
Address	6300 KING , VENTURA, CA 93003				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26860303	Maintenance Interval - Schedule B ; To be used every 3,000 Intervals	MC	MAINTENANCE CARE						$0.00
A	95260001	Maintenance Allowance ; Fixed Cost Maintenance								$50.00

RO Narratives

(RO) Customer Concern:

(Change diesel engine oil and filter synthetic oil may be re quired based on geographic location) (Multi-point inspection according to maintenance interval) (Check Tire Pressure) Customer States intermittently the traction controlABS light s and chime come onActive ABS DTCs (Electrical Concern) CUSTOMER STATES THERE IS A CLICKING SOUND FROM THE DASH INTERMITTENTLY

(RO) Cause:

CAN BUS DROPPING OUT CAUSING TRAC AND ABS WARNING LAMPS COULD NOT VERIFY CONCERN NO SOUND COULD BE HEARD

(RO) Correction:

PERFORMED LUBE OIL AND FILTER CHANGE. CHECK ALL FLUID LEVELS AND ADJUST LEVELS AS NEEDED. CUSTOMER NEEDS VEHICLE AND IS PICKING UP BEFORE DIAGNOSIS WAS COMPLETED NOTHING DONE AT THIS VISIT COULD NOT REPEAT THE CONCERN.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

(Change diesel engine oil and filter synthetic oil may be re quired based on g

(Claim) Cause:

NA

(Claim) Correction:

PERFORMED LUBE OIL AND FILTER CHANGE. CHECK ALL FLUID LEVELS AND ADJUST LEVELS

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 LARAMIE MEGA CAB 4X4
Build Date	01/19/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	02/06/2017
Claim Type	W - Warranty	**Repair Date**	01/17/2018
Claim Status	Paid	**Mileage (Miles)**	13,424

Expense

Labor	$59.50	**Sublet**	$6.51	**Part**	$50.00	**Total Paid**	$116.01

Dealer Information

Code	[redacted]	**Name**	HELFMAN DODGE INC	**Zone**	63 DALLAS
Address	7720 KATY FREEWAY , HOUSTON, TX 77024				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	21550131	Pan, Oil - Replace or Reseal ; Includes: Replace pan and/or gasket, if necessary.	71	OIL LEAK	05010884AD	SEALER	1	X	6.51	$59.50
A	95400140	Loaner Car ; Competitive Vehicles			05010884AD	SEALER	1	X	6.51	$50.00

RO Narratives

(RO) Customer Concern:

CUST STATES BRAKE PEDAL FEELS SOFT & TRUCK DOES NOT FEEL LIKE IT IS STOPING FAST ENOUGH..SEE HISTORY!!!! CUSTOMER STATES TRANS FLUID LEAKING QUALITY CONTROL CHECK FOR LINE 1

(RO) Cause:

ROAD TEST FOR BRAKE COMPLAINT NORMAL STOPPING, INSPECT FRONT AND REAR BRAKES , 8 AND 10 MM IN GREEN CHECKED FOR LEAKS NONE FOUND ABS OPERATION WORK NORMAL. UPON INSPECTION FOUND FLUID LEAKING FROM TRANSMISSION PAN SEAL. MUST REMOVE CLEAN AND RESEAL PAN. REQUESTED

(RO) Correction:

NO PROBLEM FOUND WITH BRAKES, IN FOR QC REMOVED PAN AND CLAIMED FLUID IN CLEAN CONTAINER. CLEANED ALL RTV FROM PAN AND RESEALED PAN. FILLED TRANSMISSION TO SPECIFICATION WITH ORIGINAL FLUID. LEAK NO LONGER PRESENT. QC ROAD TESTED FOR BRAKE PEDAL CONCERN. UNABLE TO DUPLICATE OWNER'S CONCERN. BRAKES ARE PERFORMING AS DESIGNED - GC

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES TRANS FLUID LEAKING

(Claim) Cause:

UPON INSPECTION FOUND FLUID LEAKING FROM TRANSMISSION PAN SEAL. MUST REMOVE CL

(Claim) Correction:

REMOVED PAN AND CLAIMED FLUID IN CLEAN CONTAINER. CLEANED ALL RTV FROM PAN AND

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 LARAMIE CREW CAB 4X4
Build Date	06/22/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/23/2017
Claim Type	W - Warranty	**Repair Date**	01/18/2018
Claim Status	Paid	**Mileage (Miles)**	17,055

Expense

Labor	$93.67	**Sublet**	$131.75	**Part**	$0.00	**Total Paid**	$225.42

Dealer Information

Code	[redacted]	**Name**	PETERSON'S STAMPEDE DODGE-CHRY- JEEP LLC	**Zone**	70 PHOENIX
Address	5801 EAST GATE BLVD , NAMPA, ID 83687				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08508002	Lamp, Clearance ; One	11	BROKEN OR CRACKED	68261677AC	LAMP	5	X	131.75	$20.81
A	08508050	Lamp, Clearance ; Each additional clearance lamp			68261677AC	LAMP	5	X	131.75	$10.41
A	08508050	Lamp, Clearance ; Each additional clearance lamp			68261677AC	LAMP	5	X	131.75	$10.41
A	08508050	Lamp, Clearance ; Each additional clearance lamp			68261677AC	LAMP	5	X	131.75	$10.41
A	08508050	Lamp, Clearance ; Each additional clearance lamp			68261677AC	LAMP	5	X	131.75	$10.41
B	85411602	Driveline/PTU/Transfer Case Mechanical, Trouble Not Found ; PTU/Transfer case	OD							$31.22

RO Narratives

(RO) Customer Concern:

BODY ELECTRICAL CONCERN [CUSTOMER STATES ALL HIS CAB LIGHTS ARE FULL OF MOISTURE.] Engine Mechanical Concern [CUSTOMERSTATES HIS TRUCK IS ONLY GETTING 6.9 MILES TO THE GALLON PULLING A 8,000 POUND TRAILER. TRAILER IS EMPTY.] DIAGNOSE BODY ELECTRICAL 51D [CUSTOMER STATES HIS HEATED SEATS WILL COME ON WHILE GOING DOWN THE ROAD. MID DRIVE CYLCLE. JUST DRIVERS SIDE. HAPPENED 3 TIMES IN 1700 MILES.] AXLE/DIFFERENTIAL/DRIVESHAFT CONCERN 47 [CUSTOMER STATES WHILE USING 4LOW PULLING A TRAILER THE TRUCK JUMPED OUT OF GEAR, TRUCK ACTED LIKE IT WAS NEUTRAL CUSTOMER CAME TO A STOP. PUT TRUCK IN 4HIGH.TRAVELED ABOUT 200 FEET. PUT BACK INTO 4 LOW.] ENGINE MINOR [CUSTOMER STATES WHILEPULLING A HILL, THE TRUCK IS EXTREMLY LOUD. (ENGINE NOISE) TRUCKIS TYPICALLY UNDERLOAD WHEN THE TRUCK MAKES THE NOISE. SOUNDS LIKE A OLD 12 VALVE. INJECTOR CLATTER.] STEERING/SUSPENSION DIAGONSIS NEEDED [CUSTOMER STATES THE RIGHT FRONT TIRE IS WEARING UNEVENLY.] Multi-point inspection (according to maintenance interval) FOUR WHEEL ALIGNMENT: INCLUDES CHECKING & ADJUSTING FRONT END COMPONETS FOR PROPER WHEEL ALIGNMENT. ADDITION CHARGE WILL APPLY WHEN COMPONET REPLACEMENT OR SHIMS ARE NEEDED TO BRING VEH INTO ALIGNMENT DISMOUNT AND MOUNT 6 TIRES AND ROTATE THEM NO DEFERRED SERVICES:

(RO) Cause:

FOUND ALL OF THE CABCLEARANCE LIGHT BROKEN NO PROBLEM FOUND THE4WD IS OPERATING NORMALLY

(RO) Correction:

[redacted]VERIFIED CONCERN, ALL 5 CAB LIGHTSARE FULL OF MOISTURE. INSPECTED AND FOUND NOSIGNS OF EXTERNAL IMPACTS. FOUND ALL 5 CABLIGHT HOUSINGS ARE CRACKED NEAR THE MOUNTINGPOINTS. HOUSINGS HAVE CRACKED FROM OVERTIGHTENING, FOUND ONE SEAL MISALIGNED.RECOMMEND REPLACE THE 5 CAB LIGHT ASSEMBLYS.REMOVED AND REPLACED THE CRACKED CAB LIGHTHOUSINGS. VERIFIED PROPER OPERATION ANDREPAIR Lamp, clearance - Test and Replace One (0 - Low Skilled) Lamp, clearance Each additional clearance lamp 17055 CHECKED FOR CODES NONE, CHECKED FORFLASHES, TSB/CASES NONE FOUND SPECIFIC TOCONCERN Engine Mechanical Concern[CUSTOMER STATES HIS TRUCK IS ONLY GETTING 6.9MILES T

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
C/S ALL HIS CAB LIGHTS ARE FULL OF MOISTURE. C/S WHILE USING 4 LOW PULLING A TRAILER THE TRUCK JUMPED OUT OF GEAR, TRUCK AC TED LIKE IT WAS IN NEUTRAL. CUSTOMER CAME TO A STOP. PUT TRUCK IN 4 HIGH. TREA VELED ABOUT 200 FEET. PUT BACK INTO 4 LOW.

(Claim) Cause:
VERIFIED CONCERN, ALL 5 CAB LIGHTS ARE FULL OF MOISTURE. INSPECTED AND FOUND N O SIGNS OF EXTERNAL IMPACTS. FOUND ALL 5 CAB LIGHT HOUSINGS ARE CRACKED NEAR T HE MOUNTING POINTS. HOUSING S HAVE CRACKED FROM OVER TIGHTENING, FOUND ON SEAL OPERATED TRUCK AND FOUND THE TRUCK MAKES SUCCESSFUL SHIFTS FROM 2WD TO 4WD LOC MISALIGNED. RECOMMEND REPLACE THE 5 CAB LIGHT ASSEMBLYS. K AND TO 4 LO. OPERATED STAYING IN GEAR DURING OPERATION. CHECKED THE TRANSFER CASE FLUID, FOUND TO BE AT SAFE LEVEL AND CLEAN.

(Claim) Correction:
REMOVED AND REPLACED THE CRACKED CAB LIGHT HOUSINGS. VERIFIED PROPER OPERATION AND REPAIR. SF APPROVE FLEX. NO PROBLEMS FOUND AT THIS TIME, OPERATING AS DESIGNED.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 2500 SLT CREW CAB 4X4
Build Date	10/28/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	01/22/2018
Claim Type	W - Warranty	**Repair Date**	01/19/2018
Claim Status	Paid	**Mileage (Miles)**	56

Expense

Labor	$0 00	**Sublet**	$24 84	**Part**	$0 00	**Total Paid**	$24 84

Dealer Information

Code	[redacted]	**Name**	NORTHSIDE CHRYSLER JEEP DODGE, LLC	**Zone**	35 WASHINGTON
Address	812 NORTHSIDE DR , SUMMERSVILLE, WV 26651				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	25080140	DEF Fluid Top Off ; Vehicle Delivery Fill - See LOP note for vehicle specific allowances	40	FLUID HIGH OR LOW	68056278AC	FLUID	1	X	24.84	$0.00

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
GENERAL REPAIRS DUF FLUID ADD FOR SOLD UNIT

(Claim) Cause:
SOLD UNIT

(Claim) Correction:
ADDED DEF FLUID TO SOLD UNIT FOR DELIVERY

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 LARAMIE CREW CAB 4X4
Build Date	11/18/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	01/04/2017
Claim Type	F - Service Contract	**Repair Date**	01/19/2018
Claim Status	Paid	**Mileage (Miles)**	41,336

Expense

Labor	$0.00	**Sublet**	$0.00	**Part**	$75.00	**Total Paid**	$75.00

Dealer Information

Code	[redacted]	**Name**	MAC HAIK DODGE	**Zone**	63 DALLAS
Address	3207 SOUTH GENERAL BRUCE DRIVE , TEMPLE, TX 76504				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26860303	Maintenance Interval - Schedule B ; To be used every 3,000 Intervals	MC	MAINTENANCE CARE						$0.00
A	95260001	Maintenance Allowance ; Fixed Cost Maintenance								$75.00

RO Narratives

(RO) Customer Concern:

USE THIS OP FOR LIGHT LINE ENGINE REPAIR [CUSTOMER STATES ABS LIGHT IS ILLUMINATED] DIESEL LUBE, OIL, AND FILTER. $149.95 [DIESEL LUBE, OIL, AND FILTER. $149.95] USE THIS OP FOR LIGHT LINE ENGINE REPAIR [CUSTOMER STATES SERVICE ELECTRONIC BRAKE SYSTEM MESSAGE ISILLUMINATING] CUSTOMER POSTPONED TIRE ROTATION [CUSTOMER POSTPONED TIRE ROTATION] PERFORM MULTI POINT INSPECTION [PERFORM MULTI POINT INSPECTION] Recall / CSN 1 [T51: SAFETY RECALL T51 - DIESEL WATER PUMP**] Recall / CSN 2 [T79: SAFETY RECALL T79 - BRAKE TRANSMISSION SHIFT INTERLOCK**] Replace chassis mounted fuel filterelement Replace engine fuel filter element General Concern #1 [Customer StatesSTEERING WHEEL HEATER IS NOT WORKING PLEASE CHECK AND ADVISE] AIR FILTER INSPECT AND REPLACE. $45.95. SOLD SOLD SOLD CUSTOMER WILL BE IN A LOANER VEHICLE

(RO) Cause:

AIR FILTER INSPECT AND REPLACE. $45.95. SOLD SOLD SOLD

(RO) Correction:

[redacted]HCU LEAKING BRAKE FLUID INTO ABSMODULE, SETTING [redacted]. REPLACED ABSMODULE AND HCU, BLEAD MANUAL BRAKES AND ABS..ALL OK AT THIS TI SPECIAL ORDER PARTS LOF MAJOR DIAGNOSE REPLACED ANTI LOCK CONTROL AND MODULE MAJOR DIAGNOSE PERFORMANCE DIAGNOSIS CUSTOMER POSTPONED TIRE ROTATION [CUSTOMER POSTPONED TIRE ROTATION] CUSTOMER POSTPONED TIRE ROTATION PERFORM MULTI POINT INSPECTION [PERFORM MULTIPOINT INSPECTION] PERFORM MULTI POINT INSPECTION NO REMEDY CHECK FOR RECALLS NO REMEDY CHECK FOR RECALLS Replace chassis mounted fuel filter element MISC Replace engine fuel filter element REPLACE BOTH FUEL FILTERS6.7L DIESEL 2013+ VERIFIED CONCERN PERFORMED WIRING REPAIR UNDER DRIVERS FRONT SEAT TO CORRECT CONCERN SPECIAL ORDER PARTS AIR FILTER INSPECT AND REPLACE IF NEEDED. $45.95 CUSTOMER WILL NEED RENTALVEHICLE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 LARAMIE CREW CAB 4X4
Build Date	11/18/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	01/04/2017
Claim Type	M - Mopar	**Repair Date**	01/19/2018
Claim Status	Paid	**Mileage (Miles)**	41,336

Expense

Labor	$119.75	**Sublet**	$200.20	**Part**	$0.00	**Total Paid**	$319.95

Dealer Information

Code	[redacted]	**Name**	MAC HAIK DODGE	**Zone**	63 DALLAS
Address	3207 SOUTH GENERAL BRUCE DRIVE , TEMPLE, TX 76504				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08191002	Module, anti-lock brake control ; All others	18	CIRCUIT OPEN	68347098AA	MODULE	1	X	200.20	$65.32
A	08191063	Module, anti-lock brake control ; 6.7L diesel equipped			68347098AA	MODULE	1	X	200.20	$21.77
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68347098AA	MODULE	1	X	200.20	$32.66

RO Narratives

(RO) Customer Concern:

ABS MODULE INACTIVE ON BUS AFTER REPLACING MODULE--MOPAR CLAIM

(RO) Cause:

NA

(RO) Correction:

[redacted]REPLACED DEFFECTIVE ABS MODULE,RECHECKED, ALL OK AT THIS TIME.. REPLACEDABS MODULE FOR AN INTERNAL FAULT DTC-- WASNON RESPONSIVE ON TOPOLOGY SCREEN AFTERINSTALATIONS-- FOLLOWED FLOW CHART IN DEALERCONNECT FOR NON RESPONSIVE ABS MODULE..DISCONNECTED BPPS AND RECHECKED, NO CHANGE INABS STATUS ON TOPOLOGY SCREEN. DISCONNECTEDABS MODULE AND CHECKED BOTH POWER CKTS ANDIGN RUN CKT WITH A TEST LIGHT, ALL OK..CHECKED BOTH GROUND CKTS AT ABS CONNECTOR,ALL OK.. LOCATED STAR CONNECTOR AT PASSENGERKICK PANEL AND DISCONNECTED C5 FOR ABSMODULE.. CHECKED BOTH CKTS FOR OPEN OR SHORTBETWEEN STAR CONNECTOR AND ABS MOD, ALL OK...ABS MODULE WAS FOUND TO BE FAULTY.. REPLACEDABS MODULE AND RECHECKED.. ABS MODULE STATUSWAS NOW AVAILABLE AND ACCESSABLE ON THETOPOLOGY SCREEN.. WAS ABLE TO INITIALIZE ANDCOMPLETE REPAIR.. ALL OK AT THIS TIME.. Module, anti-lock brake control - Test and Replace All others (2 - Skilled) Module, anti-lock brake control 6.7L diesel equipped OPERATION DIAGNOSTICS-WITH REAPAIR MODULE/CONTROL, ANTI-LOCKBRAKE-Replace (A) Module, anti-lock brake control 6.7L diesel equipped OPERATION DIAGNOSTICS-WITH REAPAIR

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

ABS MODULE INACTIVE ON BUS AFTER REPLACING MODULE--MOPAR CLAIM

(Claim) Cause:

REPLACED ABS MODULE FOR AN INTERNAL FAULT DTC-- WAS NON RESPONSIVE ON TOPOLOGY SCREEN AFTER INSTALATIONS-- FOLLOWED FLOW CHART IN DEALER CONNECT FOR NON RES PONSIVE ABS MODULE.. DISCONNECTED BPPS AND RECHECKED, NO CHANGE IN ABS STATUS ON TOPOLOGY SCREEN. DISCONNECTED ABS MODULE AND CHECKED BOTH POWER CKTS AND IG N RUN CKT WITH A TEST LIGHT, ALL OK.. CHECKED BOTH GROUND CKTS AT ABS CONNECTO R, ALL OK.. LOCATED STAR CONNECTOR AT PASSENGER KICK PANEL AND DISCONNECTED C5 FOR ABS MODULE.. CHECKED BOTH CKTS FOR OPEN OR SHORT BETWEEN STAR CONNECTOR A ND ABS MOD, ALL OK... ABS MODULE WAS FOUND TO BE FAULTY.

(Claim) Correction:

REPLACED ABS MODULE AND RECHECKED.. ABS MODULE STATUS WAS NOW AVAILABLE AND AC CESSABLE ON THE TOPOLOGY SCREEN.. WAS ABLE TO INITIALIZE AND COMPLETE REPAIR.. ALL OK AT THIS TIME..

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 2500 LARAMIE CREW CAB 4X4
Build Date	10/29/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	12/12/2017
Claim Type	W - Warranty	**Repair Date**	01/23/2018
Claim Status	Paid	**Mileage (Miles)**	2,512

Expense

Labor	$18 10	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$18 10

Dealer Information

Code	[redacted]	**Name**	GRAND JUNCTION CHY-JEEP-DOD INC	**Zone**	74 DENVER
Address	2578 HWY 6 & 50 , GRAND JUNCTION, CO 81505				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08600200	Radio/Telematics Gateway Module	UC	UNCODABLE (NARRATIVE REQUIRED)						$18.10

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
RADIO WILL NOT TURN OFF PERFORMED HARD RESET

GCS Narratives

(Claim) Customer Concern:
RADIO WILL NOT TURN OFF

(Claim) Cause:
RADIO WILL NOT TURN OFF

(Claim) Correction:
PERFORMED HARD RESET

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 SLT CREW CAB 4X4
Build Date	04/21/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	12/12/2017
Claim Type	W - Warranty	**Repair Date**	01/23/2018
Claim Status	Paid	**Mileage (Miles)**	1,366

Expense

Labor	$67 40	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$67 40

Dealer Information

Code	[redacted]	**Name**	RON SAYER'S DODGE	**Zone**	70 PHOENIX
Address	490 NORTHGATE , IDAHO FALLS, ID 83401				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85410500	Brakes, Trouble Not Found ; Brakes	OD							$67 40

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
ABS LIGHT ON

(Claim) Cause:
INSTALLED CORRECT TIRE SIZE INTO BCM

(Claim) Correction:
[redacted] CHECKED TIRE SIZE TRUCK HAS [redacted] INSTALLED AND THATS WHAT

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 ST CREW CAB 4X4
Build Date	07/13/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	09/28/2017
Claim Type	W - Warranty	**Repair Date**	01/24/2018
Claim Status	Paid	**Mileage (Miles)**	6,599

Expense

Labor	$114.36	**Sublet**	$121.13	**Part**	$0.00	**Total Paid**	$235.49

Dealer Information

Code	[redacted]	**Name**		**Zone**	66	ORLANDO
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19501016	Hose, pump pressure ; Hydraulic power steering equipped	71	OIL LEAK	05154898AD	HOSE	1	X	121.13	$114.36

RO Narratives

(RO) Customer Concern:

VEHICLE SAFETY CONDITION INSPECTIONINCLUDED CUSTOMER STATES POWER STEERING LEAKCHECK AND ADVISE GOOD TIRE ABOVE 7/32 **Thank you for joining us in the fight against cancer. We've partnered with the BCRF to raise funds for the world's most promising research to eradicate breast cancer. 100% of your donation goes to BCRF. Please visit DrivePink.com for more info.* AP*- Indicates you chose to use aftermarket parts (AP) for this job. AP Parts are quality parts suitable for your vehicle, but are not sourced from the vehicle manufacturer. All AP parts come with a warranty backed by AutoNation at any of our stores.

(RO) Cause:

high pressure line for the power steering was leaking

(RO) Correction:

[redacted]nspection VEHICLE SAFETY CONDITION INSPECTION INCLUDED GOOD BRAKES OVER 5MM OR 7/32 (DISC) OR OVER 2MM OR 3/32 (DRUM) Declined oil change service BATTERY TESTS GOOD AT THIS TIME - NO ATTENTION NEEDED AT THIS TIME VEHICLE SAFETY CONDITION INSPECTION INCLUDED GOOD BRAKES OVER 5MM OR 7/32 (DISC) OR OVER [redacted](DRUM) Declined oil change service BATTERY TESTS GOOD AT THIS TIME - NO ATTENTION NEEDED AT THIS TIME[redacted]cc leaking power steering fluid 19501016100 high pressure line for the power steeringwas leaking replaced hose no other problemsfound Miscellaneous Steering - Repair GOOD TIRE ABOVE 7/32 AutoNation Supports BCRF...If you decide to donate at later time please visit www.drivepink.com. Thankyou for your support! AutoNation Supports BCRF...If you decide to donateat later time please visit www.drivepink.com. Thank you for your support! INFORMATION ONLY

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES POWER STEERING LEAK CHECK AND ADVISE

(Claim) Cause:

HIGH PRESSURE LINE FOR THE POWER STEERING WAS LEAKING

(Claim) Correction:

HIGH PRESSURE LINE FOR THE POWER STEERING WAS LEAKING REPLACED HOSE NO OTHER P ROBLEMS FOUND

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 2500 SLT CREW CAB 4X4
Build Date	10/28/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	01/22/2018
Claim Type	W - Warranty	**Repair Date**	01/24/2018
Claim Status	Paid	**Mileage (Miles)**	45

Expense

Labor	$111.36	**Sublet**	$44.04	**Part**	$0.00	**Total Paid**	$155.40

Dealer Information

Code	[redacted]	**Name**	NORTHSIDE CHRYSLER JEEP DODGE, LLC	**Zone**	35 WASHINGTON
Address	812 NORTHSIDE DR , SUMMERSVILLE, WV 26651				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08141809	Sensor, wheel speed-Anti-lock brakes ; rear - left			04779981AC	SENSOR	1	X	44.04	$25.70
A	0891PNE4	Anti-lock brake system	1T	TERMINAL(S) BENT	04779981AC	SENSOR	1	X	44.04	$8.57
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			04779981AC	SENSOR	1	X	44.04	$77.09

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

GENERAL REPAIRS CUSTOMER STATES HAD OUT ON TEST DRIVE, ABS AND BRA

(Claim) Cause:

ABS-C0037-LEFT REAR WHEEL SPEED SENSOR CIRCUIT CUR RENT OUT OF RANGE-DTCM-U041

(Claim) Correction:

LEFT REAR WHEEL SENSOR INCORRECT DATA FAULTY SENSOR

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 ST CREW CAB 4X4
Build Date	05/26/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	08/25/2017
Claim Type	W - Warranty	**Repair Date**	01/24/2018
Claim Status	Paid	**Mileage (Miles)**	15,203

Expense

Labor	$164.18	**Sublet**	$200.20	**Part**	$0.00	**Total Paid**	$364.38

Dealer Information

Code	[redacted]	**Name**	NELSON CHRYSLER DODGE	**Zone**	74 DENVER
Address	2228 COLLEGE WAY , FERGUS FALLS, MN 56537				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08191002	Module, anti-lock brake control ; All others	18	CIRCUIT OPEN	68347098AA	MODULE	1	X	200.20	$54.73
A	08191063	Module, anti-lock brake control ; 6.7L diesel equipped			68347098AA	MODULE	1	X	200.20	$18.24
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68347098AA	MODULE	1	X	200.20	$91.21

RO Narratives

(RO) Customer Concern:

CHANGE ENGINE OIL AND FILTER (1) (DIESEL) (2P) PERFORM 21 POINT MULTI-POINT INSPECTION INSPECT BRAKE SYSTEM & ROTATE TIRES 53P DUE TO METAL FATIGUE AND ALUMINUM WHEEL CHARACTERI REPLACE 2 FUEL FILTERS 6.7L ENGINE.BLEED FUEL W SC C/S THE ABS LIGHT AND TRACTION CONTROL LIGHT HAS C BATTERY CHECKED AND OK AT THIS TIME TIRES CHECKED AND OK-TREAD DEPTH AT 7/32ND OR GREA BRAKES WERE CHECKED AND ARE OK-GREEN CONDITION

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

THE ABS LIGHT AND TRACTION CONTROL LIGHT HAS COME ON CRUISE IS DISABLED

(Claim) Cause:

CK FOR [redacted] INTERNAL FAILURE IN BRAKE MODULE. DISCONNECT THE ABS M ODULE AND INSPECT ALL TERMINALS FOR DAMAGE-OK.

(Claim) Correction:
REMOVE AND REPLACE ABS MODULE. PERFORM 2 DRIVE CYCLES. LIGHTS ARE NOW OUT.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 2500 LARAMIE CREW CAB 4X4
Build Date	10/29/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	12/12/2017
Claim Type	W - Warranty	**Repair Date**	01/25/2018
Claim Status	Paid	**Mileage (Miles)**	2,569

Expense

Labor	$36 20	**Sublet**	$180 60	**Part**	$0 00	**Total Paid**	$216 80

Dealer Information

Code	[redacted]	**Name**	GRAND JUNCTION CHY-JEEP-DOD INC	**Zone**	74	DENVER
Address	2578 HWY 6 & 50 , GRAND JUNCTION, CO 81505					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08200701	ParkView, Backup Assist ; Camera assembly	58	INTERNAL DEFECT	68274731AE	CAMERA	1	X	180 60	$36 20

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
BACK UP CAMERA INTERMITTENT DOES NOT ACTIVATE

(Claim) Cause:
INTERNAL FAULT

(Claim) Correction:
REPLACED THE BACK UP CAMERA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - RAM 2500 SLT CREW CAB 4X4
Build Date	12/12/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	403831	**In Service Date**	05/21/2018
Claim Type	T Transportation	**Repair Date**	01/25/2018
Claim Status	Paid	**Mileage (Miles)**	3

Expense

Labor	$960.20	**Sublet**	$457.53	**Part**	$0.00	**Total Paid**	$1,417.73

Dealer Information

Code	[redacted]	**Name**	WOODHOUSE CHRYSLER JEEP DODGE	**Zone**	74 DENVER
Address	2171 SOUTH HWY 30 , BLAIR, NE 68008				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	23030801	Nameplate	UC	UNCODABLE (NARRATIVE REQUIRED)	68149701AB	NAMEPLATE	1	X	23.10	$29.39
A	23030801	Nameplate			68149701AB	NAMEPLATE	1	X	23 10	$29 39
A	23030801	Nameplate	UC	UNCODABLE (NARRATIVE REQUIRED)	68140250AC	NAMEPLATE	1		61.04	$29.39
A	23030801	Nameplate			68140250AC	NAMEPLATE	1		61.04	$29.39
A	23030801	Nameplate	UC	UNCODABLE (NARRATIVE REQUIRED)	55277437AA	NAMEPLATE	1		36.96	$29.39
A	23030801	Nameplate			55277437AA	NAMEPLATE	1		36.96	$29.39
A	23030801	Nameplate	UC	UNCODABLE (NARRATIVE REQUIRED)	0000MATL		1		336.43	$29.39
A	23030801	Nameplate			0000MATL		1		336.43	$29.39
A	23700101	Basic paint preparation ; paint preparation			68149701AB	NAMEPLATE	1	X	23 10	$58 79
A	23700101	Basic paint preparation ; paint preparation			68140250AC	NAMEPLATE	1		61.04	$58.79
A	23700101	Basic paint preparation ; paint preparation			55277437AA	NAMEPLATE	1		36 96	$58 79
A	23700101	Basic paint preparation ; paint preparation			0000MATL		1		336.43	$58.79
A	23703701	Panel, tailgate ; One side Complete Monotone			68149701AB	NAMEPLATE	1	X	23 10	$176 36
A	23703701	Panel, tailgate ; One side-Complete-Monotone			68140250AC	NAMEPLATE	1		61.04	$176.36
A	23703701	Panel, tailgate ; One side-Complete-Monotone			55277437AA	NAMEPLATE	1		36 96	$176 36
A	23703701	Panel, tailgate ; One side-Complete-Monotone			0000MATL		1		336.43	$176.36
A	23705103	Panel, fender ; Complete-Right or left-Monotone			68149701AB	NAMEPLATE	1	X	23.10	$156.77
A	23705103	Panel, fender ; Complete-Right or			68140250AC	NAMEPLATE	1		61.04	$156.77

		left-Monotone								
A	23705103	Panel, fender ; Complete-Right or left-Monotone			55277437AA	NAMEPLATE	1		36.96	$156.77
A	23705103	Panel, fender ; Complete-Right or left-Monotone			0000MATL		1		336.43	$156.77
A	23705303	Panel, front door ; Complete-Right or left-Monotone			68149701AB	NAMEPLATE	1	X	23.10	$215.56
A	23705303	Panel, front door ; Complete-Right or left-Monotone			68140250AC	NAMEPLATE	1		61.04	$215.56
A	23705303	Panel, front door ; Complete-Right or left-Monotone			55277437AA	NAMEPLATE	1		36.96	$215.56
A	23705303	Panel, front door ; Complete-Right or left-Monotone			0000MATL		1		336.43	$215.56
A	23753700	Panel, tailgate ; Metal finishing repair			68149701AB	NAMEPLATE	1	X	23.10	$97.98
A	23753700	Panel, tailgate ; Metal finishing repair			68140250AC	NAMEPLATE	1		61.04	$97.98
A	23753700	Panel, tailgate ; Metal finishing repair			55277437AA	NAMEPLATE	1		36 96	$97 98
A	23753700	Panel, tailgate ; Metal finishing repair			0000MATL		1		336.43	$97.98
A	23755100	Panel, fender ; Metal finishing repair			68149701AB	NAMEPLATE	1	X	23.10	$97.98
A	23755100	Panel, fender ; Metal finishing repair			68140250AC	NAMEPLATE	1		61.04	$97.98
A	23755100	Panel, fender ; Metal finishing repair			55277437AA	NAMEPLATE	1		36.96	$97.98
A	23755100	Panel, fender ; Metal finishing repair			0000MATL		1		336.43	$97.98
A	23755300	Panel, front door ; Metal finishing repair			68149701AB	NAMEPLATE	1	X	23.10	$97.98
A	23755300	Panel, front door ; Metal finishing repair			68140250AC	NAMEPLATE	1		61.04	$97.98
A	23755300	Panel, front door ; Metal finishing repair			55277437AA	NAMEPLATE	1		36.96	$97.98
A	23755300	Panel, front door ; Metal finishing repair			0000MATL		1		336.43	$97.98

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 POWER WAGON CREW CAB
Build Date	05/30/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	07/03/2017
Claim Type	W - Warranty	**Repair Date**	01/26/2018
Claim Status	Paid	**Mileage (Miles)**	12,927

Expense

Labor	$128 47	**Sublet**	$38 47	**Part**	$70 00	**Total Paid**	$236 94

Dealer Information

Code	[redacted]	**Name**	JEFF D'AMBROSIO CHRYSLER JEEP DODGE	**Zone**	35 WASHINGTON
Address	1221 E LANCASTER AVE , DOWNINGTOWN, PA 19335				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	03502001	Seal, drive pinion oil ; All Others	65	LEAKS	68237720AA	SEAL	1	X	38 47	$128 47
A	95400141	Loaner Car ; Standard Line Vehicles			68237720AA	SEAL	1	X	38 47	$70 00

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES / CHECK REAR DIFF LEAKING FLU D FLUID ALL OVER SHOCKS CUSTOMER STATES /STILL CAN HEAR A SLACK PLAY IN REAR PERFORM VEHICLE CHECK REPORT FIRST DAY RENTAL

(RO) Cause:

REAR PINION SEAL LEAKING AND SLINGING THE OIL FIRST DAY RENTAL

(RO) Correction:

VERIFIED CONCERN , FOUND THAT THE REAR PINION SEAL IS LEAKING AND SLINGING THE GEAR OIL ONTO THS SHOCK, REPLACED THE REAR PINION SEAL AND CHECKED AND TOPPED OFF FLUID ROAD TESTED OK ROAD TESTED OK, CHECKED DRIVELINE AND FOUND ALL COMPONENTS TO BE TIGHT AND FEEL LIKE A LIKE VEHICLE PERFORMED FREE VEHICLE CHECK REPORT FIRST DAY RENTAL

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES / CHECK REAR DIFF LEAKING FLU D FLUID ALL OVER SHOCKS

(Claim) Cause:

REAR PINION SEAL LEAKING AND SLINGING THE OIL

(Claim) Correction:

VERIFIED CONCERN , FOUND THAT THE REAR PINION SEAL IS LEAKING AND SLINGING THE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 3500 ST CREW CAB 4X4
Build Date	06/24/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	09/11/2017
Claim Type	W - Warranty	**Repair Date**	01/29/2018
Claim Status	Paid	**Mileage (Miles)**	9,182

Expense

Labor	$41.70	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$41.70

Dealer Information

Code	[redacted]	**Name**	BLUE RIDGE CHRYSLER DODGE JEEP RAM	**Zone**	35 WASHINGTON
Address	864 US HIGHWAY 19 , LEBANON, VA 24266				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	0891LFL3	Stop Lamp/Trailer Tow/Electric Brake	5T	TERMINAL(S) PUSHED OUT						$41.70

RO Narratives

(RO) Customer Concern:

Electrical/Non PCM Flashes Concern Customer States service electronic brake light coming on, check Electrical/Non PCM Flashes Concern Customer States trailer light skin on left side inop, check

(RO) Cause:

USED TRAILER BRAKE SIMULATOR- FOUND NO POWER AT I220 PIN8. MALE CONNECTOR ISSUE

(RO) Correction:

PART ORDERED REPAIRED CONNECTOR. WORKING PROPERLY.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES TRAILER LIGHT ON LEFT SIDE INOP

(Claim) Cause:

USED TRAILER BRAKE SIMULATOR. L/R TURN SIGNAL AT PLUG INOPERATIVE. CHECKED FUS E 53- GOOD. NO POWER AT 7 WAY PIN FOR TURN SIGNAL. CHECK FOR POWER AT CONNECTO[redacted]FOUND MALE PIN DAMAGE.

(Claim) Correction:

STRAIGHTENED PIN AND RECONNECTED CONNECTOR. CHECKED OPERATION- WORKING AS DESI GNED.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 3500 LARAMIE MEGA CAB 4X4
Build Date	12/18/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	09/08/2017
Claim Type	F - Service Contract	**Repair Date**	01/30/2018
Claim Status	Paid	**Mileage (Miles)**	4,700

Expense

Labor	$0 00	**Sublet**	$0 00	**Part**	$75 00	**Total Paid**	$75 00

Dealer Information

Code	44409	**Name**	RANDALL DODGE CHRYSLER JEEP	**Zone**	63 DALLAS
Address	419 US HIGHWAY 79 S , HENDERSON, TX 75654				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26860303	Maintenance Interval Schedule B ; To be used every 3,000 Intervals	MC	MAINTENANCE CARE						$0.00
A	95260001	Maintenance Allowance ; Fixed Cost Maintenance								$75.00

RO Narratives

(RO) Customer Concern:

(Change diesel engine oil and filter synthetic oil may be re quired based on geographic location) (Multi point inspection according to maintenance interval) (Car Wash)

(RO) Cause:

NA

(RO) Correction:

PERFORMED DIESEL LUBE OIL AND FILTER CHANGE 15 Point Inspection All COMPLETED CAR WASH

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 ST CREW CAB 4X4
Build Date	04/29/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	09/21/2017
Claim Type	W - Warranty	**Repair Date**	01/30/2018
Claim Status	Paid	**Mileage (Miles)**	10,260

Expense

Labor	$163.52	**Sublet**	$2,023.14	**Part**	$525.00	**Total Paid**	$2,711.66

Dealer Information

Code	[redacted]	**Name**	ANDERSON DODGE INC	**Zone**	51 CHICAGO
Address	5711 EAST STATE STREET , ROCKFORD, IL 61108				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	21020102	Transfer Case ; assembly	68	NOISY	RL146625AH	T/CASE	1	X	1974.00	$143.08
A	21020102	Transfer Case ; assembly	68	NOISY	68089195AA	LUBRICANT	2		49.14	$143.08
A	21020160	Transfer Case ; Skid Plate Equipped			RL146625AH	T/CASE	1	X	1974.00	$20.44
A	21020160	Transfer Case ; Skid Plate Equipped			68089195AA	LUBRICANT	2		49.14	$20.44
A	95400141	Loaner Car ; Standard Line Vehicles			RL146625AH	T/CASE	1	X	1974.00	$525.00
A	95400141	Loaner Car ; Standard Line Vehicles			68089195AA	LUBRICANT	2		49.14	$525.00

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES WHILE DRING HE HEARD A BANG AFTER PUTTING INTO 4 W-D & NOW POPS OUT OF GEAR FREE VEHICLE CHECK UP CUSTOMER STATES ABS LIGHT ON AT TIMES

(RO) Cause:

. NEEDS ABS SENSOR PART# 68267479AB

(RO) Correction:

Transfer Case - Replace assembly (2 - Skilled) Transfer Case Skid Plate Equipped RENTAL SUBLET REPAIRS Mopar Express Lane Inspection [redacted] SELLING DEALER GOING TO REPAIR ABSSENSOR AT THERE LOCATION SPECIFIC MAINTENANCE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

THE CUSTOMER STATES THAT WHILE DRIVING HE HEARD A BANG AFTER PUTTING INTO 4 W- D NOW THE VEHICLE POPS IN AND OUT OF GEAR

(Claim) Cause:

INSPECTION OF THE VEHICLE REVEALED THAT THE TRANSFER CASE WAS INOP

(Claim) Correction:

REMOVED AND REPLACED THE TRANSFER CASE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 3500 LONGHORN CREW CAB 4X4
Build Date	07/20/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11/21/2017
Claim Type	W - Warranty	**Repair Date**	01/31/2018
Claim Status	Paid	**Mileage (Miles)**	11,652

Expense

Labor	$98 53	**Sublet**	$51 24	**Part**	$0 00	**Total Paid**	$149 77

Dealer Information

Code	[redacted]	**Name**	FREEDOM DODGE CHRYSLER JEEP	**Zone**	63 DALLAS
Address	815 E CAMP WISDOM RD , DUNCANVILLE, TX 75116				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	22140104	Sensor, Low Tire Pressure ; Three	11	BROKEN OR CRACKED	68249201AA	SENSOR	1	X	51.24	$98.53

RO Narratives

(RO) Customer Concern:

customer states tps light on. CUSTOMER STATES HAS VIBRATION IN THE REAR AFTER GETTING TIRES ROTATED.

(RO) Cause:

sensors were not reading correctly. found code [redacted] complete

(RO) Correction:

replaced 3 sensors lop [redacted] REBALANCED 4 TIRES TO STOP VIBRATION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

STATES TPS LIGHT ON

(Claim) Cause:

FOUND WERE NOT READING CORRECTLY.

(Claim) Correction:

REPLACED 3 SENSORS

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 LONGHORN CREW CAB 4X4
Build Date	07/20/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11/21/2017
Claim Type	W - Warranty	**Repair Date**	01/31/2018
Claim Status	Paid	**Mileage (Miles)**	11,652

Expense

Labor	($98.53)	**Sublet**	($51.24)	**Part**	$0.00	**Total Paid**	($149.77)

Dealer Information

Code	[redacted]	**Name**	FREEDOM DODGE CHRYSLER JEEP	**Zone**	63 DALLAS
Address	815 E CAMP WISDOM RD , DUNCANVILLE, TX 75116				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	22140104	Sensor, Low Tire Pressure ; Three	11	BROKEN OR CRACKED	68249201AA	SENSOR	1	X	-51.24	($98.53)

RO Narratives

(RO) Customer Concern:

customer states tps light on CUSTOMER STATES HAS VIBRATION IN THE REAR AFTER GETTING TIRES ROTATED

(RO) Cause:

sensors were not reading correctly. found code [redacted] complete

(RO) Correction:

replaced 3 sensors lop [redacted] REBALANCED 4 TIRES TO STOP VIBRATION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

STATES TPS LIGHT ON.

(Claim) Cause:

FOUND WERE NOT READING CORRECTLY

(Claim) Correction:

REPLACED 3 SENSORS

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 LONGHORN CREW CAB 4X4
Build Date	07/20/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11/21/2017
Claim Type	W - Warranty	**Repair Date**	01/31/2018
Claim Status	Paid	**Mileage (Miles)**	11,291

Expense

Labor	$285.74	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$285.74

Dealer Information

Code	[redacted]	**Name**	FREEDOM DODGE CHRYSLER JEEP	**Zone**	63 DALLAS
Address	815 E CAMP WISDOM RD , DUNCANVILLE, TX 75116				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	02000140	Wheel alignment ; Front wheel alignment	LM	LEADS RIGHT						$108.38
B	05190101	Brakes - Buzz Squeaks Rattles ; Front	UC	UNCODABLE (NARRATIVE REQUIRED)						$88.68
B	05190102	Brakes - Buzz Squeaks Rattles ; Rear								$88.68

RO Narratives

(RO) Customer Concern:

Customer States WARRANTY TIRE ROTATION AND BALANCE (Rotate t ires) Customer States VEHICLE DRIFTS TO THE RIGHT AND STEERING WHE EL IS SLIGHTLY TURNED TO THE LEFT (SteeringSuspension Concer n) Customer States BRAKES SQUEAL SPIRATICALLY DIAGNOSE AND ADVI SE (Brake System Concern)

(RO) Cause:

OUT OF SPECIFICATIONS PADS GLAZED

(RO) Correction:

ROTATE TIRES . ALIGNED FRONT END CORRECTED CASTER AND SET TOE [redacted] SCUFF AND TREAT BRAKE PADS

(RO) Technical Notes:

SCUFF AND TREAT PADS

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES BRAKES SQUEAL SPIRATICALLY DIAGNOSE AND ADVI | | CUSTOMER STATES VEHICLE DRIFTS TO THE RIGHT AND STEERING WHE | | EL IS SLIGHTLY TURNED TO THE LEFT (STEERINGSUSPENSION CONCER | | SE (BRAKE SYSTEM CONCERN) N)

(Claim) Cause:

PADS GLAZED OUT OF SPECIFICATIONS

(Claim) Correction:

SCUFF AND TREAT BRAKE PADS ALIGNED FRONT END CORRECTED CASTER AND SET TOE | | [redacted]

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 SLT CREW CAB 4X4
Build Date	03/26/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	02/28/2018
Claim Type	W - Warranty	**Repair Date**	02/06/2018
Claim Status	Paid	**Mileage (Miles)**	43

Expense

Labor	$196.85	**Sublet**	$533.92	**Part**	$0.00	**Total Paid**	$730.77

Dealer Information

Code	[redacted]	**Name**		**Zone**	74 DENVER
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08083000	Cable assembly, battery positive	18	CIRCUIT OPEN	68241002AA	FUSE	1	X	16.28	$28.12
B	08890201	Center, power distribution PDC	UC	UNCODABLE (NARRATIVE REQUIRED)	68144443AA	FUSE	1		5.54	$28.12
B	08890201	Center, power distribution PDC	UC	UNCODABLE (NARRATIVE REQUIRED)	68322376AB	PDC	1	X	260.45	$28.12
B	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68144443AA	FUSE	1		5.54	$84.37
B	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68322376AB	PDC	1	X	260.45	$84.37
C	08191002	Module, anti-lock brake control ; All others	ML	CHECK ENGINE/SERVICE ENGINE SO	68347098AA	MODULE	1	X	251.65	$56.24

RO Narratives

(RO) Customer Concern:

Customer states Low battery voltage warning coming on. Loss of communication DTCs. Customer states radio inoperative, ABS and brake lights are on. Diagnose and advise Customer states wipers do not operate when requested Customer states ABS warning indicator is on, diagnose and advise

(RO) Cause:

Tested battery = 699 cca = ok. Low battery voltage displayed on dash with various other messages. [redacted] - Charging System Output High is active while vehicle is running, [redacted] Generator Voltage Sense Circuit A is stored. Performed pin point test for [redacted] found open between PDC and alternator. 250A fuse is blown, Found fuse blown for radio (inline fuse from battery, located near battery). [redacted] Wiper Park Switch Input-Circuit Open is set as active. Performed Pin point test. Wiper fuse is blown tested for short at wiper fuse, found wiper w3 circuit is shorting to ground. Tested ciruits, found wiper circuit is shorting out in PDC. With new fuse in, PDC started smoking. Recommend replacing PDC per star center. Has [redacted] ANTI-LOCK BRAKE MODULE INTERNAL - INTERNAL ELECTRONIC FAILURE active as well. Tested power and ground circuits to ABS module = all ok. Recommend replacing ABS module per pin point test.

(RO) Correction:

Removed and replaced 250A fuse at battery positive post. Cleared codes. Ran vehicle. Battery light is no longer on. Replaced blown fuse. Radio is now operating. Removed and replaced power distribution center. Ran vehicle configuration. Cleared all codes. Wipers are now

operating correctly. Removed and replaced ABS module. Ran ABS initialization. Cleared codes. Test drove vehicle, ABS, trac, and brake lights did not return.

(RO) Technical Notes:

OPEN CIRCUIT IN POSITIVE CABLE FORM SHORTED 250A FUSE WIPER CIRCUIT W3 SHORTED OUT IN PDC

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES ABS WARNING INDICATOR IS ON, DIAGNOSE AND ADVISE CUSTOMER STATES LOW BATTERY VOLTAGE WARNING COMING ON. LOSS OF COMMUNICATION CUSTOMER STATES WIPERS DO NOT OPERATE WHEN REQUESTED DTCS.

(Claim) Cause:

[redacted]- WIPER PARK SWITCH INPUT-CIRCUIT OPEN IS SET AS ACTIVE. PERFORMED PI HAS C2200-49-ANTI-LOCK BRAKE MODULE INTERNAL - INTERNAL ELECTRONIC FAILURE ACT IVE AS WELL. TESTED POWER AND GROUND CIRCUITS TO ABS MODULE = ALL OK. RECOMMEN N POINT TEST. WIPER FUSE IS BLOWN TESTED FOR SHORT AT WIPER FUSE, FOUND WIPER TESTED BATTERY = 699 CCA = OK. LOW BATTERY VOLTAGE DISPLAYED ON DASH WITH VARI W3 CIRCUIT IS SHORTING TO GROUND. TESTED CIRUITS, FOUND WIPER CIRCUIT IS SHOR D REPLACING ABS MODULE PER PIN POINT TEST. OUS OTHER MESSAGES. [redacted]- CHARGING SYSTEM OUTPUT HIGH IS ACTIVE WHILE VEHICL E IS RUNNING, [redacted] GENERATOR VOLTAGE SENSE CIRCUIT "A" IS STORED. PERFORMED TING OUT IN PDC. WITH NEW FUSE IN, PDC STARTED SMOKING. RECOMMEND REPLACING PD PIN POINT TEST FOR [redacted] FOUND OPEN BETWEEN PDC AND ALTERNATOR. 250A FUSE IS C PER STAR CENTER. BLOWN,

(Claim) Correction:

REMOVED AND REPLACED ABS MODULE. RAN ABS INITIALIZATION. CLEARED CODES. TEST D ROVE VEHICLE, ABS, TRAC, AND BRAKE LIGHTS DID NOT RETURN. REMOVED AND REPLACED POWER DISTRIBUTION CENTER. RAN VEHICLE CONFIGURATION. CLE ARED ALL CODES. WIPERS ARE NOW OPERATING CORRECTLY. REMOVED AND REPLACED 250A FUSE AT BATTERY POSITIVE POST. CLEARED CODES. RAN VE HICLE. BATTERY LIGHT IS NO LONGER ON.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 SLT MEGA CAB 4X4
Build Date	10/19/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11/30/2016
Claim Type	W - Warranty	**Repair Date**	02/07/2018
Claim Status	Paid	**Mileage (Miles)**	19,581

Expense

Labor	$163.72	**Sublet**	$886.86	**Part**	$0.00	**Total Paid**	$1,050.58

Dealer Information

Code	[redacted]	**Name**	KENDALL DODGE CHRYSLER JEEP RAM	**Zone**	66 ORLANDO
Address	13355 SW 137TH AVE , MIAMI, FL 33186				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	23206906	Cover, rear seat cushion ; Split seat-Right side	27	DAMAGED	5NA97LA8AC	COVER	1	X	372.26	$81.86
A	23206906	Cover, rear seat cushion ; Split seat-Right side	27	DAMAGED	5NA98LA8AC	COVER	1		500.00	$81.86
A	23206906	Cover, rear seat cushion ; Split seat-Right side	27	DAMAGED	06008076	RETAINER	5		7.30	$81.86
A	23206906	Cover, rear seat cushion ; Split seat-Right side	27	DAMAGED	06008076	RETAINER	5		7.30	$81.86
A	23206907	Cover, rear seat cushion ; Split seat-Left side			5NA97LA8AC	COVER	1	X	372.26	$81.86
A	23206907	Cover, rear seat cushion ; Split seat-Left side			5NA98LA8AC	COVER	1		500.00	$81.86
A	23206907	Cover, rear seat cushion ; Split seat-Left side			06008076	RETAINER	5		7.30	$81.86
A	23206907	Cover, rear seat cushion ; Split seat-Left side			06008076	RETAINER	5		7.30	$81.86

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

GENERAL CONCERN #1 [CUSTOMER STATES LEFT AND RIGHT REAR SEAT COVERS KEEP COMI NG UNCLIPED SOP HERE]

(Claim) Cause:

CUSTOMER STATESLEFT AND RIGHT REAR SEAT COVER FLAPS KEEP COMING UNCLIPPED

(Claim) Correction:

VERIFIED CUSTOMER CONCERN, REPLACED REAR LOWER SEAT COVERS WITH SEAT COVERS WI TH A DIFFERENT ATTACHMENT DESIGN.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 SLT MEGA CAB 4X4
Build Date	10/19/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11/30/2016
Claim Type	W Warranty	**Repair Date**	02/07/2018
Claim Status	Paid	**Mileage (Miles)**	19,581

Expense

Labor	$593 45	**Sublet**	$3,742 02	**Part**	$280 00	**Total Paid**	$4,615 47

Dealer Information

Code	[redacted]	**Name**	KENDALL DODGE CHRYSLER JEEP RAM	**Zone**	66 ORLANDO
Address	13355 SW 137TH AVE , MIAMI, FL 33186				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	03401502	Case, differential ; 267mm/10 5, 292mm/11 5, or 300mm/11.8	UC	UNCODABLE (NARRATIVE REQUIRED)	68053666AB	CASE	1	X	2071.15	$378.58
A	03401502	Case, differential ; 267mm/10 5, 292mm/11 5, or 300mm/11.8	UC	UNCODABLE (NARRATIVE REQUIRED)	68158421AA	BEARING	2		57.30	$378.58
A	03401502	Case, differential ; 267mm/10.5, 292mm/11 5, or 300mm/11.8	UC	UNCODABLE (NARRATIVE REQUIRED)	05086905AA	GASKET	1		46.08	$378.58
A	03401502	Case, differential ; 267mm/10.5, 292mm/11 5, or 300mm/11 8	UC	UNCODABLE (NARRATIVE REQUIRED)	68210057AB	LUBRICANT	4		75 91	$378 58
A	03401502	Case, differential ; 267mm/10.5, 292mm/11 5, or 300mm/11 8	UC	UNCODABLE (NARRATIVE REQUIRED)	05086902AB	SHAFT	1		510 94	$378 58
A	03401502	Case, differential ; 267mm/10.5, 292mm/11 5, or 300mm/11 8	UC	UNCODABLE (NARRATIVE REQUIRED)	05086767AC	GASKET	1		8 30	$378 58
A	03401502	Case, differential ; 267mm/10 5, 292mm/11.5, or 300mm/11 8	UC	UNCODABLE (NARRATIVE REQUIRED)	05154282AA	HUB	1		179 74	$378 58
A	03401502	Case, differential ; 267mm/10 5, 292mm/11.5, or 300mm/11 8	UC	UNCODABLE (NARRATIVE REQUIRED)	05086774AA	BEARING	1		137 68	$378 58
A	03401502	Case, differential ; 267mm/10 5, 292mm/11.5, or 300mm/11 8	UC	UNCODABLE (NARRATIVE REQUIRED)	05086773AC	SEAL	1		52 37	$378 58
A	03401502	Case, differential ; 267mm/10 5, 292mm/11 5, or 300mm/11.8	UC	UNCODABLE (NARRATIVE REQUIRED)	05086772AA	BEARING	1		56.75	$378.58
A	03401502	Case, differential ; 267mm/10 5, 292mm/11 5, or 300mm/11.8	UC	UNCODABLE (NARRATIVE REQUIRED)	05086804AA	NUT	1		17.06	$378.58
A	03401502	Case, differential ; 267mm/10 5,	UC	UNCODABLE (NARRATIVE	05086762AA	NUT	1		22.08	$378.58

		292mm/11.5, or 300mm/11.8		REQUIRED)						
A	03401502	Case, differential ; 267mm/10.5, 292mm/11.5, or 300mm/11.8	UC	UNCODABLE (NARRATIVE REQUIRED)	52122184AA	ROTOR	2		360.58	$378.58
A	03401502	Case, differential ; 267mm/10.5, 292mm/11.5, or 300mm/11.8	UC	UNCODABLE (NARRATIVE REQUIRED)	68049158AA	PAD KIT	1		146.08	$378.58
A	05203102	Hub, rear wheel brake disc ; 10.50-11.50-302 RBI axles-Right or left			68053666AB	CASE	1	X	2071.15	$122.78
A	05203102	Hub, rear wheel brake disc ; 10.50-11.50-302 RBI axles-Right or left			68158421AA	BEARING	2		57.30	$122.78
A	05203102	Hub, rear wheel brake disc ; 10.50-11.50-302 RBI axles-Right or left			05086905AA	GASKET	1		46.08	$122.78
A	05203102	Hub, rear wheel brake disc ; 10.50-11.50-302 RBI axles-Right or left			68210057AB	LUBRICANT	4		75.91	$122.78
A	05203102	Hub, rear wheel brake disc ; 10.50-11.50-302 RBI axles-Right or left			05086902AB	SHAFT	1		510.94	$122.78
A	05203102	Hub, rear wheel brake disc ; 10.50-11.50-302 RBI axles-Right or left			05086767AC	GASKET	1		8.30	$122.78
A	05203102	Hub, rear wheel brake disc ; 10.50-11.50-302 RBI axles-Right or left			05154282AA	HUB	1		179.74	$122.78
A	05203102	Hub, rear wheel brake disc ; 10.50-11.50-302 RBI axles-Right or left			05086774AA	BEARING	1		137.68	$122.78
A	05203102	Hub, rear wheel brake disc ; 10.50-11.50-302 RBI axles-Right or left			05086773AC	SEAL	1		52.37	$122.78
A	05203102	Hub, rear wheel brake disc ; 10.50-11.50-302 RBI axles-Right or left			05086772AA	BEARING	1		56.75	$122.78
A	05203102	Hub, rear wheel brake disc ; 10.50-11.50-302 RBI axles-Right or left			05086804AA	NUT	1		17.06	$122.78
A	05203102	Hub, rear wheel brake disc ; 10.50-11.50-302 RBI axles-Right or left			05086762AA	NUT	1		22.08	$122.78
A	05203102	Hub, rear wheel brake disc ; 10.50-11.50-302 RBI axles-Right or left			52122184AA	ROTOR	2		360.58	$122.78
A	05203102	Hub, rear wheel brake disc ; 10.50-11.50-302 RBI axles-Right or left			68049158AA	PAD KIT	1		146.08	$122.78
A	95400142	Loaner Car ; High Line Vehicles			68053666AB	CASE	1	X	2071.15	$280.00
A	95400142	Loaner Car ; High Line Vehicles			68158421AA	BEARING	2		57.30	$280.00
A	95400142	Loaner Car ; High Line Vehicles			05086905AA	GASKET	1		46.08	$280.00
A	95400142	Loaner Car ; High Line Vehicles			68210057AB	LUBRICANT	4		75.91	$280.00
A	95400142	Loaner Car ; High Line Vehicles			05086902AB	SHAFT	1		510.94	$280.00
A	95400142	Loaner Car ; High Line Vehicles			05086767AC	GASKET	1		8.30	$280.00
A	95400142	Loaner Car ; High Line Vehicles			05154282AA	HUB	1		179.74	$280.00
A	95400142	Loaner Car ; High Line Vehicles			05086774AA	BEARING	1		137.68	$280.00
A	95400142	Loaner Car ; High Line Vehicles			05086773AC	SEAL	1		52.37	$280.00
A	95400142	Loaner Car ; High Line Vehicles			05086772AA	BEARING	1		56.75	$280.00
A	95400142	Loaner Car ; High Line			05086804AA	NUT	1		17.06	$280.00

		Vehicles								
A	95400142	Loaner Car ; High Line Vehicles			05086762AA	NUT	1		22.08	$280.00
A	95400142	Loaner Car ; High Line Vehicles			52122184AA	ROTOR	2		360.58	$280.00
A	95400142	Loaner Car ; High Line Vehicles			68049158AA	PAD KIT	1		146.08	$280.00
B	85412300	Body, Trouble Not Found ; Body	OD							$92.09

RO Narratives

(RO) Customer Concern:

Multi-point inspection (according to maintenance interval) General Concern #1 [Customer Statesleft and right rear seat covers keep coming uncliped sop here] Thank you for being a Kendall DodgeChrysler Jeep Ram VIP Rewards Benefits 3% Loyalty Cash on paid services customer. General Concern #2 [Customer Statesboths view mirror dosent close at same time] General Concern #3 [Customer Stateshearsa clunking noise when rolling in reversa] General Concern #4 [Customer Stateshearsa grinding noise from cabin oninitial accelaration and turning left] C/S WATER LEAK AT DRIVER SIDE A PILLAR CUSTOMER BEING PROVIDED WITH ALTERNATE TRANSPORTATION COVERED UPTO 5 DAYS BY THERE SERVICE CONTRACT/WARRANTY GUIDELINES. SEE ADVISOR FOR DETAILS. _____ THANK YOU FOR YOUR VISIT TODAY AND FOR CHOOSING KENDALL DODGE CHRYSLERJEEP RAM TO SERVICE YOUR VEHICLE. OUR CUSTOMERS ARE THE REASON FOR OUR SUCCESS.

(RO) Cause:

CUSTOMER STATESLEFT AND RIGHT REAR SEAT COVER FLAPS KEEP COMING UNCLIPPED CUSTOMER STATES BOTHMIRRORS DONT CLOSE AT THE SAME TIME CUSTOMER STATES HEARS A CLUNKING NOISE IN REVERSE CUSTOMER STATES HEARS A GRINDING NOISE ON ACCELAREATION CUSTOMER STATES LEAKAT DRIVERS SIDE A PILLAR F

(RO) Correction:

Multi-point inspection (according to maintenanceinterval) PERFORM FREE MULTI-POINT INSPECTION 19581 CUSTOMER STATESLEFT AND RIGHT REAR SEATCOVER FLAPS KEEP COMING UNCLIPPED VERIFIEDCUSTOMER CONCERN, REPLACED REAR LOWER SEATCOVERS WITH SEAT COVERS WITH A DIFFERENTATTACHMENT DESIGN. Cover, rear seat cushion - Replace Split seat-Right side (1 - Semi-Skilled) Cover, rear seat cushion - Replace Split seat-Leftside (1 - Semi-Skilled) COVER, REAR SEAT CUSHION-Replace (B) COVER, REAR SEAT CUSHION-Replace (B) Thank you for being a Kendall Dodge Chrysler Jeep Ram VIP Rewards Benefits 3% Loyalty Cash on paid services customer. [redacted] CUSTOMER STATES BOTH MIRRORS DONT CLOSEAT THE SAME TIME UNABLE TO DUPLICATECUSTOMER CONCERN. POWER FOLDING MIRRORS AREWORKING AS DESIGNED. Technician validated concern [redacted] CUSTOMER STATES HEAR

(RO) Technical Notes:

CLUNCKING NOISE WATER LEAK YOUR TI ME PUNCHES PLEASE REDUCE LOANER TO 7 DAYS. WHEN RESUBMITTING, PLEASE BE SURE T O KEEP ALL CURRENT ATTACHMENTS IN PLACE. THANK YOU MARK QUAGLIA [redacted]~~PLEASE BE ADVISED YOUR REQUEST FOR 8 LOANER DAYS IS NOT SUPPORTED WITH YOUR TI ME PUNCHES PLEASE REDUCE LOANER TO 7 DAYS. WHEN RESUBMITTING, PLEASE BE SURE T O KEEP ALL CURRENT ATTACHMENTS IN PLACE. THANK YOU MARK [redacted] [redacted]

GCS Narratives

(Claim) Customer Concern:

C/S WATER LEAK AT DRIVER SIDE A PILLAR GENERAL CONCERN #3 [CUSTOMER STATES HEARSA CLUNKING NOISE WHEN ROLLING IN REVE RSA]

(Claim) Cause:

UNABLE TO DUPLICATE CONCERN CUSTOMER STATES HEARS A CLUNKING NOISE IN REVERSE

(Claim) Correction:

UNABLE TO DUPLICATE CUSTOMER CONCERN, SHOWERED THE TRUCK FOR 45 MINUTES WHILE CHECKING SATELLITE ANTENNA AND ROOF CLEARANCE LIGHTS. NO EVIDENCE OF WATER INT VERIFIED CUSTOMER CONCERN, TEST DROVE TRUCK WITH CUSTOMER, WHILE REVERSING THE TRUCK VERY SLOWLY, WITH BRAKES APPLIED AND STEERING WHEEL TURNED COUNTER CLOC RUSION. NO STAINS ON HEADLINER OR WATER TRAILS ON SIDE AIRBAG OR A PILLAR SHEE K WISE ABOUT 90 DEGREES A SMALL BUT NOTICEABLE VIBRATION COULD BE FELT IN THE T METAL SEAT OF THE TRUCK. REMOVED FRONT AXLE FROM TRUCK AND WAS ABLE TO DUPLICATE VIB RATION WITH ONLY REAR DIVE SHAFT. ISOLATING VIBRATION TO REAR OF TRUCK. INSPEC TED REAR AXLE AND FOUND PASSENGER REAR ROTOR WITH 0.009" RUNOUT. REMOVED ROTOR AND MEASURED REAR HUB RUNOUT WHICH WAS 0.005". MAX ALLOWABLE RUNOUT IS 0.002" . REPLACED HUB, ROTOR AND BRAKE PADS. REMOVED DRIVE SHAFT AND CHECKED U JOINTS . U JOINTS IN GOOD CONDITION WITH NO BINDING OR PLAY. TEST

DROVE TRUCK AGAIN A ND WAS ABLE TO DUPLICATE VIBRATION. REPLACED DIFFERENTIAL CASE ASSEMBLY AND TE ST DROVE TRUCK AGAIN. NO VIBRATION FELT. TRUCK IS REVERSING SMOOTHLY WITH NO V IBRATION. TRUCK IS OPERATING AS DESIGNED

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - RAM 2500 ST REG CAB 4X4
Build Date	11/06/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	02/28/2018
Claim Type	W - Warranty	**Repair Date**	02/09/2018
Claim Status	Paid	**Mileage (Miles)**	225

Expense

Labor	$0.00	**Sublet**	$56.20	**Part**	$0.00	**Total Paid**	$56.20

Dealer Information

Code	[redacted]	**Name**	NYLE MAXWELL CHRYSLER DODGE JEEP	**Zone**	63 DALLAS
Address	13401 FM 620 , AUSTIN, TX 78717				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	25080140	DEF Fluid Top Off ; Vehicle Delivery Fill - See LOP note for vehicle specific allowances.	40	FLUID HIGH OR LOW	68056278AC	FLUID	2	X	56.20	$0.00

RO Narratives

(RO) Customer Concern:

FILL UP DEF FOR NEW PURCHASE

(RO) Cause:

F

(RO) Correction:

[redacted]ADD DIESEL EXHAUST FLUID

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 2500 SLT CREW CAB 4X4
Build Date	10/15/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	03/22/2018
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	02/09/2018
Claim Status	Paid	**Mileage (Miles)**	2

Expense

Labor	$135 41	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$135 41

Dealer Information

Code	[redacted]	**Name**	NEUWIRTH MOTORS INC	**Zone**	66 ORLANDO
Address	219 S.COLLEGE RD , WILMINGTON, NC 28406				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$135 41

RO Narratives

(RO) Customer Concern:

NEW CAR PREP NORTH CAROLINA STATE SAFETY INSPECTION ON NEW CAR PREP FILL 5 TIRES WITH NITROGEN, REPLACEVALVE STEM CAPS, ONE YEAR ROADSIDE ASSISTANCE

(RO) Cause:

PDI

(RO) Correction:

ROAD READY NORTH CAROLINA STATE SAFETY INSPECTION ON NEW CAR PREP SAFETY INSPECTION NORTH CAROLINA STATE SAFETY INSPECTION ON NEW CAR PREP MISC SHOP CHARGES FILL 5 TIRES WITH NITROGEN, REPLACE VALVE STEM CAPS, ONE YEAR ROADSIDE ASSISTANCE. NITROGEN CAPS FILL 5 TIRES WITH NITROGEN, REPLACE VALVE STEM CAPS, ONE YEAR ROADSIDE ASSISTANCE. MISC. SHOP CHARGES

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - RAM 3500 ST REG CAB 4X4
Build Date	09/05/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11/24/2017
Claim Type	W - Warranty	**Repair Date**	02/09/2018
Claim Status	Paid	**Mileage (Miles)**	3,490

Expense

Labor	$298.87	**Sublet**	$85.28	**Part**	$35.00	**Total Paid**	$419.15

Dealer Information

Code	[redacted]	**Name**	LESSORD CHRYSLER PRODUCTS INC	**Zone**	32 NEW YORK
Address	49 WEST MAIN ST , SODUS, NY 14551				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08804801	Switch, transfer case control	ML	CHECK ENGINE/SERVICE ENGINE SO	68211454AA	SWITCH	1	X	85.28	$74.72
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68211454AA	SWITCH	1	X	85.28	$224.15
A	95400141	Loaner Car ; Standard Line Vehicles			68211454AA	SWITCH	1	X	85.28	$35.00

RO Narratives

(RO) Customer Concern:

DIAGNOSE CHECK ENGINE LIGHT ON...the customer states that his check engine light is on and the 4x4 light does not come on all the time when its engaged DIAGNOSE BRAKE SYSTEM...the customer states that sometimes when engaging the 4x4 a message will come up saying to service electronic brake PERFORM MULTI POINT INSPECTION

(RO) Cause:

found code [redacted]perfrom diagnosis pelear vehicle build configuration still lights on tested wiring powers and grounds and communication lines at abs module no problems found tested wiring at transfer case swich wiring good inspected switch states found in 4x4 high it goed swg cannot read switch state sop transfer case switch

(RO) Correction:

replace transfer case switch and clear codes now 4x4 light works in 4x4 high and it reads 4 high in switch state good ef

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

DIAGNOSE CHECK ENGINE LIGHT ON...THE CUSTOMER STATES THAT HIS CHECK ENGINE LIG HT IS ON AND THE 4X4 LIGHT DOES NOT COME ON ALL THE TIME WHEN ITS ENGAGED

(Claim) Cause:

FOUND CODE [redacted] PERFROM DIAGNOSIS PELEAR VEHICLE BUILD CONFIGURAT ION STILL LIGHTS ON TESTED WIRING POWERS AND GROUNDS AND COMMUNICATION LINES AT ABS MODULE NO PROBLEMS FOUND TESTED WIRING AT TRANSFER CASE SWICH WIRING G OOD INSPECTED SWITCH STATES FOUND IN 4X4 HIGH IT GOED SWG CANNOT READ SWITCH S TATE SOP TRANSFER CASE SWITCH

(Claim) Correction:

REPLACE TRANSFER CASE SWITCH AND CLEAR CODES NOW 4X4 LIGHT WORKS IN 4X4 HIGH A ND IT READS 4 HIGH IN SWITCH STATE GOOD EF

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 POWER WAGON CREW CAB
Build Date	01/14/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	03/13/2017
Claim Type	W - Warranty	**Repair Date**	02/10/2018
Claim Status	Paid	**Mileage (Miles)**	19,553

Expense

Labor	$67.61	**Sublet**	$0.00	**Part**	$35.00	**Total Paid**	$102.61

Dealer Information

Code	[redacted]	**Name**	SUSQUEHANNA DODGE INC	**Zone**	35 WASHINGTON
Address	950 HELLAM ST , WRIGHTSVILLE, PA 17368				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85412300	Body, Trouble Not Found ; Body	UC	UNCODABLE (NARRATIVE REQUIRED)						$67.61
A	95400141	Loaner Car ; Standard Line Vehicles								$35.00

RO Narratives

(RO) Customer Concern:

Customer states drivers window inop - diagnose and advise Customer states since carpet was installed, passenger power usb port not working. Diagnose and advise Request rental vehicle. - Please Ensure that the vehicle you are renting is returned with the equal amount of fuel that is noted on your rental agreement. A minimum fuel charge of $10.00 will be added if returned with a lower amount.

(RO) Cause:

Motor will still run but glass is loose of regulator. Remove door panel and find broken window regulator. Using special tool mit019 and verify USB is working properly. Possible issue with customers usb cable.

(RO) Correction:

Put window up and ordered window regulator. Will call customer when in. No issue found with USB port at this time.

(RO) Technical Notes:

DRIVERS WINDOW INOP ORDERED PART- CUSTOMER WILL BE BACK FOR INSTALLATION

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES DRIVERS WINDOW INOP - DIAGNOSE AND ADVISE

(Claim) Cause:

MOTOR WILL STILL RUN BUT GLASS IS LOOSE OF REGULATOR. REMOVE DOOR PANEL AND FI ND BROKEN WINDOW REGULATOR.

(Claim) Correction:

PUT WINDOW UP AND ORDERED WINDOW REGULATOR. WILL CALL CUSTOMER WHEN IN.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 3500 LARAMIE MEGA CAB 4X4
Build Date	02/03/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	02/28/2017
Claim Type	W - Warranty	**Repair Date**	02/12/2018
Claim Status	Paid	**Mileage (Miles)**	36,855

Expense

Labor	$127.92	**Sublet**	$589.26	**Part**	$0.00	**Total Paid**	$717.18

Dealer Information

Code	[redacted]	**Name**	JAMIESON MOTORS INC	**Zone**	74 DENVER
Address	100 PENN ST , CHINOOK, MT 59523				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	24550111	Motor, front blower ; Heater equipped-Front	68	NOISY	68048903AA	MOTOR	1	X	128.24	$34.11
A	85434343	Goodwill Authorization ; Goodwill Authorization			68048903AA	MOTOR	1	X	128 24	$0 00
B	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	ML	CHECK ENGINE/SERVICE ENGINE SO	68144445AA	FUSE	2		8.82	$93.81
B	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	ML	CHECK ENGINE/SERVICE ENGINE SO	68143491AA	CONTROL	1	X	452 20	$93 81
B	85434343	Goodwill Authorization ; Goodwill Authorization			68144445AA	FUSE	2		8.82	$0.00
B	85434343	Goodwill Authorization ; Goodwill Authorization			68143491AA	CONTROL	1	X	452.20	$0.00

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES CHECK HEATER MOTOR BLOWER MOTOR NOISEY REMOVE AND REPLACE BLOWER MOTOR (36- TAYLOR-) CUSTOMER STATES CHECK FUSES NOT COVERED UNDER WARRANTY (36- TAYLOR-) CUSTOMER STATES CHECK BRAKES/ABS/TRAC CONTROL HCU UNIT FAILED, INTERNAL DEFECT [redacted] REMOVE AND REPLACE HCU (36 TAYLOR)

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CHECK ABS/TRAC CONTROL LIGHTS ON CUSTOMER STATES CHECK BLOWER MOTOR

(Claim) Cause:

ABS MODULE HAS INTERNAL DEFECT KEEPS SETTING CODES BLOWER MOTOR NOISEY

(Claim) Correction:

REMOVE AND REPALCE BLOWER MOTOR REMOVE AND REPLACE ABS MODULE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 3500 LARAMIE MEGA CAB 4X4
Build Date	02/03/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	02/28/2017
Claim Type	M - Mopar	**Repair Date**	02/12/2018
Claim Status	Paid	**Mileage (Miles)**	36,855

Expense

Labor	$93.81	**Sublet**	$482.65	**Part**	$0.00	**Total Paid**	$576.46

Dealer Information

Code	[redacted]	**Name**	JAMIESON MOTORS INC	**Zone**	74 DENVER
Address	100 PENN ST , CHINOOK, MT 59523				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	05400701	Control unit, Brake anti lock hydraulic (HCU-ICU) ; All others	63	LOW OR NO ASSIST	68143491AA	CONTROL	1	X	452.20	$93.81
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	63	LOW OR NO ASSIST	04549625AD	FLUID	3		30.45	$93.81

RO Narratives

(RO) Customer Concern:

REPLACE ABS MODULE. FIRST MODULE HAD NO COMMUNICATION INTERNAL DEFECT IN ABS MODULE, NO COMM. REMOVE AND REPLACE ABS MODULE (36- TAYLOR-)

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

HCU UNIT DOES NOT WORK WILL NOT RESPOND

(Claim) Cause:

INTERNAL DEFECT IN NEW HCU

(Claim) Correction:

REMOVE AND REPLACE WITH ANOTHER NEW HCU, BLEED BRAKES

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - RAM 2500 LARAMIE MEGA CAB 4X4
Build Date	12/22/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	04/30/2018
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	02/13/2018
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$107.99	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$107.99

Dealer Information

Code	[redacted]	**Name**	COLUMBUS MOTOR COMPANY	**Zone**	74 DENVER
Address	2806 23RD STREET , COLUMBUS, NE 68601				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$107.99

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 2500 ST CREW CAB 4X4
Build Date	09/22/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/27/2017
Claim Type	W - Warranty	**Repair Date**	02/14/2018
Claim Status	Paid	**Mileage (Miles)**	4,641

Expense

Labor	$45 30	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$45 30

Dealer Information

Code	[redacted]	**Name**		**Zone**	32 NEW YORK
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85410302	Axles, Trouble Not Found ; Front Axle	OD							$45.30

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES: check 4 wd on, also abs and esc on, check and report. 4wd high or low won't work when light is on. MULTI-POINT INSPECTION

(RO) Cause:

FOUND WIRE CONNECTOR FROM FRONT LOCKER CORROSION,

(RO) Correction:

CLEAN AND SET WITH DIALECTRIC GREASE, ALL OPERATING AD DESIGNED AT THIS TIME[redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES: CHECK 4 WD ON, ALSO ABS AND ESC ON, CHECK AND REPORT. 4WD HI GH OR LOW WON'T WORK WHEN LIGHT IS ON

(Claim) Cause:

FOUND WIRE CONNECTOR FROM FRONT LOCKER CORROSION,

(Claim) Correction:

CLEAN AND SET WITH DIALECTRIC GREASE, ALL OPERATING AD DESIGNED AT THIS TIME[redacted]

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 2500 LARAMIE CREW CAB 4X4
Build Date	09/15/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	04/02/2018
Claim Type	S Safety (Recalls)	**Repair Date**	02/15/2018
Claim Status	Paid	**Mileage (Miles)**	12

Expense

Labor	$17 31	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$17 31

Dealer Information

Code	[redacted]	**Name**	KELLY CHRYSLER JEEP DODGE	**Zone**	35 WASHINGTON
Address	78 ZENTS BLVD , BROOKVILLE, PA 15825				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19U11182	Safety Recall U11 Brake Transmission Shift Interlock	UC	UNCODABLE (NARRATIVE REQUIRED)						$17.31

RO Narratives

(RO) Customer Concern:

RECALL U11 BRAKE TRANSMISSION SHIFT INTERLOCK (20 BOB P)

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 LONGHORN CREW CAB 4X4
Build Date	05/08/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	02/28/2018
Claim Type	S - Safety (Recalls)	**Repair Date**	02/15/2018
Claim Status	Paid	**Mileage (Miles)**	66

Expense

Labor	$28.19	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$28.19

Dealer Information

Code	[redacted]	**Name**	ABERNETHY CHRY-JEEP-DODGE INC	**Zone**	66 ORLANDO
Address	1442 E MAIN ST , LINCOLNTON, NC 28092				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19U11182	Safety Recall U11 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update (2017 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$28.19

RO Narratives

(RO) Customer Concern:

Recall / CSN 1 U11: Safety Recall U11 - Brake Transmission Shift Interlock**

(RO) Cause:

NA

(RO) Correction:

COMPLETED

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 LONGHORN CREW CAB 4X4
Build Date	04/19/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	04/23/2018
Claim Type	S - Safety (Recalls)	**Repair Date**	02/15/2018
Claim Status	Paid	**Mileage (Miles)**	15

Expense

Labor	$28.73	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$28.73

Dealer Information

Code	[redacted]	**Name**	DOTHAN CHRY-DODGE INC	**Zone**	66	ORLANDO
Address	4066 ROSS CLARK CIRCLE , DOTHAN, AL 36304					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19U11182	Safety Recall U11 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update (2017 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$28.73

RO Narratives

(RO) Customer Concern:

RECALL U11

(RO) Cause:

Recall U11 - Brake Transmission Shift Interlock

(RO) Correction:

[redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 2500 SLT CREW CAB 4X4
Build Date	01/29/2018	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	02/15/2018
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	02/15/2018
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$125 22	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$125 22

Dealer Information

Code	[redacted]	**Name**	ROCKWALL DODGE	**Zone**	63	DALLAS
Address	970 E I30 , ROCKWALL, TX 75087					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$125 22

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 SLT CREW CAB 4X4
Build Date	04/22/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	04/24/2018
Claim Type	S - Safety (Recalls)	**Repair Date**	02/15/2018
Claim Status	Paid	**Mileage (Miles)**	13

Expense

Labor	$26.84	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$26.84

Dealer Information

Code	[redacted]	**Name**	JACKSONVILLE CHRYSLER JEEP DODGE	**Zone**	66 ORLANDO
Address	11101 NURSERY FIELDS DRIVE , JACKSONVILLE, FL 32256				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19U11182	Safety Recall U11 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update (2017 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$26.84

RO Narratives

(RO) Customer Concern:

[redacted]

(RO) Cause:

[redacted]0.3 hours Perform BCM Software Update

(RO) Correction:

[redacted]0.3 hours Perform BCM Software Update

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

[redacted]

(Claim) Cause:

[redacted]0.3 hours Perform BCM Software Upda

(Claim) Correction:

[redacted]0.3 hours Perform BCM Software Upda

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 SLT CREW CAB 4X4
Build Date	06/29/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	03/14/2018
Claim Type	S - Safety (Recalls)	**Repair Date**	02/15/2018
Claim Status	Paid	**Mileage (Miles)**	58

Expense

Labor	$37 76	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$37 76

Dealer Information

Code	[redacted]	**Name**	WITHNELL DODGE	**Zone**	70 PHOENIX
Address	2650 COMMERCIAL SE , SALEM, OR 97302				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19U11182	Safety Recall U11 Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update (2017 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$37.76

RO Narratives

(RO) Customer Concern:

[redacted] Safety Recall U11 Brake Transmission Shift Interlock**]

(RO) Cause:

[redacted]

(RO) Correction:

[redacted] 30 INSPECTED BTSIFUNCTIONALITY. PASSES INSPECTION. UPDATED BCMAND RECONFIGURED VEHICLE PER RECALL U11 RECALL U11 BRAKE TRRANSMISSION SHIFT INTERLOCK

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 ST CREW CAB 4X4
Build Date	06/24/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	09/11/2017
Claim Type	W - Warranty	**Repair Date**	02/16/2018
Claim Status	Paid	**Mileage (Miles)**	10,306

Expense

Labor	$51.04	**Sublet**	$49.00	**Part**	$0.00	**Total Paid**	$100.04

Dealer Information

Code	[redacted]	**Name**	BLUE RIDGE CHRYSLER DODGE JEEP RAM	**Zone**	35 WASHINGTON
Address	864 US HIGHWAY 19 , LEBANON, VA 24266				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	05402501	Reservoir, master cylinder	UC	UNCODABLE (NARRATIVE REQUIRED)	68144665AB	MTR CYL	1	X	18.48	$51.04
A	05402501	Reservoir, master cylinder	UC	UNCODABLE (NARRATIVE REQUIRED)	04723389AB	BUSHING	2		12.60	$51.04
A	05402501	Reservoir, master cylinder	UC	UNCODABLE (NARRATIVE REQUIRED)	04318080AD	FLUID	2		17.92	$51.04

RO Narratives

(RO) Customer Concern:

GENERAL CONCERN-REPLACE BRAKE RESEVOIR SENSOR.

(RO) Cause:

PERFORMED DIAG FOUND DTCS C0049-7B RESEVOIR LEVEL SENSOR TESTING BAD.REMOVED AND REPLACED BRAKE FLUID RESEVOIR DUE TO FAILED LEVEL SENSOR, TEST DROVE VEHICLE AND VERIFIED REPAIRS. VEHICLE NOW FUNCIONING AS DESIGNED.

(RO) Correction:

Reservoir, master cylinder - Replace (2 - Skilled)

(RO) Technical Notes:

[redacted] PLUNGER IN RESERVIOR FAILURE

GCS Narratives

(Claim) Customer Concern:

BRAKE LIGHT ON

(Claim) Cause:

C0049-7B. FOUND LEVEL SENSOR IN RESERVIOR FAULTY

(Claim) Correction:

REPLACED MASTER CYLINDER RESERVIOR- CLEARED DTC'S. BLEED SYSTEM. CODE DID NOT RETURN

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 LARAMIE MEGA CAB 4X4
Build Date	01/19/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	02/06/2017
Claim Type	F - Service Contract	**Repair Date**	02/16/2018
Claim Status	Paid	**Mileage (Miles)**	14,628

Expense

Labor	$0 00	**Sublet**	$0 00	**Part**	$75 00	**Total Paid**	$75 00

Dealer Information

Code	[redacted]	**Name**	AUTONATION CHRYSLER DODGE JEEP	**Zone**	63 DALLAS
Address	21027 NORTH FWY # IH-45 , SPRING, TX 77388				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26860303	Maintenance Interval Schedule B ; To be used every 3,000 Intervals	MC	MAINTENANCE CARE						$0.00
A	95260001	Maintenance Allowance ; Fixed Cost Maintenance								$75.00

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

[redacted]--Oil and Filter - Lube

(Claim) Cause:

SERVICE CONTRACT OIL CHANGE

(Claim) Correction:

[redacted]OIL CHANGE PERFORM LUBE OIL AND FILTER CHANGE 5

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 ST REG CAB 4X4
Build Date	05/22/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	08/31/2017
Claim Type	W - Warranty	**Repair Date**	02/17/2018
Claim Status	Paid	**Mileage (Miles)**	9,258

Expense

Labor	$24.43	**Sublet**	$48.93	**Part**	$200.00	**Total Paid**	$273.36

Dealer Information

Code	[redacted]	**Name**	URSE DODGE-CHRY-JEEP	**Zone**	35 WASHINGTON
Address	14 TYGART MALL LOOP , WHITE HALL, WV 26554				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08120205	Ignition Coil ; 3.7-4 7 5 7 6 4 liter engine-coil on plug-One	ML	CHECK ENGINE/SERVICE ENGINE SO	56029129AF	COIL/IGN	1	X	48.93	$24.43
A	95400142	Loaner Car ; High Line Vehicles			56029129AF	COIL/IGN	1	X	48.93	$200.00

RO Narratives

(RO) Customer Concern:

CHECK ENGINE LIGHT DIAGNOSIS DRIVEABLITY CONCERN DIAG PERFORM MULTI PT INSPECTION WITH TIRE DEPTH CUSTOMER IN LOANER CAR URSE COURTESY LOANER VEHICLE

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CS CEL IS ON

(Claim) Cause:

FOUND [redacted] PRESENT FOUND CYL #7 MISFIRE NEEDS IGNITION COIL

(Claim) Correction:

REMOVED AND REPLACED CYL #7 IGNITION COIL

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 2500 LARAMIE MEGA CAB 4X4
Build Date	02/14/2018	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	03/08/2018
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	02/17/2018
Claim Status	Paid	**Mileage (Miles)**	13

Expense

Labor	$125.72	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$125.72

Dealer Information

Code	[redacted]	**Name**	BENNY BOYD C-D-J	**Zone**	63	DALLAS
Address	601 NORTH KEY AVE , LAMPASAS, TX 76550					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$125.72

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 ST CREW CAB 4X4
Build Date	05/17/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/31/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	02/19/2018
Claim Status	Paid	**Mileage (Miles)**	5,879

Expense

Labor	$44.72	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$44.72

Dealer Information

Code	[redacted]	**Name**	RON CARTER CHRYSLER-JEEP-DODGE OF TEXAS CITY	**Zone**	63 DALLAS
Address	2601 PALMER HWY , TEXAS CITY, TX 77590				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19U11182	Safety Recall U11 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update (2017 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$44.72

RO Narratives

(RO) Customer Concern:

Recall / CSN [redacted] - Brake Transmission Shift Interlock**]

(RO) Cause:

recall

(RO) Correction:

[redacted] TRANS INTERLOCK

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - RAM 3500 ST CREW CAB 4X4
Build Date	01/30/2018	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	02/27/2018
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	02/19/2018
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$190.21	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$190.21

Dealer Information

Code	[redacted]	**Name**	HUNTINGTON BEACH CHRYSLER JEEP	**Zone**	71 LOS ANGELES
Address	16701 BEACH BLVD , HUNTINGTON BEACH, CA 92647				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$190.21

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - RAM 2500 LONGHORN CREW CAB 4X4
Build Date	12/22/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	07/09/2018
Claim Type	S - Safety (Recalls)	**Repair Date**	02/19/2018
Claim Status	Paid	**Mileage (Miles)**	48

Expense

Labor	$55.16	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$55.16

Dealer Information

Code	[redacted]	**Name**	ALL STAR DODGE CHRYSLER JEEP	**Zone**	51 CHICAGO
Address	11503 SAINT CHARLES ROCK RD , BRIDGETON, MO 63044				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19U11185	Safety Recall U11 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update (2018 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$55.16

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
UNIT HAS OPEN RECALL U11

(Claim) Cause:
UPDATE BCM PER RECALL U11 [redacted] TO AD

(Claim) Correction:
PERFORMED RECALL U11

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 LARAMIE CREW CAB 4X4
Build Date	05/17/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/31/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	02/19/2018
Claim Status	Paid	**Mileage (Miles)**	2,129

Expense

Labor	$35.03	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$35.03

Dealer Information

Code	[redacted]	**Name**	HEARTLAND MOTORS INC	**Zone**	74 DENVER
Address	717 NINTH STREET , HAWARDEN, IA 51023				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19U11182	Safety Recall U11 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update (2017 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$35.03

RO Narratives

(RO) Customer Concern:

UCONNECT INOP CHECKED OUT AND REPLACED RADIO AND REPROGRAME D RECHECKED WORKING AT THIS TIME [redacted]) RECALL U11 BRAKE TRANSMISSION INTERLOCK REPROGRAMMED [redacted] MULTIPOINT INSPECTION EXTRA TIME FOR CHECKING OUT ISSUE WITH HOTLIN E [redacted] REPLACE BODY CONTROL MODULE REPLACED [redacted]

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

LIGHTS ON DASH AFTER RECALL DONE UCONNECT WILL NOT WORK

(Claim) Cause:

CHECKED OUT AND CONTACTED HOTLINE, WAS ADVISED TO REPLACE BCM AND REPROGRAM AN CHECKED OUT AND TRIED TO PROGRAM STILL NOT WORKING NEEDS RADIO PER HOTLINE D REDO RECALL

(Claim) Correction:

REPLACED RADIO REPLACED AND REPROGRAMMED

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 LARAMIE CREW CAB 4X4
Build Date	05/17/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/31/2017
Claim Type	W - Warranty	**Repair Date**	02/19/2018
Claim Status	Paid	**Mileage (Miles)**	2,129

Expense

Labor	$140.12	**Sublet**	$177.80	**Part**	$175.00	**Total Paid**	$492.92

Dealer Information

Code	[redacted]	**Name**	HEARTLAND MOTORS INC	**Zone**	74 DENVER
Address	717 NINTH STREET , HAWARDEN, IA 51023				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
B	08190201	Module, body control ; All others	58	INTERNAL DEFECT	68357472AC	MODULE	1	X	177.80	$96.33
A	08600251	Radio/Telematics Gateway Module ; Obtain ESN from radio								$8.76
A	08600270	Radio/Telematics Gateway Module ; Exchange unit	BT	FOAM ADDED						$35.03
A	95400141	Loaner Car ; Standard Line Vehicles								$175.00

RO Narratives

(RO) Customer Concern:

UCONNECT INOP CHECKED OUT AND REPLACED RADIO AND REPROGRAME D RECHECKED WORKING AT THIS TIME [redacted] RECALL U11 BRAKE TRANSMISSION INTERLOCK REPROGRAMMED [redacted] MULTIPOINT INSPECTION EXTRA TIME FOR CHECKING OUT ISSUE WITH HOTLIN E [redacted] REPLACE BODY CONTROL MODULE REPLACED [redacted]

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

LIGHTS ON DASH AFTER RECALL DONE UCONNECT WILL NOT WORK

(Claim) Cause:

CHECKED OUT AND CONTACTED HOTLINE, WAS ADVISED TO REPLACE BCM AND REPROGRAM AN CHECKED OUT AND TRIED TO PROGRAM STILL NOT WORKING NEEDS RADIO PER HOTLINE D REDO RECALL

(Claim) Correction:

REPLACED RADIO REPLACED AND REPROGRAMMED

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - RAM 2500 LARAMIE MEGA CAB 4X4
Build Date	12/22/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	04/30/2018
Claim Type	S - Safety (Recalls)	**Repair Date**	02/19/2018
Claim Status	Paid	**Mileage (Miles)**	9

Expense

Labor	$45.00	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$45.00

Dealer Information

Code	[redacted]	**Name**	COLUMBUS MOTOR COMPANY	**Zone**	74 DENVER
Address	2806 23RD STREET , COLUMBUS, NE 68601				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19U11185	Safety Recall U11 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update (2018 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$45.00

RO Narratives

(RO) Customer Concern:
CUSTOMER STATES PERFORM RECALL-[redacted]

(RO) Cause:
NA

(RO) Correction:
INSPECTED BTSI AND REFLASHED BCM AS PER RECALL [redacted]

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 3500 LARAMIE CREW CAB 4X4
Build Date	11/14/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	02/26/2018
Claim Type	S - Safety (Recalls)	**Repair Date**	02/19/2018
Claim Status	Paid	**Mileage (Miles)**	681

Expense

Labor	$18 46	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$18 46

Dealer Information

Code	[redacted]	**Name**	GRAND JUNCTION CHY-JEEP-DOD INC	**Zone**	74 DENVER
Address	2578 HWY 6 & 50 , GRAND JUNCTION, CO 81505				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19U11181	Safety Recall U11 Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Verify BCM Software Level (2017-2018 Model Year)	UC	UNCODABLE (NARRATIVE REQUIRED)						$18.46

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 3500 ST CREW CAB 4X4
Build Date	11/03/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	03/30/2018
Claim Type	S - Safety (Recalls)	**Repair Date**	02/20/2018
Claim Status	Paid	**Mileage (Miles)**	14

Expense

Labor	$58.89	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$58.89

Dealer Information

Code	[redacted]	**Name**	BILLION DODGE-CHRYSLER JEEP	**Zone**	74 DENVER
Address	1 AUTO PLAZA DR , BOZEMAN, MT 59715				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19U11185	Safety Recall U11 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update (2018 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$58.89

RO Narratives

(RO) Customer Concern:

[redacted] Brake Transmission Shift Interlock**

(RO) Cause:

Required recall.

(RO) Correction:

Performed recall lop 19u11185

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 3500 LONGHORN MEGA CAB 4X4
Build Date	11/22/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11/15/2017
Claim Type	S Safety (Recalls)	**Repair Date**	02/20/2018
Claim Status	Paid	**Mileage (Miles)**	10,132

Expense

Labor	$34 20	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$34 20

Dealer Information

Code	[redacted]	**Name**	LIBERTY DAYTON CHRYSLER PLYMOUTH DODGE JEEP EAGLE INC	**Zone**	63 DALLAS
Address	320 HWY 146 BYPASS , LIBERTY, TX 77575				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19T79182	Safety Recall T79 Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update	UC	UNCODABLE (NARRAT VE REQUIRED)						$34 20

RO Narratives

(RO) Customer Concern:

General Concern #1 Customer States when apply brakes the pedal goes to floor General Concern #2 Customer States buckle on the back of the right front seat has come apart needs multi point inspection on vehicle

(RO) Cause:

test drove can not duplicate customer concern test drove 12 miles shop foreman test drvoe and could not duplicate customer concern

(RO) Correction:

could not duplicate customer concern repaired buckle on seat back right front performed multi point inspection found

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 3500 LONGHORN MEGA CAB 4X4
Build Date	11/22/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11/15/2017
Claim Type	F - Service Contract	**Repair Date**	02/20/2018
Claim Status	Paid	**Mileage (Miles)**	10,132

Expense

Labor	$0.00	**Sublet**	$0.00	**Part**	$85.00	**Total Paid**	$85.00

Dealer Information

Code	[redacted]	**Name**	LIBERTY-DAYTON CHRYSLER-PLYMOUTH- DODGE-JEEP-EAGLE INC	**Zone**	63 DALLAS
Address	320 HWY 146 BYPASS , LIBERTY, TX 77575				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26860303	Maintenance Interval - Schedule B ; To be used every 3,000 Intervals	MC	MAINTENANCE CARE						$0.00
A	95260001	Maintenance Allowance ; Fixed Cost Maintenance								$75.00
A	95260002	Maintenance Allowance ; TIRE ROTATION								$10.00

RO Narratives

(RO) Customer Concern:

General Concern #1 Customer States when apply brakes the pedal goes to floor General Concern #2 Customer States buckle on the back of the right front seat has come apart needs multi point inspection on vehicle

(RO) Cause:

test drove can not duplicate customer concern test drove 12 miles shop foreman test drvoe and could not duplicate customer concern

(RO) Correction:

could not duplicate customer concern repaired buckle on seat back right front performed multi point inspection found

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 ST CREW CAB 4X4
Build Date	04/29/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	09/21/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	02/20/2018
Claim Status	Paid	**Mileage (Miles)**	12,159

Expense

Labor	$17.30	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$17.30

Dealer Information

Code	[redacted]	**Name**	BARKAU AUTOMOTIVE	**Zone**	51 CHICAGO
Address	501 E NORTH AVE , STOCKTON, IL 61085				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19U11181	Safety Recall U11 Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Verify BCM Software Level (2017-2018 Model Year)	UC	UNCODABLE (NARRATIVE REQUIRED)						$17.30

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 2500 SLT CREW CAB 4X4
Build Date	12/12/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/21/2018
Claim Type	S - Safety (Recalls)	**Repair Date**	02/21/2018
Claim Status	Paid	**Mileage (Miles)**	12

Expense

Labor	$19 99	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$19 99

Dealer Information

Code	[redacted]	**Name**	WOODHOUSE CHRYSLER JEEP DODGE	**Zone**	74 DENVER
Address	2171 SOUTH HWY 30 , BLAIR, NE 68008				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19U11181	Safety Recall U11 Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Verify BCM Software Level (2017 2018 Model Year)	UC	UNCODABLE (NARRATIVE REQUIRED)						$19.99

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 2500 LARAMIE MEGA CAB 4X4
Build Date	08/04/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06/22/2018
Claim Type	S - Safety (Recalls)	**Repair Date**	02/21/2018
Claim Status	Paid	**Mileage (Miles)**	19

Expense

Labor	$49 01	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$49 01

Dealer Information

Code	[redacted]	**Name**	KERNERSVILLE CHRYSLER DODGE LLC	**Zone**	66 ORLANDO
Address	950 HIGHWAY 66 SOUTH , KERNERSVILLE, NC 27284				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19U11185	Safety Recall U11 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update (2018 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$49.01

RO Narratives

(RO) Customer Concern:

RECALL U11 BRAKE TRANSMISSION SHIFT INTERLOCK

(RO) Cause:

FACTORY RECALL

(RO) Correction:

PERFORM RECALL AS REQUIRED INSPECTED AND FLASHED BCM

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 2500 ST REG CAB 4X4
Build Date	09/27/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	04/10/2018
Claim Type	S Safety (Recalls)	**Repair Date**	02/22/2018
Claim Status	Paid	**Mileage (Miles)**	134

Expense

Labor	$36.73	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$36.73

Dealer Information

Code	[redacted]	**Name**	HUNT CHRYSLER CENTER	**Zone**	51 CHICAGO
Address	1000 S MAIN , FRANKLIN, KY 42134				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19U11185	Safety Recall U11 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update (2018 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$36 73

RO Narratives

(RO) Customer Concern:

RECALL U11 COMPLETED RECALL (85- TODD-)

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 3500 ST CREW CAB 4X4
Build Date	02/03/2018	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06/21/2018
Claim Type	K Road Ready (PREPNV)	**Repair Date**	02/22/2018
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$143.24	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$143.24

Dealer Information

Code	[redacted]	**Name**	COLORADO SPRINGS DODGE	**Zone**	74 DENVER
Address	7455 AUSTIN BLUFFS PKWY , COLORADO SPRINGS, CO 80923				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$143.24

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 3500 SLT CREW CAB 4X4
Build Date	10/11/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	07/02/2018
Claim Type	S Safety (Recalls)	**Repair Date**	02/22/2018
Claim Status	Paid	**Mileage (Miles)**	25

Expense

Labor	$43 30	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$43 30

Dealer Information

Code	[redacted]	**Name**	BRIGGS DODGE	**Zone**	74 DENVER
Address	3137 S KANSAS AVE , TOPEKA, KS 66611				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19U11185	Safety Recall U11 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update (2018 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$43.30

RO Narratives

(RO) Customer Concern:

U11 BRIGGS WORLD CLASS MULTI POINT INSPECTION

(RO) Cause:

RECALL

(RO) Correction:

25 Verified proper operation of the BTSIsolenoid. Updated the BCM from [redacted] totargeted part number [redacted] per U11recall. Safety Recall U11 / NHTSA18V 100 25 Complete BRIGGS WORLD CLASS MULTI POINT INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 LARAMIE MEGA CAB 4X4
Build Date	04/26/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/30/2017
Claim Type	W - Warranty	**Repair Date**	02/22/2018
Claim Status	Paid	**Mileage (Miles)**	6,529

Expense

Labor	$316.63	**Sublet**	$0.00	**Part**	$315.00	**Total Paid**	$631.63

Dealer Information

Code	[redacted]	**Name**	OKEECHOBEE DODGE CHRYSLER JEEP RAM	**Zone**	66 ORLANDO
Address	4224 US HIGHWAY 441 S , OKEECHOBEE, FL 34974				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	23111600	Reinforcement, Instrument Panel	UC	UNCODABLE (NARRATIVE REQUIRED)						$316.63
A	95400141	Loaner Car ; Standard Line Vehicles								$315.00

RO Narratives

(RO) Customer Concern:

WIGENERAL LUBE, OIL AND FILTER DIESEL 23 POINT INSPECTION MISC WARRANTY REPAIR

(RO) Cause:

ROADTEST.WHISTLE ABOVE 52 MPH. CHECK FOR TSB OR ST

(RO) Correction:

- COMPLETED DONE

(RO) Technical Notes:

STAR CASE [redacted] REMOVE CAULKING SO PAD WILL LAY FLAT

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES HEARS WHISTLING NOISE COMING FROM VENTS WHILE DRIVING

(Claim) Cause:

ROADTEST.WHISTLE ABOVE 52 MPH. CHECK FOR TSB OR ST AR CASE. FOUND STAR CASE # [redacted] REMOVE DASH CHECK FOR SEAL CAULKING. REMOVE CAULKING PREVENTS THE SILENCER PAD FROM LAYING FLUSH ALLOW SILENCER PAD TO LAY FLAT AND THE HVAC PLENUM TO SEAL PROPERLY.REINSTALL DASH. ROADTEST WITH SERVICE MANAGER.STILL MAKING WHISTLE CONTACT STAR.CASE [redacted] THEY ADVISED ME TO CHECK FOR CRAC KED A/C CASE.MISSING SEALER, DAMAGE, BAD DOOR SEALS OR HVAC HOUSING DOORS.RE MOVE DASH AGAIN.EVAC A/C SYSTEM REMOVE A/C HOUSING INSPECT CASE.OK.CHECK ALL DOORS AND SEALS.SILENCER PAD NOT LAYING FLAT

(Claim) Correction:

REPOSITION SILENCER PAD.REINSTALL A/C HOUSING AND DASH.ROADTEST.WHISTEL STILL THERE.SOP SILENCER

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - RAM 2500 SLT CREW CAB 4X4
Build Date	10/09/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	03/01/2018
Claim Type	S - Safety (Recalls)	**Repair Date**	02/22/2018
Claim Status	Paid	**Mileage (Miles)**	639

Expense

Labor	$43.37	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$43.37

Dealer Information

Code	[redacted]	**Name**	VICTORY CHRY-DODGE-JEEP INC	**Zone**	32 NEW YORK
Address	14-18 MAIN STREET , CAMDEN, NY 13316				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19U11185	Safety Recall U11 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update (2018 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$43.37

RO Narratives

(RO) Customer Concern:

FRONT AND REAR BUMPERS POORLY ALIGNED (Exterior Concern) DRIVERS SIDE RUNNING BOARD BACKSIDE BOLT SPUN AND IS EXPOSED TOUCH UP NEEDED (SteeringSuspensionSteering Wheel Concern) RECALL U11 BRAKE TRANSMISSION SHIFT INTERLOCK

(RO) Cause:

NA

(RO) Correction:

ALIGN FT BUMPER RT TO LT AND UP AND DOWN ALSO ALIGN REAR BUMPER IN AND OUT RT SIDE WAS TOO FAR IN REPAIRED RUNNING BOARD BRACKET AND ORDERED TOUCH UP PAINT FLASHED MODULE WITH LATEST SOFTWARE

(RO) Technical Notes:

FT AND REAR BUMPER MIS ALIGNED SUBLET REPAIR

GCS Narratives

(Claim) Customer Concern:

FRONT AND REAR BUMPERS POORLY ALIGNED

(Claim) Cause:

NEEDS TO BE ALIGNED

(Claim) Correction:

ALIGN FT BUMPER RT TO LT AND UP AND DOWN ALSO ALIGN REAR BUMPER IN AND OUT RT SIDE WAS TOO FAR IN

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - RAM 2500 SLT CREW CAB 4X4
Build Date	10/09/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	03/01/2018
Claim Type	W Warranty	**Repair Date**	02/22/2018
Claim Status	Paid	**Mileage (Miles)**	639

Expense

Labor	$0.00	**Sublet**	$0.00	**Part**	$75.00	**Total Paid**	$75.00

Dealer Information

Code	[redacted]	**Name**	VICTORY CHRY DODGE JEEP INC	**Zone**	32 NEW YORK
Address	14-18 MAIN STREET , CAMDEN, NY 13316				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	13200200	Bumper, front	51	IMPROPERLY INSTALLED						$0 00
A	97756555	Sublet Repair								$75.00

RO Narratives

(RO) Customer Concern:

FRONT AND REAR BUMPERS POORLY ALIGNED (Exterior Concern) DRIVERS SIDE RUNNING BOARD BACKSIDE BOLT SPUN AND IS EXPOSED TOUCH UP NEEDED (SteeringSuspensionSteering Wheel Concern) RECALL U11 BRAKE TRANSMISSION SHIFT INTERLOCK

(RO) Cause:

NA

(RO) Correction:

ALIGN FT BUMPER RT TO LT AND UP AND DOWN ALSO ALIGN REAR BUMPER IN AND OUT RT SIDE WAS TOO FAR IN REPAIRED RUNNING BOARD BRACKET AND ORDERED TOUCH UP PAINT FLASHED MODULE WITH LATEST SOFTWARE

(RO) Technical Notes:

FT AND REAR BUMPER MIS ALIGNED SUBLET REPAIR

GCS Narratives

(Claim) Customer Concern:

FRONT AND REAR BUMPERS POORLY ALIGNED

(Claim) Cause:

NEEDS TO BE ALIGNED

(Claim) Correction:

ALIGN FT BUMPER RT TO LT AND UP AND DOWN ALSO ALIGN REAR BUMPER IN AND OUT RT SIDE WAS TOO FAR IN

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 LARAMIE CREW CAB 4X4
Build Date	07/16/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06/04/2018
Claim Type	S Safety (Recalls)	**Repair Date**	02/23/2018
Claim Status	Paid	**Mileage (Miles)**	12

Expense

Labor	$29.22	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$29.22

Dealer Information

Code	[redacted]	**Name**	I-77 CHRYSLER JEEP DODGE RAM	**Zone**	35 WASHINGTON
Address	435 CHURCH ST S , RIPLEY, WV 25271				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19U11182	Safety Recall U11 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update (2017 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$29 22

RO Narratives

(RO) Customer Concern:

CUST STATES RECALL U11

(RO) Cause:

.

(RO) Correction:

Inspect BTSI Functionality and 19 U1 11 82 0 3 hours

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 3500 SLT MEGA CAB 4X4
Build Date	10/19/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06/20/2018
Claim Type	S - Safety (Recalls)	**Repair Date**	02/23/2018
Claim Status	Paid	**Mileage (Miles)**	17

Expense

Labor	$38 83	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$38 83

Dealer Information

Code	[redacted]	**Name**	WESTGATE CHRYSLER JEEP DODGE RAM	**Zone**	66 ORLANDO
Address	6421 OLD WESTGATE RD , RALEIGH, NC 27617				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19T79182	Safety Recall T79 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update	UC	UNCODABLE (NARRAT VE REQUIRED)						$38 83

RO Narratives

(RO) Customer Concern:
T79 RECALL

(RO) Cause:
NA

(RO) Correction:
INSPECT BTSI FUNCTION AND FLASH BCM [redacted]

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 3500 ST CREW CAB 4X4
Build Date	11/23/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/29/2018
Claim Type	S Safety (Recalls)	**Repair Date**	02/23/2018
Claim Status	Paid	**Mileage (Miles)**	14

Expense

Labor	$58 36	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$58 36

Dealer Information

Code	[redacted]	**Name**	LAKE NORMAN CHRYSLER JEEP DODGE	**Zone**	66 ORLANDO
Address	20700 TORRENCE CHAPEL RD , CORNELIUS, NC 28031				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19U11185	Safety Recall U11 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update (2018 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$58 36

RO Narratives

(RO) Customer Concern:

RECALL U11

(RO) Cause:

NA

(RO) Correction:

UPDATED SOFTWARE FROM 68357473AC TO 68357473AD

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 3500 ST CREW CAB 4X2
Build Date	11/30/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	03/08/2018
Claim Type	S - Safety (Recalls)	**Repair Date**	02/23/2018
Claim Status	Paid	**Mileage (Miles)**	189

Expense

Labor	$53 51	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$53 51

Dealer Information

Code	[redacted]	**Name**	MAC HAIK DODGE CHRYSLER JEEP	**Zone**	63 DALLAS
Address	11000 NORTH FWY , HOUSTON, TX 77037				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19U11185	Safety Recall U11 Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update (2018 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$53.51

RO Narratives

(RO) Customer Concern:

U11 BRAKE TRANSMISSION SHIFT INTERLOCK [redacted]

(RO) Cause:

NA

(RO) Correction:

[redacted]Inspect BTSI Functionalityand Perform BCM Software Update 68357473AC-AD Safety Recall U11 - BrakeTransmission Shift Interlock Reprogram Inspect Brake Transmission Shift Interlock (BTSI) Functionality and PerformBCM Software Update (2018Model Year Only) (1 - Semi-Skilled)

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 2500 LARAMIE MEGA CAB 4X4
Build Date	11/08/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	04/19/2018
Claim Type	S - Safety (Recalls)	**Repair Date**	02/23/2018
Claim Status	Paid	**Mileage (Miles)**	15

Expense

Labor	$57 90	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$57 90

Dealer Information

Code	[redacted]	**Name**	SAFFORD CHRYSLER JEEP DODGE OF	**Zone**	35 WASHINGTON
Address	7308 CEDAR RUN DR , WARRENTON, VA 20187				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19U11185	Safety Recall U11 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update (2018 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$57.90

RO Narratives

(RO) Customer Concern:

U11 Safety Recall U11 Brake Transmission Shift Interlock (Recall CSN 1)

(RO) Cause:

NA

(RO) Correction:

COMPLETED U11 RECALL

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

U11 Safety Recall U11 - Brake Transmission Shift Interlock (Recall CSN 1)

(Claim) Cause:

NA

(Claim) Correction:

COMPLETED U11 RECALL

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 3500 LARAMIE CREW CAB 4X4
Build Date	07/20/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	03/26/2018
Claim Type	S - Safety (Recalls)	**Repair Date**	02/26/2018
Claim Status	Paid	**Mileage (Miles)**	21

Expense

Labor	$41 84	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$41 84

Dealer Information

Code	[redacted]	**Name**	CROWN DODGE	**Zone**	71 LOS ANGELES
Address	6300 KING , VENTURA, CA 93003				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19U11182	Safety Recall U11 Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update (2017 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$41.84

RO Narratives

(RO) Customer Concern:

U11 Safety Recall U11 Brake Transmission Shift Interlock (RECALL) (Check Tire Pressure)

(RO) Cause:

U11 RECALL

(RO) Correction:

INSPECT AND FLASH BCM FROM [redacted] (0.4) SET TIRE PRESSURE TO SPECS E

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

U11 Safety Recall U11 - Brake Transmission Shift Interlock (RECALL)

(Claim) Cause:

U11 RECALL

(Claim) Correction:

INSPECT AND FLASH BCM FROM [redacted]

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 3500 SLT CREW CAB 4X4
Build Date	03/26/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	02/28/2018
Claim Type	S - Safety (Recalls)	**Repair Date**	02/26/2018
Claim Status	Paid	**Mileage (Miles)**	408

Expense

Labor	$37.50	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$37.50

Dealer Information

Code	[redacted]	**Name**		**Zone**	74 DENVER
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19U11182	Safety Recall U11 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update (2017 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$37.50

RO Narratives

(RO) Customer Concern:

Recall #: U11, Launch Date: 02/15/2018 - BRAKE TRANSMISSION SHIFT INTERLOCK PERFORM GENERAL INSPECTION. ALSO CHECK BATTERY, ENGINE AIR FILTER, CABIN AIR FILTER , ALL FLUID CONDITIONS AND BULBS AND ANTIFREEZE TO -40. REVIEW RECOMMENDED MAINTENANCE WITH GUEST.

(RO) Cause:

MPI

(RO) Correction:

Inspected BTSI operation = ok. Flashed BCM--Current Part Number: [redacted] Performed quick visual inspection. NTF. New vehicle.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

RECALL #: U11, LAUNCH DATE: 02/15/2018 - BRAKE TRANSMISSION SHIFT INTERLOCK

(Claim) Cause:

NA

(Claim) Correction:

INSPECTED BTSI OPERATION = OK. FLASHED BCM--CURRENT PART NUMBER: [redacted]

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 3500 ST CREW CAB 4X4
Build Date	11/14/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/14/2018
Claim Type	S - Safety (Recalls)	**Repair Date**	02/26/2018
Claim Status	Paid	**Mileage (Miles)**	12

Expense

Labor	$48 76	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$48 76

Dealer Information

Code	[redacted]	**Name**	GRESHAM DODGE INC	**Zone**	70 PHOENIX
Address	855 E BURNSIDE , GRESHAM, OR 97030				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19U11185	Safety Recall U11 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update (2018 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$48.76

RO Narratives

(RO) Customer Concern:

RECALL U11 BRAKE TRANSMISSION SHIFT INTERLOCK

(RO) Cause:

RECALL

(RO) Correction:

12 Inspection Inspect BTSI Functionalityand Perform BCM Software Update [redacted] to AC. MISC- BODY /TRIM

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 LARAMIE CREW CAB 4X4
Build Date	06/22/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/23/2017
Claim Type	W - Warranty	**Repair Date**	02/26/2018
Claim Status	Paid	**Mileage (Miles)**	22,817

Expense

Labor	$371.49	**Sublet**	$2,388.50	**Part**	$320.00	**Total Paid**	$3,079.99

Dealer Information

Code	[redacted]	**Name**	PETERSON'S STAMPEDE DODGE-CHRY- JEEP LLC	**Zone**	70 PHOENIX
Address	5801 EAST GATE BLVD , NAMPA, ID 83687				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	21020101	Transfer Case ; 6.7 liter diesel	58	INTERNAL DEFECT	05146626AI	T/CASE	1	X	2388.50	$265.35
A	21020160	Transfer Case ; Skid Plate Equipped			05146626AI	T/CASE	1	X	2388.50	$21.23
A	21020161	Transfer Case ; DEF equipped 2500-3500 pick-up only			05146626AI	T/CASE	1	X	2388.50	$63.68
A	21020163	Transfer Case ; Two Piece Propeller Shaft			05146626AI	T/CASE	1	X	2388.50	$21.23
A	95400142	Loaner Car ; High Line Vehicles			05146626AI	T/CASE	1	X	2388.50	$320.00

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES THE VEHICLE WILL NOT GO INTO PARK INTERMITTENLY HE ALSO NOTED HE CAN JUMP INTO THE TRUCK AND PULL IT OUT OF GEAR SOMETIMES BEFORE HE EVEN STARTS THETRUCK. BEFORE BRAKE PEDAL IS PRESSED. CUSTOMER STATES HIS VEHICLE WHILE ITS IN 4LOW IT WILL POP OUT. TRUCK POPS INTO NEUTRAL. BEFORE THIS HAPPENS SOMETIMES YOU CAN HEAR THE TCASE MAKE A GRINDING NOISE. SOMETIMES IT WILL GO IN SMOOTH AND THIS STILL HAPPEN. THIS HAPPENS WHEN THERE IS A HEAVY LOAD BEHIND THE TRUCK. SERVICE MANAGER DUPLICATED. Recall / CSN 2 [U11: Safety Recall U11 - Brake Transmission Shift Interlock**] COMPREHENSIVE COMPLIMENTARY VISUAL VEHICLE INSPECTION. GIVING YOU A REPORT ON THE CONDITION OF YOUR VEHICLE. VALUE OF $59.95 CAR RENTAL: REMEMBER NO PETS, NO SMOKING OR VAPING, RENTAL CAN'T LEAVE THE STATE, LATE RETURN FEE UPTO $87.50 PER DAY, MUST BE RETURNEDFULL OF FUEL, MUST BE RETURNED IN REASONABLE CONDITION, RENTAL SUBJECT TO CLEANING FEES UP TO $300.00.

(RO) Cause:

FOUND THE TRANSFER CASEE TO HAVE HAD INTERNAL FAILURE NOT ALLOWING THE WD TO WORK PROPERLY

(RO) Correction:

[redacted]CONCERN IS RELATED TO THE U11 BTSIRECALL ENGINE MINOR [CUSTOMER STATES THE VEHICLE WILL NOT GO INTO PARK INTERMITTENLY] ENGINE MINOR[redacted]VERIFIED CONCERN THE TRUCK IS NOTSTAYING ENGAGED 4LOW OR 4 LOCK. CHECKED FORPROPER ACTUATION OF SHIFT MOTOR, NO PROBLEMFOUND. NO DTCS PRESENT. FOUND FLUID LEVEL ISAT SPEC FILL. REMOVED DEF TANK, REMOVED FRONTAND REAR DRIVESHAFTS. REMOVED T CASE ANDSPLIT HOUSING FOR INSPECTION. FOUND DEBRISLAYING IN CASE (SNAP RING PIECES, AND VARIOUSPIECES OF ALUMINUM LAYING IN BOTTOM). FOUNDTHE ALUMINUM SHIFT FORK (UPPER) TO BEDAMAGED/EARS HOGGED OUT, CAUSING THE CASE TONOT STAY IN THE DESIRED MODE, DAMAGED SHIFTSLEEVE. UPPER FORK IS ALSO CONTACTING THEPLANETARY GEAR SET DURING OPERATION.RETAINING RING FOR LOCK COLLAR FAILED INPIECES. MAJOR INTERNAL FAILURE HAS OCCUREDRECOMMEND REPLACE THE TCASE ASSEMBLYINSTALLED TCASE ASSEMBLY, RE INSTALLED THEDEF TANK, FRONT AND REAR DRIVESHAFTS.VERFIFIED PROPER FLUID FILL LEVEL. CLEAREDCO

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES HIS VEHICLE WHILE ITS IN 4LOW IT WILL POP OUT. TRUCK POPS INT O NEUTRAL. BEFORE THIS HAPPENS SOMETIMES YOU CAN HEAR THE TCASE MAKE A GRINDI NG NOISE. SOMETIMES IT WILL GO IN SMOOTH AND THIS STILL HAPPEN. THIS HAPPENS WHEN THERE IS A HEAVY LOAD BEHIND THE TRUCK. SERVICE MANAGER DUPLICATED.

(Claim) Cause:

VERIFIED CONCERN THE TRUCK IS NOT STAYING ENGAGED 4LOW OR 4 LOCK. CHECKED FOR PROPER ACTUATION OF SHIFT MOTOR, NO PROBLEM FOUND. NO DTCS PRESENT FOUND FL UID LEVEL IS AT SPEC FILL. REMOVED SKID PLATE. REMOVED DEF TANK, REMOVED FRON T AND REAR (2 PIECE) DRIVESHAFTS. REMOVED T CASE AND SPLIT HOUSING FOR INSP ECTION. FOUND DEBRIS LAYING IN CASE (SNAP RING PIECES, AND VARIOUS PIECES OF ALUMINUM LAYING IN BOTTOM). FOUND THE ALUMINUM SHIFT FORK (UPPER) TO BE DAMAG ED/EARS HOGGED OUT, CAUSING THE CASE TO NOT STAY IN THE DESIRED MODE, DAMAGED SHIFT SLEEVE. UPPER FORK IS ALSO CONTACTING THE PLANETARY GEAR SET DURING OP ERATION. RETAINING RING FOR LOCK COLLAR FAILED IN PIECES. MAJOR INTERNAL FAIL URE HAS OCCURED RECOMMEND REPLACE THE TCASE ASSEMBLY.

(Claim) Correction:

INSTALLED TCASE ASSEMBLY, RE INSTALLED THE DEF TANK, FRONT AND REAR DRIVESHAF TS. VERFIFIED PROPER FLUID FILL LEVEL. CLEARED CODES AND TEST OPERATED. VERIF IED PROPER OPERATION AND REPAIR. RE ASSEMBLED THE TCASE PER WARRANTY CLAIM RE QUESTS MENTION IN THE FEB MASTER TECH

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - RAM 2500 ST REG CAB 4X4
Build Date	11/06/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	02/28/2018
Claim Type	S - Safety (Recalls)	**Repair Date**	02/26/2018
Claim Status	Paid	**Mileage (Miles)**	1,111

Expense

Labor	$47.73	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$47.73

Dealer Information

Code	[redacted]	**Name**	HENSON MOTOR CO INC	**Zone**	63 DALLAS
Address	105 SOUTH MAY , MADISONVILLE, TX 77864				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19U11185	Safety Recall U11 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update (2018 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$47.73

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES:PERFORM RECALL#U11

(RO) Cause:

PERFORMED U11 RRECALL

(RO) Correction:

1111 PERFORMED U11 RRECALL PERFORMED RECALLU11 INSPECTED BSTI OPERATION IS OK, THENFLASHED BCM MODULE, THEN RECONFIGURED BCM ,DISCONNECTED BATTERY, TEST DROVE COMPLETED INSPECT BTSI FUNCTIONALITY AND PERFORMBCM SOFTWARE UPDATE INSPECT BTSI FUNCTIONALITY AND PERFORM BCM SOFTWARE UPDATE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - RAM 2500 ST CREW CAB 4X4
Build Date	08/24/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/16/2017
Claim Type	W - Warranty	**Repair Date**	02/26/2018
Claim Status	Paid	**Mileage (Miles)**	10,301

Expense

Labor	$190.25	**Sublet**	$404.25	**Part**	$175.00	**Total Paid**	$769.50

Dealer Information

Code	[redacted]	**Name**	ARRIGO DODGE CHRYSLER JEEP RAM	**Zone**	66 ORLANDO
Address	5851 S US HIGHWAY 1 , FORT PIERCE, FL 34982				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	14500501	Module/Pump, Diesel ; Fuel tank mounted - 6.7 liter Diesel - Rear Tank	61	INTERMITTENT OPERATION	05145571AA	MODULE	1	X	404.25	$100.13
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			05145571AA	MODULE	1	X	404.25	$90.12
A	95400141	Loaner Car ; Standard Line Vehicles			05145571AA	MODULE	1	X	404.25	$175.00

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
Z-(DMS APPT. FEED) LINE 1 [CUSTOMER STATES HE HAS A FULL TANK OF GAS BUT READ ING 4 MILES LEFT

(Claim) Cause:
INTERMITTANT OPEN

(Claim) Correction:

INTERMITTENTOPEN IN FUEL SENDER COMPUTER DIAG NO CODES FUEL GUAGE DOES NOT MO VE CLUSTER SELF TEST PASSED GAUGE SWEEPS TO FULL OHMS TESTED G 109 TO BCM .0 4 TESTED N4 CIRCUIT PUMP TO BCM PASSED POTENTIOMETER TEST GAUGE SWEEPS R+R LIFT PUMP SENDER ASSEMBLY AND RETEST

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - RAM 2500 ST CREW CAB 4X4
Build Date	09/22/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/27/2017
Claim Type	W - Warranty	**Repair Date**	02/26/2018
Claim Status	Paid	**Mileage (Miles)**	5,192

Expense

Labor	$362.40	**Sublet**	$568.83	**Part**	$245.00	**Total Paid**	$1,176.23

Dealer Information

Code	[redacted]	**Name**		**Zone**	32 NEW YORK
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08463415	Actuator/Motor, Axle Locker ; Actuator - Front Axle Disconnect			68068630AA	WIRING	1	X	34.81	$63.42
A	08463415	Actuator/Motor, Axle Locker ; Actuator - Front Axle Disconnect			04778570	SLEEVE	6		18.20	$63.42
A	08463415	Actuator/Motor, Axle Locker ; Actuator - Front Axle Disconnect			05073034AA	CONNEC	1		14.94	$63.42
A	08463415	Actuator/Motor, Axle Locker ; Actuator - Front Axle Disconnect			68216944AA	ACTUATOR	1		447.49	$63.42
A	0891CFV3	Transmission/Transfer Case/DTCM	3T	TERMINAL(S) CORRODED	68068630AA	WIRING	1	X	34.81	$217.44
A	0891CFV3	Transmission/Transfer Case/DTCM	3T	TERMINAL(S) CORRODED	04778570	SLEEVE	6		18.20	$217.44
A	0891CFV3	Transmission/Transfer Case/DTCM	3T	TERMINAL(S) CORRODED	05073034AA	CONNEC	1		14.94	$217.44
A	0891CFV3	Transmission/Transfer Case/DTCM	3T	TERMINAL(S) CORRODED	68216944AA	ACTUATOR	1		447.49	$217.44
A	95400141	Loaner Car ; Standard Line Vehicles			68068630AA	WIRING	1	X	34.81	$245.00
A	95400141	Loaner Car ; Standard Line Vehicles			04778570	SLEEVE	6		18.20	$245.00
A	95400141	Loaner Car ; Standard Line Vehicles			05073034AA	CONNEC	1		14.94	$245.00
A	95400141	Loaner Car ; Standard Line Vehicles			68216944AA	ACTUATOR	1		447.49	$245.00
B	08141806	Sensor, wheel speed-Anti-lock brakes ; front-right	ML	CHECK ENGINE/SERVICE ENGINE SO	68267479AB	SENSOR	1	X	53.39	$54.36
B	08141861	Sensor, wheel speed-Anti-lock brakes ; 2500-3500 equipped			68267479AB	SENSOR	1	X	53.39	$27.18

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES: Was plowing yesterday and truck would not go into 4WD. (Prior service history: Cust has had multiple issues with 4wd in this truck with light coming and 4WD not working. Also happened before where truck seemed like it was trying to shift into 4WD on its

own while going down the road.) Please check and advise, definitely something going on. RENTAL VEHICLE Jeep Renegade HPF [redacted] ELECTRICAL SYSTEM - CEL ON FOR ABS CODE U140A.

(RO) Cause:

[redacted] First technician diganosed vehicle along the STAR. Codes present for right front speed sensor which they thought may be an issue, if the sensor was not reading correctly. Replaced and still having issues. Technician replaced axle actuator and 4 and 6 way wiring connectors. Truck still exhibiting same conditions. Area TA alerted Sat. 2/24/2018 4.3 hours of time in to diagnostics already REPLACED AFTER CHECKING WIRING AND CIRCUITS. NO WIRING ISSUES FOUND.

(RO) Correction:

Technician removed I260 connector and spliced/heat shrinked circuits together to bypass corroded connector. Connector not available, can only get whole wiring harness. Tested vehicle's 4WD operation. Working as designed. REPLACED SENSOR AND CODE DID NOT RETURN. 4x4 ISSUE STILL PRESENT HOWEVER.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES: WAS PLOWING YESTERDAY AND TRUCK WOULD NOT GO INTO 4WD. (PRIOR ELECTRICAL SYSTEM - CEL ON FOR ABS CODE U140A. SERVICE HISTORY: CUST HAS HAD MULTIPLE ISSUES WITH 4WD IN THIS TRUCK WITH LIG HT COMING AND 4WD NOT WORKING. ALSO HAPPENED BEFORE WHERE TRUCK SEEMED LIKE IT WAS TRYING TO SHIFT INTO 4WD ON ITS OWN WHILE GOING DOWN THE ROAD.) PLEASE CH ECK AND ADVISE, DEFINITELY SOMETHING GOING ON. CUSTOMER STATES: WAS PLOWING YESTERDAY AND TRUCK WOULD NOT GO INTO 4WD. (PRIOR SERVICE HISTORY: CUST HAS HAD MULTIPLE ISSUES WITH 4WD IN THIS TRUCK WITH L IGHT COMING AND 4WD NOT WORKING. ALSO HAPPENED BEFORE WHERE TRUCK SEEMED LIK E IT WAS TRYING TO SHIFT INTO 4WD ON ITS OWN WHILE GOING DOWN THE ROAD.) PLEAS E CHECK AND ADVISE, DEFINITELY SOMETHING GOING ON.

(Claim) Cause:

REPLACED AFTER CHECKING WIRING AND CIRCUITS. NO WIRING ISSUES FOUND. CODES PRESENT [redacted]. FIRST TECHNICIAN DIGANOSED VEHICL E ALONG THE STAR. CODES PRESENT FOR RIGHT FRONT SPEED SENSOR WHICH THEY THOUGH T MAY BE AN ISSUE, IF THE SENSOR WAS NOT READING CORRECTLY. REPLACED AND STILL HAVING ISSUES. TECHNICIAN REPLACED AXLE ACTUATOR AND 4 AND 6 WAY WIRING CONNE CTORS. TRUCK STILL EXHIBITING SAME CONDITIONS AREA TA ALERTED SAT 2/24/2018 4 3 HOURS OF TIME IN TO DIAGNOSTICS ALREADY CODES PRESENT [redacted]. C147B. FIRST TECHNICIAN DIGANOSED VEHICL E ALONG THE STAR. CODES PRESENT FOR RIGHT FRONT SPEED SENSOR WHICH THEY THOU GHT MAY BE AN ISSUE, IF THE SENSOR WAS NOT READING CORRECTLY. REPLACED AND S TILL HAVING ISSUES. TECHNICIAN REPLACED AXLE ACTUATOR AND 4 AND 6 WAY WIRING C ONNECTORS. TRUCK STILL EXHIBITING SAME CONDITIONS. AREA TA ALERTED SAT. 2/24 /2018 4.3 HOURS OF TIME IN TO DIAGNOSTICS ALREADY

(Claim) Correction:

REPLACED SENSOR AND CODE DID NOT RETURN. 4X4 ISSUE STILL PRESENT HOWEVER. TECHNICIAN REMOVED I260 CONNECTOR AND SPLICED/HEAT SHRINKED CIRCUITS TOGETHER TO BYPASS CORRODED CONNECTOR. CONNECTOR NOT AVAILABLE, CAN ONLY GET WHOLE WIRI NG HARNESS. TESTED VEHICLE'S 4WD OPERATION. WORKING AS DESIGNED. TECHNICIAN REMOVED I260 CONNECTOR AND SPLICED/HEAT SHRINKED CIRCUITS TOGETHER TO BYPASS CORRODED CONNECTOR. CONNECTOR NOT AVAILABLE, CAN ONLY GET WHOLE WI RING HARNESS. TESTED VEHICLE'S 4WD OPERATION. WORKING AS DESIGNED

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - RAM 2500 ST CREW CAB 4X4
Build Date	09/22/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/27/2017
Claim Type	W - Warranty	**Repair Date**	02/26/2018
Claim Status	Paid	**Mileage (Miles)**	5,192

Expense

Labor	($362.40)	**Sublet**	($568.83)	**Part**	($245.00)	**Total Paid**	($1,176.23)

Dealer Information

Code	[redacted]	**Name**	**Zone**	32	NEW YORK
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08463415	Actuator/Motor, Axle Locker ; Actuator - Front Axle Disconnect			68068630AA	WIRING	1	X	-34.81	($63.42)
A	08463415	Actuator/Motor, Axle Locker ; Actuator - Front Axle Disconnect			04778570	SLEEVE	6		-18.20	($63.42)
A	08463415	Actuator/Motor, Axle Locker ; Actuator - Front Axle Disconnect			05073034AA	CONNEC	1		-14.94	($63.42)
A	08463415	Actuator/Motor, Axle Locker ; Actuator - Front Axle Disconnect			68216944AA	ACTUATOR	1		-447.49	($63.42)
A	0891CFV3	Transmission/Transfer Case/DTCM	3T	TERMINAL(S) CORRODED	68068630AA	WIRING	1	X	-34.81	($217.44)
A	0891CFV3	Transmission/Transfer Case/DTCM	3T	TERMINAL(S) CORRODED	04778570	SLEEVE	6		-18.20	($217.44)
A	0891CFV3	Transmission/Transfer Case/DTCM	3T	TERMINAL(S) CORRODED	05073034AA	CONNEC	1		-14.94	($217.44)
A	0891CFV3	Transmission/Transfer Case/DTCM	3T	TERMINAL(S) CORRODED	68216944AA	ACTUATOR	1		-447.49	($217.44)
A	95400141	Loaner Car ; Standard Line Vehicles			68068630AA	WIRING	1	X	-34.81	($245.00)
A	95400141	Loaner Car ; Standard Line Vehicles			04778570	SLEEVE	6		-18.20	($245.00)
A	95400141	Loaner Car ; Standard Line Vehicles			05073034AA	CONNEC	1		-14.94	($245.00)
A	95400141	Loaner Car ; Standard Line Vehicles			68216944AA	ACTUATOR	1		-447.49	($245.00)
B	08141806	Sensor, wheel speed-Anti-lock brakes ; front-right	ML	CHECK ENGINE/SERVICE ENGINE SO	68267479AB	SENSOR	1	X	-53.39	($54.36)
B	08141861	Sensor, wheel speed-Anti-lock brakes ; 2500-3500 equipped			68267479AB	SENSOR	1	X	-53.39	($27.18)

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES: Was plowing yesterday and truck would not go into 4WD. (Prior service history: Cust has had multiple issues with 4wd in this truck with light coming and 4WD not working. Also happened before where truck seemed like it was trying to shift into 4WD on its

own while going down the road.) Please check and advise, definitely something going on. RENTAL VEHICLE Jeep Renegade [redacted] ELECTRICAL SYSTEM - [redacted]

(RO) Cause:

CODES PRESENT [redacted] First technician diganosed vehicle along the STAR. Codes present for right front speed sensor which they thought may be an issue, if the sensor was not reading correctly. Replaced and still having issues. Technician replaced axle actuator and 4 and 6 way wiring connectors. Truck still exhibiting same conditions. Area TA alerted Sat. 2/24/2018 4.3 hours of time in to diagnostics already REPLACED AFTER CHECKING WIRING AND CIRCUITS. NO WIRING ISSUES FOUND.

(RO) Correction:

Technician removed I260 connector and spliced/heat shrinked circuits together to bypass corroded connector. Connector not available, can only get whole wiring harness. Tested vehicle's 4WD operation. Working as designed. REPLACED SENSOR AND CODE DID NOT RETURN. 4x4 ISSUE STILL PRESENT HOWEVER.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES: WAS PLOWING YESTERDAY AND TRUCK WOULD NOT GO INTO 4WD. (PRIOR ELECTRICAL SYSTEM - CEL ON FOR ABS CODE U140A SERVICE HISTORY CUST HAS HAD MULTIPLE ISSUES WITH 4WD IN THIS TRUCK WITH LIG HT COMING AND 4WD NOT WORKING. ALSO HAPPENED BEFORE WHERE TRUCK SEEMED LIKE IT WAS TRYING TO SHIFT INTO 4WD ON ITS OWN WHILE GOING DOWN THE ROAD.) PLEASE CH ECK AND ADVISE, DEFINITELY SOMETHING GOING ON. CUSTOMER STATES: WAS PLOWING YESTERDAY AND TRUCK WOULD NOT GO INTO 4WD. (PRIOR SERVICE HISTORY: CUST HAS HAD MULTIPLE ISSUES WITH 4WD IN THIS TRUCK WITH L IGHT COMING AND 4WD NOT WORKING. ALSO HAPPENED BEFORE WHERE TRUCK SEEMED LIK E IT WAS TRYING TO SHIFT INTO 4WD ON ITS OWN WHILE GOING DOWN THE ROAD.) PLEAS E CHECK AND ADVISE, DEFINITELY SOMETHING GOING ON.

(Claim) Cause:

REPLACED AFTER CHECKING WIRING AND CIRCUITS. NO WIRING ISSUES FOUND. CODES PRESENT [redacted] FIRST TECHNICIAN DIGANOSED VEHICL E ALONG THE STAR. CODES PRESENT FOR RIGHT FRONT SPEED SENSOR WHICH THEY THOUGH T MAY BE AN ISSUE, IF THE SENSOR WAS NOT READING CORRECTLY. REPLACED AND STILL HAVING ISSUES. TECHNICIAN REPLACED AXLE ACTUATOR AND 4 AND 6 WAY WIRING CONNE CTORS. TRUCK STILL EXHIBITING SAME CONDITIONS. AREA TA ALERTED SAT. 2/24/2018 4.3 HOURS OF TIME IN TO DIAGNOSTICS ALREADY CODES PRESENT [redacted] FIRST TECHNICIAN DIGANOSED VEHICL E ALONG THE STAR. CODES PRESENT FOR RIGHT FRONT SPEED SENSOR WHICH THEY THOU GHT MAY BE AN ISSUE, IF THE SENSOR WAS NOT READING CORRECTLY. REPLACED AND S TILL HAVING ISSUES. TECHNICIAN REPLACED AXLE ACTUATOR AND 4 AND 6 WAY WIRING C ONNECTORS. TRUCK STILL EXHIBITING SAME CONDITIONS. AREA TA ALERTED SAT. 2/24 /2018 4.3 HOURS OF TIME IN TO DIAGNOSTICS ALREADY

(Claim) Correction:

REPLACED SENSOR AND CODE DID NOT RETURN. 4X4 ISSUE STILL PRESENT HOWEVER. TECHNICIAN REMOVED I260 CONNECTOR AND SPLICED/HEAT SHRINKED CIRCUITS TOGETHER TO BYPASS CORRODED CONNECTOR. CONNECTOR NOT AVAILABLE, CAN ONLY GET WHOLE WIRI NG HARNESS. TESTED VEHICLE'S 4WD OPERATION. WORKING AS DESIGNED. TECHNICIAN REMOVED I260 CONNECTOR AND SPLICED/HEAT SHRINKED CIRCUITS TOGETHER TO BYPASS CORRODED CONNECTOR. CONNECTOR NOT AVAILABLE, CAN ONLY GET WHOLE WI RING HARNESS. TESTED VEHICLE'S 4WD OPERATION. WORKING AS DESIGNED

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - RAM 2500 ST CREW CAB 4X4
Build Date	09/22/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/27/2017
Claim Type	W - Warranty	**Repair Date**	02/26/2018
Claim Status	Paid	**Mileage (Miles)**	5,192

Expense

Labor	$280.86	**Sublet**	$500.50	**Part**	$245.00	**Total Paid**	$1,026.36

Dealer Information

Code	[redacted]	**Name**	**Zone**	32	NEW YORK
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08463415	Actuator/Motor, Axle Locker ; Actuator - Front Axle Disconnect			68216944AA	ACTUATOR	1	X	447.49	$63.42
A	08463415	Actuator/Motor, Axle Locker ; Actuator - Front Axle Disconnect			68068630AA	WIRING	1		34.81	$63.42
A	08463415	Actuator/Motor, Axle Locker ; Actuator - Front Axle Disconnect			04778570	SLEEVE	6		18.20	$63.42
A	0891CFV3	Transmission/Transfer Case/DTCM	3T	TERMINAL(S) CORRODED	68216944AA	ACTUATOR	1	X	447.49	$217.44
A	0891CFV3	Transmission/Transfer Case/DTCM	3T	TERMINAL(S) CORRODED	68068630AA	WIRING	1		34.81	$217.44
A	0891CFV3	Transmission/Transfer Case/DTCM	3T	TERMINAL(S) CORRODED	04778570	SLEEVE	6		18.20	$217.44
A	95400141	Loaner Car ; Standard Line Vehicles			68216944AA	ACTUATOR	1	X	447.49	$245.00
A	95400141	Loaner Car ; Standard Line Vehicles			68068630AA	WIRING	1		34.81	$245.00
A	95400141	Loaner Car ; Standard Line Vehicles			04778570	SLEEVE	6		18.20	$245.00

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES: Was plowing yesterday and truck would not go into 4WD. (Prior service history: Cust has had multiple issues with 4wd in this truck with light coming and 4WD not working. Also happened before where truck seemed like it was trying to shift into 4WD on its own while going down the road.) Please check and advise, definitely something going on. RENTAL VEHICLE Jeep Renegade HPF [redacted] ELECTRICAL SYSTEM - CEL ON FOR ABS CODE [redacted].

(RO) Cause:

[redacted] First technician diganosed vehicle along the STAR. Codes present for right front speed sensor which they thought may be an issue, if the sensor was not reading correctly. Replaced and still having issues. Technician replaced axle actuator and 4 and 6 way wiring connectors. Truck still exhibiting same conditions. Area TA alerted Sat. 2/24/2018 4.3 hours of time in to diagnostics already REPLACED AFTER CHECKING WIRING AND CIRCUITS. NO WIRING ISSUES FOUND.

(RO) Correction:

Technician removed I260 connector and spliced/heat shrinked circuits together to bypass corroded connector. Connector not available, can only get whole wiring harness. Tested vehicle's 4WD operation. Working as designed. REPLACED SENSOR AND CODE DID NOT RETURN. 4x4 ISSUE STILL PRESENT HOWEVER.

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES: WAS PLOWING YESTERDAY AND TRUCK WOULD NOT GO INTO 4WD. (PRIOR ELECTRICAL SYSTEM - CEL ON FOR ABS CODE U140A. SERVICE HISTORY: CUST HAS HAD MULTIPLE ISSUES WITH 4WD IN THIS TRUCK WITH LIG HT COMING AND 4WD NOT WORKING. ALSO HAPPENED BEFORE WHERE TRUCK SEEMED LIKE IT WAS TRYING TO SHIFT INTO 4WD ON ITS OWN WHILE GOING DOWN THE ROAD.) PLEASE CH ECK AND ADVISE, DEFINITELY SOMETHING GOING ON. CUSTOMER STATES: WAS PLOWING YESTERDAY AND TRUCK WOULD NOT GO INTO 4WD. (PRIOR SERVICE HISTORY: CUST HAS HAD MULTIPLE ISSUES WITH 4WD IN THIS TRUCK WITH L IGHT COMING AND 4WD NOT WORKING. ALSO HAPPENED BEFORE WHERE TRUCK SEEMED LIK E IT WAS TRYING TO SHIFT INTO 4WD ON ITS OWN WHILE GOING DOWN THE ROAD.) PLEAS E CHECK AND ADVISE, DEFINITELY SOMETHING GOING ON.

(Claim) Cause:

REPLACED AFTER CHECKING WIRING AND CIRCUITS. NO WIRING ISSUES FOUND. CODES PRESENT [redacted] FIRST TECHNICIAN DIGANOSED VEHICL E ALONG THE STAR. CODES PRESENT FOR RIGHT FRONT SPEED SENSOR WHICH THEY THOUGH T MAY BE AN ISSUE, IF THE SENSOR WAS NOT READING CORRECTLY. REPLACED AND STILL HAVING ISSUES. TECHNICIAN REPLACED AXLE ACTUATOR AND 4 AND 6 WAY WIRING CONNE CTORS. TRUCK STILL EXHIBITING SAME CONDITIONS. AREA TA ALERTED SAT. 2/24/2018 4.3 HOURS OF TIME IN TO DIAGNOSTICS ALREADY CODES PRESENT [redacted] FIRST TECHNICIAN DIGANOSED VEHICL E ALONG THE STAR. CODES PRESENT FOR RIGHT FRONT SPEED SENSOR WHICH THEY THOU GHT MAY BE AN ISSUE, IF THE SENSOR WAS NOT READING CORRECTLY. REPLACED AND S TILL HAVING ISSUES. TECHNICIAN REPLACED AXLE ACTUATOR AND 4 AND 6 WAY WIRING C ONNECTORS. TRUCK STILL EXHIBITING SAME CONDITIONS. AREA TA ALERTED SAT. 2/24 /2018 4.3 HOURS OF TIME IN TO DIAGNOSTICS ALREADY

(Claim) Correction:

REPLACED SENSOR AND CODE DID NOT RETURN. 4X4 ISSUE STILL PRESENT HOWEVER. TECHNICIAN REMOVED I260 CONNECTOR AND SPLICED/HEAT SHRINKED CIRCUITS TOGETHER TO BYPASS CORRODED CONNECTOR. CONNECTOR NOT AVAILABLE, CAN ONLY GET WHOLE WIRI NG HARNESS. TESTED VEHICLE'S 4WD OPERATION. WORKING AS DESIGNED. TECHNICIAN REMOVED I260 CONNECTOR AND SPLICED/HEAT SHRINKED CIRCUITS TOGETHER TO BYPASS CORRODED CONNECTOR. CONNECTOR NOT AVAILABLE, CAN ONLY GET WHOLE WI RING HARNESS. TESTED VEHICLE'S 4WD OPERATION. WORKING AS DESIGNED

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 2500 LONGHORN CREW CAB 4X4
Build Date	10/04/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06/29/2018
Claim Type	S Safety (Recalls)	**Repair Date**	02/27/2018
Claim Status	Paid	**Mileage (Miles)**	21

Expense

Labor	$48 02	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$48 02

Dealer Information

Code	[redacted]	**Name**	FLETCHER CHRY PRODUCTS IN	**Zone**	42 DETROIT
Address	3099 NORTH MORTON , FRANKLIN, IN 46131				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19U11185	Safety Recall U11 Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update (2018 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$48 02

RO Narratives

(RO) Customer Concern:

PERFORM RECALL U11 16 POINT COURTESY INSPECTION

(RO) Cause:

. .

(RO) Correction:

10 PERFORMED RECALL U11 INSPECTED BTSI ,UPDATED BCM PERFORM RECALL 16 POINT COURTESY INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 SLT CREW CAB 4X4
Build Date	04/26/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/18/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	02/27/2018
Claim Status	Paid	**Mileage (Miles)**	10,279

Expense

Labor	$41 18	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$41 18

Dealer Information

Code	[redacted]	**Name**	BAY DODGE	**Zone**	66 ORLANDO
Address	641 WEST 15TH STREET , PANAMA CITY, FL 32401				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19U11182	Safety Recall U11 Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update (2017 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$41.18

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES MULTI POINT INSPECTION CUSTOMER STATES PERFORM OPEN RECALL U11 [redacted]

(RO) Cause:

NA

(RO) Correction:

PERFORMED MULTI-POINT INSPECTION PERFORMED UPDATE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 2500 SLT CREW CAB 4X4
Build Date	10/15/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	03/22/2018
Claim Type	S - Safety (Recalls)	**Repair Date**	02/27/2018
Claim Status	Paid	**Mileage (Miles)**	11

Expense

Labor	$56 42	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$56 42

Dealer Information

Code	[redacted]	**Name**	NEUWIRTH MOTORS INC	**Zone**	66 ORLANDO
Address	219 S.COLLEGE RD , WILMINGTON, NC 28406				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19U11185	Safety Recall U11 Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update (2018 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$56.42

RO Narratives

(RO) Customer Concern:

RECALL U11 BRAKE TRANSMISSION SHIFTINTERLOCK *NEW REMEDY PER CHRYSLER*

(RO) Cause:

1

(RO) Correction:

PERFORMED BTSI FUNCTIONALITY INSPECT ANDPERFORMED ADDITIONAL TESTDRIVE AND BATTERY DISCONNECT PER UPDATED PROCESS

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 2500 ST CREW CAB 4X4
Build Date	02/09/2018	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	02/28/2018
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	02/27/2018
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$116 09	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$116 09

Dealer Information

Code	[redacted]	**Name**		**Zone**	66 ORLANDO
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$116 09

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - RAM 3500 LONGHORN CREW CAB 4X4
Build Date	10/25/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	04/27/2018
Claim Type	S Safety (Recalls)	**Repair Date**	02/27/2018
Claim Status	Paid	**Mileage (Miles)**	23

Expense

Labor	$44.46	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$44.46

Dealer Information

Code	[redacted]	**Name**	DAVE SMITH MOTORS	**Zone**	70 PHOENIX
Address	210 NORTH DIVISION , KELLOGG, ID 83837				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19U11185	Safety Recall U11 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update (2018 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$44 46

RO Narratives

(RO) Customer Concern:

PERFORM SAFETY RECALL U11 - BRAKE TRANSMISSION SHIFT INTERLOCK

(RO) Cause:

SAFETY RECALL U11 BRAKE TRANSMISSION SHIFT INTERLOCK

(RO) Correction:

22 PERFORMED SAFETY RECALL U11 BRAKETRANSMISSION SHIFT INTERLOCK INSPECT BTSIFUNCTIONALITY, PERFORM BCM SOFTWARE UPDATEFROM 68357473AC TO AD, LOP:19-U1-11-85/.5 19U11185 PERFORM SAFETY RECALL U11- BRAKE TRANSMISSION SHIFT INTERLOCK

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - RAM 2500 SLT CREW CAB 4X4
Build Date	08/19/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/15/2018
Claim Type	W - Warranty	**Repair Date**	02/27/2018
Claim Status	Paid	**Mileage (Miles)**	15

Expense

Labor	$170.34	**Sublet**	$287.62	**Part**	$0.00	**Total Paid**	$457.96

Dealer Information

Code	[redacted]	**Name**	LITHIA CHRYSLER JEEP DODGE	**Zone**	70 PHOENIX
Address	4540 GRUMMAN DR. , MEDFORD, OR 97504				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	0894CCF3	Sending Units/Sensors	2C	CONNECTOR BROKEN/FRACTURED	68352149AA	SENSOR	1	X	287.62	$113.56
A	25070204	Sensor, particulate matter (soot sensor) ; 6.7 liter diesel			68352149AA	SENSOR	1	X	287.62	$56.78

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES THE CHECK ENGINE LIGHT IS ILLUMINATED

(RO) Cause:

.

(RO) Correction:

15 150 RUN WI TECH SCAN, FOUND ACTIVE [redacted] FOR PARTICULATE MATER SENSORTEMP CIRCUIT PERFORMANCE & LOSTCOMMUNICATIONS WITH SENSOR # 1 , ORDERED &REPLACED NATIONAL BACK ORDERED SENSOR &REPAIR WIRING CONNECTOR , FOUND TERMINALCROSS SWITCHED IN CONNECTOR WHEN DELIVERED &DAMAGED SENSOR , RESET & ROAD TESTED TOVERIFY NOTE - SENSOR WAS BACK ORDERED FOROVER 60 DAYS THEN ORDER CANCELED , HAD TO REORDER S.H. TO GET PART SEE STORY CUSTOMER STATES THE CHECKENGINE LIGHT IS ILLUMINATED

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CHECK ENGINE LIGHT IS ILLUMINATED

(Claim) Cause:

ACTIVE CODE [redacted]

(Claim) Correction:

REPLACED SENSOR AND REPAIRED WIRING CONNECTOR

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 LARAMIE MEGA CAB 4X4
Build Date	12/18/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	09/08/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	02/27/2018
Claim Status	Paid	**Mileage (Miles)**	5,425

Expense

Labor	$32.87	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$32.87

Dealer Information

Code	[redacted]	**Name**	RANDALL DODGE CHRYSLER JEEP	**Zone**	63 DALLAS
Address	419 US HIGHWAY 79 S , HENDERSON, TX 75654				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19T79182	Safety Recall T79 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update	UC	UNCODABLE (NARRATIVE REQUIRED)						$32.87

RO Narratives

(RO) Customer Concern:

Customer States ABS AND TRACTION LIGHTS ARE BOTH ON (Brake S ystems Concern) Customer States ENGINE IS MAKING A CLATTERING NOISE ON COLD START AND UNDER ACCELERATION CHECK AND ADVISE (Engine Mechan ical Concern) Customer States PARK SENSORS ARE NOT WORKING CHECK AND ADVIS E (Exterior Concern) (Multi-point inspection according to maintenance interval) T79 Safety Recall T79 - Brake Transmission Shift Interlock (Recall CSN 1)

(RO) Cause:

[redacted]

(RO) Correction:

TEST AND REPLACED LEFT REAR WHEEL SPEED SENSOR. UPDATED PCM W/NEW SOFTWARE. SENSORS WORKING AT THIS TIME. UNABLE TO DUPLICATE. 15 Point Inspection All COMPLETED RECALL - T79 INSPECT AND UPDATE BCM.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES ABS AND TRACTION LIGHTS ARE ON CUSTOMER STATES ENGINE IS MAKING CLATTERING NOISE ON COLD START AND UNDER ACCE LERATION

(Claim) Cause:

ACTIVE DTC FOR LEFT REAR WHEEL SPEED SENSOR. INSPECTED AND FOUND WIRING TO SE NSOR DAMAGED BY BRAKE LINE TUBE. PCM FLASH

(Claim) Correction:
TEST AND REPLACED LEFT REAR WHEEL SPEED SENSOR UPDATED PCM WITH NEW SOFTWARE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 3500 LARAMIE MEGA CAB 4X4
Build Date	12/18/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	09/08/2017
Claim Type	W - Warranty	**Repair Date**	02/27/2018
Claim Status	Paid	**Mileage (Miles)**	5,425

Expense

Labor	$98.62	**Sublet**	$38.85	**Part**	$0.00	**Total Paid**	$137.47

Dealer Information

Code	[redacted]	**Name**	RANDALL DODGE CHRYSLER JEEP	**Zone**	63 DALLAS
Address	419 US HIGHWAY 79 S , HENDERSON, TX 75654				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08141809	Sensor, wheel speed-Anti-lock brakes ; rear - left	1W	WIRES CUT BY SHARP EDGE	04779981AC	SENSOR	1	X	38.85	$24.65
A	08141860	Sensor, wheel speed-Anti-lock brakes ; Dual Rear Wheel Equipped equipped			04779981AC	SENSOR	1	X	38.85	$16.44
B	181904GQ	Module, Engine Control (ECM) ; Module, Engine Control (ECM) - Reprogram, Quicklearn 68RFE Only (A/T)	CC	SENDING UNITS/SENSORS						$57.53

RO Narratives

(RO) Customer Concern:

Customer States ABS AND TRACTION LIGHTS ARE BOTH ON (Brake S ystems Concern) Customer States ENGINE IS MAKING A CLATTERING NOISE ON COLD START AND UNDER ACCELERATION CHECK AND ADVISE (Engine Mechan ical Concern) Customer States PARK SENSORS ARE NOT WORKING CHECK AND ADVIS E (Exterior Concern) (Multi-point inspection according to maintenance interval) T79 Safety Recall T79 - Brake Transmission Shift Interlock (Recall CSN 1)

(RO) Cause:

ACTIVE DTC FOR LEFT REAR WHEEL SPEED SENSOR. INSPECT AND FOUND WIRING TO SENSOR DAMAGED BY BRAKE LINE TUBE. 08-14-18-09, 08-14-18-60 PCM FLASH. 18-19-04-GQ BTSI FUNCTION. 19-T7-91-82

(RO) Correction:

TEST AND REPLACED LEFT REAR WHEEL SPEED SENSOR. UPDATED PCM W/NEW SOFTWARE. SENSORS WORKING AT THIS TIME. UNABLE TO DUPLICATE. 15 Point Inspection All COMPLETED RECALL - T79 INSPECT AND UPDATE BCM.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES ABS AND TRACTION LIGHTS ARE ON CUSTOMER STATES ENGINE IS MAKING CLATTERING NOISE ON COLD START AND UNDER ACCE LERATION

(Claim) Cause:

ACTIVE DTC FOR LEFT REAR WHEEL SPEED SENSOR. INSPECTED AND FOUND WIRING TO SE NSOR DAMAGED BY BRAKE LINE TUBE. PCM FLASH

(Claim) Correction:

TEST AND REPLACED LEFT REAR WHEEL SPEED SENSOR UPDATED PCM WITH NEW SOFTWARE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - RAM 3500 ST CREW CAB 4X4
Build Date	01/30/2018	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	02/27/2018
Claim Type	W - Warranty	**Repair Date**	02/28/2018
Claim Status	Paid	**Mileage (Miles)**	20

Expense

Labor	$0.00	**Sublet**	$26.46	**Part**	$0.00	**Total Paid**	$26.46

Dealer Information

Code	[redacted]	**Name**	CRYSTAL CHRYSLER, JEEP, DODGE CENTER	**Zone**	71 LOS ANGELES
Address	36-444 AUTO PARK DRIVE , CATHEDRAL CITY, CA 92234				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	25080140	DEF Fluid Top Off ; Vehicle Delivery Fill - See LOP note for vehicle specific allowances.	40	FLUID HIGH OR LOW	68035704AC	FLUID	3	X	26.46	$0.00

RO Narratives

(RO) Customer Concern:

FILL DEF FLUID

(RO) Cause:

FILL DEF TANK

(RO) Correction:

TOP OFF DEF FLUID FOR DELIVERY LAB OP [redacted] N/C LABOR Maintenance

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

PERF DEF FILL NEW CAR

(Claim) Cause:

FILL DEF VEH SOLD

(Claim) Correction:

PERF DEF FILL

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 SLT MEGA CAB 4X4
Build Date	09/26/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11/17/2016
Claim Type	S - Safety (Recalls)	**Repair Date**	02/28/2018
Claim Status	Paid	**Mileage (Miles)**	25,196

Expense

Labor	$193.90	**Sublet**	$70.21	**Part**	$0.00	**Total Paid**	$264.11

Dealer Information

Code	[redacted]	**Name**	NORTHWEST JEEP, INC	**Zone**	70 PHOENIX
Address	10600 S W CANYON ROAD , BEAVERTON, OR 97005				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	07T51182	Safety Recall T51 - Diesel Water Pump ; Inspect for Vent and Replace Water Pump	UC	UNCODABLE (NARRATIVE REQUIRED)	CS2HT511AA	CAMPAIGN	1	X	42.52	$138.50
A	07T51182	Safety Recall T51 - Diesel Water Pump ; Inspect for Vent and Replace Water Pump	UC	UNCODABLE (NARRATIVE REQUIRED)	68163848AB	ANTIFREEZ	1		27.69	$138.50
B	19T79182	Safety Recall T79 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update	UC	UNCODABLE (NARRATIVE REQUIRED)						$55.40

RO Narratives

(RO) Customer Concern:

(Multi-point inspection according to maintenance interval) T51 Safety Recall T51 - Diesel Water Pump (RecallCSN) T79 Safety Recall T79 - Brake Transmission Shift Interlock (RecallCSN) PERFORM LOF

(RO) Cause:

NA

(RO) Correction:

. CONCENTRIC WP WITH NO WEEP HOLE. REPLACED WP. LOP: 07-T5-11-82 INSPECTED FOR PROPER SHIFT INTERLOCK FUCNTION AND UPDATED BCM. OLD PN: [redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 SLT MEGA CAB 4X4
Build Date	09/26/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11/17/2016
Claim Type	F Service Contract	**Repair Date**	02/28/2018
Claim Status	Paid	**Mileage (Miles)**	25,196

Expense

Labor	$0 00	**Sublet**	$0 00	**Part**	$110 00	**Total Paid**	$110 00

Dealer Information

Code	[redacted]	**Name**	NORTHWEST JEEP, INC	**Zone**	70 PHOENIX
Address	10600 S W CANYON ROAD , BEAVERTON, OR 97005				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26860303	Maintenance Interval Schedule B ; To be used every 3,000 Intervals	MC	MAINTENANCE CARE						$0 00
A	95260001	Maintenance Allowance ; Fixed Cost Maintenance								$110.00

RO Narratives

(RO) Customer Concern:

(Multi point inspection according to maintenance interval) T51 Safety Recall T51 Diesel Water Pump (RecallCSN) T79 Safety Recall T79 Brake Transmission Shift Interlock (RecallCSN) PERFORM LOF

(RO) Cause:

NA

(RO) Correction:

CONCENTRIC WP WITH NO WEEP HOLE REPLACED WP LOP 07 T5 11 82 INSPECTED FOR PROPER SHIFT INTERLOCK FUCNTION AND UPDATED BCM OLD PN [redacted] PERFORMED LOF

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 ST REG CAB 4X4
Build Date	05/22/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	08/31/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	03/01/2018
Claim Status	Paid	**Mileage (Miles)**	9,450

Expense

Labor	$33.59	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$33.59

Dealer Information

Code	[redacted]	**Name**	SHEETS CHRYSLER DODGE, LLC	**Zone**	35 WASHINGTON
Address	ROUTE 19 SOUTH , OAK HILL, WV 25901				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19U11182	Safety Recall U11 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update (2017 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$33.59

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES THE CHECK ENGINE LIGHT IS ON, TRUCK HAS MISS. Free multi-point inspection RENTAL RECALL U11

(RO) Cause:

PERFORM DTC INSPECTION AND FOUND FAULT CODE P0307. FOUND ANOTHER DEALER HAD REPLACED COIL AND DIDN'TFIX. SWAPPED SPARK PLUG AND INJECTORS WITH KNOWN GOOD PARTS. PERFORMED LEAKDOWNTEST AND FOUND ONLY3% LEAKAGE(NORMAL) 25% AND LESS IS WITHIN SPECS. PERFROMED ADDITIONAL DIAG AND FOUND FAULT WITH PCM. RENTAL WHILE TRUCK IS BEING DIAGNOSED/REPAIRED. RECALL COMPLETED

(RO) Correction:

9450 REMOVE AND REPLACE PCM AND TESTDROVE, OPERATION IS NORMAL. Module, powertrain/enginecontrol (PCM-ECM) - Test and Replace All other engines. (2 - Skilled) PROGRAM PCM DIAGNOSIS MODULE, OVERDRIVE-Test and replace (A) PROGRAM PCM DIAGNOSIS Free multi-point inspection RENTAL ENTERPRISE RENTAL AGREEMENT #[redacted]RENTAL SUBLET REPAIRS RECALL U11

(RO) Technical Notes:

PART HOLD UP

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THAT CEL IS ON, TRUCK HAS MISS. VEHICLE HAD MISS ALONG WITH CEL, NEEDED ADDITIONAL DIAG

(Claim) Cause:

PERFORM DTC INSPECTION AND FOUND FAULT CODE P0307, FOUND ANOTHER DEALER HAD RE PERFORMED COMPRESSION TEST, LEAKDOWN TEST, CHECKED SPARK PLUGS AND INJECTORS. PLACED COIL PACK AND DIDN'T FIX, SWAP SPARK PLUGS,

SWAP INJECTOR WITH KNOWN HO OD PARTS, PERFORM LEAK DOWN TEST AND FOUND 3% LEAKAGE NORMAL, 25% AND LESS IS GOOD. CYLINDER COMPRESSION 110 PSI, NO LESS THAN 100 PSI, PERFORM DIAG TEST AN D FOUND INTERNAL FAILURE TO PCM.

(Claim) Correction:

ADDITIONAL REQUESTED FOR DIAG. REMOVE AND REPLACE PCM AND TEST DROVE, OPERATION IS NORMAL.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 2500 ST CREW CAB 4X4
Build Date	10/20/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/31/2018
Claim Type	S - Safety (Recalls)	**Repair Date**	03/01/2018
Claim Status	Paid	**Mileage (Miles)**	9

Expense

Labor	$56 24	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$56 24

Dealer Information

Code	[redacted]	**Name**	CAPITOL CHRYSLER DODGE	**Zone**	51 CHICAGO
Address	3201 MISSOURI BLVD , JEFFERSON CITY, MO 65109				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19U11185	Safety Recall U11 Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update (2018 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$56.24

RO Narratives

(RO) Customer Concern:

RECALL U11

(RO) Cause:

NA

(RO) Correction:

INSPECT BTSI AND BCM SOFTWARE LEVEL

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

RECALL U11

(Claim) Cause:

INSPECT BTSI AND BCM SOFTWARE LEVEL

(Claim) Correction:

INSPECTED BTSI AND UPDATED BCM FROM [redacted]

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 ST REG CAB 4X4
Build Date	05/22/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	08/31/2017
Claim Type	W Warranty	**Repair Date**	03/01/2018
Claim Status	Paid	**Mileage (Miles)**	9,450

Expense

Labor	$134.37	**Sublet**	$764.08	**Part**	$400.00	**Total Paid**	$1,298.45

Dealer Information

Code	[redacted]	**Name**	SHEETS CHRYSLER DODGE, LLC	**Zone**	35	WASHINGTON
Address	ROUTE 19 SOUTH , OAK HILL, WV 25901					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08190601	Module, powertrain/engine control (PCM ECM) ; All other engines	ML	CHECK ENGINE/SERVICE ENGINE SO	68243296AB	MODULE	1	X	764 08	$41 99
A	08190650	Module, powertrain/engine control (PCM-ECM) ; Program new powertrain control module with software			68243296AB	MODULE	1	X	764 08	$16 80
A	85LOAN00	Loaner Car ; Loaner Car			68243296AB	MODULE	1	X	764.08	$0.00
A	95400142	Loaner Car ; High Line Vehicles			68243296AB	MODULE	1	X	764 08	$400 00
B	85411003	Engine Driveability, Trouble Not Found ; Engine Runs Rough/Rough Idle	OD							$75.58

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES THE CHECK ENGINE LIGHT IS ON, TRUCK HAS MISS. Free multi-point inspection RENTAL RECALL U11

(RO) Cause:

PERFORM DTC INSPECTION AND FOUND FAULT CODE P0307. FOUND ANOTHER DEALER HAD REPLACED COIL AND DIDN'TFIX. SWAPPED SPARK PLUG AND INJECTORS WITH KNOWN GOOD PARTS PERFORMED LEAKDOWNTEST AND FOUND ONLY3% LEAKAGE(NORMAL) 25% AND LESS IS WITHIN SPECS. PERFROMED ADDITIONAL DIAG AND FOUND FAULT WITH PCM. RENTAL WHILE TRUCK IS BEING DIAGNOSED/REPAIRED RECALL COMPLETED

(RO) Correction:

[redacted]REMOVE AND REPLACE PCM AND TESTDROVE, OPERATION IS NORMAL Module, powertrain/enginecontrol (PCM ECM) Test and Replace All other engines. (2 - Skilled) PROGRAM PCM DIAGNOSIS MODULE, OVERDRIVE-Test and replace (A) PROGRAM PCM DIAGNOSIS Free multi point inspection RENTAL ENTERPRISE RENTAL AGREEMENT #[redacted] RENTAL SUBLET REPAIRS RECALL U11

(RO) Technical Notes:

PART HOLD UP

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THAT CEL IS ON, TRUCK HAS MISS. VEHICLE HAD MISS ALONG WITH CEL, NEEDED ADDITIONAL DIAG

(Claim) Cause:

PERFORM DTC INSPECTION AND FOUND FAULT CODE P0307, FOUND ANOTHER DEALER HAD RE PERFORMED COMPRESSION TEST, LEAKDOWN TEST, CHECKED SPARK PLUGS AND INJECTORS. PLACED COIL PACK AND DIDN'T FIX, SWAP SPARK PLUGS, SWAP INJECTOR WITH KNOWN HO OD PARTS, PERFORM LEAK DOWN TEST AND FOUND 3% LEAKAGE NORMAL, 25% AND LESS IS GOOD. CYLINDER COMPRESSION 110 PSI, NO LESS THAN 100 PSI, PERFORM DIAG TEST AN D FOUND INTERNAL FAILURE TO PCM.

(Claim) Correction:

ADDITIONAL REQUESTED FOR DIAG. REMOVE AND REPLACE PCM AND TEST DROVE, OPERATION IS NORMAL.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 LARAMIE MEGA CAB 4X4
Build Date	09/28/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11/30/2016
Claim Type	S - Safety (Recalls)	**Repair Date**	03/01/2018
Claim Status	Paid	**Mileage (Miles)**	34,448

Expense

Labor	$39 45	**Sublet**	$0 00	**Part**	$35 00	**Total Paid**	$74 45

Dealer Information

Code	[redacted]	**Name**	PROGRESSIVE DODGE	**Zone**	42 DETROIT
Address	7966 HILLS & DALES ROAD NW , MASSILLON, OH 44648				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19T79182	Safety Recall T79 Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update	UC	UNCODABLE (NARRAT VE REQUIRED)						$39 45
A	95400141	Loaner Car ; Standard Line Vehicles								$35.00

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES AN ALERT FOR THE TRAILER BRAKE CAME ON WHILE DRIVINGWITHOUT TRAILER ATTATCHED. HAPPENS A FEW TIMES DURING EACH DRIVE CUSTOMER STATES THIS MORNING WHILE DRIVING THE HEAT WAS ON AND THE BLOWER WOULD JUST STOP AT RANDOM, SEEMS TO HAPPEN WHEN THE TRAILER BRAKE ALERT CAME ON MULTI POINT VEHICLE INSPECTION HJ CHECKED YOUR VEHICLE FOR OPEN SAFETY RECALLS CHECK FOR AVAILABLE SOFTWARE UPDATES. CUSTOMER AUTHORIZES APPLICABLE UPDATES TO BE COMPLETED RENTAL WC DIESEL LUBE OIL AND FILTER CHANGE ROTATE TIRES DISCARD OLD PARTS AT CUSTOMERS REQUEST RECALL T79 BRAKE TRANSMISSION INTERLOCK RECALL T51 DIESEL WATER PUMP

(RO) Cause:

LOANER RAM CUSTOMER CARE LOYALTY PROGRAM RECALL T79

(RO) Correction:

[redacted]100 scanned vehicle and found thatthere is a active code in itbm c10c7-11trailer control output circuit short toground. i then installed a trailer simulatorand found that the trailer brake works. ithen looked at the wiring harness at the 7way connector and found that there is aaftermarket "T" harness that is tied intosystem so i removed that and cleared code andit did not return i advised the customerthat at this point all the factory wiring andmodule are working properly and that it willneed a factory harness to go to the 5th wheelhitch in bed. qcby 359 DIAGNOSIS [redacted]8 UPON INSPECTION TECHNICIAN COULD NOTVERIFY CUSTOMER CONCERN FOUND BLOWER MOTOR TOBE WORKING AS DESIGNED QC 4133 WE DIAGNOSED YOUR VEHICLEAS YOU REQUESTED AND FOUND NO CONDITION THAT MERITED A REPAIR. [redacted]TECHNICIAN PERFORMED MPI QC 4133 MULTI POINT VEHICLE INSPECTION WE CHECKED YOUR VEHICLE FOR OPEN SAFETY RECALLS 34448 UPDATES NO ESSENTIAL UPDATES AVALIBLEAT THIS TIME QC 4133 CHECK FOR AVAILABLE SOFTWARE UPDATES. CUSTOMER AUTHORIZES APPLICABLE UPDATES TO BE COMPLETED [redacted] DAY ISP RENTAL JK DODGE RENTAL $35/DAY IN HOUSE LOANER AGREEMENT#3956 IN HOUSE LOANER AGREEMENT[redacted]ODGE RENTAL $35/DAY MISC SHOP CHARGES MISC SHOP CHARGES 34448 DIESEL LOF TECHNICIAN PERFORMEDDIESEL LOF WORKING AS DESIGNED QC 4133 OIL CHA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 LARAMIE MEGA CAB 4X4
Build Date	09/28/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11/30/2016
Claim Type	F - Service Contract	**Repair Date**	03/01/2018
Claim Status	Paid	**Mileage (Miles)**	34,448

Expense

Labor	$0 00	**Sublet**	$0 00	**Part**	$75 00	**Total Paid**	$75 00

Dealer Information

Code	[redacted]	**Name**	PROGRESSIVE DODGE	**Zone**	42 DETROIT
Address	7966 HILLS & DALES ROAD NW , MASSILLON, OH 44648				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26860303	Maintenance Interval - Schedule B ; To be used every 3,000 Intervals	MC	MAINTENANCE CARE						$0.00
A	95260001	Maintenance Allowance ; Fixed Cost Maintenance								$75.00

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES AN ALERT FOR THE TRAILER BRAKE CAME ON WHILE DRIVINGWITHOUT TRAILER ATTATCHED HAPPENS A FEW TIMES DURING EACH DRIVE. CUSTOMER STATES THIS MORNING WHILE DRIVING THE HEAT WAS ON AND THE BLOWER WOULD JUST STOP AT RANDOM, SEEMS TO HAPPEN WHEN THE TRAILER BRAKE ALERT CAME ON MULTI POINT VEHICLE INSPECTION HJ CHECKED YOUR VEHICLE FOR OPEN SAFETY RECALLS CHECK FOR AVAILABLE SOFTWARE UPDATES. CUSTOMER AUTHORIZES APPLICABLE UPDATES TO BE COMPLETED. RENTAL WC DIESEL LUBE OIL AND FILTER CHANGE ROTATE TIRES DISCARD OLD PARTS AT CUSTOMERS REQUEST RECALL T79 BRAKE TRANSMISSION INTERLOCK RECALL T51 DIESEL WATER PUMP

(RO) Cause:

LOANER RAM CUSTOMER CARE LOYALTY PROGRAM RECALL T79

(RO) Correction:

[redacted]scanned vehicle and found thatthere is a active code in [redacted]11trailer control output circuit short toground i then installed a trailer simulatorand found that the trailer brake works. ithen looked at the wiring harness at the 7way connector and found that there is aaftermarket "T" harness that is tied intosystem so i removed that and cleared code andit did not return. i advised the customerthat at this point all the factory wiring andmodule are working properly and that it willneed a factory harness to go to the 5th wheelhitch in bed qcby 359 DIAGNOSIS [redacted]UPON INSPECTION TECHNICIAN COULD NOTVERIFY CUSTOMER CONCERN FOUND BLOWER MOTOR TOBE WORKING AS DESIGNED QC 4133 WE DIAGNOSED YOUR VEHICLEAS YOU REQUESTED AND FOUND NO CONDITION THAT MERITED A REPAIR. [redacted]TECHNICIAN PERFORMED MPI QC 4133 MULTI POINT VEHICLE INSPECTION WE CHECKED YOUR VEHICLE FOR OPEN SAFETY RECALLS 34448 UPDATES NO ESSENTIAL UPDATES AVALIBLEAT THIS TIME QC 4133 CHECK FOR AVAILABLE SOFTWARE UPDATES CUSTOMER AUTHORIZES APPLICABLE UPDATES TO BE COMPLETED [redacted] DAY ISP RENTAL JK DODGE RENTAL - $35/DAY IN-HOUSE LOANER AGREEMENT#3956 IN-HOUSE LOANER AGREEMENT#3956 DODGE RENTAL - $35/DAY MISC. SHOP CHARGES MISC. SHOP CHARGES 34448 DIESEL LOF TECHNICIAN PERFORMEDDIESEL LOF WORKING AS DESIGNED QC 4133 OIL CHA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 2500 SLT CREW CAB 4X4
Build Date	08/19/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/15/2018
Claim Type	S - Safety (Recalls)	**Repair Date**	03/01/2018
Claim Status	Paid	**Mileage (Miles)**	15

Expense

Labor	$56 78	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$56 78

Dealer Information

Code	[redacted]	**Name**	LITHIA CHRYSLER JEEP DODGE	**Zone**	70 PHOENIX
Address	4540 GRUMMAN DR. , MEDFORD, OR 97504				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19U11185	Safety Recall U11 Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update (2018 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$56.78

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES COMPLY WITH SERVICEACTION #U11

(RO) Cause:

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(RO) Correction:

15 50 RECALL [redacted]– TESTED &UPDATE BCM TECH PERFORMED RECALL U11 CUSTOMER STATES COMPLY WITH SERVICE ACTION #

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 ST CREW CAB 4X4
Build Date	03/26/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06/12/2017
Claim Type	W - Warranty	**Repair Date**	03/02/2018
Claim Status	Paid	**Mileage (Miles)**	63,847

Expense

Labor	$0.00	**Sublet**	$0.00	**Part**	$270.00	**Total Paid**	$270.00

Dealer Information

Code	79845	**Name**	SIEMENS VDO AUTO. ELECTRONICS	**Zone**	42	DETROIT
Address	100 ELECTRONICS BLVD. , HUNTSVILLE, AL 35824					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08600270	Radio/Telematics Gateway Module ; Exchange unit	UC	UNCODABLE (NARRATIVE REQUIRED)	Z8365210AB	RADIO	1	X	0.00	$0.00
A	95086002	Supplier Radio Repair Payment			Z8365210AB	RADIO	1	X	0.00	$270.00

RO Narratives

(RO) Customer Concern:

200 - Automatic Transmission [RECOMMENDED SERVICE FOR MILEAGE AND FRONT AND REAR DIF FOR TRANSFERCASE] CUSTOMER STATES THERE IS AN ABNORMAL SCREECHING SOUND FROM ENGINE WHEN ENGINE BRAKE IS ENGAGED, ADVISE Warning Light On [PARK SENSOR LIGHTIS ON]---LIGHT WENT OFF THIS MORNING 400 - Electrical [CUST CAN'T USE BLUETOOTH, NO SMART PHONES CONNECTING TO UCONNECT AND SIRIUS XM CUTS OUT PERIODICALLY]---PHONES WILL NOT SYNC AT ALL NOW, ADVISE RECALL [U11 - BRAKE TRANSMISSION SHIFT INTERLOCK] FRONT DIFFERENTIAL SERVICE Service Transfercase REAR DIFFERNTIAL SERVICE (SYN) CUSTOMER REQUESTS 67K DIESEL EMISSIONS SERVICE

(RO) Cause:

FR .

(RO) Correction:

[redacted]removed the transmission oil panreplaced the transmission filters reseal thetransmission oil pan filled using new fluidand inspected or leaks. no further actionrequired at this time for this concern. 1.5hr TRANSMISSION SERVICE (UP TO 6QTS ADD FOR SECOND FILTER)REMOVE PAN AND REPLACE FILTERS Lubricating Oil Fee TRANSMISSION SERVICE (UP TO 6QTS ADD FOR SECOND FILTER)REMOVE PAN AND REPLACE FILTERS MISC. SHOP CHARGES [redacted] I test drove the vehicle and foundthat the rear EGR cooler gasket is leakingand will need to be replaced to correct thiscondition. Engine 63847 I checked and found a stored DTCindicating that the park assist sensors weredirty and needed to be cleaned. the code wasin stored status indicating that the faulthas been corrected and no repair is required. Warning Light On [PARK SENSOR LIGHT IS ON] Electrical 63847 using my personal phone I was ableto connect to the vehicles bluetooth andoperate in all functions. I test drove andwas not able to duplicate the satellite radiocutting out. I checked and found no dtc's. Isearched and found no related star cases orservice bulletins at this time. NO PROBLEMFOUND. 400 - Electrical [CUST CAN'T USE BLUETOOTH, NO SMART PHONES CONNECTING TO UCONNECT AND SIRIUS XMCUTS OUT PERIODICALLY] Electrical [redacted] Inspect BTSI Functionality and[redacted]hours Perform BCM SoftwareUpdate (2017 Model Year Only

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - RAM 3500 LARAMIE CREW CAB 4X4
Build Date	08/16/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	02/07/2018
Claim Type	S - Safety (Recalls)	**Repair Date**	03/02/2018
Claim Status	Paid	**Mileage (Miles)**	446

Expense

Labor	$57.13	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$57.13

Dealer Information

Code	[redacted]	**Name**	RAINIER DODGE INC	**Zone**	70 PHOENIX
Address	2550 CARRIAGE LOOP DRIVE , OLYMPIA, WA 98502				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19U11185	Safety Recall U11 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update (2018 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$57.13

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES: THE USB PORT TO RADIO IS NOT OPERATE.CHECK AND ADVISE. CUSTOMER STATES: THE DRIVERS DOOR EXTERIOR BELT MOLDING HASA DEFORMITY IN IT AND IS MISSING THE MOUNTING SCREW AT BACK CUSTOMER STATES: THE LEFT REAR DOOR IS MISSING A MOUNTINGSCREW FOR THE BELT MOLDING AT THE FRONT EDGE. CUSTOMER REQUESTS: FILL DEF TANK PRIOR TO NEWVEHICLE DELIVERY. CUSTOMER REQUESTS: PERFORM SAFETY RECALL U11BRAKE TRANSMISSION SHIFT INTERLOCK FUNCTION.

(RO) Cause:

NA

(RO) Correction:

VERIFY CONCERN. ORDERED JUMPER WIRING PER STAR, INSTALLED INBACK OF RADIO AND ATTEMPT TO CONNECT PHONE WITH NO SUCCESS.REPLACED RADIO. TEST---NO CHANGE. CODE: 6858 VERIFY CONCERN. REPLACED MISSING SCREW AND BELT MOLDING REPLACED MISSING SCREW FILLED DEF TANK AS PER BULLETIN [redacted] MATERIALS ONLY. COMPLETED SAFETY RECALLTEST BTSI FUNCTION AND REPROGRAMMED BODYCONTROL MODULE.

(RO) Technical Notes:

MISSING SCREWS MISSING SCREWS

GCS Narratives

(Claim) Customer Concern:

C/S THAT DRIVERS DOOR BELT MOLDING HAS A DEFORMITY C/S THAT LEFT REAR DOOR IS MISSING SCREW C/S THAT DOOR PANEL IS LOOSE

(Claim) Cause:

VERIFIED MOLDING IS DEFORMED VERIFIED SCREWS ARE MISSING VERIFIED THAT PANEL WAS MISSING SCREWS

(Claim) Correction:

REPLACED AND RECHECKED REPLACED SCREW AND MOLDING REPLACED AND RECHECKED

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - RAM 3500 LARAMIE CREW CAB 4X4
Build Date	08/16/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	02/07/2018
Claim Type	W - Warranty	**Repair Date**	03/02/2018
Claim Status	Paid	**Mileage (Miles)**	446

Expense

Labor	$45.70	**Sublet**	$91.35	**Part**	$0.00	**Total Paid**	$137.05

Dealer Information

Code	[redacted]	**Name**	RAINIER DODGE INC	**Zone**	70 PHOENIX
Address	2550 CARRIAGE LOOP DRIVE , OLYMPIA, WA 98502				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	23511602	Weatherstrip, door window belt outer ; Outer-Right or left-Front	X2	SPLIT, CUT OR TORN	55112377AI	W/STRIP	1	X	50.47	$22.85
B	23202230	Panel, Door Trim ; Cover - screw one or all any door	UC	UNCODABLE (NARRATIVE REQUIRED)	06509379AA	SCREW	4	X	4.48	$22.85
C	25080140	DEF Fluid Top Off ; Vehicle Delivery Fill - See LOP note for vehicle specific allowances.	40	FLUID HIGH OR LOW	68035704AC	FLUID	4	X	36.40	$0.00

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES: THE USB PORT TO RADIO IS NOT OPERATE.CHECK AND ADVISE. CUSTOMER STATES: THE DRIVERS DOOR EXTERIOR BELT MOLDING HASA DEFORMITY IN IT AND IS MISSING THE MOUNTING SCREW AT BACK CUSTOMER STATES: THE LEFT REAR DOOR IS MISSING A MOUNTINGSCREW FOR THE BELT MOLDING AT THE FRONT EDGE. CUSTOMER REQUESTS: FILL DEF TANK PRIOR TO NEWVEHICLE DELIVERY. CUSTOMER REQUESTS: PERFORM SAFETY RECALL U11BRAKE TRANSMISSION SHIFT INTERLOCK FUNCTION.

(RO) Cause:

NA

(RO) Correction:

VERIFY CONCERN. ORDERED JUMPER WIRING PER STAR, INSTALLED INBACK OF RADIO AND ATTEMPT TO CONNECT PHONE WITH NO SUCCESS.REPLACED RADIO. TEST---NO CHANGE. CODE[redacted]VERIFY CONCERN. REPLACED MISSING SCREW AND BELT MOLDING REPLACED MISSING SCREW FILLED DEF TANK AS PER BULLETIN[redacted]MATERIALS ONLY. COMPLETED SAFETY RECALLTEST BTSI FUNCTION AND REPROGRAMMED BODYCONTROL MODULE.

(RO) Technical Notes:

MISSING SCREWS MISSING SCREWS

GCS Narratives

(Claim) Customer Concern:

C/S THAT DRIVERS DOOR BELT MOLDING HAS A DEFORMITY C/S THAT LEFT REAR DOOR IS MISSING SCREW C/S THAT DOOR PANEL IS LOOSE

(Claim) Cause:

VERIFIED MOLDING IS DEFORMED VERIFIED SCREWS ARE MISSING VERIFIED THAT PANEL WAS MISSING SCREWS

(Claim) Correction:

REPLACED AND RECHECKED REPLACED SCREW AND MOLDING REPLACED AND RECHECKED

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 3500 LARAMIE CREW CAB 4X4
Build Date	08/16/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	02/07/2018
Claim Type	W Warranty	**Repair Date**	03/02/2018
Claim Status	Paid	**Mileage (Miles)**	446

Expense

Labor	$91 41	**Sublet**	$33 95	**Part**	$0 00	**Total Paid**	$125 36

Dealer Information

Code	[redacted]	**Name**	RAINIER DODGE INC	**Zone**	70 PHOENIX
Address	2550 CARRIAGE LOOP DRIVE , OLYMPIA, WA 98502				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08600251	Radio/Telematics Gateway Module ; Obtain ESN from radio			68086985AB	WIRING	1	X	33 95	$11 43
A	08600270	Radio/Telematics Gateway Module ; Exchange unit			68086985AB	WIRING	1	X	33 95	$0 00
A	08907527	Wiring harness, body ; iPod jumper	14	BURNED OR BURNED OUT	68086985AB	WIRING	1	X	33 95	$79 98

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C/S THAT USB PORT TO RADIO IS NOT OPERATING

(Claim) Cause:

VERIFIED CONCERN PER STAR ORDER JUMPER HARNESS STILL CAN NOT CONNECT RECONFIGU ARED RADIO AND STI L WILL NOT CONNECT

(Claim) Correction:

REPLACED HARNESS AND RADIO WILL NEED TO REPLACE RADIO AGAIN

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 3500 LARAMIE CREW CAB 4X4
Build Date	08/16/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	02/07/2018
Claim Type	W - Warranty	**Repair Date**	03/02/2018
Claim Status	Paid	**Mileage (Miles)**	446

Expense

Labor	($22.85)	**Sublet**	($4.48)	**Part**	$0.00	**Total Paid**	($27.33)

Dealer Information

Code	[redacted]	**Name**	RAINIER DODGE INC	**Zone**	70 PHOENIX
Address	2550 CARRIAGE LOOP DRIVE , OLYMPIA, WA 98502				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
B	23202230	Panel, Door Trim ; Cover - screw one or all any door	UC	UNCODABLE (NARRATIVE REQUIRED)	06509379AA	SCREW	4	X	-4.48	($22.85)

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES: THE USB PORT TO RADIO IS NOT OPERATE.CHECK AND ADVISE. CUSTOMER STATES: THE DRIVERS DOOR EXTERIOR BELT MOLDING HASA DEFORMITY IN IT AND IS MISSING THE MOUNTING SCREW AT BACK CUSTOMER STATES: THE LEFT REAR DOOR IS MISSING A MOUNTINGSCREW FOR THE BELT MOLDING AT THE FRONT EDGE. CUSTOMER REQUESTS: FILL DEF TANK PRIOR TO NEWVEHICLE DELIVERY. CUSTOMER REQUESTS: PERFORM SAFETY RECALL U11BRAKE TRANSMISSION SHIFT INTERLOCK FUNCTION.

(RO) Cause:

NA

(RO) Correction:

VERIFY CONCERN. ORDERED JUMPER WIRING PER STAR, INSTALLED INBACK OF RADIO AND ATTEMPT TO CONNECT PHONE WITH NO SUCCESS.REPLACED RADIO. TEST---NO CHANGE. CODE: [redacted]VERIFY CONCERN. REPLACED MISSING SCREW AND BELT MOLDING REPLACED MISSING SCREW FILLED DEF TANK AS PER BULLETIN [redacted]ATERIALS ONLY. COMPLETED SAFETY RECALLTEST BTSI FUNCTION AND REPROGRAMMED BODYCONTROL MODULE.

(RO) Technical Notes:

MISSING SCREWS MISSING SCREWS

GCS Narratives

(Claim) Customer Concern:

C/S THAT DRIVERS DOOR BELT MOLDING HAS A DEFORMITY C/S THAT LEFT REAR DOOR IS MISSING SCREW C/S THAT DOOR PANEL IS LOOSE

(Claim) Cause:

VERIFIED MOLDING IS DEFORMED VERIFIED SCREWS ARE MISSING VERIFIED THAT PANEL WAS MISSING SCREWS

(Claim) Correction:

REPLACED AND RECHECKED REPLACED SCREW AND MOLDING REPLACED AND RECHECKED

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - RAM 3500 LARAMIE CREW CAB 4X4
Build Date	08/16/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	02/07/2018
Claim Type	W - Warranty	**Repair Date**	03/02/2018
Claim Status	Paid	**Mileage (Miles)**	446

Expense

Labor	$22.85	**Sublet**	$4.48	**Part**	$0.00	**Total Paid**	$27.33

Dealer Information

Code	[redacted]	**Name**	RAINIER DODGE INC	**Zone**	70 PHOENIX
Address	2550 CARRIAGE LOOP DRIVE , OLYMPIA, WA 98502				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	23202230	Panel, Door Trim ; Cover - screw one or all any door	UC	UNCODABLE (NARRATIVE REQUIRED)	06509379AA	SCREW	4	X	4.48	$22.85

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES: THE USB PORT TO RADIO IS NOT OPERATE.CHECK AND ADVISE. CUSTOMER STATES: THE DRIVERS DOOR EXTERIOR BELT MOLDING HASA DEFORMITY IN IT AND IS MISSING THE MOUNTING SCREW AT BACK CUSTOMER STATES: THE LEFT REAR DOOR IS MISSING A MOUNTINGSCREW FOR THE BELT MOLDING AT THE FRONT EDGE. CUSTOMER REQUESTS: FILL DEF TANK PRIOR TO NEWVEHICLE DELIVERY. CUSTOMER REQUESTS: PERFORM SAFETY RECALL U11BRAKE TRANSMISSION SHIFT INTERLOCK FUNCTION.

(RO) Cause:

NA

(RO) Correction:

VERIFY CONCERN. ORDERED JUMPER WIRING PER STAR, INSTALLED INBACK OF RADIO AND ATTEMPT TO CONNECT PHONE WITH NO SUCCESS.REPLACED RADIO. TEST---NO CHANGE. CODE: [redacted] VERIFY CONCERN. REPLACED MISSING SCREW AND BELT MOLDING REPLACED MISSING SCREW FILLED DEF TANK AS PER BULLETIN [redacted] MATERIALS ONLY. COMPLETED SAFETY RECALLTEST BTSI FUNCTION AND REPROGRAMMED BODYCONTROL MODULE.

(RO) Technical Notes:

MISSING SCREWS MISSING SCREWS

GCS Narratives

(Claim) Customer Concern:

C/S THAT DRIVERS DOOR BELT MOLDING HAS A DEFORMITY C/S THAT LEFT REAR DOOR IS MISSING SCREW C/S THAT DOOR PANEL IS LOOSE

(Claim) Cause:

VERIFIED MOLDING IS DEFORMED VERIFIED SCREWS ARE MISSING VERIFIED THAT PANEL WAS MISSING SCREWS

(Claim) Correction:

REPLACED AND RECHECKED REPLACED SCREW AND MOLDING REPLACED AND RECHECKED

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 ST CREW CAB 4X4
Build Date	07/19/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	08/28/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	03/03/2018
Claim Status	Paid	**Mileage (Miles)**	69,833

Expense

Labor	$40.24	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$40.24

Dealer Information

Code	[redacted]	**Name**	MOSS BROS DODGE	**Zone**	71 LOS ANGELES
Address	1100 SOUTH E STREET , SAN BERNARDINO, CA 92408				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19U11182	Safety Recall U11 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update (2017 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$40.24

RO Narratives

(RO) Customer Concern:

T82 FIRE EXTINGUISHER U11 BRAKE TRANSMISSION SHIFT INTERLOCK AT EVERY VISIT A FREE 23 POINT VEHICLE INSPECTION IS PERFORMED AND YOU WILL BE ADVISED OF ANY IMMEDIATE OR FUTURE VEHICLE NEEDS. THIS INSPECTION INCLUDES A FREE BATTERY TEST, BRAKE INSPECTION AND TIRE CONDITION REPORT CARD. AT TIME OF PICK UP YOU WILL RECIEVE YOUR VEHICLES REPORT CARD. IN ACCORDANCE TO THE CALIFORNIA AIR RESOURCE BOARD (CARB) RULE, AUTOMOBILE SERVICE PROVIDERS MUST: CHECK AND INFLATE TIRES TO THE RECOMMENDED TIRE PRESSURE RATE USING THE MANUFACTURERS RECOMMENDED RATING LOCATED ON THE VEHICLE'S DOOR PLACARD OR THE TIRE REFERENCE GUIDE.

(RO) Cause:

E RECALL U11 PERFORMED MULTI POINT INSPECTION. PERFORMED TIRE PRESSURE TEST USING TIRE PRESSURE GAUGE AND SET TO REQUIRED TIRE PRESSURE SETTINGS: 65/65 TECHNICIAN SET THE LEFT FRONT TIRE PRESSURE TO: 65 TECHNICIAN SET THE RIGHT FRONT TIRE PRESSURE TO: 65 TECHNICIAN SET THE LEFT REAR TIRE PRESSURE TO: 65 TECHNICIAN SET THE RIGHT REAR TIRE PRESSURE TO: 65 PERFORMED BRAKE INSPECTION. FRONT BRAKES MEASSURED AT: 8/32 REAR BRAKES MEASSURED AT: 8/32 OUR CHRYSLER CERTIFIED TECHICIAN HAS QUALITY INSPECTED YOUR REPAIRS & SERVICES BY PERFORMING THE FOLLOWING

(RO) Correction:

NO PARTS AVAILABLE nspect BTSI Functionality and [redacted]ours Perform BCM Software Update (2017 Model Year Only) TECH REINSPECTED THE REPAIRS & VERIFIED REPAIRED CORRECTLY PERFORMED TEST DRIVE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 2500 LARAMIE CREW CAB 4X4
Build Date	10/29/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	12/12/2017
Claim Type	W Warranty	**Repair Date**	03/05/2018
Claim Status	Paid	**Mileage (Miles)**	4,537

Expense

Labor	$46 16	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$46 16

Dealer Information

Code	[redacted]	**Name**	GRAND JUNCTION CHY JEEP DOD INC	**Zone**	74	DENVER
Address	2578 HWY 6 & 50 , GRAND JUNCTION, CO 81505					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08600251	Radio/Telematics Gateway Module ; Obtain ESN from radio								$9 23
A	08600270	Radio/Telematics Gateway Module ; Exchange unit	58	INTERNAL DEFECT						$36 93

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
BACKUP CAMERA INOP AND RADIO WILL NOT TURN OFF AT TIMES

(Claim) Cause:
INTERNAL FAULT

(Claim) Correction:
REPLACED THE RADIO

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 3500 ST CREW CAB 4X4
Build Date	03/26/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06/12/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	03/05/2018
Claim Status	Paid	**Mileage (Miles)**	63,847

Expense

Labor	$40 48	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$40 48

Dealer Information

Code	[redacted]	**Name**	LARRY H MILLER CHRYSLER JEEP	**Zone**	70 PHOENIX
Address	1481 W RIVERDALE RD , RIVERDALE, UT 84405				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19U11182	Safety Recall U11 Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update (2017 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$40.48

RO Narratives

(RO) Customer Concern:

200 Automatic Transmission [RECOMMENDED SERVICE FOR MILEAGE AND FRONT AND REAR DIF FOR TRANSFERCASE] CUSTOMER STATES THERE IS AN ABNORMAL SCREECHING SOUND FROM ENGINE WHEN ENGINE BRAKE IS ENGAGED, ADVISE Warning Light On [PARK SENSOR LIGHTIS ON] LIGHT WENT OFF THIS MORNING 400 Electrical [CUST CAN'T USE BLUETOOTH, NO SMART PHONES CONNECTING TO UCONNECT AND SIRIUS XM CUTS OUT PERIODICALLY]---PHONES WILL NOT SYNC AT ALL NOW, ADVISE RECALL [U11 - BRAKE TRANSMISSION SHIFT INTERLOCK] FRONT DIFFERENTIAL SERVICE Service Transfercase REAR DIFFERNTIAL SERVICE (SYN) CUSTOMER REQUESTS 67K DIESEL EMISSIONS SERVICE

(RO) Cause:

FR .

(RO) Correction:

[redacted]emoved the transmission oil panreplaced the transmission filters reseal thetransmission oil pan filled using new fluidand inspected or leaks no further actionrequired at this time for this concern 1 5hr TRANSMISSION SERVICE (UP TO 6QTS ADD FOR SECOND FILTER)REMOVE PAN AND REPLACE FILTERS Lubricating Oil Fee TRANSMISSION SERVICE (UP TO 6QTS ADD FOR SECOND FILTER)REMOVE PAN AND REPLACE FILTERS MISC. SHOP CHARGES 63847 I test drove the vehicle and foundthat the rear EGR cooler gasket is leakingand will need to be replaced to correct thiscondition Engine [redacted] I checked and found a stored DTCindicating that the park assist sensors weredirty and needed to be cleaned. the code wasin stored status indicating that the faulthas been corrected and no repair is required Warning Light On [PARK SENSOR LIGHT IS ON] Electrical 63847 using my personal phone I was ableto connect to the vehicles bluetooth andoperate in all functions I test drove andwas not able to duplicate the satellite radiocutting out I checked and found no dtc's. Isearched and found no related star cases orservice bulletins at this time. NO PROBLEMFOUND. 400 - Electrical [CUST CAN'T USE BLUETOOTH, NO SMART PHONES CONNECTING TO UCONNECT AND SIRIUS XMCUTS OUT PERIODICALLY] Electrical [redacted] Inspect BTSI Functionality and19-U1-11-82 0.4 hours Perform BCM SoftwareUpdate (2017 Model Year Only

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 LARAMIE CREW CAB 4X4
Build Date	04/28/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/06/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	03/06/2018
Claim Status	Paid	**Mileage (Miles)**	10,533

Expense

Labor	$29.54	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$29.54

Dealer Information

Code	[redacted]	**Name**	STALLINGS MOTORS INC	**Zone**	66 ORLANDO
Address	1245-38TH BOULEVARD, N.E. , CAIRO, GA 39828				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19U11182	Safety Recall U11 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update (2017 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$29.54

RO Narratives

(RO) Customer Concern:

RECALL U11 (11- STEVE ANDERSON-[redacted]

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 3500 LARAMIE CREW CAB 4X4
Build Date	10/06/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	12/01/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	03/06/2018
Claim Status	Paid	**Mileage (Miles)**	7,048

Expense

Labor	$50 00	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$50 00

Dealer Information

Code	[redacted]	**Name**	ED PAYNE MOTORS LLP	**Zone**	63 DALLAS
Address	2101 E EXPRESSWAY 83 , WESLACO, TX 78596				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19U11185	Safety Recall U11 Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update (2018 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$50.00

RO Narratives

(RO) Customer Concern:

U11 Safety Recall U11 Brake Transmission Shift Interlock (Recall CSN 1) (Change diesel engine oil and filter synthetic oil may be re quired based on geographic location) (Multi-point inspection according to maintenance interval)

(RO) Cause:

PERORMED LUBE OIL AND FILTER, CK'D ALL FLUID LEVELS AND PERFORMED 27 POINT INSPECTION

(RO) Correction:

TESTED BTSI AND HAVE GOOD FUNCTIONALITY UPDATED BSCM AND RESTORE CONFIGURATION PERFORMED MULTI POINT INSPECTION.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

U11 Safety Recall U11 - Brake Transmission Shift Interlock (Recall CSN 1)

(Claim) Cause:

NA

(Claim) Correction:

TESTED BTSI AND HAVE GOOD FUNCTIONALITY UPDATED BSCM AND RESTORE CONFIGURATION

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 POWER WAGON CREW CAB
Build Date	01/14/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	03/13/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	03/06/2018
Claim Status	Paid	**Mileage (Miles)**	21,137

Expense

Labor	$22.54	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$22.54

Dealer Information

Code	[redacted]	**Name**	SUSQUEHANNA DODGE INC	**Zone**	35 WASHINGTON
Address	950 HELLAM ST , WRIGHTSVILLE, PA 17368				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19U11181	Safety Recall U11 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Verify BCM Software Level (2017-2018 Model Year)	UC	UNCODABLE (NARRATIVE REQUIRED)						$22.54

RO Narratives

(RO) Customer Concern:

Customer States Perform State Emissions Inspection Customer States Perform State Inspection

(RO) Cause:

Front Brakes - 12 Rear Brakes -12 Front Tires - 11 Rear Tires -11 Additional Comments:3.19

(RO) Correction:

Completed State Emissions Inspection Completed State Inspection

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - RAM 3500 LARAMIE CREW CAB 4X4
Build Date	10/06/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	12/01/2017
Claim Type	F Service Contract	**Repair Date**	03/06/2018
Claim Status	Paid	**Mileage (Miles)**	7,048

Expense

Labor	$0 00	**Sublet**	$0 00	**Part**	$75 00	**Total Paid**	$75 00

Dealer Information

Code	[redacted]	**Name**	ED PAYNE MOTORS LLP	**Zone**	63 DALLAS
Address	2101 E EXPRESSWAY 83 , WESLACO, TX 78596				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26860303	Maintenance Interval - Schedule B ; To be used every 3,000 Intervals	MC	MAINTENANCE CARE						$0 00
A	95260001	Maintenance Allowance ; Fixed Cost Maintenance								$75.00

RO Narratives

(RO) Customer Concern:

U11 Safety Recall U11 - Brake Transmission Shift Interlock (Recall CSN 1) (Change diesel engine oil and filter synthetic oil may be re quired based on geographic location) (Multi point inspection according to maintenance interval)

(RO) Cause:

PERORMED LUBE OIL AND FILTER, CK'D ALL FLUID LEVELS AND PERFORMED 27 POINT INSPECTION

(RO) Correction:

TESTED BTSI AND HAVE GOOD FUNCTIONALITY UPDATED BSCM AND RESTORE CONFIGURATION PERFORMED MULTI-POINT INSPECTION.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

U11 Safety Recall U11 - Brake Transmission Shift Interlock (Recall CSN 1)

(Claim) Cause:

NA

(Claim) Correction:

TESTED BTSI AND HAVE GOOD FUNCTIONALITY UPDATED BSCM AND RESTORE CONFIGURATION

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - RAM 2500 LARAMIE CREW CAB 4X4
Build Date	10/21/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11/16/2017
Claim Type	S Safety (Recalls)	**Repair Date**	03/07/2018
Claim Status	Paid	**Mileage (Miles)**	2,562

Expense

Labor	$51.89	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$51.89

Dealer Information

Code	[redacted]	**Name**	FREMONT MOTOR COMPANY	**Zone**	74 DENVER
Address	555 E MAIN STREET , LANDER, WY 82520				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19U11185	Safety Recall U11 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update (2018 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$51 89

RO Narratives

(RO) Customer Concern:

U11 BRAKE SHIFT TRANSMISSION INTERLOCK RECALL COURTESY EXTERIOR WASH PERFORMED COURTESY WALK AROUND ON CUSTOMERS VEHICLE

(RO) Cause:

. PERFORMED COURTESY WALK AROUND ON CUSTOMERS VEHICLE

(RO) Correction:

U11 RECALL COURTESY EXTERIOR WASH PERFORMED COURTESY WALK AROUND ON CUSTOMERS VEHICLE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 ST CREW CAB 4X4
Build Date	12/19/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	04/18/2017
Claim Type	S Safety (Recalls)	**Repair Date**	03/07/2018
Claim Status	Paid	**Mileage (Miles)**	18,710

Expense

Labor	$42.00	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$42.00

Dealer Information

Code	[redacted]	**Name**	MIKE MCGRATH AUTO CENTER	**Zone**	51 CHICAGO
Address	4610 CENTER POINT RD N E , CEDAR RAPIDS, IA 52402				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19T79182	Safety Recall T79 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update	UC	UNCODABLE (NARRAT VE REQUIRED)						$42.00

RO Narratives

(RO) Customer Concern:

T79 RECALL

(RO) Cause:

SEE RECALL

(RO) Correction:

INSPECT BITSI OPERATION AND UPDATE SOFTWARE PER RECALL

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

T79 RECALL

(Claim) Cause:

SEE RECALL

(Claim) Correction:

INSPECT BITSI OPERATION AND UPDATE SOFTWARE PER RECALL

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 3500 CREW CAB CHASSIS 4X4
Build Date	08/13/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11/18/2016
Claim Type	S - Safety (Recalls)	**Repair Date**	03/08/2018
Claim Status	Paid	**Mileage (Miles)**	11,146

Expense

Labor	$152.60	**Sublet**	$65.73	**Part**	$0.00	**Total Paid**	$218.33

Dealer Information

Code	[redacted]	**Name**	GOSSETT MOTOR CARS INC	**Zone**	63 DALLAS
Address	1901 COVINGTON PIKE , MEMPHIS, TN 38128				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	07T51182	Safety Recall T51 - Diesel Water Pump ; Inspect for Vent and Replace Water Pump	UC	UNCODABLE (NARRATIVE REQUIRED)	CS2HT511AA	CAMPAIGN	1	X	33.11	$109.00
A	07T51182	Safety Recall T51 - Diesel Water Pump ; Inspect for Vent and Replace Water Pump	UC	UNCODABLE (NARRATIVE REQUIRED)	68163849AB	ANTIFREEZ	2		32.62	$109.00
B	19T79182	Safety Recall T79 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update	UC	UNCODABLE (NARRATIVE REQUIRED)						$43.60

RO Narratives

(RO) Customer Concern:

T51 DIESEL WATER PUMP T79 BRAKE TRANSMISSION SHIFT INTERLOCK CUSTOMER STATES THAT SINCE THE REAR SEAT WAS DE-TRIMMED FOR THE LAST REPAIRS, THERE WAS A SEAT ATTACHMENT BOLT LOOSE AND A REAR LINER IS MIS-POSITIONED. SEE ADVISOR FOR EXACT LOCATION.

(RO) Cause:

RECALL RECALL TIGHTENED BOLT

(RO) Correction:

INSPECT FOR VENT HOLE AND REPLACE WATER PUMP INSPECT BTSI FUNCTIONALITY AND PERFORM BCM SOFTWARE UPDATE AND REPOSITIONED TRIM

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted] RAM 500 T CREW CAB 4
Build Date	04/29/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/16/ 017
Claim Type	S Safety (Recalls)	**Repair Date**	03/08/2018
Claim Status	Paid	**Mileage (Miles)**	14,412

Expense

Labor	$34 72	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$34 72

Dealer Information

Code	[redacted]	**Name**	PEARMAN MOTOR COMPANY	**Zone**	63 DALLAS
Address	204 N MARCUS ST , ALTO, TX 75925				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19U11182	afety Recall U11 Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update (2017 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$34 72

RO Narratives

(RO) Customer Concern:

CHANGE OIL & FILTER, CHECKED FLUID LEVEL , PERFORM ERVICE ROTATE TIRE PO IBLY REPLACE FRONT FUEL FILTER PERFORM RECALL U 11

(RO) Cause:

CHANGE OIL & FILTER, CHECKED FLUID LEVELS, ROTATE TIRES, REPLACE FUEL FILTER (FRONT) PERFORMED TEST, PASSED UPDATED OFTWARE

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 3500 ST CREW CAB 4X2
Build Date	04/09/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/23/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	03/08/2018
Claim Status	Paid	**Mileage (Miles)**	4,427

Expense

Labor	$40.03	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$40.03

Dealer Information

Code	[redacted]	**Name**	PHILLIPS CHRYSLER JEEP INC	**Zone**	66 ORLANDO
Address	3440 S PINE STREET , OCALA, FL 34471				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19U11182	Safety Recall U11 Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update (2017 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$40.03

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 3500 LARAMIE MEGA CAB 4X4
Build Date	06/10/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/09/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	03/08/2018
Claim Status	Paid	**Mileage (Miles)**	26,131

Expense

Labor	$41.08	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$41.08

Dealer Information

Code	[redacted]	**Name**	LAMPE DODGE CHRYSLER JEEP OF TULARE	**Zone**	71 LOS ANGELES
Address	1950 S BLACKSTONE ST , TULARE, CA 93274				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19U11182	Safety Recall U11 Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update (2017 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$41.08

RO Narratives

(RO) Customer Concern:

TIRE CHECK/INFLATION SERVICE PERFORMED AS REQUIRED VEHICLE INSPECTION BRAKES RECALL

(RO) Cause:

NA

(RO) Correction:

SET TIRES TO PRESSURE DID A MULTI POINT INSECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 LARAMIE MEGA CAB 4X4
Build Date	06/10/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/09/2017
Claim Type	W - Warranty	**Repair Date**	03/08/2018
Claim Status	Paid	**Mileage (Miles)**	26,131

Expense

Labor	$71.88	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$71.88

Dealer Information

Code	[redacted]	**Name**	LAMPE DODGE CHRYSLER JEEP OF TULARE	**Zone**	71 LOS ANGELES
Address	1950 S BLACKSTONE ST , TULARE, CA 93274				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85410500	Brakes, Trouble Not Found ; Brakes	OD							$71.88

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

ANTILOCK BRAKE SYSTEM CONCERNS

GCS Narratives

(Claim) Customer Concern:

ANTILOCK BRAKE SYSTEM CONCERNS

(Claim) Cause:

SCANNED COMPUTER CONTROLS FOUND NO CODES IN SYSTEM. TEST DROVE VEHICLE MONITOR ALL ABS SENSORS AND ALL ARE READING AS DESIGNED. ABS MODULE IS UPTO DATE AND FOUND NO TSB THAT APPLY TO SYSTEM.

(Claim) Correction:

VEHICLE OPERATING AS DESIGNED

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 3500 ST CREW CAB 4X4
Build Date	10/07/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	02/28/2018
Claim Type	W Warranty	**Repair Date**	03/09/2018
Claim Status	Paid	**Mileage (Miles)**	289

Expense

Labor	$0 00	**Sublet**	$45 48	**Part**	$0 00	**Total Paid**	$45 48

Dealer Information

Code	[redacted]	**Name**	RON LEWIS CHRYSLER DODGE JEEP RAM	**Zone**	35 WASHINGTON
Address	1625 E HIGH ST , WAYNESBURG, PA 15370				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	25080140	DEF Fluid Top Off ; Vehicle Delivery Fill See LOP note for vehicle specific allowances	40	FLUID HIGH OR LOW	68035704AC	FLUID	4	X	45 48	$0 00

RO Narratives

(RO) Customer Concern:

C/S FILL WITH DEF FILLED WITH DEF ([redacted]

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C/S FILL WITH DEF FILLED WITH DEF

(Claim) Cause:

FILLED WITH DEF

(Claim) Correction:

VEHICLE IS OPERATING AS DESIGNED AT THIS TIME

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 LARAMIE CREW CAB 4X4
Build Date	02/11/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/23/2017
Claim Type	W - Warranty	**Repair Date**	03/09/2018
Claim Status	Paid	**Mileage (Miles)**	1,838

Expense

Labor	$101.26	**Sublet**	$364.00	**Part**	$0.00	**Total Paid**	$465.26

Dealer Information

Code	[redacted]	**Name**		**Zone**	70 PHOENIX
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08080111	Battery ; Both batteries	B4	BATTERY FAILED TEST	BB0H7730AB	BATTERY	2	X	364.00	$101.26

RO Narratives

(RO) Customer Concern:

C/S THE TRUCK HAD TO BE JUMP STARTED, CHECK PLEASE PERFORM RECALL #T51 PLEASE PERFORM RECALL #U11 PERFORM COURTESY VEHICLE INSPECTION. INCLUDES: VISUAL INSPECTION OF VEHICLE, TIRES, AND SET TIRE PRESSURE TO SPECS.

(RO) Cause:

NA

(RO) Correction:

[redacted]truck wont start test the battery'sfound the both battery have failed , lowvoltage replaced both batteries verifiedengine starts proper at this time. Battery Both batteries (0- Low Skilled) BATTERY-Test and charge and retest and replace (C) [redacted]perform recall t51 replaced the waterpump added coolant T75 RECALL [redacted]erform recall u11 shift interlock U11 RECALL PERFORM COURTESY VEHICLE INSPECTION. INCLUDES: VISUAL INSPECTION OF VEHICLE, TIRES, AND SET TIRE PRESSURE TO SPECS.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C/S THE TRUCK HAD TO BE JUMP STARTED, CHECK

(Claim) Cause:

TRUCK WONT START TEST THE BATTERY'S FOUND THE BOTH BATTERY HAVE FAILED , LOW V OLTAGE - BOTH FAIL TEST,GR8,=REPLACE BOTH

(Claim) Correction:

REPLACED BOTH BATTERIES VERIFIED ENGINE STARTS PROPER AT THIS TIME.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 3500 LARAMIE CREW CAB 4X4
Build Date	02/11/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/23/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	03/09/2018
Claim Status	Paid	**Mileage (Miles)**	1,838

Expense

Labor	$177.20	**Sublet**	$49.42	**Part**	$0.00	**Total Paid**	$226.62

Dealer Information

Code	[redacted]	**Name**		**Zone**	70	PHOENIX
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	07T51182	Safety Recall T51 - Diesel Water Pump ; Inspect for Vent and Replace Water Pump	UC	UNCODABLE (NARRATIVE REQUIRED)	CS2HT511AA	CAMPAIGN	1	X	33.11	$126.57
A	07T51182	Safety Recall T51 - Diesel Water Pump ; Inspect for Vent and Replace Water Pump	UC	UNCODABLE (NARRATIVE REQUIRED)	68163849AB	ANTIFREEZ	1		16.31	$126.57
B	19U11182	Safety Recall U11 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update (2017 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$50.63

RO Narratives

(RO) Customer Concern:

C/S THE TRUCK HAD TO BE JUMP STARTED, CHECK PLEASE PERFORM RECALL #T51 PLEASE PERFORM RECALL #U11 PERFORM COURTESY VEHICLE INSPECTION. INCLUDES: VISUAL INSPECTION OF VEHICLE, TIRES, AND SET TIRE PRESSURE TO SPECS.

(RO) Cause:

NA

(RO) Correction:

[redacted]ruck wont start test the battery'sfound the both battery have failed , lowvoltage replaced both batteries verifiedengine starts proper at this time. Battery Both batteries (0- Low Skilled) BATTERY-Test and charge and retest and replace (C[redacted]perform recall t51 replaced the waterpump added coolant T75 RECALL [redacted]ecall u11 shift interlock U11 RECALL PERFORM COURTESY VEHICLE INSPECTION. INCLUDES: VISUAL INSPECTION OF VEHICLE, TIRES, AND SET TIRE PRESSURE TO SPECS.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C/S THE TRUCK HAD TO BE JUMP STARTED, CHECK

(Claim) Cause:

TRUCK WONT START TEST THE BATTERY'S FOUND THE BOTH BATTERY HAVE FAILED , LOW V OLTAGE - BOTH FAIL TEST,GR8,=REPLACE BOTH

(Claim) Correction:

REPLACED BOTH BATTERIES VERIFIED ENGINE STARTS PROPER AT THIS TIME.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 3500 ST CREW CAB 4X4
Build Date	03/26/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06/12/2017
Claim Type	W - Warranty	**Repair Date**	03/09/2018
Claim Status	Paid	**Mileage (Miles)**	65,865

Expense

Labor	$252.98	**Sublet**	$116.77	**Part**	$0.00	**Total Paid**	$369.75

Dealer Information

Code	[redacted]	**Name**	LARRY H MILLER CHRYSLER JEEP	**Zone**	70 PHOENIX
Address	1481 W RIVERDALE RD , RIVERDALE, UT 84405				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	25014719	Cooler, EGR ; Gasket, EGR cooler diesel - 2500/3500 pickup - one or all	65	LEAKS	68206031AA	GASKET	1		34.11	$202.38
A	25014719	Cooler, EGR ; Gasket, EGR cooler diesel - 2500/3500 pickup - one or all	65	LEAKS	68026986AA	GASKET	1		25.54	$202.38
A	25014719	Cooler, EGR ; Gasket, EGR cooler diesel - 2500/3500 pickup - one or all	65	LEAKS	68206022AB	GASKET	1	X	44.72	$202.38
A	25014719	Cooler, EGR ; Gasket, EGR cooler diesel - 2500/3500 pickup - one or all	65	LEAKS	68005465AA	GASKET	2		12.40	$202.38
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68206031AA	GASKET	1		34.11	$50.60
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68026986AA	GASKET	1		25.54	$50.60
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68206022AB	GASKET	1	X	44.72	$50.60
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68005465AA	GASKET	2		12.40	$50.60

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES ABNORMAL SQUEAL FROM ENGINE AREA, SOP HERE CUSTOMER STATES WHEN PAIRED TO U-CONNECT, ON A CALL, ANOTHER CALL COMES IN, THE U-CONNECT SYSTEM DROPS BOTH CALLS.. SOMETIMES DOES NOT SEND THE CALL TO THE U-CONNECT,ONLY THE PHONE CUSTOMER STATES BRAKES ARE SQUEALING BADLY, SOUNDS LIKE FRONT BRAKES, ADVISE ON PAD DEPTHS..

(RO) Cause:

.

(RO) Correction:

[redacted] test drove and was able toduplicate the customers concern. I checkedand found that the rear EGR cooler gasket isleaking. I recommend replacing the EGR coolergaskets and verifying that the exhaust leakhas been corrected. I installed all new EGRcooler gaskets and topped off the coolingsystem using new fluid. I test drove thevehicle and found that the exhaust leak andthe noise has been corrected. no furtheraction is required at this time for thisconcern. Engine [redacted] please verify that the customersphone is compatible with all functions

of theUconnect system. labor to install a new radio1.5hr BODY AND ELECTRICAL [redacted] I inspected and found that all ofthe brake lings are in good operatingcondition and do not require service at thistime. Brakes

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES ABNORMAL SQUEAL FROM ENGINE AREA

(Claim) Cause:

I TEST DROVE AND WAS ABLE TO DUPLICATE THE CUSTOMERS CONCERN. I CHECKED AND F OUND THAT THE REAR EGR COOLER GASKET IS LEAKING. I RECOMMEND REPLACING THE EG R COOLER GASKETS AND VERIFYING THAT THE EXHAUST LEAK HAS BEEN CORRECTED.

(Claim) Correction:

I INSTALLED ALL NEW EGR COOLER GASKETS AND TOPPED OFF THE COOLING SYSTEM USIN G NEW FLUID. I TEST DROVE THE VEHICLE AND FOUND THAT THE EXHAUST LEAK AND THE NOISE HAS BEEN CORRECTED. NO FURTHER ACTION IS REQUIRED AT THIS TIME FOR THI S CONCERN

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 CREW CAB CHASSIS 4X4
Build Date	08/16/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11/07/2016
Claim Type	S Safety (Recalls)	**Repair Date**	03/10/2018
Claim Status	Paid	**Mileage (Miles)**	120,772

Expense

Labor	$44.88	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$44.88

Dealer Information

Code	[redacted]	**Name**	LONE STAR CHRYSLER, DODGE, JEEP AUTOPLEX	**Zone**	63 DALLAS
Address	2235 N MAIN ST , CLEBURNE, TX 76033				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19T79182	Safety Recall T79 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update	UC	UNCODABLE (NARRAT VE REQUIRED)						$44.88

RO Narratives

(RO) Customer Concern:

FREE MPI RECALLS RECALLS

(RO) Cause:

PERFORM RECALL T79

(RO) Correction:

[redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 3500 LARAMIE CREW CAB 4X4
Build Date	08/16/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	02/07/2018
Claim Type	W - Warranty	**Repair Date**	03/10/2018
Claim Status	Paid	**Mileage (Miles)**	1,589

Expense

Labor	$45.70	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$45.70

Dealer Information

Code	[redacted]	**Name**	RAINIER DODGE INC	**Zone**	70 PHOENIX
Address	2550 CARRIAGE LOOP DRIVE , OLYMPIA, WA 98502				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08600270	Radio/Telematics Gateway Module ; Exchange unit	BT	FOAM ADDED						$45.70

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES: HIS PHONE WILL NOT CONNECT TO RADIOTHROUGH USB PORT

(RO) Cause:

NA

(RO) Correction:

PULLED REPLACEMENT RADIO, INSTALLED TEST USB CORD TO BACKOFRADIO, VERIFY PHONES WILL NOT CONNECT REPLACED RADIO.TEST OPERATIO---ANDROID DEVICE PAIRS, GETTING CONNECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C/S THAT PHONE WILL NOT CONNECT

(Claim) Cause:

TRIED USB VERIFIED PHONE WILL NOT CONNECT-RADIO INTERNAL DEFECT

(Claim) Correction:

REPLACED AND WAITING FOR UPDATE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	01	**Body**	[redacted] R M 00 T CRE C B 4 4
Build Date	09 1 017	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	01 0 01
Claim Type	afety (Recall)	**Repair Date**	0 /1 / 018
Claim Status	Paid	**Mileage (Miles)**	1 761

Expense

Labor	$4 4	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$4 4

Dealer Information

Code	[redacted]	**Name**	ILVERTHORNE CHRY LER DODGE JEEP	**Zone**	51 CHICAGO
Address	0 E M IN TREET ROBIN ON IL 6 4 4				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19U11185	afet Recall U11 Brake Tran mi ion hift Interlock In pect Brake Tran mi ion hift Interlock (BT I) Functionalit and Perform BCM oftware Update (018 Model Year Onl)	UC	UNCOD BLE (N RR TI E REQUIRED)						$4 4

RO Narratives

(RO) Customer Concern

Cu tomer tate U11 Brake tran mi ion hift interlock Recall

(RO) Cause

N

(RO) Correction

u11

(RO) Technical Notes:

N

GCS Narratives

(Claim) Customer Concern

NA

(Claim) Cause:

N

(Claim) Correction

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	Year	017	Body	[redacted] RAM 500 LT CREW CAB 4 4
Build Date	06 9 017	Plant	LTILLO TRUCK EMBLY PL NT	Coverage Code	[redacted]

Claim Information

Claim #	[redacted]	In Service Date	0 14 01
Claim Type	arrant	Repair Date	0 1 01
Claim Status	Paid	Mileage (Miles)	60

Expense

Labor	Sublet	Part	Total Paid
$0 00	$ 1 0	$0 00	$ 1 0

Dealer Information

Code	[redacted]	Name	ITHNELL DODGE	Zone	70 PHOENI
Address	6 0 COMMERCI L E LEM OR 97 0				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	0 0140	DEF Fluid Top Off ; ehicle Deli er Fill	40	FLUID HIGH OR LO	6 0 704 C	FLUID			1 0	$0 00

RO Narratives

(RO) Customer Concern

FILL DEF FLUID L BOR OPER TION 0 01 40

(RO) Cause

1

(RO) Correction

FLUID ADD (MATERIAL ONLY)

(RO) Technical Notes:

N

GCS Narratives

(Claim) Customer Concern

NA

(Claim) Cause:

N

(Claim) Correction

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 CREW CAB CHASSIS 4X4
Build Date	04/18/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11/13/2017
Claim Type	W - Warranty	**Repair Date**	03/12/2018
Claim Status	Paid	**Mileage (Miles)**	17,053

Expense

Labor	$131.38	**Sublet**	$5.62	**Part**	$0.00	**Total Paid**	$137.00

Dealer Information

Code	[redacted]	**Name**	DANBURY DODGE	**Zone**	32 NEW YORK
Address	100B FEDERAL ROAD , DANBURY, CT 06810				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
B	08951507	Fuse ; ABS, ESP, Traction Control, Air suspension. Chassis Control System	UC	UNCODABLE (NARRATIVE REQUIRED)	68144443AA	FUSE	1	X	5.62	$23.89
B	85434343	Goodwill Authorization ; Goodwill Authorization			68144443AA	FUSE	1	X	5.62	$0.00
A	85418701	Audio, Video and Telematics Components,Trouble Not Found ; Radio	UC	UNCODABLE (NARRATIVE REQUIRED)						$107.49

RO Narratives

(RO) Customer Concern:

CUST STATES IPHONE 7 IT'S ON LATESTSOGTWARE UPDATE,WILL PAIR WITH VEHICLE BLUTIOOTH BUT PEOPLE CANNOTHEAR CUSTOMER RADIO AND DASHBOARD LIGHTS STAYS ONAFTER OPENING AND SHUTING DRIVERS DOOR.

(RO) Cause:

. .

(RO) Correction:

[redacted]TECHNICIAN DUPLICATED CONCERN, RADIOIS FROZEN ON AND CLUSTER STAYS ON AFTEROPENING AND CLOSING DRIVERS DOOR. TECHNICIANDISCONNECTED BATTERY, PERFORMED CAPACITIVEDISCHARGE, RADIO AND CLUSTER ARE WORKING ASDESIGN NOW. TECHNICIAN TESTED BLUETOOTH, WASABLE TO PAIR PHONE, BLUETOOTH WORKING ASDESIGN. COMPLETE. Audio, Video and Telematics Components,Trouble Not Found - No Repair/TroubleNot Found Radio (2 - Skilled) [redacted] TECHNICIAN DUPLICATED CONCERN, FOUNDFUSE FOR TRAILER TO BE BLOWN, REPLACED FUSE,GOOD NOW. Fuse - Test and Replace ABS, ESP, Traction Control, Air suspension. Chassis Control System (0- Low Skilled)

(RO) Technical Notes:

CANNOT HEAR CALLS - BATTERY DISCONNECT RADIO AND DASHBOARD LIGHTS STAYS ON AFTER OPENING AND SHUTING DRIVER

GCS Narratives

(Claim) Customer Concern:

CUST STATES IPHONE 7 IT'S ON LATEST SOGTWARE UPDATE,WILL PAIR WITH VEHICLE BLU RADIO AND DASHBOARD LIGHTS STAYS ON AFTER OPENING AND SHUTING DRIVERS DOOR. TIOOTH BUT PEOPLE CANNOT HEAR CUSTOMER

(Claim) Cause:

TECHNICIAN DUPLICATED CONCERN, TECHNICIAN DUPLICATED CONCERN RADIO IS FROZEN ON AND CLUSTER STAYS ON AFTER O PENING AND CLOSING DRIVERS DOOR. TECHNICIAN DISCONNECTED BATTERY,

(Claim) Correction:

FOUND FUSE FOR TRAILER TO BE BLOWN, REPLACED FUSE, GOOD NOW. PERFORMED CAPACITIVE DISCHARGE, RADIO AND CLUSTER ARE WORKING AS DESIGN NOW. T ECHNICIAN TESTED BLUETOOTH, WAS ABLE TO PAIR PHONE, BLUETOOTH WORKING AS DESIG N. COMPLETE.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted]
Build Date	1 0 016	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06 0 017
Claim Type	afety (Recall)	**Repair Date**	0 /1 / 018
Claim Status	Paid	**Mileage (Miles)**	0 09

Expense

Labor	$119 10	**Sublet**	$40 66	**Part**	$0 00	**Total Paid**	$1 9 76

Dealer Information

Code	4[redacted]	**Name**		**Zone**	66	ORLANDO	
Address	, ,						

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	07T 11	afet Recall T 1 Die el Water Pump ; In pect for ent and Replace ater Pump	UC	UNCOD BLE (N RR TI E REQUIRED)	C HT 11	C MP IGN	1		40 66	$119 10

RO Narratives

(RO) Customer Concern

PERFORM REC LL T 1 DIE EL TER PUMP P N C HT 11 CU TOMER T TE THERE I FUEL DRIPPING FROM THE FUEL LINE UNDER THE TRUCK | ADVI E CU TOMER NEED A PRICE TO CONNECT THE HO E ON THE PA ENGER EAT | ADVI E CU TOMER T TE P ENGER INDO OUT OF C LIBR TION | INDO ILL UTO DO N BUT DOE NOT UTO UP CP Die el Oil Change NO Tire Rotation Plu CU TOMER REQUE TED TO HAVE VEHICLE AFETY CONDITION IN PECTION PERFOCU TOMER REQUE TED TO H E EHICLE FETY CONDITION IN PECTIONPERFORMED THI I ITRMED THI I IT **Thank ou for joining u in the fight again t cancer e' e partnered with the BCRF to rai e fund for the world' mo t promi ing re earch to eradicate brea t cancer 100% of your donation goe to BCRF Plea e vi it DrivePink com for more info * AP* Indicate you cho e to u e aftermarket part (P) for thi job P Part are qualit part uitable for our ehicle but are not ourced from the ehicle manufacturer ll P part come with a warrant backed b utoNation at an of our tore

(RO) Cause

(RO) Correction:

[redacted] 100 In pected thewater pump and erified it requiredreplacement Drained the coolant and replacedthe water pump Refilled cooling tem andtopped of the coolant DEF ULT PERFORM REC LL 0 09 Filler neck 14601 01 14601 60 0 Foundfuel leaking from the filler neck a embly Removed and replaced fuel filler neck Nofurther leak found at thi time CU TOMER T TE THERE I FUEL DRIPPING FROM THE FUEL LINE UNDER THE TRUCK| D I E Mi cellaneou Fuel tem Repair 0 09 Cannot in tall 0 In pected the vehicleand found it ha a metal filler neck The ection of rubber ho e i to hort and i atan angle where the fitting cannot beproperl in talled CU TOMER NEED PRICE TOCONNECT THE HO E ON THE P ENGER E T | D I E Mi cellaneou Fuel tem Repair 0 09 out of calibration Recallibrated and erified operation CU TOMER T TE PA ENGERWINDOW OUT OF CALIBRATION| WINDOW WILL AUTO DOWN BUT DOE NOT AUTO UP Mi cellaneou Electrical tem Repair 0 0

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THERE IS FUEL DRIPPING FROM THE FUEL LINE UNDER THE TRUCK | AD VISE

(Claim) Cause:

FILLER NECK

(Claim) Correction:

FOUND FUEL LEAKING FROM THE FILLER NECK ASSEMBLY. REMOVED AND REPLACED FUEL FI LLER NECK. NO FURTHER LEAKS FOUND AT THIS TIME.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted]
Build Date	01 017	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06 7 017
Claim Type	afet (Recall)	**Repair Date**	0 1 01
Claim Status	Paid	**Mileage (Miles)**	6,58

Expense

Labor	$41 74	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$41 74

Dealer Information

Code	[redacted]	**Name**	GENE' CHRY LER CENTER	**Zone**	70 PHOENI
Address	400 CU HMAN T , FAIRBANK , AK 99701				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	19U111	afety Recall U11 Brake Tran mi ion hift Interlock In pect Brake Tran mi ion hift Interlock (BT I) Functionality and Perform BCM oftware Update (017 Model Year Only)	UC	UNCODABLE (N RR TI E REQUIRED)						$41 74

RO Narratives

(RO) Customer Concern

TOWING CU TOMER CONCERN CU TOMER CONCERN

(RO) Cause:

NA

(RO) Correction:

[redacted]

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern:

N

(Claim) Cause

N

(Claim) Correction

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 SLT CREW CAB 4X4
Build Date	01/28/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06/27/2017
Claim Type	W Warranty	**Repair Date**	03/12/2018
Claim Status	Paid	**Mileage (Miles)**	6,582

Expense

Labor	$20 87	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$20 87

Dealer Information

Code	[redacted]	**Name**	GENE'S CHRYSLER CENTER	**Zone**	70 PHOENIX
Address	3400 S CUSHMAN ST , FAIRBANKS, AK 99701				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	181906RX	Module, Powertrain Control (PCM) ; Module, Powertrain Control (PCM) Reprogram	CC	SENDING UNITS/SENSORS						$20 87

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CEL ON FEW COUPLE DAYS WITH A ROUGH IDLE THEN WENT OUT FOR FEW DAYS NOW LIGHT FLASHING

(Claim) Cause:

FOUND CODES FOR MULTIPLE CYLINDER MISS FIRE

(Claim) Correction:

STARTED VEHICLE AND VIEWED MISS FIRE COUNTER. NO MISS FIRE FOUND. TEST DROVE W ITH MISS FIRE COUNTER RECORDED NO MISS FIRE UPDATED PCM SOFTWARE 68289971AC T O TARGETED PART NUMBER 68289971AE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted] RAM 500 LARAMIE CREW CAB 4 4
Build Date	01/15/ 017	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/19/ 017
Claim Type	afety (Recall)	**Repair Date**	0 /1 / 018
Claim Status	Paid	**Mileage (Miles)**	5,047

Expense

Labor	$ 9 70	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$ 9 70

Dealer Information

Code	[redacted]	**Name**	QUALITY MTR OF INDEP INC	**Zone**	74	DENVER
Address	0 W MAIN T , INDEPENDENCE, K 67 01					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19U1118	afety Recall U11 Brake Tran mi ion hift Interlock ; In pect Brake Tran mi ion hift Interlock (BT I) Functionality and Perform BCM oftware Update (017 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$ 9 70

RO Narratives

(RO) Customer Concern:

In pect BT I functionality and perform BCM oftware update

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	018	**Body**	[redacted] RAM 500 LT CREW CAB 4 4
Build Date	09/ 1/ 017	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11/ 7/ 017
Claim Type	afety (Recall)	**Repair Date**	0 /1 / 018
Claim Status	Paid	**Mileage (Miles)**	5,100

Expense

Labor	$47 44	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$47 44

Dealer Information

Code	[redacted]	**Name**	COTTAGE GROVE CHRY LER DODGE JEEP	**Zone**	70 PHOENI
Address	800 ROW RIVER RD , COTTAGE GROVE, OR 974 4				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19U11185	afety Recall U11 Brake Tran mi ion hift Interlock ; In pect Brake Tran mi ion hift Interlock (BT I) Functionalit and Perform BCM oftware Update (018 Model Year Only)	UC	UNCOD BLE (NARRATIVE REQUIRED)						$47 44

RO Narratives

(RO) Customer Concern:

DIE EL OIL & FILTER ERVICE PERFORM RECALL U11 AND IN PECT BT I OPERATION

(RO) Cause:

[redacted] RVICE PERFORM IN PECTION FOR RECALL U11 BT I

(RO) Correction:

DRAIN ENGINE OIL & CHANGE FILTER, REFILL TO RECOMMENDED LEVEL AND CHECK ALL OTHER FLUID LEVEL PERFORMED RECALL U11 AND IN PECTED OPERATION OF [redacted]

(RO) Technical Notes:

N

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

N

(Claim) Correction

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	201	**Body**	[redacted]
Build Date	12 03 2016	**Plant**	S LTILL TRU K SSEMBL PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06 30 201
Claim Type	arrant	**Repair Date**	03 13 2018
Claim Status	Paid	**Mileage (Miles)**	30 809

Expense

Labor	$95 28	**Sublet**	$438 42	**Part**	$0 00	**Total Paid**	$533 0

Dealer Information

Code	[redacted]	**Name**		**Zone**	66	RL ND	
Address							

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	14601501	Tub fu l tank fill r Tub ll ther engines	43	FUEL LE K	68090399 L	TUBE	1	X	438 42	$23 82
	14601560	Tub fu l tank fill r Tub DEF quipp d			68090399 L	TUBE	1	X	438 42	$ 1 46

RO Narratives

(RO) Customer Concern

PERF RM RE LL T51 DIESEL TER PUMP P N S2HT511 UST MER ST TES THERE IS FUEL DRIPPING FR M THE FUEL LINE UNDER THE TRU K | D ISE UST MER NEEDS PRI E T NNE T THE H SE N THE P SSENGER SE T | D ISE U TOMER T TE P ENGER INDO OUT OF LIBR TION | INDO ILL UTO DO N BUT DOE NOT UTO UP P Di l il hang N Tir R tati n Plu UST MER REQUESTED T H E EHI LE S FET NDITI N INSPE TI N PERF UST MER REQUESTED T H E EHI LE S FET NDITI N INSPE TI NPERF RMED THIS ISITRMED THIS ISIT Thank u f r j ining u in th fight again t an r partn r d ith th B RF t rai fund f r th rld m t pr mi ing r ar h t radi at br a t an r 100% f ur d nati n g t B RF Pl a i it Dri Pink m f r m r inf P Indi at u h t u aftermarket parts (P) f r this j b P Parts are qualit parts suitable f r ur ehicle but are n t s urced fr m the ehicle manufacturer ll P part m ith a arrant ba k d b ut Nati n at an f ur t r

(RO) Cause

(RO) Correction

30809 T51 R all 0 T51182 100 In p t d th at r pump and rifi d it r quir dr pla m nt Drain d th lant and r pla dth at r pump R fill d ling t m andt pp d f th lant DEF ULT PERF RM RE LL 30809 Fill r n k 14601501 14601560 80 F undfu l l aking fr m th fill r n k a mbl R m d and r pla d fu l fill r n k N furth r l ak f und at thi tim UST MER T TE THERE I FUEL DRIPPING FROM THE FUEL LINE UNDER THE TRU K| D I E Miscellane us Fuel stem Repair 30809 ann t in tall 0 In p t d th hi l and f und it ha a m tal fill r n k Th ti n f rubb r h i t h rt and i atan angl h r th fitting ann t b pr p r l in tall d UST MER NEEDS PRI E T NNE T THE H SE N THE P SSENGER SE T | D ISE Mi llan u Fu l S t m R pair 30809 ut f alibrati n R allibrat d and rifi d p rati n UST MER ST TES P SSENGER IND UT F LIBR TI N| IND ILL UT D N BUT D ES N T UT UP Mi llan u El tri al S t m R pair 3080

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THERE IS FUEL DRIPPING FROM THE FUEL LINE UNDER THE TRUCK | AD VISE

(Claim) Cause:

FILLER NECK

(Claim) Correction:

FOUND FUEL LEAKING FROM THE FILLER NECK ASSEMBLY. REMOVED AND REPLACED FUEL FI LLER NECK. NO FURTHER LEAKS FOUND AT THIS TIME.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted]
Build Date	06/ / 017	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/ / 017
Claim Type	W Warranty	**Repair Date**	0 /1 / 018
Claim Status	Paid	**Mileage (Miles)**	4 779

Expense

Labor	$450 88	**Sublet**	$795 58	**Part**	$ 40 00	**Total Paid**	$1,486 46

Dealer Information

Code	[redacted]	**Name**	PETER ON' TAMPEDE DODGE CHRY JEEP LLC	**Zone**	70	PHOENI
Address	01 E T G TE BL D N MP ID 6 7					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	09 5 5 1	Ga ket c linder head co er 6 7 liter die el engine			68005465AA	GA KET			19 8	$96 6
A	09 5 5 1	Ga ket c linder head co er 6 7 liter die el engine			05179091AD	GA KET	1		4 1 80	$96 6
	09 1	Ga ket, cylinder head cover ; 6 7 liter die el engine			6 060 B	G KET	1		46	$96 6
	09 1	Ga ket, cylinder head cover ; 6 7 liter die el engine			6 00 14	TUD	1		14 71	$96 6
	09 1	Ga ket, cylinder head cover ; 6 7 liter die el engine			044 9	NUT			1 60	$96 6
A	09 5 5 1	Ga ket, cylinder head cover ; 6 7 liter die el engine			6800 4 AC	BREATHER	1		168	$96 6
A	09 5 5 1	Ga ket, cylinder head cover ; 6 7 liter die el engine			0508 85AA	FILTER	1		19 89	$96 6
A	09 5 5 1	Ga ket c linder head co er 6 7 liter die el engine			68 574 AA	OIL	9		61 05	$96 6
A	09 5 5 1	Ga ket c linder head co er 6 7 liter die el engine			68 574 AA	OIL			0 5	$96 6
A	5014719	Cooler, EGR ; Ga ket, EGR cooler die el 500/ 500 pickup one or all	44	LEAK GA KET DEFECT	68005465AA	GA KET			19 8	$ 14 70
	014719	Cooler, EGR ; Ga ket, EGR cooler die el 00 00 pickup one or all	44	LEAK G KET DEFECT	0 179091 D	G KET	1		4 1 0	$ 14 70
A	5014719	Cooler, EGR ; Ga ket, EGR cooler die el 500/ 500 pickup one or all	44	LEAK GA KET DEFECT	68 060 AB	GA KET	1		46 58	$ 14 70
	014719	Cooler, EGR ; Ga ket, EGR cooler die el 00 00 pickup one or all	44	LEAK G KET DEFECT	6 00 14	TUD	1		14 71	$ 14 70
A	5014719	Cooler, EGR ; Ga ket, EGR cooler die el 500/ 500 pickup one or all	44	LEAK GA KET DEFECT	044 98 5	NUT			1 60	$ 14 70
	014719	Cooler, EGR ; Ga ket, EGR cooler die el 00 00 pickup one or all	44	LEAK G KET DEFECT	6 00 4 C	BRE THER	1		16	$ 14 70
A	5014719	Cooler, EGR ; Ga ket, EGR cooler die el 500/ 500 pickup one or all	44	LEAK GA KET DEFECT	0508 85AA	FILTER	1		19 89	$ 14 70
A	5014719	Cooler, EGR ; Ga ket, EGR cooler die el 500/ 500 pickup one or all	44	LEAK GA KET DEFECT	68 574 AA	OIL	9		61 05	$ 14 70
A	5014719	Cooler, EGR ; Ga ket, EGR cooler die el 500/ 500 pickup one or all	44	LEAK GA KET DEFECT	68 574 AA	OIL			0 5	$ 14 70

A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68005465AA	GASKET	3	X	19.38	$139.56
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			05179091AD	GASKET	1		431.80	$139.56
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68206022AB	GASKET	1		46.58	$139.56
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68005214AA	STUD	1		14.71	$139.56
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			04429825	NUT	2		13.60	$139.56
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68002433AC	BREATHER	1		168.22	$139.56
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			05083285AA	FILTER	1		19.89	$139.56
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68357422AA	OIL	9		61.05	$139.56
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68357422AA	OIL	3		20.35	$139.56
A	95400142	Loaner Car ; High Line Vehicles			68005465AA	GASKET	3	X	19.38	$240.00
A	95400142	Loaner Car ; High Line Vehicles			05179091AD	GASKET	1		431.80	$240.00
A	95400142	Loaner Car ; High Line Vehicles			68206022AB	GASKET	1		46.58	$240.00
A	95400142	Loaner Car ; High Line Vehicles			68005214AA	STUD	1		14.71	$240.00
A	95400142	Loaner Car ; High Line Vehicles			04429825	NUT	2		13.60	$240.00
A	95400142	Loaner Car ; High Line Vehicles			68002433AC	BREATHER	1		168.22	$240.00
A	95400142	Loaner Car ; High Line Vehicles			05083285AA	FILTER	1		19.89	$240.00
A	95400142	Loaner Car ; High Line Vehicles			68357422AA	OIL	9		61.05	$240.00
A	95400142	Loaner Car ; High Line Vehicles			68357422AA	OIL	3		20.35	$240.00

RO Narratives

(RO) Customer Concern:

ENGINE MINOR [CUSTOMER STATES HE WAS TRAVELING OUTSIDE OF OREGON, EXHAUST BRAKE BEGAN TO MAKE A LOUD WHISTLING NOISE. AFTER LITTLE BIT TRUCK MADE LOUD HITCH PITCH WHISTLING WIRRING NOISE.. (LIKE IT WAS BLOWING OFF BOOST). TRUCK LOST POWER. CUSTOMER PULLED OVER FOUND THE EGR BY PASS COOLER HAD COME LOOSE. TRUCK IS LEAKING OIL AND COOLANT. CUSTOMER WAS ABLE TO GET TRUCK PUT BACK TOGETHER ENOUGH TO GET TRUCK LIMPED INTO US. CUSTOMER NOTED THERE WAS A COUPLE BROKEN BOLTS. NOTE CUSTOMER HAD A TRAILER WITH 10,000 LBS BEHIND THE TRUCK WHEN THIS HAPPENED. HE ALSO NOTED @1600 TO 1700 RPM HIS TURBO BOOST WAS MAXED OUT. Recall / CSN 2 [U11: Safety Recall U11 - Brake Transmission Shift Interlock**] COMPREHENSIVE COMPLIMENTARY VISUAL VEHICLE INSPECTION. GIVING YOU A REPORT ON THE CONDITION OF YOUR VEHICLE. VALUE OF $59.95 CAR RENTAL: REMEMBER NO PETS, NO SMOKING OR VAPING, RENTAL CAN'T LEAVE THE STATE, LATE RETURN FEE UPTO $87.50 PER DAY, MUST BE RETURNEDFULL OF FUEL, MUST BE RETURNED IN REASONABLE CONDITION, RENTAL SUBJECT TO CLEANING FEES UP TO $300.00. LIFE TIME UREA FILL. FUEL FOR TEST DRIVES NO CHARGE TO THE CUSTOMER

(RO) Cause:

FOUND THE EGR BYPASSVALVE GASKET TO BE LEAKING CAUSING DAMAGE TO THE VALVE COVER CREATING OIL LEAK.

(RO) Correction:

[redacted]VERIFIED CONCERNS THE TRUCK ARRIVEDRUNNING WITH LACK OF POWER. INSPECTED ANDFOUND TWO MAIN CONCERNS. THE INNER STUD FORTHE EGR BYPASS VALVE HAS BROKEN, SECONDARYSTUD HAS LOST THE NUT ALSO, CAUSING AN EGRSYSTEM LEAK. SECOND CONCERN FOUND THECYLINDER HEAD GASKET COVER IS DAMAGE/BLOWNOUT AND CAUSED AN OIL LEAK. PULLED SCAN ANDCONFIG REPORTS. MIL IS OFF UPON ARRIVAL.REMOVED THE ENGINE COVER, AIRBOX, INLET TUBE,INSPECTED THE TURBO FOR SIGNS OF DAMAGE, NONEFOUND AT THIS TIME. REMOVED THE EGR BYPASSVALVE ASSEMBLY EXTRACTED STUD FROM EXHAUSTMANIFOLD INSTALLED NEW STUD, AND GASKET REINSTALLED THE EGR BYPASS VALVE. REMOVEDCYLINDER HEAD COVER AND INSPECTED, FOUND THECYLINDER HEAD COVER GASKET HAS FAILED DUE TOTHE EXHAUST GAS SYSTEM LEAK. HIGHTEMPERATURES MELTED THE GASKET

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES HE WAS TRAVELING OUTSIDE OF OREGON, EXHAUST BRAKE BEGAN TO MA KE A LOUD WHISTLING NOISE. AFTER LITTLE BIT TRUCK MADE LOUD HITCH PITCH WHIST LING WIRRING NOISE.. (LIKE IT WAS BLOWING OFF BOOST). TRUCK LOST POWER. CUST OMER PULLED OVER FOUND THE EGR BY PASS COOLER HAD COME LOOSE. TRUCK IS LEAKIN G OIL AND COOLANT. CUSTOMER WAS ABLE TO GET TRUCK PUT BACK TOGETHER ENOUGH TO GET TRUCK LIMPED INTO US. CUSTOMER NOTED THERE WAS A COUPLE BROKEN BOLTS. NO TE CUSTOMER HAD A TRAILER WITH 10,000 LBS BEHIND THE TRUCK WHEN THIS HAPPENE D. HE ALSO NOTED @ 1600 TO 1700 RPM HIS TURBO BOOST WAS MAXED OUT.

(Claim) Cause:

VERIFIED CONCERNS THE TRUCK ARRIVED RUNNING WITH LACK OF POWER. INSPECTED AND FOUND TWO MAIN CONCERNS. THE INNER STUD FOR THE EGR BYPASS VALVE HAS BROKEN, SECONDARY STUD HAS LOST THE NUT ALSO, CAUSING AN EGR SYSTEM LEAK. SECOND CON CERN FOUND THE CYLINDER HEAD GASKET COVER IS DAMAGE/BLOWN OUT AND CAUSED AN O IL LEAK. PULLED SCAN AND CONFIG REPORTS. MIL IS OFF UPON ARRIVAL. REMOVED THE ENGINE COVER, AIRBOX, INLET TUBE, INSPECTED THE TURBO FOR SIGNS OF DAMAGE, N ONE FOUND AT THIS TIME. REMOVED THE EGR BYPASS VALVE ASSEMBLY. EXTRACTED STUD FROM EXHAUST MANIFOLD.

(Claim) Correction:

INSTALLED NEW STUD, AND GASKET. RE INSTALLED THE EGR BYPASS VALVE. REMOVED CY LINDER HEAD COVER AND INSPECTED, FOUND THE CYLINDER HEAD COVER GASKET HAS FAI LED DUE TO THE EXHAUST GAS SYSTEM LEAK. HIGH TEMPERATURES MELTED THE GASKET A ND CAUSED SECONDARY CONCERN THE OIL LEAK. REMOVED AND REPLACED THE CYLINDER HEAD COVER, RE ASSEMBLED COMPONENTS. CLEANED OFF, CLEARED CODES AND TEST OPER ATED. VERIFIED PROPER OPERATION AND REPAIR.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 SLT CREW CAB 4X4
Build Date	02/07/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	08/16/2018
Claim Type	S - Safety (Recalls)	**Repair Date**	03/14/2018
Claim Status	Paid	**Mileage (Miles)**	84

Expense

Labor	$101.93	**Sublet**	$49.42	**Part**	$0.00	**Total Paid**	$151.35

Dealer Information

Code	[redacted]	**Name**	MEDINA AUTO MALL	**Zone**	42 DETROIT
Address	3205 MEDINA RD , MEDINA, OH 44256				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	07T51182	Safety Recall T51 - Diesel Water Pump ; Inspect for Vent and Replace Water Pump	UC	UNCODABLE (NARRATIVE REQUIRED)	CS2HT512AA	CAMPAIGN	1	X	33.11	$101.93
A	07T51182	Safety Recall T51 - Diesel Water Pump ; Inspect for Vent and Replace Water Pump	UC	UNCODABLE (NARRATIVE REQUIRED)	68163849AB	ANTIFREEZ	1		16.31	$101.93

RO Narratives

(RO) Customer Concern:

DEALER TRADE-RECHECK PDI CUSTOMER STATES RECALL T51

(RO) Cause:

RECALL

(RO) Correction:

DEALER TRADE-RECHECK PDI 84 REPLACE DIESEL WATER PUMP PER RECALLT51, LO 07T51182 1.0HRS PERFORM RECALL T51 REPLACED WATER PUMP

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 LARAMIE CREW CAB 4X2
Build Date	05/02/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	07/13/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	03/14/2018
Claim Status	Paid	**Mileage (Miles)**	7,330

Expense

Labor	$39.13	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$39.13

Dealer Information

Code	[redacted]	**Name**	ALLEN SAMUELS CHRYSLER DODGE JEEP	**Zone**	63 DALLAS
Address	877 SOUTH HIGHWAY 35 BYPASS , ARANSAS PASS, TX 78336				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19U11182	Safety Recall U11 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update (2017 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$39.13

RO Narratives

(RO) Customer Concern:

MOPAR COMPREHENSIVE MULTI-POINT INSPECTION AN IN PERFORM RECALL AS PER MANUFACTURER NOTIFICATION GENERAL / OTHER CONCERN

(RO) Cause:

SAFETY RECALL U11 - BRAKE TRANSMISSION SHIFT INTER

(RO) Correction:

PERFORMED MULTI POINT INSPECTION; MPI - MOPAR COMPREHENSIVE MULTI-POINT INSPECTION AN IN MPI - DEPTH MULTI-POINT INSPECTION PROMOTING SAFETY AND MPI - RELIABILITY, MINIMIZING MECHANICAL FAILURE. [redacted] - 19U11182 CHECKED AND FOUND THERE TO BE NO CODES PRESSURE IS; INFO - PLEASE SEE TECHNICIAN NARRATIVE FOR FURTHER INFO - INFORMATION ON THIS LINE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER CONCERN: PERFORM RECALL AS PER MANUFACTURER NOTIFICATION RECALL / CSN 1 U11: SAFETY RECALL U11 - BRAKE TRANSMISSION SHIFT INTERLOCK.

(Claim) Cause:

CAUSE: SAFETY RECALL U11 - BRAKE TRANSMISSION SHIFT INTERLOCK.

(Claim) Correction:

CORRECTION: PERFORMED THE U11 RECALL LOP [redacted] INSPECTED THE BRAKE TRAN SMISSION SHIFT INTERLOCK (BTSI) FUNCTIONALITY AND PERFORMED THE BCM SOFTWARE U PDATE FROM 68320320AB TO 68320320AC.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 LARAMIE CREW CAB 4X4
Build Date	08/18/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/12/2016
Claim Type	S - Safety (Recalls)	**Repair Date**	03/14/2018
Claim Status	Paid	**Mileage (Miles)**	19,853

Expense

Labor	$203.56	**Sublet**	$49.42	**Part**	$0.00	**Total Paid**	$252.98

Dealer Information

Code	[redacted]	**Name**	NORMANDIN CHRYSLER-JEEP	**Zone**	71 LOS ANGELES
Address	900 CAPITOL EXPRESSWAY AUTO MALL , SAN JOSE, CA 95136				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	07T51182	Safety Recall T51 - Diesel Water Pump ; Inspect for Vent and Replace Water Pump	UC	UNCODABLE (NARRATIVE REQUIRED)	CS2HT512AA	CAMPAIGN	1	X	33.11	$145.40
A	07T51182	Safety Recall T51 - Diesel Water Pump ; Inspect for Vent and Replace Water Pump	UC	UNCODABLE (NARRATIVE REQUIRED)	68163849AB	ANTIFREEZ	1		16.31	$145.40
B	19T79182	Safety Recall T79 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update	UC	UNCODABLE (NARRATIVE REQUIRED)						$58.16

RO Narratives

(RO) Customer Concern:

RECALL T51 DIESEL WATER PUMP RECALL T79 BRAKE TRANSMISSION SHIFT INTERLOCK

(RO) Cause:

RECALL RECALL

(RO) Correction:

PERFORMED RECALL T51 INSPECT, REMOVED AND REPLACED WATER PUM P. LETS VEHICLE IDLED TO BLEEDED COOLANT SYSTEM AND CHECKED FOR LEAKS. TOOK A ROAD TEST AND LETS VEHICLE COOL DOWN TO CHECKED FOR PROPER COOLANT LEVELS. PERFORMED RECALL T79 INSPECTED BRAKE TRANS SHIFT INTERLOCK PASSED. REPROGRAMMED BCM FROM [redacted] AND RECONFIGURED THE VEHICLE. TOOK A ROAD TEST AND PLACED [redacted] DENDUM CARD IN GLOVE BOX. CUSTOMER PLEASE READ THE T79 PAPER IN GLOVE BOX.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 LARAMIE CREW CAB 4X4
Build Date	08/18/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/12/2016
Claim Type	W - Warranty	**Repair Date**	03/14/2018
Claim Status	Paid	**Mileage (Miles)**	19,853

Expense

Labor	$29.08	**Sublet**	$0.00	**Part**	$25.00	**Total Paid**	$54.08

Dealer Information

Code	[redacted]	**Name**	NORMANDIN CHRYSLER-JEEP	**Zone**	71 LOS ANGELES
Address	900 CAPITOL EXPRESSWAY AUTO MALL , SAN JOSE, CA 95136				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85412400	Air Conditioning & Heater, Trouble Not Found	OD							$29.08
A	95400140	Loaner Car ; Competitive Vehicles								$25.00

RO Narratives

(RO) Customer Concern:

CUSTOMER IS SMELL EXHAUST IN THE CAB CHECK AND ADVISE (Gener al Concern 1) Perform 15k mile service per plan (General Concern 2) SEE ATTACHED. NO OIL CHANGE, LIGHT NOT ON. CHECK FLUID LEVELS, REPLACE FUEL FILTERS, ROTATE TIRES CHECK 4X4 AND REAR DIFFERENTIAL FLUID. CHECK AND INFLATE TIRES TO PROPER PRESSURE RECORD PRESSURES ON REPAIR ORDER RENTAL DURING REPAIRS PERFORMED ON

(RO) Cause:

TECH CAN'T VERIFIED CUSTOMER'S CONCERNS. TWO DAYS, RENTAL ONE TIME GOODWILL D15-15 OK PER STEVE R. VEHICLE HAD TWO RECALLS REFER TO [redacted]

(RO) Correction:

CLOSED ALL DOORS AND WINDOWS. LETS VEHICLE IDLED AND ROAD TEST. DURING ROAD TEST LETS AIR FROM OUT SIDE TO CAB BY TURN ING ON THE HVAC FAN, BUT STILL DOESNT SMELL ANYTHING. THERE IS NO WORK DONE. RECOMMEND PUTTING VENTS TO RECIRCULATION MODE WHEN VEHICLE EXHAUST SYSTEM GOES INTO REGENERATION CLEAN OUT REPLACED FUEL FILTERS, TIRES ROTATION, LUBED FRONT DRIVE SHA FT, ADDED 2.5 LITTERS OF DEF AND FOLLOWED ATTACHED LIST. VEHICLE NEED TO SERVICE FRONT AND REAR DIFFS. ALSO NEEDS NEW AIR FILTER. INFLATED FRONT TIRES TO 65 PSI, REAR AND SPARE TO 80 PSI.

(RO) Technical Notes:

SMELL EXHAUST IN CAB

GCS Narratives

(Claim) Customer Concern:

SMELL EXHAUST IN CAB

(Claim) Cause:

NO PROBLEM FOUND AT THIS TIME

(Claim) Correction:
NO PROBLEM FOUND AT THIS TIME

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 LARAMIE CREW CAB 4X4
Build Date	02/22/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	07/20/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	03/14/2018
Claim Status	Paid	**Mileage (Miles)**	14,520

Expense

Labor	$51.82	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$51.82

Dealer Information

Code	[redacted]	**Name**		**Zone**	71 LOS ANGELES
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19U11182	Safety Recall U11 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update (2017 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$51.82

RO Narratives

(RO) Customer Concern:

RECALL RECALL U11--BRAKE SHIFT PERFORM COMPLIMENTARY CERTIFIED CHRYSLER MULTI-POINT VEHICLE VISUALSAFETY INSPECTION

(RO) Cause:

E

(RO) Correction:

1017-PERFORMED RECALL INSPECTION, ANDPERFORMED SOFTWARE UPDATE Safety Recall U11 - BrakeTransmission Shift Interlock-Ins 1017-PERFORMED INSPECTION PERFORM COMPLIMENTARY CERTIFIED CHRYSLER MULTI-POINT VEHICLE VISUAL SAFETY INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted] RAM 500 LT CREW CAB 4 4
Build Date	04/ 1/ 017	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	1 /1 / 017
Claim Type	afety (Recall)	**Repair Date**	0 /15/ 018
Claim Status	Paid	**Mileage (Miles)**	,864

Expense

Labor	$ 4 8	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$ 4 8

Dealer Information

Code	[redacted]	**Name**	RON AYER' DODGE	**Zone**	70	PHOENI
Address	490 NORTHGATE , IDAHO FALL , ID 8 401					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19U1118	Safety Recall U11 Brake Tran mi ion hift Interlock ; In pect Brake Tran mi ion hift Interlock (BT I) Functionality and Perform BCM oftware Update (017 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$ 4 8

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

Recall / C N 1 [U11 afety Recall U11 Brake Tran mi ion hift Interlock**]

(Claim) Cause:

OPEN RECALL

(Claim) Correction:

[redacted]TESTED BTSI AND REPROGRAMMED BODY CONTROL MODULE AND RECONFIGURED

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - RAM 2500 LARAMIE CREW CAB 4X4
Build Date	10/28/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	03/26/2018
Claim Type	S Safety (Recalls)	**Repair Date**	03/16/2018
Claim Status	Paid	**Mileage (Miles)**	2

Expense

Labor	$76.32	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$76.32

Dealer Information

Code	[redacted]	**Name**	PREMIER CHRYSLER DODGE JEEP RAM	**Zone**	71 LOS ANGELES
Address	3460 NAGLEE RD , TRACY, CA 95304				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19U11185	Safety Recall U11 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update (2018 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$76 32

RO Narratives

(RO) Customer Concern:

COMPLETE RECALL U11 BRAKE TANS SHIFT INTERLOCK

(RO) Cause:

(RO) Correction:

2 TECH [redacted] PERFORMED U11 BRAKE TRANSSHIFT INTERLOCK INSPECTION AND RE FLASH PERFORMED INSPECTION FOR FAILURE OF SHIFTINTERLOCK AND RE-FLASHED BCM OLD#68357473ACTO NEW#68357473AD COMPLETE RECALLS AS NEEDED

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted]
Build Date	11/16/ 016	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	0 7 017
Claim Type	afet (Recall)	**Repair Date**	0 16 01
Claim Status	Paid	**Mileage (Miles)**	17 7 0

Expense

Labor	$40	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$40

Dealer Information

Code	[redacted]	**Name**	NE MYRN CHRY LER JEEP DODGE	**Zone**	66 ORL NDO
Address	1 00 NORTH DI IE FREE Y NE MYRN BE CH FL 16				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19T7918	afet Recall T79 Brake Tran mi ion hift Interlock In pect Brake Tran mi ion hift Interlock (BT I) Functionalit and Perform BCM oftware Update	UC	UNCOD BLE (NARRAT VE REQUIRED)						$40

RO Narratives

(RO) Customer Concern

MULTI POINT IN PECTION Perform T79 recall

(RO) Cause

REC LL REQUIRED BY THE F CTROY

(RO) Correction

COMPLETED ER ICE PERFORMED THE F CTORY REQUIRED REC LL

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern:

N

(Claim) Cause

N

(Claim) Correction

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted]
Build Date	10 016	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	01 1 017
Claim Type	afet (Recall)	**Repair Date**	0 16 01
Claim Status	Paid	**Mileage (Miles)**	,884

Expense

Labor	$ 1 9	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$ 1 9

Dealer Information

Code	[redacted]	**Name**	ED KOEHN CHRY LER DODGE JEEP	**Zone**	4	DETROIT	
Address	11 8 W CAR ON CITY RD , GREENVILLE, MI 488 8						

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	19T791	afet Recall T79 Brake Tran mi ion hift Interlock In pect Brake Tran mi ion hift Interlock (BT I) Functionalit and Perform BCM oftware Update	UC	UNCOD BLE (N RR T E REQUIRED)						$ 1 9

RO Narratives

(RO) Customer Concern:

Change die el engine oil and filter(nthetic oil ma be required ba ed on geographic location) Multi point in pection (according to maintenance inter al) Recall C N 1 [T79 afet Recall T79 Brake Tran mi ion hift Interlock**]

(RO) Cause

recall

(RO) Correction:

Lube Oil and Filter er ice Multi point in pection (according to maintenanceinter al) PERFORM MULTI POINT IN PECTION 4 recall [redacted] 40 in pect hifterand fla h bcm Recall C N 1 [T79 afet Recall T79 BrakeTran mi ion hift Interlock**] REC LL

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

N

(Claim) Cause

N

(Claim) Correction

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 ST CREW CAB 4X4
Build Date	05/26/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	08/25/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	03/16/2018
Claim Status	Paid	**Mileage (Miles)**	18,591

Expense

Labor	$37.21	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$37.21

Dealer Information

Code	[redacted]	**Name**	NELSON CHRYSLER DODGE	**Zone**	74 DENVER
Address	2228 COLLEGE WAY , FERGUS FALLS, MN 56537				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19U11182	Safety Recall U11 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update (2017 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$37.21

RO Narratives

(RO) Customer Concern:

C/S THE ABS LIGHT AND TRACTION CONTROL LIGHT AND R PERFORM 21 POINT MULTI-POINT INSPECTION RECALL U11 BRAKE TRANSMISSION INTERLOCK

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

THE ABS LIGHT AND TRACTION CONTROL LIGHT AND RED BRAKE LIGHT HAVE COME ON VEHI CLE SEEMS TO RUN OK

(Claim) Cause:

VERIFY. INSTALL WI-TECH-ONE ACTIVE CODE C2200-49-ABS MODULE INTERNAL ELECTRON IC FAILURE. FOLLOW DIAG FLOW CHART-VERIFY WIRING,POWERS AND GROUNDS ARE OK. LEADS TO REPLACING ABS MODULE. CUSTOMER IN FOR SAME CONCERN TWICE-START STAR CASE 1794842. ACCORDING TO STAR THE HCU UNIT HAS FAILED AND NEEDS TO BE REPLA CED ALSO

(Claim) Correction:

REPLACE HCU AND ABS MODULE. PERFORM BLEED PROCEDURE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted] RAM 500 T CREW CAB 4 4
Build Date	05/ 6/ 017	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	08/ 5/ 017
Claim Type	W Warranty	**Repair Date**	0 /16/ 018
Claim Status	Paid	**Mileage (Miles)**	1 91

Expense

Labor	$195 6	**Sublet**	$68 64	**Part**	$0 00	**Total Paid**	$878 00

Dealer Information

Code	[redacted]	**Name**	NEL ON CHRY LER DODGE	**Zone**	74 DENVER
Address	COLLEGE Y FERGU F LL MN 6 7				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	05400701	Control unit Brake anti lock hydraulic (HCU ICU) ; All other	59	INTERNAL LE K	68 47098AA	MODULE	1		07 0	$10
A	05400701	Control unit, Brake anti lock hydraulic (HCU ICU) ; All other	59	INTERN L LEAK	6814 491AA	CONTROL	1		466 0	$10
A	05400701	Control unit Brake anti lock hydraulic (HCU ICU) ; All other	59	INTERNAL LE K	04 18080AD	FLUID	1		9 4	$10
A	85410000	Operation diagno tic With repair ; Mu t be u ed in conjunction with appropriate repair Labor Operation			68 47098AA	MODULE	1		07 0	$9 0
A	85410000	Operation diagno tic With repair ; Mu t be u ed in conjunction with appropriate repair Labor Operation			6814 491AA	CONTROL	1		466 0	$9 0
A	85410000	Operation diagno tic With repair ; Mu t be u ed in conjunction with appropriate repair Labor Operation			04 18080AD	FLUID	1		9 4	$9 0

RO Narratives

(RO) Customer Concern

C/ THE AB LIGHT AND TRACTION CONTROL LIGHT AND R PERFORM 1 POINT MULTI POINT IN PECTION RECALL U11 BRAKE TRAN MI ION INTERLOCK

(RO) Cause:

N

(RO) Correction

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

THE ABS LIGHT AND TRACTION CONTROL LIGHT AND RED BRAKE LIGHT HAVE COME ON VEHI CLE SEEMS TO RUN OK

(Claim) Cause:

VERIFY. INSTALL WI-TECH-ONE ACTIVE CODE [redacted]MODULE INTERNAL ELECTRON IC FAILURE. FOLLOW DIAG FLOW CHART-VERIFY WIRING,POWERS AND GROUNDS ARE OK. LEADS TO REPLACING ABS MODULE. CUSTOMER IN FOR SAME CONCERN TWICE-START STAR CASE 1794842. ACCORDING TO STAR THE HCU UNIT HAS FAILED AND NEEDS TO BE REPLA CED ALSO

(Claim) Correction:

REPLACE HCU AND ABS MODULE. PERFORM BLEED PROCEDURE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 ST CREW CAB 4X4
Build Date	12/03/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06/30/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	03/17/2018
Claim Status	Paid	**Mileage (Miles)**	31,920

Expense

Labor	$45.74	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$45.74

Dealer Information

Code	[redacted]	**Name**		**Zone**	66 ORLANDO
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19T79182	Safety Recall T79 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update	UC	UNCODABLE (NARRATIVE REQUIRED)						$45.74

RO Narratives

(RO) Customer Concern:

CUSTOMER REQUEST RECALL T79 PERFORMED BRAKE TRANSMISSION SHIFT INTERLOCK PERFORM MULTI-POINT INSPECTION

(RO) Cause:

RECALL

(RO) Correction:

[redacted]Recall Safety Recall T79 - BrakeTransmission Shift Interlock - Reprogram Inspect Brake Transmission Shift Interlock (BTSI) Functionality and PerformBCM Software Update (1 - Semi-Skilled [redacted]NSPECTION MAY REQUIRE FUTURE ATTENTION 4/32 TO 6/32 BATTERY TESTS GOOD AT THIS TIME - NO ATTENTION NEEDED AT THIS TIME GOOD BRAKES OVER 5MM OR 7/32 (DISC) OR OVER 2MM OR 3/32 (DRUM) PERFORM MULTI-POINT INSPECTION MAY REQUIRE FUTURE ATTENTION 4/32 TO 6/32 BATTERY TESTS GOOD AT THIS TIME - NO ATTENTION NEEDED AT THIS TIME GOOD BRAKES OVER 5MM OR 7/32 (DISC) OR OVER 2MM OR3/32 (DRUM)

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 ST CREW CAB 4X4
Build Date	06/03/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	09/27/2017
Claim Type	S Safety (Recalls)	**Repair Date**	03/19/2018
Claim Status	Paid	**Mileage (Miles)**	7,250

Expense

Labor	$28.76	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$28.76

Dealer Information

Code	[redacted]	**Name**	DIRECT DODGE CHRYSLER JEEP INC	**Zone**	35 WASHINGTON
Address	495 WEST LEE HWY , WYTHEVILLE, VA 24382				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19U11182	Safety Recall U11 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update (2017 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$28 76

RO Narratives

(RO) Customer Concern:

Recall / CSN 1 U11: Safety Recall U11 - Brake Transmission Shift Interlock** General Concern #1 Customer States AIR CONDITIONER VENT MAKING NOISE GETS LOUDER WHEN TURN IT UP

(RO) Cause:

VERIFIED RECALL TECH VERIFIED CONCERN FOUND BLOWER MOTOR NOISEY

(RO) Correction:

PERFORMED RECALL REPLACED BLOWER MOTOR

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

AIR CONDITIONER VENT MAKI G NOISE. GETS LOUDER WHEN TURN IT UP

(Claim) Cause:

TECH VERIFIED CONCERN FOUND BLOWER MOTOR NOISY

(Claim) Correction:

REPLACED BLOWER MOTOR

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	01	**Body**	[redacted]
Build Date	06 0 017	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	09 01
Claim Type	arrant	**Repair Date**	0 19 01
Claim Status	Paid	**Mileage (Miles)**	50

Expense

Labor	$ 1 5	**Sublet**	$163 1	**Part**	$0 00	**Total Paid**	$184 4

Dealer Information

Code	[redacted]	**Name**	DIRECT DODGE CHRY LER JEEP INC	**Zone**	HINGTON
Address	495 E T LEE H Y YTHE ILLE 438				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	4550101	M t r fr nt bl er ir c nditi ning equipped Fr nt	14	BURNED OR BURNED OUT	68048905 B	MOTOR	1		163 1	$ 1 5

RO Narratives

(RO) Customer Concern

Recall N 1 U11 afet Recall U11 Brake Transmissi n hift Interl ck General ncern #1 ust mer tates IR ONDITIONER ENT M KING NOI E GET LOUDER HEN TURN IT UP

(RO) Cause

ERIFIED RE LL TE H ERIFIED ON ERN FOUND BLO ER MOTOR NOI EY

(RO) Correction

PERFORMED RE LL REPL ED BLO ER MOTOR

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

IR ONDITIONER ENT M KING NOI E GET LOUDER HEN TURN IT UP

(Claim) Cause

TE H ERIFIED ON ERN FOUND BLO ER MOTOR NOI Y

(Claim) Correction

REPL ED BLO ER MOTOR

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	018	**Body**	[redacted] RAM 500 T CREW CAB 4 4
Build Date	0 / 0/ 018	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	0 / / 018
Claim Type	K Road Read (PREPN)	**Repair Date**	0 0 01
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$1 0 08	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$1 0 08

Dealer Information

Code	[redacted]	**Name**	UND NCE DODGE INC	**Zone**	70 PHOENI
Address	UTO DRI E BOI E ID 709				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Read Ba ic Prep	NU	NEW VEHICLE PREP						$1 0 08

RO Narratives

(RO) Customer Concern

N

(RO) Cause

NA

(RO) Correction:

NA

(RO) Technical Notes:

N

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

N

(Claim) Correction

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - RAM 3500 ST CREW CAB 4X4
Build Date	11/24/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	12/22/2017
Claim Type	W - Warranty	**Repair Date**	03/21/2018
Claim Status	Paid	**Mileage (Miles)**	3,543

Expense

Labor	$206.50	**Sublet**	$268.24	**Part**	$0.00	**Total Paid**	$474.74

Dealer Information

Code	[redacted]	**Name**	BINGHAMTON CHRYSLER JEEP DODGE,	**Zone**	32 NEW YORK
Address	1279 UPPER FRONT ST , BINGHAMTON, NY 13901				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08141806	Sensor, wheel speed-Anti-lock brakes ; front-right	ML	CHECK ENGINE/SERVICE ENGINE SO	68165624AD	SENSOR	1	X	61.04	$38.72
B	08191002	Module, anti-lock brake control ; All others	48	GROUNDED OR SHORTED	68347098AA	MODULE	1	X	207.20	$38.72
B	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68347098AA	MODULE	1	X	207.20	$129.06

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

OWNER STATES ABS LIGHT IS ON

(Claim) Cause:

DIAGNOSE FOUND ABS MODULE SHORTED OUT FOUND CODE FOR RF SENSOR , SENSOR OPEN

(Claim) Correction:

REPLACED ABS MODULE AND CHECKS OK REPLACED RIGHT FRONT SENSOR

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] R M 3500 ST RE B 4X4
Build Date	11 24 201	**Plant**	S LTILL TRU K SSEMBL PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	12 22 201
Claim Type	S Saf t (R all)	**Repair Date**	03 21 2018
Claim Status	Paid	**Mileage (Miles)**	3 543

Expense

Labor	$32 2	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$32

Dealer Information

Code	[redacted]	**Name**	BINGH MT N HR SLER JEEP D DGE	**Zone**	32	NE RK
Address	1 9 UPPER FRONT T BINGH MTON NY 13901					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	19U11185	Saf t R all U11 Brak Tran mi i n Shi t Int rl k In p t Brak Tran mi i n Shift Int rl k (BT I) Functi nalit and Perf rm B M S ft ar Updat (2018 M d l ar nl)	U	UN D BLE (N RR TI E REQUIRED)						$32 2

RO Narratives

(RO) Customer Concern

N

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

NER ST TES BS LIGHT IS N

(Claim) Cause

DI GN SE F UND BS M DULE SH RTED UT F UND DE F R RF SENS R SENS R PEN

(Claim) Correction

REPL ED BS M DULE ND HE KS K REPL ED RIGHT FR NT SENS R

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 SLT CREW CAB 4X4
Build Date	10/07/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/21/2016
Claim Type	S - Safety (Recalls)	**Repair Date**	03/21/2018
Claim Status	Paid	**Mileage (Miles)**	7,879

Expense

Labor	$156.84	**Sublet**	$54.67	**Part**	$0.00	**Total Paid**	$211.51

Dealer Information

Code	[redacted]	**Name**	VICTORVILLE MOTORS INC	**Zone**	71 LOS ANGELES
Address	14617 CIVIC DR , VICTORVILLE, CA 92394				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
B	07T51182	Safety Recall T51 - Diesel Water Pump ; Inspect for Vent and Replace Water Pump	UC	UNCODABLE (NARRATIVE REQUIRED)	CS2HT512AA	CAMPAIGN	1	X	33.11	$112.03
B	07T51182	Safety Recall T51 - Diesel Water Pump ; Inspect for Vent and Replace Water Pump	UC	UNCODABLE (NARRATIVE REQUIRED)	68163848AB	ANTIFREEZ	1		21.56	$112.03
A	19T79182	Safety Recall T79 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update	UC	UNCODABLE (NARRATIVE REQUIRED)						$44.81

RO Narratives

(RO) Customer Concern:

PLEASE PERFORM T79 RECALL PLEASE PERFORM T51 RECALL ESSENTIAL CARE SERV CONTRACT (DIESEL) WASTE FOR OIL AND FILTER SERVICE GUEST PURCHASED NEW ESS CONTRACT TODAY.OIL & FILTER CHANGE CONTRACT IS GOOD AT SELECT DEALERS. NON-REFUNDABLE, NON TRANSFERABLE, CONTRACT EXPIRES YEARLY BASED ON HOW MANY YEARS PURCHASED PERFORM VEHICLE INSPECTION REPORT

(RO) Cause:

NA

(RO) Correction:

[redacted] shift interlock recall performedtransmission did not shift out of parkwithout using brake bcm flashed no problemsor concerns INSPECT BTSI FUNCTIONALITY AND PERFORMBCM UPDATE INSPECT BTSI FUNCTIONALITY AND PERFORM BCM UPDATE 7879 recall performed water pumpinstalled no problems or concerns REPLACE DIESEL WATER PUMP [redacted] COMPLETED EXPRESS LANE OIL AND FILTERCHANGE COMPLETED VEHICLE INSPECTION- CHECKEDALL FLUIDS, INSPECTED AND TESTED BATTERY IFAPPLICABLE, INSPECTED ALL BELTS AND HOSES,SET TIRE PRESSURES, NO LEAKS OR SPILLS. RESETMAINT LIGHT IF EQUIPPED. ESSENTIAL CARE SERV CONTRACT (DIESEL) WASTE FOR OIL AND FILTER SERVICE GUEST PURCHASED NEW ESS CONTRACT TODAY.OIL & FILTER CHANGE CONTRACT ISGOOD AT SELECT DEALERS. NON-REFUNDABLE, NON TRANSFERABLE, CONTRACT EXPIRES YEARLY BASED ON HOW MANY YEARS PURCHASED GUEST PURCHASED NEW ESS CONTRACT TODAY.OIL & FILTER CHANGE CONTRACT IS GOODAT SELECT DEALERS. NON-REFUNDABLE, NON TRANSFERABLE, CONTRACT EXPIRES YEARLY BASED ON HOW MANY YEARS PURCHASED PERFORM VEHICLE INSPECTION REPORT

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted]
Build Date	10/07/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	10/21/2016
Claim Type	F - Service Contract	**Repair Date**	03/21/2018
Claim Status	Paid	**Mileage (Miles)**	7,879

Expense

Labor	$0.00	**Sublet**	$0.00	**Part**	$75.00	**Total Paid**	$75.00

Dealer Information

Code	[redacted]	**Name**	VICTORVILLE MOTORS INC	**Zone**	71 LOS ANGELES
Address	14617 CIVIC DR , VICTORVILLE, CA 92394				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26860303	Maintenance Interval - Schedule B ; To be used every 3,000 Intervals	MC	MAINTENANCE CARE						$0.00
A	95260001	Maintenance Allowance ; Fixed Cost Maintenance								$75.00

RO Narratives

(RO) Customer Concern:

PLEASE PERFORM T79 RECALL PLEASE PERFORM T51 RECALL ESSENTIAL CARE SERV CONTRACT (DIESEL) WASTE FOR OIL AND FILTER SERVICE GUEST PURCHASED NEW ESS CONTRACT TODAY.OIL & FILTER CHANGE CONTRACT IS GOOD AT SELECT DEALERS. NON-REFUNDABLE, NON TRANSFERABLE, CONTRACT EXPIRES YEARLY BASED ON HOW MANY YEARS PURCHASED PERFORM VEHICLE INSPECTION REPORT

(RO) Cause:

NA

(RO) Correction:

[redacted]shift interlock recall performedtransmission did not shift out of parkwithout using brake bcm flashed no problemsor concerns INSPECT BTSI FUNCTIONALITY AND PERFORMBCM UPDATE INSPECT BTSI FUNCTIONALITY AND PERFORM BCM UPDATE[redacted] performed water pumpinstalled no problems or concerns REPLACE DIESEL WATER PUMP[redacted] COMPLETED EXPRESS LANE OIL AND FILTERCHANGE COMPLETED VEHICLE INSPECTION- CHECKEDALL FLUIDS, INSPECTED AND TESTED BATTERY IFAPPLICABLE, INSPECTED ALL BELTS AND HOSES,SET TIRE PRESSURES, NO LEAKS OR SPILLS. RESETMAINT LIGHT IF EQUIPPED. ESSENTIAL CARE SERV CONTRACT (DIESEL) WASTE FOR OIL AND FILTER SERVICE GUEST PURCHASED NEW ESS CONTRACT TODAY.OIL & FILTER CHANGE CONTRACT ISGOOD AT SELECT DEALERS. NON-REFUNDABLE, NON TRANSFERABLE, CONTRACT EXPIRES YEARLY BASED ON HOW MANY YEARS PURCHASED GUEST PURCHASED NEW ESS CONTRACT TODAY.OIL & FILTER CHANGE CONTRACT IS GOODAT SELECT DEALERS. NON-REFUNDABLE, NON TRANSFERABLE, CONTRACT EXPIRES YEARLY BASED ON HOW MANY YEARS PURCHASED PERFORM VEHICLE INSPECTION REPORT

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 ST CREW CAB 4X4
Build Date	05/28/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/27/2017
Claim Type	W - Warranty	**Repair Date**	03/21/2018
Claim Status	Paid	**Mileage (Miles)**	8,299

Expense

Labor	$112.03	**Sublet**	$212.66	**Part**	$0.00	**Total Paid**	$324.69

Dealer Information

Code	[redacted]	**Name**	VICTORVILLE MOTORS INC	**Zone**	71 LOS ANGELES
Address	14617 CIVIC DR , VICTORVILLE, CA 92394				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	07500125	Pump, water ; 6.7 liter diesel engine	68	NOISY	68414058AB	PUMP	1	X	175.00	$112.03
A	07500125	Pump, water ; 6.7 liter diesel engine	68	NOISY	68163848AB	ANTIFREEZ	1		21.56	$112.03
A	07500125	Pump, water ; 6.7 liter diesel engine	68	NOISY	04429698	SEAL	1		16.10	$112.03

RO Narratives

(RO) Customer Concern:

GUEST STATES THAT ENGINE STARTED MAKING MORE NOISE THAN NORMAL WHILEDRIVING AND THEN A LARGE COOLANT STARTED FROM FRONT OF ENGINE AREA. PLS CK AND ADVISE RECALL U11 PERFORM VEHICLE INSPECTION REPORT COURTESY TRANSPORTATION PROVIDED CLEAN AND WITH A FULL TANK OF FUEL.GUEST IS RESPONSIBLE FOR RETURNINGVEHICLE CLEAN AND FILLED WITH FUEL.OUR FEE FOR DETAILING AND ANY FUELCHARGE IS A FLAT RATE OF $50.

(RO) Cause:

NA

(RO) Correction:

[redacted]VERIFIED GUEST CONCERN. INSPECTEDVEHICLE AND FOUND THE WATER PUMP TO BELEAKING FROM THE SHAFT SEAL INTERNAL TO THEPUMP. REPLACED WATER PUMP AND GASKET, ROADTEST VEHICLE AND VERIFIED IT IS NO LONGERLEAKING OR MAKING A LOT OF ABNORMAL NOISE. Pump, water - Pressure Test and Replace 6.7 liter diesel engine (2 - Skilled) PUMP, WATER-Pressure testand replace (B) 8319 PERFORMED U11 RECALL. VERIFIEDINTEGRITY OF THE BRAKE TRANSMISSION SHIFTINTERLOCK. PERFORMED FLASH UPDATE FOR BODYCONTROL MODULE.[redacted]TO AC. NOFURTHER ACTION REQUIRED. INSPECT BTSI AND PERFORM BCM UPDATE PERFORM VEHICLE INSPECTION REPORT COURTESY TRANSPORTATION PROVIDED CLEAN AND WITH AFULL TANK OF FUEL. GUESTIS RESPONSIBLE FOR RETURNING VEHICLE CLEAN AND FILLED WITH FUEL. OUR FEE FOR DETAILING ANDANY FUEL CHARGE IS A FLATRATE OF $50. ERC [redacted] COURTESY TRANSPORTATION PROVIDED CLEAN AND WITH A FULL TANK OF FUEL. GUESTIS RESPONSIBLE FOR RETURNING VEHICLE CLEAN AND FILLED WITH FUEL. OUR FEE FOR DETAILING AND ANY FUEL CHARGE IS A FLAT RATE OF $50. SUBLET REPAIRS SUBLET REPAIRS

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

GUEST STATES THAT ENGINE STARTED MAKING MORE NOISE THAN NORMAL WHILE DRIVING A ND THEN A LARGE COOLANT STARTED FROM FRONT OF ENGINE AREA.

(Claim) Cause:

VERIFIED GUEST CONCERN. INSPECTED VEHICLE AND FOUND THE WATER PUMP TO BE LEAKI NG FROM THE SHAFT SEAL INTERNAL TO THE PUMP.

(Claim) Correction:

REPLACED WATER PUMP AND GASKET, ROAD TEST VEHICLE AND VERIFIED IT IS NO LONGER LEAKING OR MAKING A LOT OF ABNORMAL NOISE.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted] RAM 500 T CREW CAB 4 4
Build Date	0 017	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/ 7/ 017
Claim Type	afet (Recall)	**Repair Date**	0 1 01
Claim Status	Paid	**Mileage (Miles)**	99

Expense

Labor	$44 81	**Sublet**	$0 00	**Part**	$1 0 00	**Total Paid**	$164 81

Dealer Information

Code	[redacted]	**Name**	ICTOR ILLE MOTOR INC	**Zone**	71 LO NGELE
Address	14617 CI IC DR ICTOR ILLE C 9 94				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	19U111	afet Recall U11 Brake Tran mi ion hift Interlock In pect Brake Tran mi ion hift Interlock (BT I) Functionalit and Perform BCM oftware Update (017 Model Year Only)	UC	UNCOD BLE (N RR TI E REQUIRED)						$44 1
A	9540014	Loaner Car ; High Line Vehicle								$1 0 00

RO Narratives

(RO) Customer Concern

GUE T TATE THAT ENGINE TARTED MAKING MORE NOI E THAN NORMAL WHILEDRIVING AND THEN A LARGE COOLANT T RTED FROM FRONT OF ENGINE RE PL CK ND D I E REC [redacted] EHICLE IN PECTION REPORT COURTE Y TR N PORT TION PRO IDED CLE N ND ITH FULL T NK OF FUEL GUE T I RE PON IBLE FOR RETURNINGVEHICLE CLEAN AND FILLED WITH FUEL OUR FEE FOR DETAILING AND ANY FUELCHARGE I A FLAT RATE OF $50

(RO) Cause:

N

(RO) Correction

19 ERIFIED GUE T CONCERN IN PECTED EHICLE ND FOUND THE TER PUMP TO BELE KING FROM THE H FT E L INTERNAL TO THEPUMP REPLACED WATER PUMP AND GA KET, ROADTE T VEHICLE AND VERIFIED IT I NO LONGERLEAKING OR M KING LOT OF BNORM L NOI E Pump water Pre ure Te t and Replace 6 7 liter die el engine (killed) PUMP TER Pre ure te tand replace (B) 19 PERFORMED U11 REC LL ERIFIEDINTEGRITY OF THE BR KE TR N MI ION HIFTINTERLOCK PERFORMED FLA H UPDATE FOR BODYCONTROL MODULE P/N 68 0 0AB TO AC NOFURTHER ACTION REQUIRED IN PECT BT I ND PERFORM BCM UPD TE PERFORM EHICLE IN PECTION REPORT COURTE Y TRAN PORTATION PROVIDED CLEAN AND WITH AFULL TANK OF FUEL GUE TI RE PON IBLE FOR RETURNING VEHICLE CLE N ND FILLED ITH FUEL OUR FEE FOR DET ILING ND NY FUEL CH RGE I FL TR TE OF $ 0 ERC [redacted] ERC [redacted] 1 COURTE Y TR N PORT TION PRO IDED CLE N ND ITH FULL T NK OF FUEL GUE TI RE PON IBLE FOR RETURNING VEHICLE CLEAN AND FILLED WITH FUEL OUR FEE FOR DETAILING AND ANY FUEL CHARGE I FL T R TE OF $ 0 UBLET REP IR UBLET REP IR

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern:

GUEST STATES THAT ENGINE STARTED MAKING MORE NOISE THAN NORMAL WHILE DRIVING A ND THEN A LARGE COOLANT STARTED FROM FRONT OF ENGINE AREA

(Claim) Cause:

VERIFIED GUEST CONCERN. INSPECTED VEHICLE AND FOUND THE WATER PUMP TO BE LEAKI NG FROM THE SHAFT SEAL INTERNAL TO THE PUMP.

(Claim) Correction:

REPLACED WATER PUMP AND GASKET, ROAD TEST VEHICLE AND VERIFIED IT IS NO LONGER LEAKING OR MAKING A LOT OF ABNORMAL NOISE.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	018	**Body**	[redacted]
Build Date	10 4 01	**Plant**	LTILLO TRU K EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	03 6 018
Claim Type	afet (Recalls)	**Repair Date**	03 018
Claim Status	Paid	**Mileage (Miles)**	1

Expense

Labor	$66 1	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$66 1

Dealer Information

Code	[redacted]	**Name**	GLEND LE DODGE LL	**Zone**	1	LO NGELE	
Address	1101 BR ND BL D GLEND LE 91 04						

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	19U11185	afet Recall U11 Brake Transmissi n hift Interl ck Inspect Brake Transmissi n hift Interl ck (BT I) Functi nalit and Perf rm B M ft are Update (018 M del Year Onl)	U	UN OD BLE (N RR TI E REQUIRED)						$66 1

RO Narratives

(RO) Customer Concern

RE LL U 11 BR KE TR N MI ION HIFT INTERLO K

(RO) Cause

RE LL flash required

(RO) Correction

flashed bcm [redacted] 3ad and perf rmed e h c nfigurati n

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

N

(Claim) Cause

N

(Claim) Correction

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted]
Build Date	0 06 01	**Plant**	LTILLO TRU K EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11 1 01
Claim Type	afet (Recalls)	**Repair Date**	03 3 018
Claim Status	Paid	**Mileage (Miles)**	1 0

Expense

Labor	$4 93	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$4 93

Dealer Information

Code	[redacted]	**Name**	L RRY H MILLER HRY LER JEEP	**Zone**	0	PHOENI
Address	LOM BL D NE LBUQUERQUE NM 7110					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	19U1118	afet Recall U11 Brake Transmissi n hift Interl ck Inspect Brake Transmissi n hift Interl ck (BT I) Functionalit and Perform BCM ft are Update (01 M del Year Onl)	U	UNCOD BLE (N RR TI E REQUIRED)						$4 93

RO Narratives

(RO) Customer Concern

General Concern # [CU TOMER T TE DOOR P NEL DRI ER IDE TICK UP PLE E CHECK ND D I E] General Concern # [U TOMER T TE RUI E ONTROL DO NOT L Y ENG GE PLE E HE K ND D I E] General ncern #4 [U TOMER T TE R DIO LOO E IGN L T INTER E TION T TR FFI LIGHT PLE E HE K ND D I E] General Concern # [CU TOMER T TE HEN TURNING KEY TO THE RUN PO ITION D H LIGHT ILL NOT COME ON PLE E HE K ND D I E] afet Recall U11 Brake Transmissi n hift Interl ck Inspect Inspect Brake Transmissi n hift Interl ck (BT I) Functi nalit and erif B M ft are Le el (01 018 M del Year) (1 emi killed) Multi p int inspecti n (acc rding t maintenance inter al) Check for Open Recall Open RecallIdentified Cu tomer uthori ed work to be performed

(RO) Cause

(RO) Correction

1505 i inspected the eh and f und thed r panel ind trim as n t installedc rrectl s i rem ed the d r panel andthen installed the window trim correctl andit no longer pu he the door panel up General Concern # [CU TOMER T TE DOOR P NEL DRI ER IDE TI K UP PLE E HE K ND D I E] U T T TE 1505 i inspected the eh and f und c [redacted] nd f und the peed control witch would not operate at time o ireplaced the witch and then te ted the ehand the witch now operate a de igned andn c des returned REPL E PEED ONTROL IT H 1505 i tested the eh ith the testantenna and the truck l ses signal at times hen cl se t a cell ph ne t er but this an rmal c nditi n n pr blems f und General ncern #4 [U TOMER T TE R DIO LOO E IGN L T INTER ECTION T TR FFIC LIGHT PLE E CHECK ND D I E] CU T T TE 1 0 i in pected the eh and f und thec de b1a 5 in alid ke s i tested the ke se eral times until the c de as acti e itried t repr gram the ke as the diag statedand the c de returned s i replaced the ke and tested the eh multiple times and the eh perates as designed and n c des returned REPL CE KEY FOBIK PO ERNET EQUIPPED 1 0 I performed the u1

(RO) Technical Notes

RUI E ONTROL IT H NOT ORKING T TIME

GCS Narratives

(Claim) Customer Concern:

C/S CRUISE CONTROL DOES NOT ALWAYS ENGAGE C/S WHEN TURNING KEY TO THE RUN POSITION DASH LIGHTS WILL NOT COME ON

(Claim) Cause:

INSPECTED THE VEH AND FOUND CODES P0591 AND [redacted] AND FOUND THE SPEED CONTROL INSPECTED THE VEH AND FOUND THE CODE [redacted] INVALID KEY SWITCH WOULD NOT OPERATE AT TIMES

(Claim) Correction:

TESTED THE KEY SEVERAL TIMES UNTIL THE CODE WAS ACTIVE I TRIED TO REPROGRAM TH E KEY AS THE DIAG STATED AND THE CODE RETURNED SO I REPLACED THE KEY AND TESTE REPLACED THE SWITCH AND THEN TESTED THE VEH AND THE SWITCH NOW OPERATES AS DES D THE VEH MULTIPLE TIMES AND THE VEH OPERATES AS DESIGNED AND NO CODES RETURNE IGNED AND NO CODES RETURNED D

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 3500 ST CREW CAB 4X4
Build Date	07/06/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11/21/2017
Claim Type	W Warranty	**Repair Date**	0 / / 018
Claim Status	Paid	**Mileage (Miles)**	1,505

Expense

Labor	$64 40	**Sublet**	$242 28	**Part**	$0 00	**Total Paid**	$306 68

Dealer Information

Code	[redacted]	**Name**	LARRY H MILLER CHRY LER JEEP	**Zone**	70 PHOENI
Address	85 8 LOMA BLVD NE , ALBUQUERQUE, NM 87110				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08808 0	Switch, steering wheel mounted ; peed control Right side	UC	UNCODABLE (NARRATIVE REQUIRED)	56046 5 AE	WITCH	1		68 5	$4 9
B	08804420	Tran mitter, Integrated Key FOB ; Transmitter keyle ignition one or all	UP	UNABLE TO PROGRAM	56046953AG	KEY FOB	1	X	173 75	$21 47

RO Narratives

(RO) Customer Concern:

General Concern #2 [CUSTOMER STATESDOOR PANEL DRIVER SIDE STICKS UP PLEASE CHECK AND ADVISE] General Concern #3 [CUSTOMER STATESCRUISE CONTROL DOS NOT ALWAYS ENGAGE PLEASE CHECK AND ADVISE] General Concern #4 [CU TOMER TATE RADIO LOO E IGNAL AT INTER ECTION AT TRAFFIC LIGHT PLEA E CHECK AND ADVI E] General Concern #5 [CUSTOMER STATESWHEN TURNING KEY TO THE RUN POSITION DASH LIGHTS WILL NOT COME ON PLEASE CHECK AND ADVI E] afety Recall U11 Brake Tran mi ion hift Interlock In pect In pect Brake Tran mi ion hift Interlock (BT I) Functionality and Verify BCM Software Level (2017 2018 Model Year) (1 Semi Skilled) Multi point inspection (according to maintenance interval) Check for Open Recalls, Open RecallIdentified, Customer Authorized work to be performed

(RO) Cause:

(RO) Correction:

[redacted]i in pected the veh and found thedoor panel window trim wa not in talledcorrectly o i removed the door panel andthen in talled the window trim correctly andit no longer pushes the door panel up General Concern #2 [CUSTOMER STATES DOOR PANEL DRIVER SIDE TICK UP PLEA E CHECK AND ADVI E] CU T TATE [redacted]i in pected the veh and found code [redacted] and found the speed controlswitch would not operate at times so ireplaced the switch and then tested the vehand the switch now operates as designed andno codes returned REPLACE SPEED CONTROL SWITCH [redacted]i tested the veh with the testantenna and the truck looses signal at time when clo e to a cell phone tower but thi anormal condition no problem found General Concern #4 [CU TOMER TATE RADIO LOOSES SIGNAL AT INTERSECTIONS AT TRAFFIC LIGHTS PLEASE CHECK AND ADVISE] CUST STATES[redacted]i inspected the veh and found thecode b1a 5 invalid key o i te ted the key everal time until the code wa active itried to reprogram the key a the diag statedand the code returned so i replaced the keyand tested the veh multiple times and the vehoperates as designed and no codes returned REPLACE KEY FOBIK POWERNET EQUIPPED [redacted]I performed the u1

(RO) Technical Notes:

CRUI E CONTROL WITCH NOT WORKING AT TIME

GCS Narratives

(Claim) Customer Concern:

C/S CRUISE CONTROL DOES NOT ALWAYS ENGAGE C/S WHEN TURNING KEY TO THE RUN POSITION DASH LIGHTS WILL NOT COME ON

(Claim) Cause:

INSPECTED THE VEH AND FOUND CODES [redacted] AND FOUND THE SPEED CONTROL INSPECTED THE VEH AND FOUND THE CODE [redacted] INVALID KEY SWITCH WOULD NOT OPERATE AT TIMES

(Claim) Correction:

TESTED THE KEY SEVERAL TIMES UNTIL THE CODE WAS ACTIVE I TRIED TO REPROGRAM TH E KEY AS THE DIAG STATED AND THE CODE RETURNED SO I REPLACED THE KEY AND TESTE REPLACED THE SWITCH AND THEN TESTED THE VEH AND THE SWITCH NOW OPERATES AS DES D THE VEH MULTIPLE TIMES AND THE VEH OPERATES AS DESIGNED AND NO CODES RETURNE IGNED AND NO CODES RETURNED D

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 LARAMIE CREW CAB 4X4
Build Date	01/15/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	146280	**In Service Date**	10/19/2017
Claim Type	S Safety (Recalls)	**Repair Date**	03/23/2018
Claim Status	Paid	**Mileage (Miles)**	5,560

Expense

Labor	$74 25	**Sublet**	$54 67	**Part**	$0 00	**Total Paid**	$128 92

Dealer Information

Code	[redacted]	**Name**	QUALITY MTRS OF INDEP INC	**Zone**	74 DENVER
Address	2022 W MAIN ST , INDEPENDENCE, KS 67301				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	07T51182	Safety Recall T51 Diesel Water Pump ; Inspect for Vent and Replace Water Pump	UC	UNCODABLE (NARRATIVE REQUIRED)	CS2HT511AA	CAMPAIGN	1	X	33 11	$74 25
A	07T51182	Safety Recall T51 Diesel Water Pump ; Inspect for Vent and Replace Water Pump	UC	UNCODABLE (NARRATIVE REQUIRED)	68163848AB	ANTIFREEZ	1		21 56	$74 25

RO Narratives

(RO) Customer Concern:

Inspect for Vent Hole and Replace Water Pump

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted]
Build Date	07/01/ 017	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	08/14/ 017
Claim Type	afety (Recall)	**Repair Date**	0 / 4/ 018
Claim Status	Paid	**Mileage (Miles)**	4,476

Expense

Labor	$50 8	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$50 8

Dealer Information

Code	[redacted]	**Name**	DICK' COUNTRY CHRY LER JEEP DODGE	**Zone**	70	PHOENI
Address	767 W BA ELINE , HILL BORO, OR 971					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19U1118	afety Recall U11 Brake Tran mi ion hift Interlock ; In pect Brake Tran mi ion hift Interlock (BT I) Functionality and Perform BCM oftware Update (017 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$50 8

RO Narratives

(RO) Customer Concern:

COMPREHEN IVE VEHICLE IN PECTION RECALL /CAMPAIGN

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted]
Build Date	02/08/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/08/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	03/26/2018
Claim Status	Paid	**Mileage (Miles)**	10,668

Expense

Labor	$42.36	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$42.36

Dealer Information

Code	[redacted]	**Name**	SPORT DODGE	**Zone**	35 WASHINGTON
Address	6831 BLACK HORSE PIKE , EGG HARBOR TOWNSHIP, NJ 08234				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19U11182	Safety Recall U11 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update (2017 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$42.36

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES THAT THE ABS LIGHT IS ON,TRAC LIGHT,AND BRAKE WARNING LIGHTS ARE ON. SAFETY RECALL U11 BRAKE TRANSMISSION SHIFT INTERLOCK CUSTOMER STATES ORDER A KEY FOB ANDKEY

(RO) Cause:

NA

(RO) Correction:

DIAGNOSIS: THE ABS MODULESHORTED INTERNALLY. PART HAS BEEN ORDERED. DIAGNOSED CUSTOMER CONCERN / ORDERED PARTS TO CORRECT INSPECT BTSI FUNCTIONALITY AND PERFORMBCM SOFTWARE UPDATE INSPECT BTSI FUNCTIONALITY AND PERFORM BCM SOFTWARE UPDATE KEY FOB AND KEY HAS BEEN ORDERED. PARTS PRE- PAID.THE LABOR CHARGE TO PROGRAM KEY FOB WILL BE $62.50 PLUST TAX.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	018	**Body**	[redacted]
Build Date	09 05 01	**Plant**	LTILLO TRU K EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11 1 01
Claim Type	afet (Recalls)	**Repair Date**	03 6 018
Claim Status	Paid	**Mileage (Miles)**	11 456

Expense

Labor	$43 40	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$43 40

Dealer Information

Code	[redacted]	**Name**	PE RM N MOTOR OMP NY	**Zone**	63	D LL
Address	04 N M RCU T LTO T 7 9					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	19U11185	afet Recall U11 Brake Transmissi n hift Interl ck Inspect Brake Transmissi n hift Interl ck (BT I) Functi nalit and Perf rm B M ft are Update (018 M del Year Onl)	U	UN OD BLE (N RR TI E REQUIRED)						$43 40

RO Narratives

(RO) Customer Concern

H NGE OIL & FILTER HE KED FLUID LE EL PERFORM ER I E ROT TE TIRE PERFORM RE LL U 11

(RO) Cause

CH NGE OIL FILTER CHECKED FLUID LE EL PERFORM ER ICE IN PECTED ND PERFORMED BCM UPD TE PER

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

N

(Claim) Cause

N

(Claim) Correction

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	018	**Body**	[redacted] RAM 500 T CREW CAB 4 4
Build Date	08/ 4/ 017	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/16/ 017
Claim Type	afety (Recall)	**Repair Date**	0 / 7/ 018
Claim Status	Paid	**Mileage (Miles)**	1 14

Expense

Labor	$50 07	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$50 7

Dealer Information

Code	[redacted]	**Name**	ARRIGO DODGE CHRY LER JEEP RAM	**Zone**	66 ORLANDO
Address	1 U HIGH Y 1 FORT PIERCE FL 49				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19U11185	afety Recall U11 Brake Tran mi ion hift Interlock ; In pect Brake Tran mi ion hift Interlock (BT I) Functionalit and Perform BCM oftware Update (018 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$50 07

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

N

(RO) Correction

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern

CU TOEMR TTE PLEA E REPAIR RECALL U11

(Claim) Cause:

U11

(Claim) Correction:

1 814 in pected and updated ytem a per u 11 bt i recall

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	018	**Body**	[redacted] RAM 500 REG CAB CHA I
Build Date	10 9 017	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	01 1 01
Claim Type	afet (Recall)	**Repair Date**	0 7 01
Claim Status	Paid	**Mileage (Miles)**	1 9

Expense

Labor	$4 1	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$4 1

Dealer Information

Code	[redacted]	**Name**	CR NTON DODGE CHRY LER JEEP	**Zone**	HINGTON
Address	1146 YOMING E CR NTON P 1 09				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	19U111	afety Recall U11 Brake Tran mi ion hift Interlock In pect Brake Tran mi ion hift Interlock (BT I) Functionalit and Perform BCM oftware Update (01 Model Year Onl)	UC	UNCODABLE (N RR TI E REQUIRED)						$4 1

RO Narratives

(RO) Customer Concern

Recall / C N 1 [U11 afety Recall U11 Brake Tran mi ion hift Interlock**] Multi point in pection (according to maintenance interval)

(RO) Cause:

N

(RO) Correction

IN PECT HIFT INTERLOCK ND UPD TE BCM Multi point in pection (according to maintenanceinter al) FREE POINT IN PECTION

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

N

(Claim) Cause

N

(Claim) Correction

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - RAM 2500 ST CREW CAB 4X4
Build Date	08/24/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/16/2017
Claim Type	S Safety (Recalls)	**Repair Date**	03/27/2018
Claim Status	Paid	**Mileage (Miles)**	12,814

Expense

Labor	$0 00	**Sublet**	$0 00	**Part**	$210 00	**Total Paid**	$210 00

Dealer Information

Code	[redacted]	**Name**	ARRIGO DODGE CHRYSLER JEEP RAM	**Zone**	66 ORLANDO
Address	5851 S US HIGHWAY 1 , FORT PIERCE, FL 34982				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19U1 185	Safety Recall U11 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update (2018 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$0 00
A	95400141	Loaner Car ; Standard Line Vehicles								$210 00

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted]
Build Date	03 05 01	**Plant**	LTILLO TRU K EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	0 0	**In Service Date**	0 07 017
Claim Type	afet (Recall)	**Repair Date**	0 7 01
Claim Status	Paid	**Mileage (Miles)**	11 10

Expense

Labor	$ 9 9	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$ 9 9

Dealer Information

Code	7076	**Name**	ELM OOD DODGE INC	**Zone**		NE YORK	
Address	6 T UNTON E E PRO IDENCE RI 0 914						

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	19U111	afet Recall U11 Brake Tran mi ion hift Interlock In pect Brake Tran mi ion hift Interlock (BT I) Functionalit and Perform BCM oftware Update (017 Model Year Onl)	UC	UNCOD BLE (N RR TI E REQUIRED)						$ 9 9

RO Narratives

(RO) Customer Concern

FREE MULTI POINT IN PECTION Recall # U11 Launch Date 0 1 01 BR KE TR N MI ION HIFT INTERLOCK

(RO) Cause

N

(RO) Correction

COMPLETED MULTI POINT IN PECTION (CCORDING TO M INTEN NCE INTER L) Recall # U11 Launch Date 0 1 01 BR KE TR N MI ION HIFT INTERLOCK IN PECT BIT I FUNCTI LITY FL H BCM

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

N

(Claim) Cause

N

(Claim) Correction

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	01	**Body**	[redacted]
Build Date	09 05 01	**Plant**	LTILLO TRU K EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10 01
Claim Type	afet (Recalls)	**Repair Date**	03 018
Claim Status	Paid	**Mileage (Miles)**	14 0 9

Expense

Labor	$40 3	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$40 3

Dealer Information

Code	[redacted]	**Name**	G RY OOD HRY LER DODGE JEEP	**Zone**	4	DEN ER	
Address	HIGH Y 60 & BU INE 60 E UROR MO 65605						

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	19U11185	afet Recall U11 Brake Transmissi n hi t Interl ck Inspect Brake Transmissi n hift Interl ck (BT I) Functi nalit and Perf rm B M ft are Update (018 M del Year Onl)	U	UN OD BLE (N RR TI E REQUIRED)						$40 3

RO Narratives

(RO) Customer Concern

FETY REC LL U11 HIFT INTERLOCK

(RO) Cause

N

(RO) Correction

PERFORM B M UPD TE

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

N

(Claim) Cause

N

(Claim) Correction

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	201	**Body**	[redacted]
Build Date	05 30 201	**Plant**	S LTILL TRU K SSEMBL PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	0 03 201
Claim Type	S Saf t (R all)	**Repair Date**	03 28 2018
Claim Status	Paid	**Mileage (Miles)**	15 551

Expense

Labor	$43 68	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$43 68

Dealer Information

Code	[redacted]	**Name**	JEFF D MBR SI HR SLER JEEP D DGE	**Zone**	35 SHINGT N
Address	1 1 E L N TER E DO NINGTO N P 19335				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	19U11182	Saf t R all U11 Brak Tran mi i n Shift Int rl k In p t Brak Tran mi i n Shift Int rl k (BT I) Functi nalit and Perf rm B M S ft ar Updat (201 M d l ar nl)	U	UN D BLE (N RR TI E REQUIRED)						$43 68

RO Narratives

(RO) Customer Concern

U11 BR KE TR NSMISSI N SHIFT INTERL K S HT 91

(RO) Cause

N

(RO) Correction

PERF RM RE LL

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

U11 BR KE TR NSMISSI N SHIFT INTERL K S HT 91

(Claim) Cause

N

(Claim) Correction

PERF RM RE LL

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	01	**Body**	[redacted]
Build Date	11/0 / 017	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	0 / 0/ 018
Claim Type	W Warranty	**Repair Date**	0 / 8/ 018
Claim Status	Paid	**Mileage (Miles)**	47

Expense

Labor	$0 00	**Sublet**	$ 7	**Part**	$0 00	**Total Paid**	$ 7

Dealer Information

Code	[redacted]	**Name**	BILLION DODGE CHRY LER JEEP	**Zone**	74	DENVER
Address	1 AUTO PLA A DR , BO EMAN, MT 59715					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	5080140	DEF Fluid Top Off ehicle Delivery Fill ee LOP note for vehicle pecific allowance	40	FLUID HIGH OR LOW	680 5704AB	FLUID			7	$0 00

RO Narratives

(RO) Customer Concern:

Check Die el Exhau t Fluid (DEF) tank, refill if nece ary (Fluid extra co t)

(RO) Cause:

new unit fill

(RO) Correction

Topped DEF off

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern

NA

(Claim) Cause:

NA

(Claim) Correction:

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted]
Build Date	04 1 017	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11/1 / 017
Claim Type	afet (Recall)	**Repair Date**	0 9 01
Claim Status	Paid	**Mileage (Miles)**	1, 10

Expense

Labor	$47 77	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$47 77

Dealer Information

Code	[redacted]	**Name**	D NBURY DODGE	**Zone**	NE YORK
Address	100B FEDERAL ROAD , DANBURY, CT 06810				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	19U111	afety Recall U11 Brake Tran mi ion hift Interlock ; In pect Brake Tran mi ion hift Interlock (BT I) Functionality and Perform BCM oftware Update (017 Model Year Only)	UC	UNCODABLE (N RR TI E REQUIRED)						$47 77

RO Narratives

(RO) Customer Concern

RECALL U11 BRAKE TRAN MI ION HIFTINTERLOCK

(RO) Cause:

(RO) Correction:

afet Recall U11 BrakeT an mi ion hift Interlock Reprogram In pect Brake Tran mi ion hift Interlock (BT I) Functionalit and PerformBCM oftware Update (017Model Year Only) (1 emi killed)

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern

NA

(Claim) Cause:

NA

(Claim) Correction:

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted]
Build Date	06/22/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/23/2017
Claim Type	S Safety (Recalls)	**Repair Date**	03/29/2018
Claim Status	Paid	**Mileage (Miles)**	24,907

Expense

Labor	$42.94	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$42.94

Dealer Information

Code	[redacted]	**Name**	PETERSON'S STAMPEDE DODGE CHRY JEEP LLC	**Zone**	70 PHOENIX
Address	5801 EAST GATE BLVD , NAMPA, ID 83687				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19U11182	Safety Recall U11 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update (2017 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$42 94

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

Safety Recall U11 / NHTSA 18V 100Brake Transmission Shift Interlock

(Claim) Cause:

RECALL COMPLETED

(Claim) Correction:

[redacted] PERFORMED U11 RECALL VERIFIED PROPER OPERATION OF THE BTSI FLASHED BC

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted]
Build Date	07/19/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	09/20/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	03/29/2018
Claim Status	Paid	**Mileage (Miles)**	10,575

Expense

Labor	$38.08	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$38.08

Dealer Information

Code	[redacted]	**Name**	HENRY BROWN CHRYSLER JEEP DODGE	**Zone**	70 PHOENIX
Address	1990 N PINAL AVE , CASA GRANDE, AZ 85222				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19U11182	Safety Recall U11 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update (2017 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$38.08

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

[redacted]THE SHIFTER MAY BE ALLOWED TO SHIFTFROM PARK WHEN IGNITION IS IN OFF POSITIONWHICH MAY CAUSE VEHICLE TO ROLL AND CAUSEINJURY. PERFORMED BTSI LOCK PIN TEST,PASSED. PERFORMED BCM SOFTWARE UPDATE.SUPPLIED ADDENDUM TO CUSTOMER.LOP=[redacted]BCM OLD [redacted] COPMPLETED [redacted]RR TAIL LAMP ASSEMBLY CRACKED.PERFORMED INSPECTION. SUPPLIED REPAIRESTIMATE. CUSTOMER DECLINED REPAIR AT THISTIME. [redacted]WHILE IN SHOP FOUND REMOTE LOSINGPOWER//BATTERY LOSING POWER REPLACEDBATTERY

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted]
Build Date	04/26/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/30/2017
Claim Type	W - Warranty	**Repair Date**	03/30/2018
Claim Status	Paid	**Mileage (Miles)**	8,390

Expense

Labor	$567.30	**Sublet**	$87.45	**Part**	$315.00	**Total Paid**	$969.75

Dealer Information

Code	[redacted]	**Name**	OKEECHOBEE DODGE CHRYSLER JEEP RAM	**Zone**	66 ORLANDO
Address	4224 US HIGHWAY 441 S , OKEECHOBEE, FL 34974				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	24653110	Housing/case, heat ventilation and air conditioning (HVAC) ; Air inlet/recirculation housing	K4	LOOSE	68322968AA	HOUSING	1	X	56.84	$567.30
A	24653110	Housing/case, heat ventilation and air conditioning (HVAC) ; Air inlet/recirculation housing	K4	LOOSE	68048898AA	SEAL IT	1		30.61	$567.30
A	24653116	Housing/case, heat ventilation and air conditioning (HVAC) ; Seal Kit			68322968AA	HOUSING	1	X	56.84	$0.00
A	24653116	Housing/case, heat ventilation and air conditioning (HVAC) ; Seal Kit			68048898AA	SEAL KIT	1		30.61	$0.00
A	95400141	Loaner Car ; Standard Line Vehicles			68322968AA	HOUSING	1	X	56.84	$315.00
A	95400141	Loaner Car ; Standard Line Vehicles			68048898AA	SEAL KIT	1		30.61	$315.00

RO Narratives

(RO) Customer Concern:

WIGENERAL WIRECALL MISC WARRANTY REPAIR

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES HEARS WHISTLING NOISE COMING FROM AIR VENTS SOP HERE

(Claim) Cause:

ROADTEST.WHISTLING NOISE COMING FROM BEHIND DASH.CONTACT STAR.. CASE NUMBER-[redacted]AS THE STAR CASE FOR [redacted]WAS ALREADY PERFORMED AND STILL HEAR S NOISE

(Claim) Correction:

AS PER STAR CASE [redacted]1 RECOMMENDED REPLACING AIR INLET HOUSING.REMOVE DASH REMOVE A/C HOUSING REMOVE AND REPLACE AIR INLET HOUSING.AND SEALS.VACUUM SY STEMCHARGE TO SPEC.ROADTEST

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted]
Build Date	08 30 01	**Plant**	LTILLO TRU K EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	1 04 01
Claim Type	afet (Recalls)	**Repair Date**	03 30 018
Claim Status	Paid	**Mileage (Miles)**	5 390

Expense

Labor	$38 1	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$38 1

Dealer Information

Code	[redacted]	**Name**	ULLM N DODGE HRY LER PLYMOUTH IN	**Zone**	66 ORL NDO
Address	130 ND ENUE ULLM N L 35056				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	19U11185	Saf t R all U11 Brak Transmissi n hift Interl ck Inspect Brake Transmissi n hift Interl ck (BT I) Functi nalit and Perf rm B M ft are Update (018 M del Year nl)	U	UN D BLE (N RR TI E REQUIRED)						$38 1

RO Narratives

(RO) Customer Concern

U11 Saf t R all U11 Brak Tran mi i n Shift Int rl k (R all)

(RO) Cause

PER HRY LER REQUE T

(RO) Correction

PER RE LL PERFORMED IN PE TION UPD TED B M

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

N

(Claim) Cause

N

(Claim) Correction

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted]
Build Date	09 016	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	0 1 017
Claim Type	afet (Recall)	**Repair Date**	0 0 01
Claim Status	Paid	**Mileage (Miles)**	6, 0

Expense

Labor	$4	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$4

Dealer Information

Code	[redacted]	**Name**	NDER ON CHRY JEEP DODGE	**Zone**	70 PHOENI
Address	9 0 N HIGH Y 9 L KE H U CITY 6404				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	19T791	afet Recall T79 Brake Tran mi ion hift Interlock In pect Brake Tran mi ion hift Interlock (BT I) Functionality and Perform BCM oftware Update	UC	UNCOD BLE (N RR T E REQUIRED)						$4

RO Narratives

(RO) Customer Concern

LUBE OIL FILTER DIE EL ROT TE TIRE C R LT TRUCK $19 9 6 POINT EHICLE IN PECTION REC LL REC LL

(RO) Cause

N

(RO) Correction

Changed oil filter and lubed the cha i when ROT TED TIRE

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

N

(Claim) Cause

N

(Claim) Correction

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted]
Build Date	06 09 017	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	07 1 017
Claim Type	arrant	**Repair Date**	0 0 01
Claim Status	Paid	**Mileage (Miles)**	0,755

Expense

Labor	$79 49	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$79 49

Dealer Information

Code	[redacted]	**Name**	LITHI CHRY LER JEEP DODGE	**Zone**	70	PHOENI
Address	4540 GRUMMAN DR , MEDFORD, OR 97504					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	181904GQ	Module, Engine Control (ECM) ; Module Engine Control (ECM) Reprogram Quicklearn 6 RFE Only (A/T)	CC	ENDING UNIT EN OR						$79 49

RO Narratives

(RO) Customer Concern

CU TOMER TATE THE CHECK ENGINE LIGHT I ILLUMINATED P0 0F CU TOMER TATE COMPLY WITH ERVICEACTION #U11

(RO) Cause

(RO) Correction

[redacted]FOUND CODE P0 0F AND ERVICEINFORMATION LEAD ME TO PERFORM [redacted] 17AND FLA H THE PCM AFTER PCM FL H ND RFEQUICK LE RN LL I GOOD NO EE TORY CU TOMER T TE THE CHECKENGINE LIGHT I ILLUMIN TED 07 U11 BCM FL H 19 U1 11 0 4HR TECH PERFORMED REC LL U11 CU TOMER T TE COMPLY ITH ERVICE ACTION #

(RO) Technical Notes:

N

GCS Narratives

(Claim) Customer Concern

CHECK ENGINE LIGHT I ILLUMINATED P0 0F

(Claim) Cause:

[redacted]

(Claim) Correction

PERFORM T B FOR CU TOMER CONCERN

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted]
Build Date	06/09/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	07/31/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	03/30/2018
Claim Status	Paid	**Mileage (Miles)**	20,755

Expense

Labor	$45.42	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$45.42

Dealer Information

Code	[redacted]	**Name**	LITHIA CHRYSLER JEEP DODGE	**Zone**	70	PHOENIX
Address	4540 GRUMMAN DR. , MEDFORD, OR 97504					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19U11182	Safety Recall U11 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update (2017 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$45.42

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES THE CHECK ENGINE LIGHT IS ILLUMINATED [redacted] CUSTOMER STATES COMPLY WITH SERVICEACTION #U11

(RO) Cause:

. .

(RO) Correction:

[redacted] FOUND CODE [redacted] AND SERVICEINFORMATION LEAD ME TO PERFORM [redacted] AND FLASH THE PCM. AFTER PCM FLASH AND RFEQUICK LEARN ALL IS GOOD AS NOW SEE STORY CUSTOMER STATES THE CHECKENGINE LIGHT IS ILLUMINATED [redacted] BCM FLASH. [redacted] TECH PERFORMED RECALL U11 CUSTOMER STATES COMPLY WITH SERVICE ACTION #_____

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CHECK ENGINE LIGHT IS ILLUMINATED [redacted]

(Claim) Cause:

[redacted]

(Claim) Correction:

PERFORM TSB FOR CUSTOMER CONCERN

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted]
Build Date	11/24/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	12/22/2017
Claim Type	W - Warranty	**Repair Date**	03/30/2018
Claim Status	Paid	**Mileage (Miles)**	3,908

Expense

Labor	$232.31	**Sublet**	$53.69	**Part**	$0.00	**Total Paid**	$286.00

Dealer Information

Code	[redacted]	**Name**	BINGHAMTON CHRYSLER JEEP DODGE,	**Zone**	32 NEW YORK
Address	1279 UPPER FRONT ST , BINGHAMTON, NY 13901				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08902701	Wiring harness, antilock brakes	X6	TERMINALS DAMAGED	68018957AA	WIRING	1	X	31.85	$161.33
A	08902701	Wiring harness, antilock brakes	X6	TERMINALS DAMAGED	52112286AA	WIRING	1		20.37	$161.33
A	08902701	Wiring harness, antilock brakes	X6	TERMINALS DAMAGED	68064249AA	CLIP	1		1.47	$161.33
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68018957AA	WIRING	1	X	31.85	$70.98
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			52112286AA	WIRING	1		20.37	$70.98
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68064249AA	CLIP	1		1.47	$70.98

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
OWNER STATES ABS LIGHT IS ON

(Claim) Cause:
FOUND BURNED HARNESS B6,B7

(Claim) Correction:
REPLACED 2 CONNECTORS AND CHECKS OK

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	018	**Body**	[redacted]
Build Date	09 017	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10 7 017
Claim Type	afet (Recall)	**Repair Date**	0 1 01
Claim Status	Paid	**Mileage (Miles)**	6 010

Expense

Labor	$1 1	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$1 1

Dealer Information

Code	[redacted]	**Name**		**Zone**	NE YORK
Address					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	19U111 1	afet Recall U11 Brake Tran mi ion hift Interlock In pect Brake Tran mi ion hift Interlock (BT I) Functionalit and erif BCM oftware Le el (017 01 Model Year)	UC	UNCOD BLE (N RR TI E REQUIRED)						$1 1

RO Narratives

(RO) Customer Concern

ELECTRIC L Y TEM ab warning on go on and off Ha not come on in about 0 mile or o Recall # U11 Launch Date 0 1 01 BR KE TR N MI ION HIFT INTERLOCK MULTI POINT IN PECTION

(RO) Cause

Update BCM to new oftware le el

(RO) Correction

Cu tomer returning pril for replacement of brake witch Recall # U11 Launch Date 0 1 01 BR KE TR N MI ION HIFT INTERLOCK

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

N

(Claim) Cause

N

(Claim) Correction

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	Year	018	Body	[redacted]
Build Date	10 4 01	Plant	LTILLO TRU K EMBLY PL NT	Coverage Code	[redacted]

Claim Information

Claim #	[redacted]	In Service Date	03 6 018
Claim Type	arrant	Repair Date	04 03 018
Claim Status	Paid	Mileage (Miles)	1 38

Expense

Labor	Sublet	Part	Total Paid
$48 00	$40 46	$0 00	$88 46

Dealer Information

Code	[redacted]	Name		Zone	1	LO NGELE
Address					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	08501804	Lamp c urtes auxiliar (LED) R ar at Right	U	UN OD BLE (N RR TI E REQUIRED)	5505 86 D	L MP	1		40 46	$48 00

RO Narratives

(RO) Customer Concern

OP P [redacted] [redacted] [RE R LED L MPUNDER E T NOT ORKING OP P RT IN TO K] PERFORM R H PER UST MER REQUEST SET TIRE PRESSURES ND RE RD

(RO) Cause

N

(RO) Correction

1 38 TE HNI I N PERFORMED IN PE TION LEDUNDER E T NONE OPER TION L P RT PRE IOU LYORDER TE HNI I N INST LLED LED LIGHT NDRET INER UNDER RE R LEFT SIDE SE T TESTED ND PER TING S DESIGNED S P P RT [redacted] D [RE R LED L MP UNDER E TNOT ORKING OP P RT IN TO K] TO I P MI ELL NEOU MI ELL NEOU PERFORM R H PER U TOMER REQUE T ET TIRE PRE URE ND E ORD

(RO) Technical Notes

INTERN L DEFE T

GCS Narratives

(Claim) Customer Concern

OP P [redacted] [RE R LED L MP UNDER E T NOT ORKING OP P RT IN TO K]

(Claim) Cause

INTERN L DEFE T

(Claim) Correction

PERFORM IN PE TION ND ERIFIED ON ERN TE TED PO ER ND GROUND TO L MP ND FO UND TO BE GOOD TE HNI I N REPL ED DRI ER E T L MP DUE TO INTERN L F ILURE R E TED ND FOUND ONDITION ORRE TED

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	018	**Body**	[redacted]
Build Date	01 0 01	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	0 018
Claim Type	arrant	**Repair Date**	04 0 01
Claim Status	Paid	**Mileage (Miles)**	3 95

Expense

Labor	$1 3 34	**Sublet**	$ 00 0	**Part**	$0 00	**Total Paid**	$3 3 54

Dealer Information

Code	[redacted]	**Name**	CRY T L CHRY LER JEEP DODGE CENTER	**Zone**	71	LO NGELE
Address	36 444 UTO P RK DRI E THEDR L ITY 9 34					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
B	0 19100	M dule anti l ck brake control ll other	4	GROUNDED OR HORTED	6 4709 B	MODULE	1		00 0	$ 7 7
	0 91TJK	Fuse Link P er Di tribution Center (Rela & Fuses)	1C	ONNE TOR LOO E NOT TT HED						$ 9
	410000	Operation diagno tic ith repair Must be used in conjunction with appr priate repair Lab r Operati n								$ 6 67

RO Narratives

(RO) Customer Concern

Electrical N n P M Flashes ncern [U TOMER T TE TR ILER PLUG IN BED NOT ORKING TR ILER LIGHT DONTTURN ON CHECK ND D I E] Electrical Non PCM Fla he Concern [CU TOMER T TE TR CTION ND B LIGHT RE ON CHECK ND D I E] ut matic Transmissi n ncern [U TOMER T TE HEN YOU PUT IN P RK THEIR LOUD LI KING NOI E FROM TR N MI ION CHECK ND D I E] Multi point in pection (according to maintenance inter al) Check Tire Pre ure RENT L

(RO) Cause

F F F F F F

(RO) Correction

3 95 Related t line B Electrical N n P M Flashes ncern [U TOMER T TE TR ILER PLUG IN BED NOT ORKING TR ILER LIGHT DONT TURN ON CHECK ND D I E] ELECTR C L MINOR 79 B module internal hort cau ed b PDCpin 6 loo e erified cu tomer concern canned for DTC' and found multiple DTC' relating to B module offline and loo ingcommunication with other m dules learedDT s and retested 00 49 B M duleInternal Internal Electr nic Failure Rem ed and replaced B m dule B moduleback online but DTC i till acti e Contacted T R [redacted] Te ted powerand ground while wiggling harne foundpower at 00 circuit g ing pen hen iggling harness near PD Inspected harnessand PD 3 c nnect r F und pin 6 n t full in c nnect r Inserted pin full int c nnect r until it click in nnected B m dule and DT s ent st red Requesting 00time f r diag Electrical N n PCM Fla he Concern [CU TOMER T TE TR CTION ND B LIGHT RE ON CHECK ND D I E] ELECTRIC L MINOR 79 Related t line B ut matic Transmissi n ncern [U TOMER T TE HEN YOU PUT IN P RK THEIR LOUD LI KING NOI E FROM TR N MI ION CHECK ND D I E] UTO TR N Multi point in pection (according to maintenanceinter al) Check Tire Pre ure ET TIRE PRE URE ND RECORD RENT L RENT L EHICLE RENT L UBLET REP IR

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern:

CUST SCAME IN FOR ABS AND TRACTION CONTROL LIGHT ON CUST STATES TRACTION AND ABS LIGHTS ON

(Claim) Cause:

ABS MODULE SHORTED CONNECTOR LOOSE NOT SEATED

(Claim) Correction:

VERF FOUND CONNECTOR NOT SEATED LOOSE VERF INTERNAL FAILURE WITH MODULE REMOVED AND REPLACED

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted]
Build Date	11/28/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	12/22/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	04/04/2018
Claim Status	Paid	**Mileage (Miles)**	1,909

Expense

Labor	$58.49	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$58.49

Dealer Information

Code	[redacted]	**Name**	JACKSONVILLE CHRYSLER JEEP DODGE	**Zone**	66 ORLANDO
Address	9600 ATLANTIC BLVD , JACKSONVILLE, FL 32225				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19U11185	Safety Recall U11 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update (2018 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$58.49

RO Narratives

(RO) Customer Concern:

(Multi-point inspection according to maintenance interval) U11 Safety Recall U11 - Brake Transmission Shift Interlock (Recall CSN 1)

(RO) Cause:

Safety Recall U11 / NHTSA 18V-100 Brake Transmission Shift Interlock

(RO) Correction:

A MULTI-POINT INSPECTION HAS BEEN PERFORMED ON YOUR VEHCILE. THIS INSPECTION COVERS SAFETY ITEMS AND FLUID CONDITIONS ON YOUR VEHICLE. PLEASE SEE THE ATTACHED VEHICLE CHECKUP COPY FOR YOUR RESULTS. [redacted] hours Inspect BTSI Functionality and 19-U1-1 Perform BCM Software Update (2018 Model Year Only) Calibration: 2018 DS DX DJ D2 DD DF DP BCM Current Part Number: [redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted]
Build Date	07/16/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	09/28/2017
Claim Type	S Safety (Recalls)	**Repair Date**	04/04/2018
Claim Status	Paid	**Mileage (Miles)**	9,229

Expense

Labor	$32.61	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$32.61

Dealer Information

Code	[redacted]	**Name**	TATE'S AUTO CENTER OF GALLUP, INC	**Zone**	70 PHOENIX
Address	1200 W JEFFERSON AVE , GALLUP, NM 87301				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19U11182	Safety Recall U11 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update (2017 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$32 61

RO Narratives

(RO) Customer Concern:

Moved to: [redacted] Line: B BRAKE TRANSMISSION SHIFT INTERLOCK

(RO) Cause:

(RO) Correction:

Moved to [redacted] A SPLIT REPAIR ORDER Moved to [redacted] B SPLIT REPAIR ORDER 9229 Inspect BTSI Functionality and19-U1-11-82 0.4 hours Perform BCM SoftwareUpdate (2017 Model Year Only) DRIVEABILITY

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted]
Build Date	02/01/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	03/16/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	04/04/2018
Claim Status	Paid	**Mileage (Miles)**	32,770

Expense

Labor	$58.00	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$58.00

Dealer Information

Code	[redacted]	**Name**		**Zone**	71	LOS ANGELES
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19U11182	Safety Recall U11 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update (2017 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$58.00

RO Narratives

(RO) Customer Concern:

RECALL U11 (BRAKE TRANSMISSION SHIFT INTERLOCK) CUSTOMER REQUESTS SYNTHETIC OIL AND FILTER CHANGE CUSTOMER REQUESTS REPLACEMENT OF BOTH FUEL FILTERS PERFORM FREE MULTI POINT INSPECTION SET ALL TIRES PRESSURES PER FACTORY SPECIFICATIONS

(RO) Cause:

NA

(RO) Correction:

PERFORMED RECALL U11 INSPECTED BTSI THEN FLASHED BCM [redacted] PERFORMED SYNTHETIC OIL AND FILTER CHANGE REPLACED BLOCK MOUNTED AND CHASSIS MOUNTED FUEL FILTERS PERFORMED INSPECTION (SEE ATTACHED) E SET TIRES PRESSURES FRONT 60PSI AND REAR TO 80PSI

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted]
Build Date	06/24/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	09/11/2017
Claim Type	W - Warranty	**Repair Date**	04/04/2018
Claim Status	Paid	**Mileage (Miles)**	11,995

Expense

Labor	$31.33	**Sublet**	$40.04	**Part**	$0.00	**Total Paid**	$71.37

Dealer Information

Code	[redacted]	**Name**	RAMEY CHRYSLER DODGE JEEP	**Zone**	35 WASHINGTON
Address	27992 GOV. G. C. PEERY HWY. , NORTH TAZEWELL, VA 24630				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08141809	Sensor, wheel speed-Anti-lock brakes ; rear - left	ML	CHECK ENGINE/SERVICE ENGINE SO	04779981AC	SENSOR	1	X	40.04	$18.80
A	08141860	Sensor, wheel speed-Anti-lock brakes ; Dual Rear Wheel Equipped equipped			04779981AC	SENSOR	1	X	40.04	$12.53

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES SERVICE ELECTRIC BRAKE SYSTEM MSG IS ON...ABS LIGHT IS ON....TRACTION CONTROL LIGHT IS ON...CHECK AND ADVISE DEALER FREE 27 PT INSPECTION

(RO) Cause:

C0037 LR SPEED SENSOR CIRCUIT

(RO) Correction:

FOUND OPEN IN SPEED SENSOR REPLACED LR SPEED SENSOR...CLEARED DCTS COMPLETED SAFETY INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES SERVIE ELECTRIC BRAKE SYSTEM MESSAGE IS ON...ABS LIGHT IS ON.. ..TRACTION CONTROL LIGHT IS ON....CHECK AND ADVISE

(Claim) Cause:

C0037 LEFT REAR SPEED SENSOR CIRCUITFOUND OPEN IN SPEED SENSOR

(Claim) Correction:

, REPLACED LEFT REAR SPEED SENSOR

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted]
Build Date	02/08/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/08/2017
Claim Type	W - Warranty	**Repair Date**	04/04/2018
Claim Status	Paid	**Mileage (Miles)**	10,800

Expense

Labor	$593.09	**Sublet**	$247.20	**Part**	$0.00	**Total Paid**	$840.29

Dealer Information

Code	[redacted]	**Name**	SPORT DODGE	**Zone**	35 WASHINGTON
Address	6831 BLACK HORSE PIKE , EGG HARBOR TOWNSHIP, NJ 08234				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08191001	Module, anti-lock brake control ; RWAL equipped	14	BURNED OR BURNED OUT	68347098AA	MODULE	1	X	236.80	$21.18
A	08191001	Module, anti-lock brake control ; RWAL equipped	14	BURNED OR BURNED OUT	68144653AA	FUSE	1		5.20	$21.18
A	08191001	Module, anti-lock brake control ; RWAL equipped	14	BURNED OR BURNED OUT	68144445AA	FUSE	1		5.20	$21.18
A	08951507	Fuse ; ABS, ESP, Traction Control, Air suspension. Chassis Control System			68347098AA	MODULE	1	X	236.80	$21.18
A	08951507	Fuse ; ABS, ESP, Traction Control, Air suspension. Chassis Control System			68347098AA	MODULE	1	X	236.80	$21.18
A	08951507	Fuse ; ABS, ESP, Traction Control, Air suspension. Chassis Control System			68144653AA	FUSE	1		5.20	$21.18
A	08951507	Fuse ; ABS, ESP, Traction Control, Air suspension. Chassis Control System			68144653AA	FUSE	1		5.20	$21.18
A	08951507	Fuse ; ABS, ESP, Traction Control, Air suspension. Chassis Control System			68144445AA	FUSE	1		5.20	$21.18
A	08951507	Fuse ; ABS, ESP, Traction Control, Air suspension. Chassis Control System			68144445AA	FUSE	1		5.20	$21.18
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68347098AA	MODULE	1	X	236.80	$529.55
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68144653AA	FUSE	1		5.20	$529.55
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68144445AA	FUSE	1		5.20	$529.55

RO Narratives

(RO) Customer Concern:

TOWED IN - CUSTOMER STATES THAT THEVEHICLE WILL NOT START. CUSTOMER STATES PROGRAM KEY FOB.

(RO) Cause:

SHORTED COMPONENT

(RO) Correction:

MODULE/CONTROL, ANTI-LOCKBRAKE-Replace (A) REVISED WIRING / FUSE KIT REVISED WIRING / FUSE KIT DIAGNOSTIC TIME. MODULE/CONTROL, ANTI-LOCKBRAKE-Replace (A) REVISED WIRING / FUSE KIT REVISED WIRING / FUSE KIT DIAGNOSTIC TIME FOR AUTO HEADLIGHTS PROGRAM REMOTE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

TOWED IN- CUSTOMER STATES THAT THE VEHICLE WILL NOT START

(Claim) Cause:

EXTENSIVE DIAGNOSIS TO FIND ANTI-LOCK BRAKE SYSTEM MODULE SHORTED

(Claim) Correction:

REPLACE ABS MODULE AND BLOWN FUSES FOR ABS PUMP MOTOR AND INTERNAL ABS MODULE, RECONFIGURED VEHICLE, AND INITIATED ABS.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 SLT CREW CAB 4X2
Build Date	10/07/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11/27/2017
Claim Type	afety (Recall)	**Repair Date**	04/05/ 018
Claim Status	Paid	**Mileage (Miles)**	4,76

Expense

Labor	$40 93	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$40 93

Dealer Information

Code	[redacted]	**Name**	BENSON CHRY DODGE JEEP	**Zone**	66	ORLANDO
Address	400 W WADE HAMPTON BLVD , GREER, C 9650					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19T79182	Safety Recall T79 Brake Tran mi ion hift Interlock ; In pect Brake Transmission Shift Interlock (BT I) Functionality and Perform BCM oftware Update	UC	UNCODABLE (NARRAT VE REQUIRED)						$40 93

RO Narratives

(RO) Customer Concern:

T79 CUSTOMER STATES RADIO DOES NOT RECOGNIZE VOICE 23 POINT INSPECTION

(RO) Cause:

RECALL ALL SYSTEMS CHECK OK PLEASE CHECK OVER WITH INSPECTION SHEET

(RO) Correction:

UPDATED BRAKE TRAN MI ION HIFT INTERLOCK MODULE TE TED VOICE COMMAND AND CHANGED RADIO TATION FREE POINT IN PECTION COMPLETE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

[redacted]

(Claim) Cause:

RECALL

(Claim) Correction:

UPDATED BRAKE TRANSMISSION SHIFT INTERLOCK MODULE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - RAM 3500 LARAMIE MEGA CAB 4X4
Build Date	08/29/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/02/2017
Claim Type	F Service Contract	**Repair Date**	04/06/2018
Claim Status	Paid	**Mileage (Miles)**	15,814

Expense

Labor	$0.00	**Sublet**	$0.00	**Part**	$85.00	**Total Paid**	$85.00

Dealer Information

Code	[redacted]	**Name**	FINNEGAN CHRYSLER JEEP DODGE	**Zone**	63 DALLAS
Address	26433 SOUTHWEST FREEWAY , ROSENBERG, TX 77471				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26860303	Maintenance Interval Schedule B ; To be used every 3,000 Intervals	MC	MAINTENANCE CARE						$0 00
B	26860303	Maintenance Interval Schedule B ; To be used every 3,000 Intervals	MC	MAINTENANCE CARE						$0.00
A	95260001	Maintenance Allowance ; Fixed Cost Maintenance								$75.00
B	95260002	Maintenance Allowance ; TIRE ROTATION								$10.00

RO Narratives

(RO) Customer Concern:

Change diesel engine oil and filter(synthetic oil may be required based on geographic location) Rotate tires Moved to [redacted]ine A Moved to:[redacted]ine: B Moved to:[redacted]Line: C Multi-point inspection (according to maintenance interval) CALL Four Wheel Alignment Diesel Fuel Filter 6 7 [REPLACE BOTH FILTERS]

(RO) Cause:

F F

(RO) Correction:

[redacted]COMPLETED OIL AND FILTER CHANGE Change diesel engine oil and filter (synthetic oilmay be required based on geographic location) FRIDAY AT FINNEGAN DIESELSPECIAL FOR 5 9 AND 6 7,LUBE OIL CHANGE WITH FILTER $79 95 PLUS TAXES [redacted] ROTATED TIRES PER MAINTENANCESCHEDULE Rotate tires ROTATE TIRES Moved to 211162C Line A Moved to 211162C Line B Moved to [redacted]ine [redacted] COMPLETED ELECTRONIC VEHICLEINSPECTION REPORT Multi point inspection (according to maintenanceinterval) 23 POINT COMPLIMENTARY VEHICLE CHECK UP [redacted]TECH PERFORMED ( ) WHEELALIGNMENT TO FACTORY SPECS... CHECKED,ADJUSTED & RESET TOE, CASTER, CAMBER, ETC. ASNECESSARY + CHECKED TIRES & TEST DROVEVEHICLE SLIGHT TIRE PULL RIGHT DUE TO WORNTIRES RECOMMENDED TIRES Four Wheel Alignment FOUR WHEEL ALIGNMENT $129 95 15816 160 REPLACED BOTH CHASSIS AND ENGINEMOUNTED FUEL FILTERS Diesel Fuel Filter 6 7 [REPLACE BOTH FILTERS] Diesel Fuel Filter 6.7 $149.95

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	018	**Body**	[redacted]
Build Date	09 0 017	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10 7 017
Claim Type	arrant	**Repair Date**	04 06 01
Claim Status	Paid	**Mileage (Miles)**	14 0 9

Expense

Labor	$ 9	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$ 9

Dealer Information

Code	[redacted]	**Name**	G RY OOD CHRY LER DODGE JEEP	**Zone**	74	DEN ER
Address	HIGH Y 60 BU INE 60 E UROR MO 6 60					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	0 600 70	Radio/Telematic Gateway Module Exchange unit	61	INTERMITTENT OPER TION						$ 9

RO Narratives

(RO) Customer Concern:

CU TOMER T TE TH T THE R DIO I FRO E ND ILL NOT UNLOCK

(RO) Cause

N

(RO) Correction

AFTER TE TING FOUND BAD RADIO

(RO) Technical Notes:

N

GCS Narratives

(Claim) Customer Concern

CU TOMER TATE THAT THE GP I FRO E

(Claim) Cause:

FTER TE TING ND PERFORMING H RD REBOOT

(Claim) Correction

REPL CE R DIO ITH E CH NGE UNIT

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	018	**Body**	[redacted]
Build Date	10 0 017	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	0 0 018
Claim Type	afet (Recall)	**Repair Date**	04 09 01
Claim Status	Paid	**Mileage (Miles)**	6

Expense

Labor	$ 0 9	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$ 0 9

Dealer Information

Code	[redacted]	**Name**	JEFF YLER CHRY LER JEEP	**Zone**	4 DETROIT
Address	111 T TE ROUTE 3 B T I OH 45103				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	19U111	afet Recall U11 Brake Transmissi n hift Interl ck Inspect Brake Tran mi ion hift Interlock (BT I) Functi nalit and Perf rm B M oftware Update (01 Model Year Onl)	U	UN OD BLE (N RR TI E REQUIRED)						$50 95

RO Narratives

(RO) Customer Concern

U TOMER T TE PERFORM OPEN RE LL U11

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

N

(Claim) Cause

N

(Claim) Correction

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	01	**Body**	[redacted]
Build Date	09 017	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10 7 017
Claim Type	arrant	**Repair Date**	04 09 01
Claim Status	Paid	**Mileage (Miles)**	6 6

Expense

Labor	$ 6 4	**Sublet**	$16 61	**Part**	$0 00	**Total Paid**	$

Dealer Information

Code	[redacted]	**Name**		**Zone**	NE YORK
Address					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	0 0 401	witch en or brake pedal	4	GROUNDED OR HORTED	6 07 700 E	EN OR	1		16 61	$ 6 4

RO Narratives

(RO) Customer Concern

BR KE right ide front making hard creeching noi e traight at higher peed no en or light on low peed in parking lot ou can feel it Cu tomer tate B light on

(RO) Cause

found fault code ab [redacted] top lamp general elaectrical failure check wiring circuit to brake lamp witch

(RO) Correction

rock wa in backing plate clean and adju t all front all opereatinga de igned replace brake lamp witch

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

CU TOMER T TE B LIGHT ON

(Claim) Cause

FOUND F ULT CODE B B 17 01 TOP L MP GENER L EL ECTRIC L F ILURE CHECK IRING CIRCUIT ND TO BR KE L MP ITCH FOUND THE ITCH HORTED OUT PO ER TO ITCH THOUGH DETERMINED ITCH NEED TO BE REPL CED

(Claim) Correction

REPL CE BR KE L MP ITCH

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 LARAMIE CREW CAB 4X4
Build Date	03/24/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/10/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	04/10/2018
Claim Status	Paid	**Mileage (Miles)**	19,972

Expense

Labor	$46.92	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$46.92

Dealer Information

Code	[redacted]	**Name**	KUNES COUNTRY CHRYSLER DODGE JEEP	**Zone**	51 CHICAGO
Address	1300 HIGHWAY 67 SOUTH , ELKHORN, WI 53121				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19U11182	Safety Recall U11 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update (2017 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$46.92

RO Narratives

(RO) Customer Concern:

Recall #: U11, Launch Date: 02/15/2018 - BRAKE TRANSMISSION SHIFT INTERLOCK customer states that the abs light comes on and off on an intermindent basis - more over rumble strips job added after write-up by ken 4/9 8:20 - warranty rental [redacted]

(RO) Cause:

Recall #: U11, Launch Date: 02/15/2018 - BRAKE TRANSMISSION SHIFT INTERLOCK TEST DROVE-NO WARNING LIGHTS ON AT THIS TIME. SCANNED FOR DTCS: SEE PRINTOUT: ONLY 1 STORED DTC IN DDM (DRIVER DOOR MODULE) B224F-54 (DOOR MODULE INTERNAL-MISSING CALIBRATION). NO ABS OR ABS RELATED DTCS AT THIS TIME. HOISTED AND INSPECTED: NO OBVIOUS ISSUES. CHECKED TSBS AND SOFTWARE UPDATES--NONE APPLICABLE. TEST DROVE AGAIN INCLUDING ROADS WITH RUMBLE STRIPS: NO WARNING LIGHTS CAME ON AND NO DTCS SET. PROBLEM MAY HAVE TO OCCUR MORE FREQUENTLY TO BE ABLE TO DIAGNOSE.

(RO) Correction:

Inspect BTSI Functionality and [redacted] hours Perform BCM Software Update (2017 Model Year Only)

(RO) Technical Notes:

ABS LIGHT ON AT TIMES

GCS Narratives

(Claim) Customer Concern:

ABS LIGHT IS ON AT TIMES

(Claim) Cause:

TEST DROVE - NO LIGHTS ON NOW. SCANNNED - B224F-54 - NOABS OR ABS RELEATED DTC S AT THIS TIME. HOISTED AND INSPECTED - NO OBVIOUS ISSUES. CHK TSBS AND UPDATE S - NON

(Claim) Correction:
RELEASED TO CUSTOMER

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 LARAMIE CREW CAB 4X4
Build Date	03/24/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/10/2017
Claim Type	W - Warranty	**Repair Date**	04/10/2018
Claim Status	Paid	**Mileage (Miles)**	19,972

Expense

Labor	$58.65	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$58.65

Dealer Information

Code	[redacted]	**Name**	KUNES COUNTRY CHRYSLER DODGE JEEP	**Zone**	51 CHICAGO
Address	1300 HIGHWAY 67 SOUTH , ELKHORN, WI 53121				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85418602	ABS/ESP/Speed Control and ITBM, Trouble Not Found ; ABS	UC	UNCODABLE (NARRATIVE REQUIRED)						$58.65

RO Narratives

(RO) Customer Concern:

Recall #: U11, Launch Date: 02/15/2018 - BRAKE TRANSMISSION SHIFT INTERLOCK customer states that the abs light comes on and off on an intermindent basis - more over rumble strips job added after write-up by ken 4/9 8:20 - warranty rental [redacted]

(RO) Cause:

Recall #: U11, Launch Date: 02/15/2018 - BRAKE TRANSMISSION SHIFT INTERLOCK TEST DROVE-NO WARNING LIGHTS ON AT THIS TIME. SCANNED FOR DTCS: SEE PRINTOUT: ONLY 1 STORED DTC IN DDM (DRIVER DOOR MODULE)[redacted](DOOR MODULE INTERNAL-MISSING CALIBRATION). NO ABS OR ABS RELATED DTCS AT THIS TIME. HOISTED AND INSPECTED: NO OBVIOUS ISSUES. CHECKED TSBS AND SOFTWARE UPDATES--NONE APPLICABLE. TEST DROVE AGAIN INCLUDING ROADS WITH RUMBLE STRIPS: NO WARNING LIGHTS CAME ON AND NO DTCS SET. PROBLEM MAY HAVE TO OCCUR MORE FREQUENTLY TO BE ABLE TO DIAGNOSE.

(RO) Correction:

Inspect BTSI Functionality and [redacted]ours Perform BCM Software Update (2017 Model Year Only)

(RO) Technical Notes:

ABS LIGHT ON AT TIMES

GCS Narratives

(Claim) Customer Concern:

ABS LIGHT IS ON AT TIMES

(Claim) Cause:

TEST DROVE - NO LIGHTS ON NOW. SCANNNED -[redacted]- NOABS OR ABS RELEATED DTC S AT THIS TIME. HOISTED AND INSPECTED - NO OBVIOUS ISSUES. CHK TSBS AND UPDATE S - NON

(Claim) Correction:

RELEASED TO CUSTOMER

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 LARAMIE CREW CAB 4X4
Build Date	03/24/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/10/2017
Claim Type	W - Warranty	**Repair Date**	04/10/2018
Claim Status	Paid	**Mileage (Miles)**	19,972

Expense

Labor	$0.00	**Sublet**	$0.00	**Part**	$35.00	**Total Paid**	$35.00

Dealer Information

Code	[redacted]	**Name**	KUNES COUNTRY CHRYSLER DODGE JEEP	**Zone**	51 CHICAGO
Address	1300 HIGHWAY 67 SOUTH , ELKHORN, WI 53121				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85418602	ABS/ESP/Speed Control and ITBM, Trouble Not Found ; ABS	OD							$0.00
A	95400141	Loaner Car ; Standard Line Vehicles								$35.00

RO Narratives

(RO) Customer Concern:

Recall #: U11, Launch Date: 02/15/2018 - BRAKE TRANSMISSION SHIFT INTERLOCK customer states that the abs light comes on and off on an intermindent basis - more over rumble strips job added after write-up by ken 4/9 8:20 - warranty rental [redacted]

(RO) Cause:

Recall #: U11, Launch Date: 02/15/2018 - BRAKE TRANSMISSION SHIFT INTERLOCK TEST DROVE-NO WARNING LIGHTS ON AT THIS TIME. SCANNED FOR DTCS: SEE PRINTOUT: ONLY 1 STORED DTC IN DDM (DRIVER DOOR MODULE) [redacted] DOOR MODULE INTERNAL-MISSING CALIBRATION). NO ABS OR ABS RELATED DTCS AT THIS TIME. HOISTED AND INSPECTED: NO OBVIOUS ISSUES. CHECKED TSBS AND SOFTWARE UPDATES--NONE APPLICABLE. TEST DROVE AGAIN INCLUDING ROADS WITH RUMBLE STRIPS: NO WARNING LIGHTS CAME ON AND NO DTCS SET. PROBLEM MAY HAVE TO OCCUR MORE FREQUENTLY TO BE ABLE TO DIAGNOSE.

(RO) Correction:

Inspect BTSI Functionality and [redacted] 0.4 hours Perform BCM Software Update (2017 Model Year Only)

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

RENTAL COVERAGE

(Claim) Cause:

RENTAL COVERAGE

(Claim) Correction:

RENTAL COVERAGE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 LARAMIE MEGA CAB 4X4
Build Date	09/28/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11/30/2016
Claim Type	S Safety (Recalls)	**Repair Date**	04/10/2018
Claim Status	Paid	**Mileage (Miles)**	35,663

Expense

Labor	$98.63	**Sublet**	$62.12	**Part**	$40.00	**Total Paid**	$200.75

Dealer Information

Code	[redacted]	**Name**	PROGRESSIVE DODGE	**Zone**	42 DETROIT
Address	7966 HILLS & DALES ROAD NW , MASSILLON, OH 44648				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	07T51182	Safety Recall T51 Diesel Water Pump ; Inspect for Vent and Replace Water Pump	UC	UNCODABLE (NARRATIVE REQUIRED)	CS2HT512AA	CAMPAIGN	1	X	41 62	$98 63
A	07T51182	Safety Recall T51 Diesel Water Pump ; Inspect for Vent and Replace Water Pump	UC	UNCODABLE (NARRATIVE REQUIRED)	68163849AB	ANTIFREEZ	1		20 50	$98 63
A	95400142	Loaner Car ; High Line Vehicles			CS2HT512AA	CAMPAIGN	1	X	41 62	$40 00
A	95400142	Loaner Car ; High Line Vehicles			68163849AB	ANTIFREEZ	1		20 50	$40 00

RO Narratives

(RO) Customer Concern:

RECALL T51 WATER PUMP MULTI POINT VEHICLE INSPECTION HJ CHECKED YOUR VEHICLE FOR OPEN SAFETY RECALLS CHECK FOR AVAILABLE SOFTWARE UPDATES. CUSTOMER AUTHORIZES APPLICABLE UPDATES TO BE COMPLETED. RENTAL WC REPLACE AIR FILTER

(RO) Cause:

RECALL RENTAL

(RO) Correction:

[redacted]INSPECTED WATER PUMP AND FOUND ITWAS A CONCENTRIC TYPE WITHOUT WEEP HOLE.REPLACED WATER PUMP AND REFILLED COOLINGSYSTEM PER T51 RECALL QC1510 Safety Recall T51 Diesel Water Pump Pressure Test and ReplaceInspect for Vent and Replace Water Pump (2 Skilled) Inspect for Vent Holeand Replace Water Pump [redacted]10 COMPLETED INSPECTION QC1510 MULTI-POINT VEHICLE INSPECTION MULTI POINT VEHICLE INSPECTION WE CHECKED YOUR VEHICLE FOR OPEN SAFETY RECALLS [redacted]NO ESSENTIAL UPDATES AVAILABLE QC1510 CHECK FOR AVAILABLE SOFTWARE UPDATES CUSTOMER AUTHORIZES APPLICABLE UPDATES TO BE COMPLETED CHRYSLER RENTAL PROGRAM $40/DAY IN HOUSE LOANER AGREEMENT4227 CHRYSLER RENTAL PROGRAM $40/DAY MISC SHOP CHARGES [redacted]10 REPLACED ENGINE AIR FILTER QC1510 REPLACE AIR FILTER

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 2500 LARAMIE CREW CAB 4X4
Build Date	10/05/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	12/27/2017
Claim Type	W - Warranty	**Repair Date**	04/10/2018
Claim Status	Paid	**Mileage (Miles)**	6,625

Expense

Labor	$120.23	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$120.23

Dealer Information

Code	[redacted]	**Name**	HOBLIT CHRYSLER JEEP DODGE, INC.	**Zone**	71 LOS ANGELES
Address	801 MAIN STREET , WOODLAND, CA 95695				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85412300	Body, Trouble Not Found ; Body	OD							$120.23

RO Narratives

(RO) Customer Concern:

CUST STATES WHEN HITTING BUMP ABOVE 55MPH TRUCKSHAKES VIOLENTLY CUST STATES LEFT REAR TIRE VALVE STEM LEAKS AIR CUST STATES AT SLOW SPEEDS SEAT BELT LIGHT COMES ON CUST STATES AT TIMES AFTER DISCONNECTING TRAILER ITSTILL SAYS TRAILER CONNECTED PLEASE CALIBRATE SPEEDO TO NEW TIRE SIZE RENTAL

(RO) Cause:

NA

(RO) Correction:

CHECKED AND TEST DROVE VEHICLE TO ATTEMPT TO VERIFYCUSTOMER CONCERN OF VIOLENT SHAKING WHEN HITTING BUMPS AT HIGHWAY SPEEDS, WAS UNABLE TO VERIFY CUSTOMER CONCERN AT THIS CHE3CKED AND VERIFIED CUSTOMER CONCERN OF LR WHEEL VALVE STEM IS LEAKING AIR, RPLACED VALVE STEM AND REFILLED TIRE TOFACTORY SPECS AND VERIFIED NO LEAKS. DURING TEST DRIVES WAS UNABLE TO VERIFY CUSTOMER CONCERN OFSEAT BELT LIGHT COMING ON AT ANY SPEED, CHECKED FOR CODESAND FOUND NONE PRESENT AT THIS TIME ACTIVE OR STORED. CHECKED FOR CODES, NONE FOUND AT THIS TIME. CHECKED FOR TSBSOR FLASH UPDATES FOR CUSTOMER CONCERN, NONE APPLY AT THISTIME. CHECKED TRAILER BRAKE MODULE SEVERAL TIMES TO ATTEMPT CHECKE3D AND NSET TIRE SIZE TO LARGEST TIRE SIZE FROM FACTORY TIRE SIZE LIST, SPEEDO IS STILL OFF BUT AM UNABLE TOCHANGE TIRE SIZE ANY FURTHER. CUSTOMER HAD RENTAL FOR 7 DAYS

(RO) Technical Notes:

WHEN HITTING BUMP ABOVE 55 MPH TRUCK SHAKES

GCS Narratives

(Claim) Customer Concern:

WHEN HITTING BUMP ABOVE 55 MPH TRUCK SHAKES

(Claim) Cause:

ATTEMPT TO VERIFY UNABLE TO DUPLICATE.

(Claim) Correction:
ROAD TEST WITH CUSTOMER

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	018	**Body**	[redacted] B 4 4
Build Date	10 05 01	**Plant**	LTILLO TRU K EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	1 01
Claim Type	arrant	**Repair Date**	04 10 018
Claim Status	Paid	**Mileage (Miles)**	6 6 5

Expense

Labor	$0 00	**Sublet**	$0 00	**Part**	$ 0 00	**Total Paid**	$ 0 00

Dealer Information

Code	[redacted]	**Name**	HOBLIT HRY LER JEEP DODGE IN	**Zone**	1	LO NGELE	
Address	801 M IN TREET OODL ND 95695						

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	8541 300	B d Tr uble N t F und B d	OD							$0 00
	95400141	Loaner Car tandard Line ehicles								$ 0 00

RO Narratives

(RO) Customer Concern

N

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

HEN HITTING BUMP BO E 55 MPH TRU K H KE

GCS Narratives

(Claim) Customer Concern

UPPLY CU TOMER ITH RENT L

(Claim) Cause

UPPLY U TOMER ITH RENT L

(Claim) Correction

UPPLY U TOMER ITH RENT L

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	01	**Body**	[redacted]
Build Date	03 06 201	**Plant**	S LTILL TRU K SSEMBL PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	03 31 201
Claim Type	S Saf t (R all)	**Repair Date**	04 10 2018
Claim Status	Paid	**Mileage (Miles)**	15 62

Expense

Labor	$34 64	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$34 64

Dealer Information

Code	[redacted]	**Name**	B IRD D DGE HR SLER JEEP	**Zone**	63	D LL S	
Address	6340 HIGH 49 S P R G ULD R 2450						

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	19U11182	S f t R c ll U11 Br k Tran mi i n Shift Int rl k In p t Brak Tran mi i n Shift Int rl k (BTSI) Fun ti nalit and P rf rm B M S ft ar Updat (201 M d l ar nl	U	UN D BLE (N RR TI E REQUIRED)						$34 64

RO Narratives

(RO) Customer Concern

PERF RM F T R RE LL S R T TE TIRES PERF RM 34 P INT INSPE TI N E PRESS L NE IL ND FILTER H N E

(RO) Cause:

N

(RO) Correction

PERF RMED TIRE R T TI N PERF RMED 34 PI PERF RMED IL ND FILTER H NGE

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

PERF RM F T R RE LL

(Claim) Cause

PEN RE LL U11

(Claim) Correction

PERF RMED U11

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 3500 ST CREW CAB 4X4
Build Date	01/28/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	03/31/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	04/11/2018
Claim Status	Paid	**Mileage (Miles)**	139,096

Expense

Labor	$149.27	**Sublet**	$49.42	**Part**	$0.00	**Total Paid**	$198.69

Dealer Information

Code	[redacted]	**Name**	HENDRICK CHRYSLER DODGE JEEP RAM	**Zone**	66 ORLANDO
Address	7630 HENDRICK AUTO PLAZA NW , CONCORD, NC 28027				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	07T51182	Safety Recall T51 - Diesel Water Pump ; Inspect for Vent and Replace Water Pump	UC	UNCODABLE (NARRATIVE REQUIRED)	68163849AB	ANTIFREEZ	1		16.31	$106.62
A	07T51182	Safety Recall T51 - Diesel Water Pump ; Inspect for Vent and Replace Water Pump	UC	UNCODABLE (NARRATIVE REQUIRED)	CS2HT512AA	CAMPAIGN	1	X	33.11	$106.62
B	19U11182	Safety Recall U11 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update (2017 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$42.65

RO Narratives

(RO) Customer Concern:

T51 Safety Recall T51 - Diesel Water Pump (Recall CSN 1) U11 Safety Recall U11 - Brake Transmission Shift Interlock (Recall CSN 2) C/S CHECK ENGINE LIGHT IS ON-LOST POWER SOUNDS LIKE IN LIMP MODE

(RO) Cause:

WATER PUMP SHIFT INTERLOCK [redacted] COOLANT TEMP HIGH. FOUND FAN CLUTCH NOT WORKING. VEHICLE DID HAVE STORED CODES FOR [redacted] REDUCTION LOW, P0087 FUEL PRESSURE LOW, [redacted] FUEL LEVEL SENSOR. THESE CODES ACCORDING TO FREEZE FRAME HAPPENED 5000 MILES AGO [redacted] IS THE ACTIVE CODE.

(RO) Correction:

INSPECT AND REPLACED WATER PUMP Inspect BTSI Functionality and [redacted] 0.4 hours Perform BCM Software Update REPLACED FAN CLUTCH TO CORRECT

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	018	**Body**	[redacted] RAM 500 T CREW CAB 4 4
Build Date	11/ 4/ 017	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	12/22/2017
Claim Type	W Warranty	**Repair Date**	04/11/ 018
Claim Status	Paid	**Mileage (Miles)**	4, 41

Expense

Labor	$25 81	**Sublet**	$212 59	**Part**	$0 00	**Total Paid**	$238 40

Dealer Information

Code	[redacted]	**Name**	BINGHAMTON CHRY LER JEEP DODGE,	**Zone**	NEW YORK
Address	1 79 UPPER FRONT T , BINGHAMTON, NY 1 901				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	5010	Exten ion, wheel hou e ; Right or left	54	IMPROPERLY A EMBLED	681 8150AA	HUB	1		00 0	$ 5 81
A	5010	Exten ion, wheel hou e ; Right or left	54	IMPROPERLY A EMBLED	06509866AA	TUD			1 9	$ 5 81

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
OWNER TATE THERE I A VIBRATION WHEN DRIVING

(Claim) Cause:
FOUND BOLT NOT TIGHT FROM FACTORY CAME LOO E

(Claim) Correction:
REPLACED HUB E TEN ION AND TUD

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 ST CREW CAB 4X4
Build Date	07/13/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	08/21/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	04/12/2018
Claim Status	Paid	**Mileage (Miles)**	15,757

Expense

Labor	$47.07	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$47.07

Dealer Information

Code	[redacted]	**Name**	LANDERS MCLARTY CHRYSLER DODGE	**Zone**	66 ORLANDO
Address	6533 UNIVERSITY DR NW , HUNTSVILLE, AL 35806				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19U11182	Safety Recall U11 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update (2017 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$47.07

RO Narratives

(RO) Customer Concern:

[redacted]

(RO) Cause:

NA

(RO) Correction:

[redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted] 91 RAM 500 POWER WAGON CREW CAB
Build Date	07 5/ 017	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	08/ 1/ 017
Claim Type	afety (Recall)	**Repair Date**	04/1 / 018
Claim Status	Paid	**Mileage (Miles)**	16,180

Expense

Labor	$ 0 17	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$ 0 17

Dealer Information

Code	[redacted]	**Name**	Doug mith Chry ler Dodge Jeep Ram	**Zone**	70 PHOENI
Address	1339 North Main Street , Spanish Fork, UT 84660				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19U11181	Safety Recall U11 Brake Tran mi ion hift Interlock ; In pect Brake Tran mi ion hift Interlock (BTSI) Functionality and Verify BCM oftware Level (017 018 Model Year)	UC	UNCODABLE (NARRATIVE REQUIRED)						$ 0 17

RO Narratives

(RO) Customer Concern:

VEHICLE COURTE Y IN PECTION *NO CHARGE* ROTATE TIRE AND CHECK AIR PRE URE CHECK FOR OUT TANDING RECALLS WITH FACTORY

(RO) Cause:

OPEN RECALL

(RO) Correction:

COMPLETED THE IN PECTION COMPLETED THE TIRE ROTATION [redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	018	**Body**	[redacted] RAM 500 LARAMIE CREW CAB 4 4
Build Date	0 /14/ 018	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06/11/ 018
Claim Type	K Road Ready (PREPNV)	**Repair Date**	04/1 / 018
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$1 9 49	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$1 9 49

Dealer Information

Code	[redacted]	**Name**	LIA CHRY LER JEEP DODGE RAM	**Zone**	NEW YORK
Address	116 CENTRAL AVE , CHENECTADY, NY 1 04				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Read Ba ic Prep	NU	NEW VEHICLE PREP						$1 9 49

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - RAM 2500 LONGHORN CREW CAB 4X4
Build Date	10/30/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	560

Claim Information

Claim #	[redacted]	**In Service Date**	12/21/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	04/16/2018
Claim Status	Paid	**Mileage (Miles)**	2,398

Expense

Labor	$51.59	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$51.59

Dealer Information

Code	[redacted]	**Name**	LANDERS-MCLARTY JEEP	**Zone**	63 DALLAS
Address	2609 S WALTON BLVD , BENTONVILLE, AR 72712				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19U11185	Safety Recall U11 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update (2018 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$51.59

RO Narratives

(RO) Customer Concern:

Multi-point inspection (according to maintenance interval) Recall / CSN 1 [T82: SAFETY RECALL T82 - FIRE EXTINGUISHER**] Recall / CSN 2 [U11: Safety Recall U11 - Brake Transmission Shift Interlock**] CUST STATES THAT THE AIR BAG LIGHT IS ON. CHECK AND ADVISE CUST STATES THAT THE HORN DOES NOT WORK. CHECK AND ADVISE CUST STATES THAT THERE IS A NOT A LIGHT UNDER THE HOOD CUST STATES THAT THE ENGINE SEEMS TO IDLE A LITTLE ROUGH. CHECK AND ADVISE CUST ASKS IS THE LOWER GLOVE BOX SUPPOSED TO HAVE A LIGHT

(RO) Cause:

RECALL CLOCK SPRING

(RO) Correction:

Multi-point inspection (according to maintenanceinterval) PERFORM 33 POINT MAINTENANCE INSPECTION [redacted]nspected fire extinguisher,did not pass, ordered new one. Recall / CSN 1 [T82: SAFETY RECALL T82 - FIRE EXTINGUISHER**] RECALL? 2398 brake transmission shift interlockperformed Update [redacted] Recall / CSN 2 [U11: Safety Recall U11 - BrakeTransmission Shift Interlock**] RECALL? [redacted]cust states that the air bag light is on checked continuity between input and outputpins on clockspring, found open betweencircuit, replaced clock spring, clearedcodes, no issue found BODY ELECTRICAL 2398 customer states that he horn does notwork Replaced clock spring, and reinstalled20amp fuse ELECTRICAL EXTERIOR TRIM ENGINE MINOR INTERIOR TRIM

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUST STATES THAT THE AIR BAG LIGHT IS ON. CHECK AND ADVISE

(Claim) Cause:

CHECKED CONTINUITY BETWEEN INPUT AND OUTPUT PINS ON CLOCKSPRING, FOUND OPEN BE TWEEN CIRCUIT,

(Claim) Correction:

REPLACED CLOCK SPRING, CLEARED CODES, NO ISSUE FOUND

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - RAM 2500 LONGHORN CREW CAB 4X4
Build Date	10/30/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	12/21/2017
Claim Type	W - Warranty	**Repair Date**	04/16/2018
Claim Status	Paid	**Mileage (Miles)**	2,398

Expense

Labor	$51.59	**Sublet**	$372.01	**Part**	$0.00	**Total Paid**	$423.60

Dealer Information

Code	[redacted]	**Name**	LANDERS-MCLARTY JEEP	**Zone**	63 DALLAS
Address	2609 S WALTON BLVD , BENTONVILLE, AR 72712				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19852502	Clockspring/Steering column control module (SCCM)	18	CIRCUIT OPEN	68110740AE	SCCM	1	X	372.01	$51.59

RO Narratives

(RO) Customer Concern:

Multi-point inspection (according to maintenance interval) Recall / CSN 1 [T82: SAFETY RECALL T82 - FIRE EXTINGUISHER**] Recall / CSN 2 [U11: Safety Recall U11 - Brake Transmission Shift Interlock**] CUST STATES THAT THE AIR BAG LIGHT IS ON. CHECK AND ADVISE CUST STATES THAT THE HORN DOES NOT WORK. CHECK AND ADVISE CUST STATES THAT THERE IS A NOT A LIGHT UNDER THE HOOD CUST STATES THAT THE ENGINE SEEMS TO IDLE A LITTLE ROUGH. CHECK AND ADVISE CUST ASKS IS THE LOWER GLOVE BOX SUPPOSED TO HAVE A LIGHT

(RO) Cause:

RECALL CLOCK SPRING

(RO) Correction:

Multi-point inspection (according to maintenanceinterval) PERFORM 33 POINT MAINTENANCE INSPECTION [redacted] inspected fire extinguisher,did not pass, ordered new one. Recall / CSN 1 [T82: SAFETY RECALL T82 - FIRE EXTINGUISHER**] RECALL? [redacted] brake transmission shift interlockperformed Update. [redacted] BrakeTransmission Shift Interlock**] RECALL? [redacted] cust states that the air bag light is on checked continuity between input and outputpins on clockspring, found open betweencircuit, replaced clock spring, clearedcodes, no issue found BODY ELECTRICAL [redacted] customer states that he horn does notwork Replaced clock spring, and reinstalled20amp fuse ELECTRICAL EXTERIOR TRIM ENGINE MINOR INTERIOR TRIM

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUST STATES THAT THE AIR BAG LIGHT IS ON. CHECK AND ADVISE

(Claim) Cause:

CHECKED CONTINUITY BETWEEN INPUT AND OUTPUT PINS ON CLOCKSPRING, FOUND OPEN BE TWEEN CIRCUIT,

(Claim) Correction:

REPLACED CLOCK SPRING, CLEARED CODES, NO ISSUE FOUND

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted] RAM 500 T CREW CAB 4 4
Build Date	06/0 / 017	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	09/ 7/ 017
Claim Type	W Warranty	**Repair Date**	04/17/ 018
Claim Status	Paid	**Mileage (Miles)**	1

Expense

Labor	$ 5 96	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$ 5 96

Dealer Information

Code	[redacted]	**Name**	DIRECT DODGE CHRY LER JEEP INC	**Zone**	5 WA HINGTON
Address	49 E T LEE H Y YTHE ILLE 4				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	01000	Gla , Door Movable	07	BIND , TICK , OR EI ED						$ 5 96

RO Narratives

(RO) Customer Concern:

General Concern #1 Cu tomer tate LEFT FRONT WINDOW INOPERABLE

(RO) Cause:

FOUND FRONT DRIVER WINDOW INOPERABLE FOUND GLA WA JAMMED UNDER LIFT BLATE REMOVED PANEL AND GLA FOUND GLA RUN OUT OF ADJU TMENT

(RO) Correction:

REIN TALLED GLA THEN DOOR CARRIER AND PANEL NO PROBLEM RETURNED

(RO) Technical Notes:

LEFT FRONT WINDOW INOPERABLE

GCS Narratives

(Claim) Customer Concern:

CU TOMER TATE LEFT FRONT WINDOW INOPERABLE

(Claim) Cause:

FOUND FRONT DRIVER WINDOW INOPERABLE FOUND GLA WA JAMMED UNDER LIFT BLAT E REMOVED PANEL AND GLA FOUND GLA RUN OUT OF ADJU TEMENT

(Claim) Correction:

REIN TALLED GLA THEN DOOR CARRIER AND PANEL NO PROBLEM RETURNED

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted] RAM 500 LT CREW CAB 4 4
Build Date	04/ / 017	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	04/ 4/ 018
Claim Type	W Warranty	**Repair Date**	04/18/ 018
Claim Status	Paid	**Mileage (Miles)**	6

Expense

Labor	$41 78	**Sublet**	$65 59	**Part**	$0 00	**Total Paid**	$107 7

Dealer Information

Code	[redacted]	**Name**	JACK ONVILLE CHRY LER JEEP DODGE	**Zone**	66 ORLANDO
Address	11101 NUR ERY FIELD DRIVE , JACK ONVILLE, FL 56				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08508096	Lamp, Clearance ; Lamp, Clearance Replace All		ERVICE ACTION	68 61677AC	LAMP	5		65 59	$41 78

RO Narratives

(RO) Customer Concern:

[redacted]

(RO) Cause:

NA

(RO) Correction:

Lamp , Clearance [redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted] RAM 500 REG CAB CHA I 4 4
Build Date	05/10/ 017	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	1 /19/ 017
Claim Type	afety (Recall)	**Repair Date**	04/18/ 018
Claim Status	Paid	**Mileage (Miles)**	6 6

Expense

Labor	$4 58	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$4 58

Dealer Information

Code	[redacted]	**Name**	MIAMI LAKE DODGE CHRY LER JEEP	**Zone**	66 ORLANDO
Address	16600 N 7TH E MI MI L KE FL 014				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	19U111	afety Recall U11 Brake Tran mi ion hift Interlock In pect Brake Tran mi ion hift Interlock (BT I) Functionality and Perform BCM oftware Update (017 Model Year Only)	UC	UNCODABLE (N RR TI E REQUIRED)						$4

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

N

(RO) Correction:

N

(RO) Technical Notes

NA

GCS Narratives

(Claim) Customer Concern:

N

(Claim) Cause

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 LONGHORN CREW CAB 4X4
Build Date	11/12/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	01/02/2017
Claim Type	S Safety (Recalls)	**Repair Date**	04/18/2018
Claim Status	Paid	**Mileage (Miles)**	16,674

Expense

Labor	$110.60	**Sublet**	$53.12	**Part**	$4.43	**Total Paid**	$168.15

Dealer Information

Code	[redacted]	**Name**		**Zone**	E9 PUERTO RICO
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	07T51182	Safety Recall T51 Diesel Water Pump ; Inspect for Vent and Replace Water Pump	UC	UNCODABLE (NARRATIVE REQUIRED)	CS2HT512AA	CAMPAIGN	1	X	35 59	$79 00
A	07T51182	Safety Recall T51 - Diesel Water Pump ; Inspect for Vent and Replace Water Pump	UC	UNCODABLE (NARRATIVE REQUIRED)	68163849AB	ANTIFREEZ	1		17.53	$79.00
A	95440401	Labor Tax Only ; Puerto Rico			CS2HT512AA	CAMPAIGN	1	X	35 59	$4 43
A	95440401	Labor Tax Only ; Puerto Rico			68163849AB	ANTIFREEZ	1		17.53	$4.43
B	19T79182	Safety Recall T79 Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update	UC	UNCODABLE (NARRATIVE REQUIRED)						$31 60

RO Narratives

(RO) Customer Concern:

CLIENTE INFORMA HACER INSPECCION DE 15 PUNTOS INCLUYE COOREAS ALTERNADOR Y A/C, MANGAS DE RADIADOR Y SISTEMA DE ENFRIAMIENTO, NIVELES Y CONDICION DE FLUIDOS, BATERIA Y TERMINALES, FILTRO DE AIRE, GASOLINA Y A/C PADS Y BANDAS DE FRENOS, AMORTIGUADORES DELANTEROS Y TRASEROS, SUSPENSION FRONTAL Y TRASERA, SISTEMA DE DIRECCION; VERIFICAR POSIBLES LIQUEOS DE MOTOR, TRANSMISION, DIFERENCIAL Y FRENOS REALIZAR RECALL T51 DIESEL WATER PUMP REALIZAR RECALL T79 BRAKE TRANSMISSION SHIFT INTERLOCK

(RO) Cause:

SE REALIZO RECALL T51 SE REALIZO RECALL T79

(RO) Correction:

SE REALIZO INSPECCION DE 15PTOS SE REALIZO RECALL T51 07 T5 11 82 1 0 hours SE REALIZO REACALL T79 19 T7 91 82 0 4 hours

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

REALIZAR RECALL [redacted]DIESEL WATER PUMP REALIZAR RECALL T79 BRAKE TRANSMISSION SHIFT INTERLOCK

(Claim) Cause:

SE REALIZO RECALL [redacted]

(Claim) Correction:

SE REALIZO REACALL [redacted]

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted]
Build Date	06 4 017	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	09 11 017
Claim Type	W Warranty	**Repair Date**	04/19/ 018
Claim Status	Paid	**Mileage (Miles)**	1 ,6 7

Expense

Labor	$ 06	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$ 06

Dealer Information

Code	[redacted]	**Name**	R MEY CHRY LER DODGE JEEP	**Zone**	HINGTON
Address	799 GOV G C PEERY HWY , NORTH TA EWELL, VA 46 0				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	0 91PNN	nti lock brake y tem	4	IRE BURNED/DAMAGED						$ 06

RO Narratives

(RO) Customer Concern

Cu tomer tate ab and traction control light are on and o ffcheck and advi e (Brake y tem Concern) REPLACE ENGINE OIL AND FILTER IN PECT IR CLE NER ELEMENT LUBRIC TE CH I IN PECT FLUID LE EL DE LER FREE 7 PT IN PECTION

(RO) Cause

FOUND CKT B ND B4 CONT CTING FLOOR BO RD PIECING IRE NE R END LINE CH I ENGINE TR N MI ION CONNECTOR [redacted] F LF WHEEL PEED EN OR MAINTENANCE

(RO) Correction:

REP IRED IRE CLE RED CODE PERFORMED LUBE OIL ND FILTER CH NGE COMPLETED FETY IN PECTION

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern:

CU TOMER T TE B ND TR CTION CONTROL LIGHT RE ON CHECK ND D I E

(Claim) Cause

[redacted] F LEFT RE R HEEL PEED EN OR FOUND CT B ND B4 CONT CTING FLOORBO RD PIERCING WIRE NEAR INLINE CHA I ENGINE/TRAN CONNECTO R

(Claim) Correction:

REP IRED T O IRE CLE RED CODE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	018	**Body**	[redacted] RAM 500 T CREW CAB 4 4
Build Date	0 017	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06 11 01
Claim Type	arrant	**Repair Date**	04 19 01
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$40 64	**Sublet**	$6	**Part**	$0 00	**Total Paid**	$109 49

Dealer Information

Code	[redacted]	**Name**	BILL BRY N CHRY LER DODGE JEEP INC	**Zone**	66	ORL NDO
Address	401 U HIGH Y 441 7 FRUITL ND P RK FL 47 1					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	0 0 096	Lamp, Clearance ; Lamp, Clearance Replace ll		ERVICE CTION	6 61677 C	L MP			6	$40 64

RO Narratives

(RO) Customer Concern:

N

(RO) Cause

N

(RO) Correction

NA

(RO) Technical Notes:

N

GCS Narratives

(Claim) Customer Concern

NA

(Claim) Cause:

N

(Claim) Correction

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	Year	018	Body	[redacted] B 4 4
Build Date	03 6 018	Plant	LTILLO TRU K EMBLY PL NT	Coverage Code	[redacted]

Claim Information

Claim #	[redacted]	In Service Date	04 5 018
Claim Type	K R ad Read (PREPN)	Repair Date	04 0 018
Claim Status	Paid	Mileage (Miles)	0

Expense

Labor	Sublet	Part	Total Paid
$116 9	$0 00	$0 00	$116 9

Dealer Information

Code	[redacted]	Name	TE E HITE MOTOR IN	Zone	66 ORL NDO
Address	34 0 US HIGH 0 E ST HI K R N 28602				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	85900040	R ad R ad Basic Prep	NU	NE EHI LE PREP						$116 9

RO Narratives

(RO) Customer Concern

N

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

N

(Claim) Cause

N

(Claim) Correction

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	Year	201	Body	[redacted]
Build Date	01 11 01	Plant	LTILLO TRU K EMBLY PL NT	Coverage Code	[redacted]

Claim Information

Claim #	[redacted]	In Service Date	10 25 201
Claim Type	afet (Recalls)	Repair Date	04 0 018
Claim Status	Paid	Mileage (Miles)	13 929

Expense

Labor	Sublet	Part	Total Paid
$43	$0 00	$0 00	$43

Dealer Information

Code	[redacted]	Name	JIM MOLI H MOTOR IN	Zone	0 PHOENI
Address	1865 NORTH E T HIGH Y 0 BEND OR 9 01				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	19U1118	Saf t R all U11 Brak Transmissi n hi t Interl ck Inspect Brake Transmissi n hift Interl ck (BTSI) Fun ti nalit and P rf rm B M ft are Update (01 M del Year nl)	U	UN D BLE (N RR TI E REQUIRED)						$43

RO Narratives

(RO) Customer Concern

MIS ELL NE US M INTEN N E R REP IRS RE LLS MIS ELL NE US M INTEN N E R REP IRS HEMI FULL S N IL H NGE G 9090 H

(RO) Cause

N

(RO) Correction

UN BLE T DUPLI TE T THIS TIME PERF RMED TIRE R T TI N PERF RMED FULL S NTHETI IL FILTER H NGE

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

N

(Claim) Cause

N

(Claim) Correction

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 2500 ST CREW CAB 4X4
Build Date	02/20/2018	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	03/22/2018
Claim Type	W - Warranty	**Repair Date**	04/20/2018
Claim Status	Paid	**Mileage (Miles)**	1,834

Expense

Labor	$444.74	**Sublet**	$1,227.80	**Part**	$175.00	**Total Paid**	$1,847.54

Dealer Information

Code	[redacted]	**Name**	MT HOME CHRYSLER JEEP DODGE LLC	**Zone**	70 PHOENIX
Address	491 WEST 6TH SOUTH , MOUNTAIN HOME, ID 83647				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	06200119	Disc, clutch ; G56 equipped with 6.7 liter diesel engine	94	SLIPS	52104855AB	CLUTCH KI	1	X	485.80	$336.02
A	06200119	Disc, clutch ; G56 equipped with 6.7 liter diesel engine	94	SLIPS	52104721AG	FLYWHEEL	1		742.00	$336.02
A	06200162	Disc, clutch ; Two piece propeller shaft equipped			52104855AB	CLUTCH KI	1	X	485.80	$19.77
A	06200162	Disc, clutch ; Two piece propeller shaft equipped			52104721AG	FLYWHEEL	1		742.00	$19.77
A	06200163	Disc, clutch ; 4x4 equipped			52104855AB	CLUTCH KI	1	X	485.80	$69.18
A	06200163	Disc, clutch ; 4x4 equipped			52104721AG	FLYWHEEL	1		742.00	$69.18
A	09254550	Flywheel, w/ring gear manual transmission ; Flywheel w/ring gear assembly-Replace			52104855AB	CLUTCH KI	1	X	485.80	$19.77
A	09254550	Flywheel, w/ring gear manual transmission ; Flywheel w/ring gear assembly-Replace			52104721AG	FLYWHEEL	1		742.00	$19.77
A	95400141	Loaner Car ; Standard Line Vehicles			52104855AB	CLUTCH KI	1	X	485.80	$175.00
A	95400141	Loaner Car ; Standard Line Vehicles			52104721AG	FLYWHEEL	1		742.00	$175.00

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES CLUTCH SLIPPING WHILE UNDER LOAD, CHECK AND REPORT CUSTOMER RENTAL VEHICLE

(RO) Cause:

E

(RO) Correction:

1844 Clutch plate, pressure plate, & flywheel 500 Verified customer complaint.Removed transmission and inspected clutch.Found pressure plate springs to be moved toshow excessive wear. removed pressure plateand found clutch disc to have 2 locations ofsevere heat. Inspected fly wheel and foundsame 2 areas of excessive heat. Replaced flywheel, clutch disc and pressure plate due towarped and heated fly wheel. Replaced partsand test drove. [redacted]
0.2 HRS Diag 0.5 DISC CLUTCH DISC CLUTCH DISC CLUTCH FLYWHEEL, WIRING GEAR MANUAL TRANSMISSION WARRANTY RENTAL DISC CLUTCH DISC CLUTCH DISC CLUTCH FLYWHEEL, WIRING GEAR MANUAL TRANSMISSION SUBLET REPAIRS CUSTOMER RENTAL VEHICLE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CLUTCH SLIPPING WHILE UNDER LOAD, CHECK AND REPORT

(Claim) Cause:

VERIFIED CUSTOMER COMPLAINT. REMOVED TRANSMISSION AND INSPECTED CLUTCH. FOUND PRESSURE PLATE SPRINGS TO BE MOVED TO SHOW EXCESSIVE WEAR. REMOVED PRESSURE PL ATE AND FOUND CLUTCH DISC TO HAVE 2 LOCATIONS OF SEVERE HEAT. INSPECTED FLY WH EEL AND FOUND SAME 2 AREAS OF EXCESSIVE HEAT.

(Claim) Correction:

REPLACED FLY WHEEL, CLUTCH DISC AND PRESSURE PLATE DUE TO WARPED AND HEATED FL Y WHEEL. REPLACED PARTS AND TEST DROVE. FOUND NO FURTHER CONCERNS.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted] RAM 500 T REG CAB 4 4
Build Date	05/06/ 017	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06/ 5/ 018
Claim Type	W Warranty	**Repair Date**	04/20/2018
Claim Status	Paid	**Mileage (Miles)**	11

Expense

Labor	$40 74	**Sublet**	$55 65	**Part**	$0 00	**Total Paid**	$96 9

Dealer Information

Code	[redacted]	**Name**		**Zone**	66 ORLANDO
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08508096	Lamp, Clearance ; Lamp, Clearance Replace All		ERVICE ACTION	68 61677AC	LAMP	5		55 65	$40 74

RO Narratives

(RO) Customer Concern:

CU TOMER REQUE T TO PERFORM RRT 18 045

(RO) Cause:

[redacted]

(RO) Correction:

COMPLETED RRT

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 3500 LARAMIE CREW CAB 4X4
Build Date	06/07/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/10/2017
Claim Type	F - Service Contract	**Repair Date**	04/21/2018
Claim Status	Paid	**Mileage (Miles)**	37,664

Expense

Labor	$0.00	**Sublet**	$0.00	**Part**	$85.00	**Total Paid**	$85.00

Dealer Information

Code	[redacted]	**Name**	BAYSHORE CHRYSLER JEEP DODGE	**Zone**	63 DALLAS
Address	5225 I 10 EAST , BAYTOWN, TX 77521				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26860303	Maintenance Interval - Schedule B ; To be used every 3,000 Intervals	MC	MAINTENANCE CARE						$0.00
A	95260001	Maintenance Allowance ; Fixed Cost Maintenance								$75.00
A	95260002	Maintenance Allowance ; TIRE ROTATION								$10.00

RO Narratives

(RO) Customer Concern:

EXPRESS FUEL FILTER EXPRESS CHASSIS FUEL FILTER CHRYSLER CARE DIESEL PERFORMANCE PACKAGE (INCLUDES LUBE, OIL & FILTER). PROLONGS ENGINE LIFE (ESSENTIAL FOR WARRANTY VALIDATION TIRE ROTATION (INCLUDES BRAKE INSPECTION): PROLONGS LIFE OF TIRESAND ENSURES SAFETY Moved to:[redacted]Line: A Moved to:[redacted]Line: B

(RO) Cause:

FUEL FILTER SERVICE DUE REQUIRED MAINTENANCE CUSTOMER REQUESTS A CHRYSLER CARE DIESELPERFORMANCE PACKAGE CUSTOMER REQUESTS A TIRE ROTATION AND BRAKE INSPECTION

(RO) Correction:

EXPRESS FUEL FILTER EXPRESS CHASSIS FUEL FILTER CHRYSLER CARE DIESEL PERFORMANCE PACKAGE (INCLUDES LUBE, OIL & FILTER). PROLONGS ENGINE LIFE (ESSENTIAL FOR WARRANTY VALIDATION CHRYSLER CARE DIESEL PERFORMANCE PACKAGE (INCLUDESLUBE, OIL & FILTER). PROLONGS ENGINE LIFE (ESSENTIAL FOR WARRANTY VALIDATION TIRE ROTATION (INCLUDES BRAKE INSPECTION): PROLONGS LIFE OF TIRES AND ENSURES SAFETY Moved to:[redacted]Line: A ***MOVED LINE - SPLIT RO*** Moved to: 106933C Line: B ***MOVED LINE - SPLIT RO***

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted] RAM 500 LARAMIE CREW CAB 4 4
Build Date	05/11/ 017	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/10/ 017
Claim Type	afet (Recall)	**Repair Date**	04 1 01
Claim Status	Paid	**Mileage (Miles)**	0 9

Expense

Labor	$4 59	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$4 59

Dealer Information

Code	[redacted]	**Name**	RRIGO DODGE CHRY LER JEEP	**Zone**	66 ORL NDO
Address	6 00 OKEECHOBEE BL D E T P LM BE CH FL 411				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	19U111	afety Recall U11 Brake Tran mi ion hift Interlock In pect Brake Tran mi ion hift Interlock (BT I) Functionalit and Perform BCM oftware Update (017 Model Year Only)	UC	UNCOD BLE (N RR TI E REQUIRED)						$4 9

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

N

(RO) Correction

N

(RO) Technical Notes

NA

GCS Narratives

(Claim) Customer Concern

PEFORM U11 HIFT INTERLOCK

(Claim) Cause

AFETY RECALL

(Claim) Correction:

0 9 IN PECTED BT I OLENOID FL HED BCM ND RECONFIGURED EHICLE PER R

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted] RAM 500 LT CREW CAB 4 4
Build Date	04 6 017	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/18/ 017
Claim Type	F er ice Contract	**Repair Date**	04 01
Claim Status	Paid	**Mileage (Miles)**	1 49

Expense

Labor	$0 00	**Sublet**	$0 00	**Part**	$6 00	**Total Paid**	$6 00

Dealer Information

Code	[redacted]	**Name**	B Y DODGE	**Zone**	66	ORL NDO
Address	641 E T 1 TH TREET P N M CITY FL 401					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	6 60 0	Maintenance Interval chedule B To be u ed e er 000 Inter al	MC	M INTEN NCE C RE						$0 00
	9 60001	Maintenance llowance Fixed Co t Maintenance								$6 00

RO Narratives

(RO) Customer Concern

CU TOMER TATE MULTI POINT IN PECTION CU TOMER TATE PERORM E ENTIAL CARE LOF $65

(RO) Cause:

N

(RO) Correction

PERFORMED MULTI POINT IN PECTION PERFORMED LOFLOP 6 60 0 FC MC

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

N

(Claim) Cause

N

(Claim) Correction

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	01	**Body**	[redacted] R M 500 T REG B 4 4
Build Date	05 01	**Plant**	LTILLO TRU K EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	08 31 01
Claim Type	arrant	**Repair Date**	04 3 018
Claim Status	Paid	**Mileage (Miles)**	12 394

Expense

Labor	$ 93 93	**Sublet**	$ 9 9	**Part**	$400 00	**Total Paid**	$1 4 3

Dealer Information

Code	[redacted]	**Name**	HEET HRY LER DODGE LL	**Zone**	35 HINGTON
Address	R UTE 19 S UTH K HILL 25901				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	0819100	M dule anti l ck brake c ntr l ll th r	DE	I M TE T F ILURE	6834 098	MODULE	1		40 60	$50 39
	0819100	M dul anti l k brak ntr l ll thers	DE	I M TEST F ILURE	04318080 D	FLUID	1		10 3	$50 39
	85410000	p rati n diagn ti ith repair Must be used in c njuncti n ith appr priate r pair Lab r p rati n			6834 098	M DULE	1	X	240 60	$ 5 58
	85410000	p rati n diagn ti ith repair Must be used in c njuncti n ith appr priate r pair Lab r p rati n			04318080 D	FLUID	1		10 3	$ 5 58
	9540014	L an r ar High Lin hi l			6834 098	MODULE	1		40 60	$400 00
	9540014	L an r ar High Lin ehicles			04318080 D	FLUID	1		10 3	$400 00
B	14500100	M dul Pump Fu l			6823 110 B	M DULE	1	X	4 96	$ 5 58
B	14500103	M dul Pump Fu l ll th r engines	53	IMPR PER PRE URE	68 3 110 B	MODULE	1		4 96	$9 38

RO Narratives

(RO) Customer Concern

Perf rm DT Inspecti n [ust mer tates hen dri ing in rain truck seems t dr p c linders ith n check engine light n P n PRNDL flashes hen in park B lamp c mes and g] Multi p int inspecti n (acc rding t maintenance inter al) RENT L U TOMER T TE EX ESSI E R NK TIME

(RO) Cause

PULLED DT U0401 PERFORMED DI G ND FOUND INTERN L F ILURE OF B MODULE REPL ED MODULE RENT L HILE TRU K DO NED FOR REP IR HE KED ND FOUND LO FUEL PRE URE REPL E FUEL PUMP

(RO) Correction

M dul anti l k brak ntr l T t and R pla ll th r (2 Skill d) M DULE NTR L NTI L KBR KE R pla ( ) Multi p int inspecti n (acc rding t maintenanceinter al) Free multi p int inspecti n RENT L ENTERPRI E RENT [redacted] L UBLET REP IR M dule Pump Fuel Test and Replace ll ther engines (killed) MODULE FUEL PUMP Replace( )

(RO) Technical Notes

DI G F R FUEL PUMP

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES WHEN DRIVING IN RAIN, TRUCK SEEMS TO DOP CYLINDERS WITH NO CHE CUSTOMER STATES WHEN DRIVING SOMETIMES P ON PRNDL FLASHES WHEN IN PARK AND ABS LAMP COMES ON. CK ENGINE LIGHT ON.

(Claim) Cause:

CHECKED AND FOUND LOW FUEL PRESSURE, PERFORM DIAG AND FOUND INTERNAL FAILURE T PERFORM DTC INSPECTION ADN FOUND FAULT CODE U04D1, PERFORMED DIAG AN FOUND INT ERNAL FAULURE TO ABS MODULE. O FUEL PUMP.

(Claim) Correction:

REMOVE AND REPLACE FUEL PUMP ASSEMBLY AND TEST DROVE AND OPERATION IS NORMAL. REMOVE AND REPLACED ABS MODULE AND RELEARN AND TEST DROVE AND OPERATION IS NOR MAL.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	01	**Body**	[redacted]
Build Date	11 0 017	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/ 1/ 018
Claim Type	afet (Recall)	**Repair Date**	04 4 01
Claim Status	Paid	**Mileage (Miles)**	1

Expense

Labor	$48 14	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$48 14

Dealer Information

Code	[redacted]	**Name**	H UTOM LL OF D LTON LLC	**Zone**	4 DETROIT
Address	1 MILL T D LTON OH 4461				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	19U111	afet Recall U11 Brake Tran mi ion hift Interlock In pect Brake Tran mi ion hift Interlock (BT I) Functionalit and Perform BCM oftware Update (01 Model Year Onl)	UC	UNCOD BLE (N RR TI E REQUIRED)						$4 14

RO Narratives

(RO) Customer Concern

N

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

NA

GCS Narratives

(Claim) Customer Concern

N

(Claim) Cause

NA

(Claim) Correction:

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted] RAM 500 LARAMIE MEGA CAB 4 4
Build Date	0 /0 / 017	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	0 / 8/ 017
Claim Type	afet (Recall)	**Repair Date**	04 4 01
Claim Status	Paid	**Mileage (Miles)**	4 ,661

Expense

Labor	$85 8	**Sublet**	$ 11	**Part**	$0 00	**Total Paid**	$118 9

Dealer Information

Code	[redacted]	**Name**	J MIE ON MOTOR INC	**Zone**	74	DEN ER
Address	100 PENN T , CHINOOK, MT 595					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	07T5118	afety Recall T51 Die el ater Pump In pect for Vent and Replace Water Pump	UC	UNCODABLE (NARRATIVE REQUIRED)	C HT511AA	CAMPAIGN	1		11	$85 8

RO Narratives

(RO) Customer Concern:

RECALL [redacted] DIE EL WATER PUMP FAILED IN PECTION, FAULTY WATER PUMP PREFORMED RECALL (8 JA ON)

(RO) Cause:

N

(RO) Correction

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern

NA

(Claim) Cause:

NA

(Claim) Correction:

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 ST CREW CAB 4X4
Build Date	11/01/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	12/22/2016
Claim Type	S - Safety (Recalls)	**Repair Date**	04/24/2018
Claim Status	Paid	**Mileage (Miles)**	13,198

Expense

Labor	$208.45	**Sublet**	$58.54	**Part**	$0.00	**Total Paid**	$266.99

Dealer Information

Code	[redacted]	**Name**	ROYAL GATE DODGE CHRYSLER, INC.	**Zone**	51	CHICAGO
Address	15502 MANCHESTER RD , ELLISVILLE, MO 63011					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
B	07T51182	Safety Recall T51 - Diesel Water Pump ; Inspect for Vent and Replace Water Pump	UC	UNCODABLE (NARRATIVE REQUIRED)	CS2HT512AA	CAMPAIGN	1	X	39.22	$148.89
B	07T51182	Safety Recall T51 - Diesel Water Pump ; Inspect for Vent and Replace Water Pump	UC	UNCODABLE (NARRATIVE REQUIRED)	68163849AB	ANTIFREEZ	1		19.32	$148.89
A	19T79182	Safety Recall T79 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update	UC	UNCODABLE (NARRATIVE REQUIRED)						$59.56

RO Narratives

(RO) Customer Concern:

MULTI-POINT INSPECTION INTERIOR CONCERN QUALITY CONTROL CHECK COMPLETED PERFORM OPEN RECALL DROPPING OFF [redacted] RECALL DRIVEABILITY CONCERN DIESEL FUEL FILTER CUSTOMER SATISFACTION TIRE ROTATION PERFORMED BY EXPRESS LANE

(RO) Cause:

NA

(RO) Correction:

AUTOTRIM REPAIRED SEATS. [redacted] - Battery All Others GREASED FRONT DRIVESHAFT JOINT COMPLETED TIRE ROTATION, THANK YOU FOR CHOOSING RO

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

DASH IS DISPLAYING SERVICE ABS SYSTEM

(Claim) Cause:

VERIFIED CONCERN. FOUND GRID HEATER PULLING ENOUGH AMPERAGE IT NOT ALLOWING TH E ABS MODULE TO SELF TEST ON INITIAL START. TESTED BATTERY WITH GR8 MACHINE AND BATTERY FAILED LOAD TEST

(Claim) Correction:

REPLACED BATTERY

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 ST CREW CAB 4X4
Build Date	11/01/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	12/22/2016
Claim Type	W Warranty	**Repair Date**	04/24/2018
Claim Status	Paid	**Mileage (Miles)**	13,198

Expense

Labor	$59.56	**Sublet**	$215.57	**Part**	$0.00	**Total Paid**	$275.13

Dealer Information

Code	[redacted]	**Name**	ROYAL GATE DODGE CHRYSLER, INC	**Zone**	51 CHICAGO
Address	15502 MANCHESTER RD , ELLISVILLE, MO 63011				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08080110	Battery ; Single battery	B4	BATTERY FAILED TEST	BB0H7730AB	BATTERY	1	X	215 57	$59 56

RO Narratives

(RO) Customer Concern:

MULTI POINT INSPECTION INTERIOR CONCERN QUALITY CONTROL CHECK COMPLETED PERFORM OPEN RECALL DROPPING OFF 4/21 RECALL DRIVEABILITY CONCERN DIESEL FUEL FILTER CUSTOMER SATISFACTION TIRE ROTATION PERFORMED BY EXPRESS LANE

(RO) Cause:

NA

(RO) Correction:

AUTOTRIM REPAIRED SEATS [redacted] Battery All Others GREASED FRONT DRIVESHAFT JOINT COMPLETED TIRE ROTATION, THANK YOU FOR CHOOSING RO

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

DASH IS DISPLAYING SERVICE ABS SYSTEM

(Claim) Cause:

VERIFIED CONCERN FOUND GRID HEATER PULLING ENOUGH AMPERAGE IT NOT ALLOWING TH E ABS MODULE TO SELF TEST ON INITIAL START. TESTED BATTERY WITH GR8 MACHINE AND BATTERY FAILED LOAD TEST

(Claim) Correction:

REPLACED BATTERY

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted] RAM 500 LARAMIE CREW CAB 4 4
Build Date	04 1 017	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	1 / 7/ 017
Claim Type	arrant	**Repair Date**	04 4 01
Claim Status	Paid	**Mileage (Miles)**	4 04

Expense

Labor	$156 68	**Sublet**	$65 59	**Part**	$0 00	**Total Paid**	$ 7

Dealer Information

Code	[redacted]	**Name**	J CK ON ILLE CHRY LER JEEP DODGE	**Zone**	66 ORL NDO
Address	11101 NUR ERY FIELD DRI E J CK ON ILLE FL 6				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
B	08508096	Lamp Clearance Lamp Clearance Replace ll		ERVICE CTION	68 61677AC	LAMP	5		65 59	$41 78
A	0 000140	heel alignment Front wheel alignment	LL	LEAD LEFT						$114 90

RO Narratives

(RO) Customer Concern

N

(RO) Cause

NA

(RO) Correction:

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern:

CU TOMER T TE FRONT TIRE HO ING BNORM L E R CHECK | | [redacted] DJDDDFD DPD CR CKED CLE R NCE L (RRT 1) ND D I E

(Claim) Cause

[redacted] DJDDDFD DPD CRACKED CLEARANCE LA (RRT 1) PERFORMED FRONT END ALIGNMENT DUE TO CA TER ND TOE BEING | | OUT OF PEC

(Claim) Correction

IN T LLED LL CLE R NCE L MP COMPLETE RECOMMEND TIRE ROT TION UPCOMING OIL ND FILTER | | CH NGE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	01	**Body**	[redacted] R M 00 LT CRE C B 4 4
Build Date	09 10 017	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	0 01
Claim Type	arrant	**Repair Date**	04 01
Claim Status	Paid	**Mileage (Miles)**	16

Expense

Labor	$ 1 9	**Sublet**	$67 9	**Part**	$0 00	**Total Paid**	$99 1

Dealer Information

Code	[redacted]	**Name**	UR E DODGE CHRY LER R M OF	**Zone**	HINGTON
Address	000 MID TL NTI RD MORG NTO N 6508				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	0 0 096	Lamp learance Lamp Clearance Replace ll		ER ICE CTION	6 61677 C	L MP			67 9	$ 1 9

RO Narratives

(RO) Customer Concern

N

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

RRT 1 04 CLE R NCE LIGHT REC LL U1 L BEL

(Claim) Cause

N

(Claim) Correction

PERFORMED REP IR PER REC LL IN T LLED L BEL

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	01	**Body**	[redacted]
Build Date	04 01	**Plant**	LTILLO TRU K EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	04 4 018
Claim Type	arrant	**Repair Date**	04 5 018
Claim Status	Paid	**Mileage (Miles)**	489

Expense

Labor	$ 3 1	**Sublet**	$486 5	**Part**	$0 00	**Total Paid**	$559 8

Dealer Information

Code	[redacted]	**Name**	J K ON ILLE HRY LER JEEP DODGE	**Zone**	66 ORL NDO
Address	11101 NUR ERY FIELD DRI E J K ON ILLE FL 3 56				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	08463415	ctuat r M t r xle L cker ctuat r Fr nt xle Disc nnect		PLIT UT OR TORN	68 16944	TU TOR	1		486 5	$ 3 1

RO Narratives

(RO) Customer Concern

(Multi p int inspecti n acc rding t maintenance inter al) U TOMER T TE EHI LE ILL NOT GO O ER 5 MPH 4 4 LIGHT I ON ND EHI LE I M KING GRINDING NOI E HE K ND D I E

(RO) Cause

MULTI POINT IN PE TION FOUND INTERN L F ILURE IN FRONT LE DI ONNE T U ING 4 4 TO ENG GE HEN NOT ELE TED

(RO) Correction

PERFORMED MULTI POINT IN PECTION REPL CED FRONT LE DI CONNECT TE T DRO E EHICLE EHCILE I OPER TING DE IGNED

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

U TOMER T TE EHI LE ILL NOT GO O ER 5 MPH 4 4 LIGHT I ON ND EHI LE I

(Claim) Cause

FOUND INTERN L F ILURE IN FRONT LE DI ONNE T U ING 4 4 TO ENG GE HEN NOT

(Claim) Correction

REPL ED FRONT LE DI ONNE T TE T DRO E EHI LE EH ILE I OPER TING DE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 ST CREW CAB 4X4
Build Date	05/28/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/27/2017
Claim Type	F - Service Contract	**Repair Date**	04/25/2018
Claim Status	Paid	**Mileage (Miles)**	10,381

Expense

Labor	$0.00	**Sublet**	$0.00	**Part**	$75.00	**Total Paid**	$75.00

Dealer Information

Code	[redacted]	**Name**	VICTORVILLE MOTORS INC	**Zone**	71 LOS ANGELES
Address	14617 CIVIC DR , VICTORVILLE, CA 92394				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26860303	Maintenance Interval - Schedule B ; To be used every 3,000 Intervals	MC	MAINTENANCE CARE						$0.00
A	95260001	Maintenance Allowance ; Fixed Cost Maintenance								$75.00

RO Narratives

(RO) Customer Concern:

CHASSIS LUBE (WHERE APPLICABLE), ENGINE OIL & FILTER CHANGE FOR CUMMINS DIESEL ENGINES (UP TO 12 QTS OIL). FREE 10 POINT INSPECTION. WASTE FOR OIL AND FILTER SERVICE Mopar Express Lane Inspection GUEST PURCHASED NEW ESS CONTRACT TODAY.OIL & FILTER CHANGE CONTRACT IS GOOD AT SELECT DEALERS. NON-REFUNDABLE, NON TRANSFERABLE, CONTRACT EXPIRES YEARLY BASED ON HOW MANY YEARS PURCHASED

(RO) Cause:

E

(RO) Correction:

[redacted]OMPLETED EXPRESS LANE OIL ANDFILTER CHANGE COMPLETED VEHICLE INSPECTION-CHECKED ALL FLUIDS, INSPECTED AND TESTEDBATTERY IF APPLICABLE, INSPECTED ALL BELTSAND HOSES, SET TIRE PRESSURES, NO LEAKS ORSPILLS. RESET MAINT LIGHT IF EQUIPPED ESSENTIAL CARE SERV CONTRACT (DIESEL) WASTE FOR OIL AND FILTER SERVICE Mopar Express Lane Inspection GUEST PURCHASED NEW ESS CONTRACT TODAY.OIL & FILTER CHANGE CONTRACT ISGOOD AT SELECT DEALERS. NON-REFUNDABLE, NON TRANSFERABLE, CONTRACT EXPIRES YEARLY BASED ON HOW MANY YEARS PURCHASED GUEST PURCHASED NEW ESS CONTRACT TODAY.OIL & FILTER CHANGE CONTRACT IS GOODAT SELECT DEALERS. NON-REFUNDABLE, NON TRANSFERABLE, CONTRACT EXPIRES YEARLY BASED ON HOW MANY YEARS PURCHASED

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 3500 ST CREW CAB 4X4
Build Date	11/ 4/ 017	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	1 / / 017
Claim Type	W Warranty	**Repair Date**	04/ 5/ 018
Claim Status	Paid	**Mileage (Miles)**	4,761

Expense

Labor	$58 08	**Sublet**	$67 00	**Part**	$0 00	**Total Paid**	$7 0 08

Dealer Information

Code	[redacted]	**Name**	BINGHAMTON CHRY LER JEEP DODGE,	**Zone**	NEW YORK
Address	1 79 UPPER FRONT T , BINGHAMTON, NY 1 901				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	5081001	Sensor, NOX Down tream ; 6 7 liter die el	ML	CHECK ENGINE/ ERVICE ENGINE O	68 07 6AA	EN OR	1		44 40	$ 5 81
B	25082201	Injector A embly ; 6 7 liter diesel engine	ML	CHECK ENGINE/SERVICE ENGINE O	04627241AF	INJECTOR	1	X	229 60	$32 27

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
OWNER TATE MIL LIGHT I ON

(Claim) Cause:
FOUND DEF INJECTOR TICKING FOUND NO EN OR FAULTY

(Claim) Correction:
REPLACED INJECTOR REPLACED NO EN OR

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 2500 SLT CREW CAB 4X4
Build Date	09/10/ 017	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	08/23/2018
Claim Type	afety (Recall)	**Repair Date**	04/ 6/ 018
Claim Status	Paid	**Mileage (Miles)**	16

Expense

Labor	$15 96	**Sublet**	$5 43	**Part**	$0 00	**Total Paid**	$21 39

Dealer Information

Code	[redacted]	**Name**	UR E DODGE CHRY LER RAM OF	**Zone**	5 WA HINGTON
Address	2000 MID ATLANTIC RD , MORGANTOWN, WV 26508				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	25U15182	Emission Recall U15 VECI Label ; Install VECI Label	UC	UNCODABLE (NARRATIVE REQUIRED)	68366329AA	LABEL	1	X	5 43	$15 96

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

[redacted]

(Claim) Cause:

NA

(Claim) Correction:

PERFORMED REPAIRS AS PER RECALL INSTALLED LABEL

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 ST CREW CAB 4X4
Build Date	04/19/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06/15/2017
Claim Type	W - Warranty	**Repair Date**	04/30/2018
Claim Status	Paid	**Mileage (Miles)**	14,252

Expense

Labor	$147.72	**Sublet**	$478.34	**Part**	$0.00	**Total Paid**	$626.07

Dealer Information

Code	[redacted]	**Name**	CHRYSLER JEEP DODGE OF COSHOCTON	**Zone**	42	DETROIT
Address	1921 OSTEGO AVENUE , COSHOCTON, OH 43812					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08508096	Lamp, Clearance ; Lamp, Clearance - Replace All	ZZ	SERVICE ACTION	68261677AC	LAMP	5	X	64.95	$34.76
B	22500510	Bearing, rear wheel ; 2500-5500 axles-Right	37	EXCESSIVE WEAR	68185437AD	HUB	1	X	388.89	$112.96
B	22500510	Bearing, rear wheel ; 2500-5500 axles-Right	37	EXCESSIVE WEAR	05086661AA	BOLT	4		24.51	$112.96

RO Narratives

(RO) Customer Concern:

[redacted](DJ/DD/DF/D2/DP/DX) CRACKED CLEARANCE LA** General Concern #1 Customer States ABS light is on General Concern #2 Customer States Traction control light is on General Concern #3 Customer States TPMS light is on General Concern #4 Customer States message stated 4x4 is INOP Multi-point inspection Car Wash RECALL ON VEHICLE u11

(RO) Cause:

rrt found fault code u140a. performed electrical tests and found faulty wheel bearing.

(RO) Correction:

replaced clearance lights as per rrt claim paid 04-30-2018sg replaced wheel bearing and all ok at this time claim paid 04-30-2018sg see line b see line b see line b inspection completed completed claim paid 04-30-2018sg

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES ABS LIGHT IS ON [redacted] CRACKED CLEARANCE LA**]

(Claim) Cause:

FOUND FAULT CODE U140A. PERFORMED ELECTRICAL TESTS AND FOUND FAULTY WHEEL BEAR RRT ING.

(Claim) Correction:

REPLACED CLEARANCE LIGHTS AS PER RRT REPLACED WHEEL BEARING AND ALL OK AT THIS TIME

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 ST CREW CAB 4X4
Build Date	04/19/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06/15/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	04/30/2018
Claim Status	Paid	**Mileage (Miles)**	14,252

Expense

Labor	$34.76	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$34.76

Dealer Information

Code	[redacted]	**Name**	CHRYSLER JEEP DODGE OF COSHOCTON	**Zone**	42 DETROIT
Address	1921 OSTEGO AVENUE , COSHOCTON, OH 43812				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19U11182	Safety Recall U11 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update (2017 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$34.76

RO Narratives

(RO) Customer Concern:

[redacted] CRACKED CLEARANCE LA** General Concern #1 Customer States ABS light is on General Concern #2 Customer States Traction control light is on General Concern #3 Customer States TPMS light is on General Concern #4 Customer States message stated 4x4 is INOP Multi-point inspection Car Wash RECALL ON VEHICLE u11

(RO) Cause:

rrt found fault code u140a. performed electrical tests and found faulty wheel bearing.

(RO) Correction:

replaced clearance lights as per rrt claim paid 04-30-2018sg replaced wheel bearing and all ok at this time claim paid 04-30-2018sg see line b see line b see line b inspection completed completed claim paid 04-30-2018sg

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES ABS LIGHT IS ON [redacted] CRACKED CLEARANCE LA**]

(Claim) Cause:

FOUND FAULT CODE U140A. PERFORMED ELECTRICAL TESTS AND FOUND FAULTY WHEEL BEAR RRT ING.

(Claim) Correction:

REPLACED CLEARANCE LIGHTS AS PER RRT REPLACED WHEEL BEARING AND ALL OK AT THIS TIME

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 ST CREW CAB 4X4
Build Date	07/19/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11/06/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	04/30/2018
Claim Status	Paid	**Mileage (Miles)**	29,461

Expense

Labor	$83.94	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$83.94

Dealer Information

Code	[redacted]	**Name**	JEEP CHRYSLER OF ONTARIO, INC.	**Zone**	71 LOS ANGELES
Address	1202 AUTO CENTER DR , ONTARIO, CA 91761				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19U11182	Safety Recall U11 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update (2017 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$55.96
B	23T82182	Safety Recall T82 - Fire Extinguisher ; Inspect and Replace Fire Extinguisher	UC	UNCODABLE (NARRATIVE REQUIRED)						$27.98

RO Narratives

(RO) Customer Concern:

[redacted]

(RO) Cause:

NA

(RO) Correction:

[redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 LONGHORN CREW CAB 4X4
Build Date	06/21/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11/29/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	04/30/2018
Claim Status	Paid	**Mileage (Miles)**	2,863

Expense

Labor	$44.47	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$44.47

Dealer Information

Code	[redacted]	**Name**	RALPH SELLERS CHRYSLER DODGE JEEP	**Zone**	63 DALLAS
Address	14215 N AIRLINE HWY , GONZALES, LA 70737				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19U11182	Safety Recall U11 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update (2017 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$44.47

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES THERE IS A WIND NOISE COMING FROM DRIVER DOOR CUSTOMER STATES THERE IS A RATTLE NOISE COMING FROM THE DASH U11 BRAKE TRANSMISSION SHIFT INTERLOCK CSZHT791AA February 15, 2018

(RO) Cause:

. UPDATED AS PER RECALL

(RO) Correction:

[redacted]found air leaking at top right ofwindshield had it resealed SUBLET TO AIRLINE GLASS TO REMOVE AND RESEAL WINDSHIELD GLASS REMOVAL AND ALIGNMENT R AND R WINDSHIELD SUBLET REPAIRS [redacted]resealed windshield it was hittingcab at the top of cab MISC [redacted]RECALL Inspect BTSI Functionality [redacted].4 hours Perform BCM SoftwareUpdate (2017 Model Year Only) Safety Recall U11 - Brake Transmission Shift Interlock - Reprogram Inspect Brake Transmission Shift Interlock (BTSI) Functionality and PerformBCM Software Update (1-Semi-Skilled) Safety Recall U11 - Brake Transmission Shift Interlock - Reprogram InspectBrake Transmission ShiftInterlock (BTSI) Functionality and Perform BCM Software Update (1-Semi-Skilled)

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 3500 ST CREW CAB 4X4
Build Date	01/28/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	03/31/2017
Claim Type	W - Warranty	**Repair Date**	04/30/2018
Claim Status	Paid	**Mileage (Miles)**	143,871

Expense

Labor	$127.63	**Sublet**	$111.51	**Part**	$0.00	**Total Paid**	$239.14

Dealer Information

Code	[redacted]	**Name**	EXPRESSWAY DODGE INC	**Zone**	51 CHICAGO
Address	5531 E INDIANA , EVANSVILLE, IN 47715				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	07304508	Tank, coolant reservoir/overflow ; Pressurized 6.7 liter diesel engine	65	LEAKS	68166475AC	BOTTLE	1	X	99.68	$127.63
A	07304508	Tank, coolant reservoir/overflow ; Pressurized 6.7 liter diesel engine	65	LEAKS	68249136AA	CAP	1		11.83	$127.63

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THE LOW COOLANT LIGHT KEEPS COMING ON AND IS HAVING TO ADD COO

(Claim) Cause:

N. PRESSURE TESTED. FOUND COOLANT RESIDUE UNDER COOLANT RESERVOIR. NO OTHER L EAKAGE FOUND. REPLACED RESERVOIR AND CAP. TOPPED OFF COOLANT.

(Claim) Correction:

REPLACED RESERVOIR AND CAP. TOPPED OFF COOLANT. BLED AIR FROM SYSTEM. TEST DR OVE. OK. SPOKE WITH LINDA FROM FCA CUSTOMER MANAGEMENT. SHE ADVISED THAT CHRY SLER WOULD BE TAKING CARE OF THE COST FOR THE CUSTOMER, SHE IS TO ENTER DM N OTES PERTAINING TO THIS TRUCK

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 LARAMIE CREW CAB 4X4
Build Date	04/12/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	12/27/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	04/30/2018
Claim Status	Paid	**Mileage (Miles)**	4,204

Expense

Labor	$94.01	**Sublet**	$19.31	**Part**	$0.00	**Total Paid**	$113.32

Dealer Information

Code	[redacted]	**Name**	JACKSONVILLE CHRYSLER JEEP DODGE	**Zone**	66 ORLANDO
Address	11101 NURSERY FIELDS DRIVE , JACKSONVILLE, FL 32256				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19U11184	Safety Recall U11 - Brake Transmission Shift Interlock ; Inspect BTSI Functionality, Replace Gearshift Bracket, and Perform BCM Software Update (2017 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	CSZHT791AA	BRACKET	1	X	19.31	$94.01

RO Narratives

(RO) Customer Concern:

[redacted] Brake Transmission Shift Interlock (Recall CSN 1) CUSTOMER STATES FRONT TIRES SHOWING ABNORMAL WEAR, CHECK AND ADVISE PLEASE PERFORM MULTI-POINT INSPECTION

(RO) Cause:

TESTED SHIFTER BEING ABLE TO MOVE OUT OF PARK WITH KEY OFF AND IT DID PERFORMED FRONT END ALIGNMENT DUE TO CASTER AND TOE BEING OUT OF SPEC MULTI-POINT INSPECTION

(RO) Correction:

INSTALLED ALL 5 CLEARANCE LAMPS REPLACED BITSI SWITCH AND UPDATED BCM COMPLETE, RECOMMEND TIRE ROTATION AT UPCOMING OIL AND FILTER CHANGE PERFORMED MULTI-POINT INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	Year	01	Body	[redacted] R M 00 LT CRE C B 4 4
Build Date	0 14 01	Plant	LTILLO TRUCK EMBLY PL NT	Coverage Code	[redacted]

Claim Information

Claim #	[redacted]	In Service Date	04 0 01
Claim Type	K R ad Read (PREPN)	Repair Date	05 01 018
Claim Status	Paid	Mileage (Miles)	0

Expense

Labor	Sublet	Part	Total Paid
$109 4	$0 00	$0 00	$109 4

Dealer Information

Code	[redacted]	Name	BILL M R H HRY LER DODGE & JEEP	Zone	4 DETROIT
Address	1655 OUTH G RFIELD E TR ER E ITY MI 49686				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	900040	Road Read Basic Prep	NU	NE EHICLE PREP						$109 4

RO Narratives

(RO) Customer Concern

N

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

N

(Claim) Cause

N

(Claim) Correction

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 SLT CREW CAB 4X4
Build Date	02/04/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	03/17/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	05/01/2018
Claim Status	Paid	**Mileage (Miles)**	16,420

Expense

Labor	$40.77	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$40.77

Dealer Information

Code	[redacted]	**Name**	MEDINA AUTO MALL	**Zone**	42 DETROIT
Address	3205 MEDINA RD , MEDINA, OH 44256				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19U11182	Safety Recall U11 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update (2017 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$40.77

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES ABS, TRACTION AND SERVICE ELECTRONIC BRAKE LIGHTS CAME ON AND HAVE GONE OFF ON THE WAY IN MEDINA AUTOMALL SUPPLIED CUSTOMER WITH RENTAL VEHICLE CUSTOMER STATES RECALL U-11 TOUCH UP PAINT FOR THIS VEHICLE ANDVIN [redacted]

(RO) Cause:

ELECTRIAL FAILURE RENTAL RECALL U11

(RO) Correction:

[redacted]FAILED RIGHT FRONT BEARING HUB TONEWHEEL PERFORM ABS DIAGNOSIS FOR [redacted]R/F WHEEL SPEED SIGNAL COMPAREFAILURE, [redacted]R/F WHEEL SPEED SIGNALCURRENT RANGE. REPLACE RIGHT FRONT WHEELBEARING HUB, 4X4 EQUIPPED, ERASE FAULTS ANDROAD TEST 10 MILES AND NO ABS FAULTS RETURNAT THIS TIME. VEHICLE EQUIPPED WITH AFTERMARKET WHEELS, ADVISE CUSTOMER TO RE-CHECKWHEEL TORQUE AFTER 50 MILES DRIVING. Hub and Bearing, front - Replace Right (1 - Semi-Skilled) HUB, FRONT-Replace (B) RENTAL 1 DAY MEDINA AUTOMALL RENTAL RENTAL STANDARD 16410 PERFORM RECALL U11, UPDATE BODYCONTROL MODULE LO 19U11182 .4HRS PERFORM RECALL U11 INSPECT BTSI AND FLASH UPDATE BCM CUSTOMER WANTED TOUCH-UP PAINT FOR BOTH OF HIS VEHICLES INFORMATION ONLY

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

ABS, TRAC, SERV ELECT LIGHTS ON

(Claim) Cause:

BRAKE HUB OPEN

(Claim) Correction:

[redacted]

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 SLT CREW CAB 4X4
Build Date	02/04/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	03/17/2017
Claim Type	W - Warranty	**Repair Date**	05/01/2018
Claim Status	Paid	**Mileage (Miles)**	16,410

Expense

Labor	$81.54	**Sublet**	$376.37	**Part**	$35.00	**Total Paid**	$492.91

Dealer Information

Code	[redacted]	**Name**	MEDINA AUTO MALL	**Zone**	42 DETROIT
Address	3205 MEDINA RD , MEDINA, OH 44256				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	05210902	Hub and Bearing, front ; Right or left	2X	VIBRATION OR CHATTER	68185437AD	HUB	1	X	376.37	$81.54
A	95400141	Loaner Car ; Standard Line Vehicles			68185437AD	HUB	1	X	376.37	$35.00

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES ABS, TRACTION AND SERVICE ELECTRONIC BRAKE LIGHTS CAME ON AND HAVE GONE OFF ON THE WAY IN MEDINA AUTOMALL SUPPLIED CUSTOMER WITH RENTAL VEHICLE CUSTOMER STATES RECALL U-11 TOUCH UP PAINT FOR THIS VEHICLE ANDVIN [redacted]

(RO) Cause:

ELECTRIAL FAILURE RENTAL RECALL U11

(RO) Correction:

16420 FAILED RIGHT FRONT BEARING HUB TONEWHEEL PERFORM ABS DIAGNOSIS FOR DTCSC0034-62 R/F WHEEL SPEED SIGNAL COMPAREFAILURE, C0034-1D R/F WHEEL SPEED SIGNALCURRENT RANGE. REPLACE RIGHT FRONT WHEELBEARING HUB, 4X4 EQUIPPED, ERASE FAULTS ANDROAD TEST 10 MILES AND NO ABS FAULTS RETURNAT THIS TIME. VEHICLE EQUIPPED WITH AFTERMARKET WHEELS, ADVISE CUSTOMER TO RE-CHECKWHEEL TORQUE AFTER 50 MILES DRIVING. Hub and Bearing, front - Replace Right (1 - Semi-Skilled) HUB, FRONT-Replace (B) RENTAL 1 DAY MEDINA AUTOMALL RENTAL RENTAL STANDARD 16410 PERFORM RECALL U11, UPDATE BODYCONTROL MODULE LO [redacted] HRS PERFORM RECALL U11 INSPECT BTSI AND FLASH UPDATE BCM CUSTOMER WANTED TOUCH-UP PAINT FOR BOTH OF HIS VEHICLES INFORMATION ONLY

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

ABS, TRAC, SERV ELECT LIGHTS ON

(Claim) Cause:

BRAKE HUB OPEN

(Claim) Correction:

[redacted]RNEW HUB AND RETEST

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	01	**Body**	[redacted] R M 00 LT CRE C B 4 4
Build Date	0 01	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06 14 01
Claim Type	K Road Read (PREPN)	**Repair Date**	0 0 01
Claim Status	Paid	**Mileage (Miles)**	

Expense

Labor	$11 9	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$11 9

Dealer Information

Code	[redacted]	**Name**	HERID N MOTOR INC	**Zone**	74 DEN ER
Address	1 COFFEEN E HERID N Y 01				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	900040	Road Read Ba ic Prep	NU	NE EHICLE PREP						$11 9

RO Narratives

(RO) Customer Concern

N

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

N

(Claim) Cause

N

(Claim) Correction

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	01	**Body**	[redacted]
Build Date	10 11 017	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	07 0 01
Claim Type	arrant	**Repair Date**	0 0 01
Claim Status	Paid	**Mileage (Miles)**	6

Expense

Labor	$ 4 64	**Sublet**	$44 4	**Part**	$0 00	**Total Paid**	$79 09

Dealer Information

Code	[redacted]	**Name**	BRIGG DODGE	**Zone**	74	DEN ER
Address	313 K N E TOPEK K 66611					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	0 0 096	Lamp learance Lamp Clearance Replace ll		ER I E CTION	6 61677 C	L MP			44 4	$ 4 64

RO Narratives

(RO) Customer Concern

[redacted] (DJ DD DF D DP D) BRIGG GL LIGHT ND TIRE IN PECTION

(RO) Cause

RRT

(RO) Correction

6 Perf rmed RRT Lamp learance Lamp learance Replace ll BRIGG GL LIGHT NDTIRE IN PE TION

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

[redacted] LE R N E L (DJ DD DF D DP D)

(Claim) Cause

RRT

(Claim) Correction

R R LL C B L MP

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	018	**Body**	[redacted] RAM 500 LT CREW CAB 4 4
Build Date	10 1 017	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	0 / / 018
Claim Type	W Warranty	**Repair Date**	05/0 / 018
Claim Status	Paid	**Mileage (Miles)**	,880

Expense

Labor	$78 99	**Sublet**	$106 96	**Part**	$0 00	**Total Paid**	$185 95

Dealer Information

Code	[redacted]	**Name**	NEUWIRTH MOTOR INC	**Zone**	66	ORLANDO
Address	19 COLLEGE RD , WILMINGTON, NC 8406					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08141809	en or, wheel peed Anti lock brake ; rear left	14	BURNED OR BURNED OUT	04779981AC	EN OR	1		50 69	$ 85
B	08508096	Lamp, Clearance ; Lamp, Clearance Replace All		ERVICE ACTION	68 61677AC	LAMP	5		56 7	$45 14

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CU TOMER TATE AB LIGHT COMING ON

(Claim) Cause:

VERIFY CONCERN, CANNED Y [redacted] LEFT REAR WHEEL PEED EN OR FAIL URE

(Claim) Correction:

REMOVED AND REPLACED PEED EN OR

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 2500 LARAMIE CREW CAB 4X4
Build Date	10/29/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	12/12/2017
Claim Type	S Safety (Recalls)	**Repair Date**	05/03/2018
Claim Status	Paid	**Mileage (Miles)**	7,224

Expense

Labor	$46.16	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$46.16

Dealer Information

Code	[redacted]	**Name**	GRAND JUNCTION CHY JEEP DOD INC	**Zone**	74 DENVER
Address	2578 HWY 6 & 50 , GRAND JUNCTION, CO 81505				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19U11185	Safety Recall U11 Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update (2018 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$46 16

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	01	**Body**	[redacted] R M 00 L R MIE CRE C B 4 4
Build Date	10 9 01	**Plant**	LTILLO TRU K EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	1 1 017
Claim Type	F er ice Contract	**Repair Date**	0 0 01
Claim Status	Paid	**Mileage (Miles)**	7 4

Expense

Labor	$0 00	**Sublet**	$0 00	**Part**	$1 0 00	**Total Paid**	$1 0 00

Dealer Information

Code	[redacted]	**Name**	GR ND JUNCTION CHY JEEP DOD INC	**Zone**	74 DEN ER
Address	7 H Y 6 0 GR ND JUNCTION CO 1 0				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	6 60 0	Maintenance Inter al chedule B To be u ed e er 000 Inter al	MC	M INTEN NCE C RE						$0 00
	9 60001	Maintenance llowance Fixed Co t Maintenance								$110 00
	9 6000	Maintenance ll ance TIRE ROT TION								$10 00

RO Narratives

(RO) Customer Concern

N

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

N

(Claim) Cause

N

(Claim) Correction

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	018	**Body**	[redacted] RAM 500 LARAMIE CREW CAB 4 4
Build Date	0 16 017	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	0 07 01
Claim Type	arrant	**Repair Date**	0 0 01
Claim Status	Paid	**Mileage (Miles)**	46

Expense

Labor	$	**Sublet**	$1 10 00	**Part**	$0 00	**Total Paid**	$1 1 0 00

Dealer Information

Code	[redacted]	**Name**	R INIER DODGE INC	**Zone**	70 PHOENI
Address	0 C RRI GE LOOP DRI E OLYMPI 9 0				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	0 600 00	Radio Telematic Gatewa Module		INTERNAL DEFECT	6 16 H	R DIO	1		110 00	$

RO Narratives

(RO) Customer Concern

REPL CE R DIO ITH NE COMPONENT PPRO ED BY ILL D I

(RO) Cause

N

(RO) Correction

REMOVE AND REPLACED RADIO WITH NEW UNIT

(RO) Technical Notes:

E CH NGE R DIO DOE NOT ORK

GCS Narratives

(Claim) Customer Concern

CU TOMER HA HAD EVERAL I UE WITH RADIO

(Claim) Cause:

GOT IN TOUCH ITH CHRY LER ILL D I PPRO ED R DIO TO BE REPL CED T DE LER CO T

(Claim) Correction

IN T LLED R DIO

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted]
Build Date	04 6 017	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10 0 017
Claim Type	arrant	**Repair Date**	0 04 01
Claim Status	Paid	**Mileage (Miles)**	11 850

Expense

Labor	$1 4 0	**Sublet**	$ 1 0	**Part**	$70 00	**Total Paid**	$1 07 11

Dealer Information

Code	[redacted]	**Name**	CL IC DODGE CHRY LER JEEP	**Zone**	6	D LL	
Address	4984 I 35 E DENTON T 6 10						

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	05400 01	ntr l unit Brake anti l ck h draulic (HCU ICU) ll thers	ML	CHECK ENGINE ER I E ENGINE O	68143491	ONTROL	1		565 50	$119 08
	0 400701	Control unit Brake anti l ck h draulic (HCU ICU) ll thers	ML	CHECK ENGINE ER ICE ENGINE O	04 496 E	FLUID	1		1 74	$119 0
	9 40014	Loaner Car High Line ehicles			6 14 491	CONTROL	1		6 0	$70 00
	9 40014	Loaner Car High Line ehicles			04 496 E	FLUID	1		1 74	$70 00
B	0 19100	M dule anti l ck brake control ll other	4	GROUNDED OR HORTED	6 4709 B	MODULE	1		4 4	$64 9

RO Narratives

(RO) Customer Concern

Multi point in pection (according to maintenance inter al) General Concern [CU TOMER T TE B ND P LIGHT ON] U TOMER T TE OURTE Y TR N PORT TION RENT L EHI LE (TP)THI I GOOD ILL OURTE Y TR N PORT TION EHICLE GOOD ILL FROM FC ND CL IC OF DENTON

(RO) Cause

ICU MODULE f

(RO) Correction

[redacted]

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern:

GENERAL CONCERN [CUSTOMER STATES ABS AND ASP LIGHTS ON]

(Claim) Cause:

[redacted]

(Claim) Correction:

[redacted]

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted]
Build Date	07/ 0/ 017	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11/ 1/ 017
Claim Type	F ervice Contract	**Repair Date**	05/04/ 018
Claim Status	Paid	**Mileage (Miles)**	1,475

Expense

Labor	$0 00	**Sublet**	$0 00	**Part**	$85 00	**Total Paid**	$85 00

Dealer Information

Code	[redacted]	**Name**	FREEDOM DODGE CHRY LER JEEP	**Zone**	6 DALLA
Address	815 E CAMP WI DOM RD , DUNCANVILLE, T 75116				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	6860 0	Maintenance Inter al chedule B ; To be u ed every ,000 Interval	MC	MAINTENANCE C RE						$0 00
A	95 60001	Maintenance Allowance ; Fixed Co t Maintenance								$75 00
A	95 6000	Maintenance Allowance ; TIRE ROT TION								$10 00

RO Narratives

(RO) Customer Concern:

Oil and Filter Lube Ti e Rotate

(RO) Cause

NA

(RO) Correction:

Oil and Filter Lube ENVIRONMENTAL FEE MI C HOP CHARGE Tire Rotate

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted]
Build Date	06 1 01	**Plant**	LTILLO TRU K EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10 30 01
Claim Type	afet (Recall)	**Repair Date**	0 07 01
Claim Status	Paid	**Mileage (Miles)**	9

Expense

Labor	$43 66	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$43 66

Dealer Information

Code	[redacted]	**Name**	E TPOINTE CHRY LER JEEP DODGE	**Zone**	6 D LL
Address	11001 RENO E YUKON OK 7 099				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	19U111	afet Recall U11 Brake Tran mi ion hift Interlock In pect Brake Transmissi n hift Interl ck (BT I) Functionalit and Perform BCM oftware Update (017 Model Year Onl)	UC	UNCOD BLE (N RR TI E REQUIRED)						$4 66

RO Narratives

(RO) Customer Concern

N

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

N

(Claim) Cause

N

(Claim) Correction

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted]
Build Date	06/17/ 017	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/30/2017
Claim Type	W Warranty	**Repair Date**	05/07/ 018
Claim Status	Paid	**Mileage (Miles)**	5,589

Expense

Labor	$65 48	**Sublet**	$221 65	**Part**	$210 00	**Total Paid**	$497 13

Dealer Information

Code	[redacted]	**Name**	WE TPOINTE CHRY LER JEEP DODGE	**Zone**	6 DALLA
Address	11001 W RENO AVE , YUKON, OK 7 099				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08191002	Module, anti lock brake control ; All other	18	CIRCUIT OPEN	68347098AB	MODULE	1	X	221 65	$65 48
A	95400141	Loaner Car ; tandard Line Vehicle			68347098AB	MODULE	1	X	221 65	$210 00

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

50 BRAKE [CU TOMER TATE AB LIGHT ON TPM LIGHT ON]

(Claim) Cause:

FAULTY AB MODULE CODE C00 4 1D RIGHT FRONT WHEEL PEED EN OR CIRCUIT CURREN T OUT OF RANGE

(Claim) Correction:

PERFORMED DIAG FOR CODE FOUND ABS MODULE TO BE AT FAULT REPLACED ABS MODULE R EPAIR COMPLETE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted]
Build Date	07/19/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11/06/2017
Claim Type	W - Warranty	**Repair Date**	05/07/2018
Claim Status	Paid	**Mileage (Miles)**	30,441

Expense

Labor	$153.90	**Sublet**	$188.93	**Part**	$0.00	**Total Paid**	$342.83

Dealer Information

Code	[redacted]	**Name**	JEEP CHRYSLER OF ONTARIO, INC.	**Zone**	71 LOS ANGELES
Address	1202 AUTO CENTER DR , ONTARIO, CA 91761				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	0530059C	Hose, brake flexible ; Inspect and Replace. Left Front Brake Hose and Wheel Speed Sensor Harness	ZZ	SERVICE ACTION	68224903AJ	HOSE	1	X	68.74	$97.94
A	0530059C	Hose, brake flexible ; Inspect and Replace. Left Front Brake Hose and Wheel Speed Sensor Harness	ZZ	SERVICE ACTION	68267479AB	SENSOR	1		50.82	$97.94
A	0530059C	Hose, brake flexible ; Inspect and Replace. Left Front Brake Hose and Wheel Speed Sensor Harness	ZZ	SERVICE ACTION	04318080AD	FLUID	2		18.48	$97.94
A	0530059C	Hose, brake flexible ; Inspect and Replace. Left Front Brake Hose and Wheel Speed Sensor Harness	ZZ	SERVICE ACTION	06502114	GASKET	2		6.44	$97.94
B	08508096	Lamp, Clearance ; Lamp, Clearance - Replace All	ZZ	SERVICE ACTION	68261677AC	LAMP	5	X	44.45	$55.96

RO Narratives

(RO) Customer Concern:

TIRE PRESSURE CHECK, IN COMPLIANCE WITH THE CARB(CALIFORNIA AIR RESOURCES BOARD) RULE SERVICE PROVIDERS MUST CHECK AND INFLATE TIRES TO THE PROPER PSI TRACKING PURPOSES ONLY Multi-point inspection (according to maintenance interval) [redacted]F DJ DX LEFT FRONT BRAKE HOSE WEEPAGE ** [redacted] (DJ/DD/DF/D2/DP/DX) CRACKED CLEARANCE LA**]

(RO) Cause:

- -

(RO) Correction:

TIRE PRESSURE CHECK, IN COMPLIANCE WITH THE CARB (CALIFORNIA AIR RESOURCESBOARD) RULE SERVICE PROVIDERS MUST CHECK AND INFLATE TIRES TO THE PROPER PSI. TIRE PRESSURE CHECK, IN COMPLIANCE WITH THE CARB (CALIFORNIA AIR RESOURCES BOARD) RULE SERVICE PROVIDERS MUST CHECK AND INFLATE TIRES TO THE PROPER PSI. TRACKING PURPOSES ONLY TRACKING OPERATION CODE ONLY, REFER ALL LINES Multi-point inspection (according to [redacted]

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 3500 LONGHORN CREW CAB 4X4
Build Date	04/04/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06/05/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	05/07/2018
Claim Status	Paid	**Mileage (Miles)**	7,765

Expense

Labor	$36.00	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$36.00

Dealer Information

Code	[redacted]	**Name**		**Zone**	71 LOS ANGELES
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19U11182	Safety Recall U11 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update (2017 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$36.00

RO Narratives

(RO) Customer Concern:

RECALL U11 THE WORKS - DIESEL ENGINE(LUBE, OIL, FILTER & TIRE ROTATION) CHECK TIRE PRESSURE & SET TO FACTORY SPECS([redacted] MULTI POINT INSPECTION

(RO) Cause:

. CHECK TIRE PRESSURE & SET TO FACTORY SPECS (PER REGULATION 95550)

(RO) Correction:

[redacted]NSPECTED BRAKE TRANSMISSION SHIFTINTERLOCK AND PROGRAMMED BODY CONTROL MODULE RECALL U11 RECALL THE WORKS - DIESEL ENGINE(LUBE, OIL , FILTER& TIRE ROTATION) HAZ-MAT WASTE FEE - FORD THE WORKS - DIESEL ENGINE(LUBE, OIL , FILTER & TIRE ROTATION) MISC. SHOP CHARGES CHECK TIRE PRESSURE & SETTO FACTORY SPECS(PER REGULATION 95550) MULTI POINT INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 3500 SLT CREW CAB 4X4
Build Date	08/12/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/02/2017
Claim Type	W - Warranty	**Repair Date**	05/07/2018
Claim Status	Paid	**Mileage (Miles)**	15,081

Expense

Labor	$55.82	**Sublet**	$291.55	**Part**	$91.70	**Total Paid**	$439.07

Dealer Information

Code	[redacted]	**Name**	FORT COLLINS DODGE CHRYSLER JEEP	**Zone**	74 DENVER
Address	3835 S COLLEGE AVE , FORT COLLINS, CO 80525				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	23141605	Load floor, base ; Fold out	81	POOR FIT	5SD55DX9AD	LOAD FLOO	1	X	285.60	$22.33
B	23051105	Applique/molding/tape, door pillar ; Front door - Right or left	01	ADHESIVE BOND	68351204AA	APPLIQUE	1	X	5.95	$0.00
B	85333333	Sublet processing allowance			68351204AA	APPLIQUE	1	X	5.95	$33.49
B	97756555	Sublet Repair			68351204AA	APPLIQUE	1	X	5.95	$91.70

RO Narratives

(RO) Customer Concern:

C/S THAT THE TRIM UNDER THE LEFT BACK SEAT IS LOOSE C/S THAT THE BLACK TRIM ON THE PILLAR IS WARPED.PLEASE CHECK AND ADVISE PERFORM MULTI-POINT VEHICLE INSPECTION RECALL -U11

(RO) Cause:

LOOSE TRIM . REQUEST RECALL

(RO) Correction:

[redacted]REPLACED STORAGE LID UNDER REAR LEFTSEAT Load floor, base - Replace Fold out (0 - LowSkilled) 15081 TRIM PIECE INSTALLED SUBLET ALLOWANCE REPAIR SUBLET ALLOWANCE SUBLET REPAIRS PERFORM MULTI-POINT VEHICLE INSPECTION 15081 Inspect BTSI Functionality and19-U1-11-85 0.5 hours Perform BCM SoftwareUpdate (2018 Model Year Only) Safety Recall U11 - BrakeTransmission Shift Interlock - Reprogram Inspect Brake Transmission Shift Interlock (BTSI) Functionality and PerformBCM Software Update (2018Model Year Only) (1 - Semi-Skilled)

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THAT THE BLACK TRIM ON THE PILLAR IS WARPED CUSTOMER STATES THAT THE TRIM UNDER THE LEFT BACK SEAT IS LOOSE

(Claim) Cause:

LOOSE TRIM WARPED TRIM

(Claim) Correction:

SUBLET TO BODY SHOP TO REPLACE TRIM VERIFIED CUSTOMERS CONCERN. FOUND TRIM LOOSE. REPLACED STORAGE LID UNDER REAR LEFT SEAT

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 3500 SLT CREW CAB 4X4
Build Date	08/12/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/02/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	05/07/2018
Claim Status	Paid	**Mileage (Miles)**	15,081

Expense

Labor	$55.82	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$55.82

Dealer Information

Code	[redacted]	**Name**	FORT COLLINS DODGE CHRYSLER JEEP	**Zone**	74 DENVER
Address	3835 S COLLEGE AVE , FORT COLLINS, CO 80525				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19U11185	Safety Recall U11 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update (2018 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$55.82

RO Narratives

(RO) Customer Concern:

C/S THAT THE TRIM UNDER THE LEFT BACK SEAT IS LOOSE C/S THAT THE BLACK TRIM ON THE PILLAR IS WARPED.PLEASE CHECK AND ADVISE PERFORM MULTI-POINT VEHICLE INSPECTION RECALL -U11

(RO) Cause:

LOOSE TRIM . REQUEST RECALL

(RO) Correction:

[redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THAT THE BLACK TRIM ON THE PILLAR IS WARPED CUSTOMER STATES THAT THE TRIM UNDER THE LEFT BACK SEAT IS LOOSE

(Claim) Cause:

LOOSE TRIM WARPED TRIM

(Claim) Correction:

SUBLET TO BODY SHOP TO REPLACE TRIM VERIFIED CUSTOMERS CONCERN. FOUND TRIM LOOSE. REPLACED STORAGE LID UNDER REAR LEFT SEAT

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 3500 ST CREW CAB 4X4
Build Date	0 /05/ 018	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	07/05/ 019
Claim Type	K Road Ready (PREPNV)	**Repair Date**	05/08/ 018
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$1 4 86	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$1 4 86

Dealer Information

Code	[redacted]	**Name**	GOLLING CHRY LER JEEP DODGE, INC	**Zone**	4 DETROIT
Address	405 TELEGRAPH RD , BLOOMFIELD HILL , MI 48 0				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Ba ic Prep	NU	NEW VEHICLE PREP						$1 4 86

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 3500 ST CREW CAB 4X4
Build Date	11/14/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/14/2018
Claim Type	W Warranty	**Repair Date**	05/08/2018
Claim Status	Paid	**Mileage (Miles)**	1

Expense

Labor	$0 00	**Sublet**	$31 71	**Part**	$0 00	**Total Paid**	$31 71

Dealer Information

Code	[redacted]	**Name**		**Zone**	70 PHOENIX
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	5080140	DEF Fluid Top Off ; Vehicle Delivery Fill ee LOP note for vehicle specific allowances	40	FLUID HIGH OR LOW	68056 78AC	FLUID	1		61	$0 00
A	25080140	DEF Fluid Top Off ; Vehicle Delivery Fill See LOP note for vehicle pecific allowance	40	FLUID HIGH OR LOW	68035704AC	FLUID	1		9 10	$0 00

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
PDI PRE DELIVERY

(Claim) Cause:
PDI PRE DELIVERY

(Claim) Correction:
PDI PRE DELIVERY

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted] RAM 500 T CREW CAB 4 4
Build Date	01/ 8/ 017	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	0 / 1/ 017
Claim Type	W Warranty	**Repair Date**	05/08/ 018
Claim Status	Paid	**Mileage (Miles)**	149,1 0

Expense

Labor	$255 27	**Sublet**	$1,537 20	**Part**	$0 00	**Total Paid**	$1,292 47

Dealer Information

Code	[redacted]	**Name**	E PRE WAY DODGE INC	**Zone**	51 CHICAGO
Address	55 1 E INDIANA , EVAN VILLE, IN 47715				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	5014707	Cooler, EGR ; 6 7 liter die el engine 500 500 pickup truck	65	LEAK	68048988AA	COOLER	1		1505 00	$ 06 18
A	5014707	Cooler, EGR ; 6 7 liter die el engine 500 500 pickup truck	65	LEAK	68005465AA	GA KET			10 64	$ 06 18
A	5014707	Cooler, EGR ; 6 7 liter die el engine 500 500 pickup truck	65	LEAK	6816 848AB	ANTIFREE	1		1 56	$ 06 18
A	85410000	Operation diagno tic With repair ; Must be used in conjunction with appropriate repair Labor Operation			68048988AA	COOLER	1		1505 00	$49 09
A	854100 0	Operation diagno tic With repair ; Mu t be u ed in conjunction with appropriate repair Labor Operation			68005465AA	GA KET			10 64	$49 09
A	85410000	Operation diagno tic With repair ; Mu t be u ed in conjunction with appropriate repair Labor Operation			6816 848AB	ANTIFREE	1		1 56	$49 09
A	85434343	Goodwill Authori ation ; Goodwill Authori ation			68048988AA	COOLER	1	X	1505 00	$0 00
A	854 4 4	Goodwill Authori ation ; Goodwill Authori ation			68005465AA	GA KET			10 64	$0 00
A	854 4 4	Goodwill Authori ation ; Goodwill Authori ation			6816 848AB	ANTIFREE	1		1 56	$0 00

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

GENERAL MAINTENANCE [CUSTOMER STATES LOW COOLANT LIGHT IS ON] GENERAL MAINTENANCE [CUSTOMER STATES LOW COOLANT LIGHT IS ON]

(Claim) Cause:

.FOUND MOISTURE IN EGR TUBE.

(Claim) Correction:

[redacted]VERIFIED CONCERN. FOUND MOISTURE IN EGR TUBE. REPLACED INTERNALLY LE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	Year	01	Body	[redacted]
Build Date	10/04/ 017	Plant	ALTILLO TRUCK A EMBLY PLANT	Coverage Code	[redacted]

Claim Information

Claim #	[redacted]	In Service Date	06/ 9/ 018
Claim Type	W Warranty	Repair Date	05/09/ 018
Claim Status	Paid	Mileage (Miles)	1

Expense

Labor	Sublet	Part	Total Paid
$ 8 41	$50 7	$0 00	$89 14

Dealer Information

Code	[redacted]	Name	FLETCHER CHRY PRODUCT IN	Zone	4 DETROIT
Address	099 NORTH MORTON FR NKLIN IN 461 1				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08508096	Lamp Clearance Lamp Clearance Replace ll		ER ICE CTION	68 61677AC	LAMP	5		50 7	$ 8 41

RO Narratives

(RO) Customer Concern

PERFORM RRT 1 04 16 POINT COURTE Y IN PECTION

(RO) Cause

(RO) Correction:

1 PERFORMED RRT 1 04 REPL CED LL CLE R NCE L MP HOU ING RRT 16 POINT COURTE Y IN PECTION

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern:

N

(Claim) Cause

N

(Claim) Correction

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 ST CREW CAB 4X4
Build Date	04/19/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06/15/2017
Claim Type	W - Warranty	**Repair Date**	05/09/2018
Claim Status	Paid	**Mileage (Miles)**	14,456

Expense

Labor	$130.33	**Sublet**	$630.72	**Part**	$0.00	**Total Paid**	$761.05

Dealer Information

Code	[redacted]	**Name**	CHRYSLER JEEP DODGE OF COSHOCTON	**Zone**	42 DETROIT
Address	1921 OSTEGO AVENUE , COSHOCTON, OH 43812				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08191002	Module, anti-lock brake control ; All others	ML	CHECK ENGINE/SERVICE ENGINE SO	68347098AA	MODULE	1	X	241.83	$52.13
B	05210902	Hub and Bearing, front ; Right or left	68	NOISY	68185437AD	HUB	1	X	388.89	$69.51
B	05210961	Hub and Bearing, front ; AWD/4WD equipped			68185437AD	HUB	1	X	388.89	$8.69

RO Narratives

(RO) Customer Concern:

General Concern #1 Customer States ABS, traction control are back on. Multi-point inspection Car Wash CUSTOMER STATES NOISE COMING FROM RIGHT FRONT WHEEL

(RO) Cause:

fault code c0034-1d performed electrical tests and found faulty abs module. test drove and verifed noise. found fautly right front wheel bearing

(RO) Correction:

replaced abs module and test drove and all ok at this time COMPLETED CLAIM PAID 05/09/2018 TF COMPLETED COMPLETED replaced right front wheel bearing and all ok at this time COMPLETED CLAIM PAID 05/09/2018 TF EXTRA LOP 05210961

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES ABS AND TRACTION CONTROL LIGHT IS ON CUSTOMER STATES NOISE COMING FOUND RIGHT FRONT WHEEL AREA.

(Claim) Cause:

FOUND [redacted] N ABS MODULE, AFTER FOLLOWING TEST PROCEDURE IN DEALERCON FOUND NOISE COMING FROM NEW WHEEL BEARING THAT WAS JUST REPLACED NECT FOUND ABS MODULE FAULTY.

(Claim) Correction:

REPLACED RIGHT FRONT WHEEL BEARING HUB, TEST DROVE VEHICLE NO MORE NOISE COMIN G FROM BEARING. REPLACED ABS MODULE PER TEST RESULTS IN TECHCONNECT

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 SLT CREW CAB 4X4
Build Date	08/30/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	01/25/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	05/09/2018
Claim Status	Paid	**Mileage (Miles)**	24,126

Expense

Labor	$46.64	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$46.64

Dealer Information

Code	[redacted]	**Name**	ALLEN SAMUELS CHRYSLER DODGE JEEP	**Zone**	63 DALLAS
Address	11200 NORTH FWY , FORT WORTH, TX 76177				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19T79182	Safety Recall T79 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update	UC	UNCODABLE (NARRATIVE REQUIRED)						$46.64

RO Narratives

(RO) Customer Concern:

RECALL T79 SERVICE CONTRACT LUBE OIL FILTER. NOT TO EXCEED $75.00 [LABOR 33.17, .4] CUSTOMER REQUEST A MULTI FUNCTION INSPECTION BE PERFORMED Declined Tire Rotation NEXT SERV APPT 11.8.18 **Thank you for joining us in the fight against cancer. We've partnered with the BCRF to raise funds for the world's most promising research to eradicate breast cancer.100% of your donationgoes to BCRF. Please visit DrivePink.com for more info** AP*-Indicates you chose to use aftermarket parts (AP) for this job. AP Parts are quality parts suitable for your vehicle, but are not sourced from the vehicle manufacturer. All AP parts come with a warranty backed by AutoNation at any of our stores.

(RO) Cause:

RECALL T79 LOF PERFORMED

(RO) Correction:

[redacted]

Recall T79 - BrakeTransmission Shift Interlock - Reprogram Inspect Brake Transmission Shift Interlock (BTSI) Functionality and PerformBCM Software Update (1 - Semi-Skilled) 24126 TOTAL TIME .5 TK 7577, LOFD COMPELTE NC-CAUCUAL LOP SPECIAL SERVICES OP 24126 TIRES AT 7 AND 8/32NDS, BRAKES AT10MM AND BATTERIES ARE GOOD, NEEDS FUELFILTERS SOON CUSTOMER REQUEST A MULTI FUNCTION INSPECTION BE PERFORMED Declined Tire Rotation INFO INFO AP*-Indicates you chose to use aftermarket parts (AP) for this job. AP Parts are quality parts suitable for your vehicle, but are not sourced from the vehicle manufacturer. All AP parts come with a warranty backed by AutoNation at any of our stores. AP*-Indicates you chose to use aftermarket parts (AP) for this job. AP Parts are quality parts suitable for your vehicle, butare not sourced from thevehicle manufacturer. All AP parts come with a warranty backed by AutoNation at any of our stores.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

RECALL T79

(Claim) Cause:

RECALL T79

(Claim) Correction:

[redacted]

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 SLT CREW CAB 4X4
Build Date	08/30/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	01/25/2017
Claim Type	F - Service Contract	**Repair Date**	05/09/2018
Claim Status	Paid	**Mileage (Miles)**	24,126

Expense

Labor	$0.00	**Sublet**	$0.00	**Part**	$75.00	**Total Paid**	$75.00

Dealer Information

Code	[redacted]	**Name**	ALLEN SAMUELS CHRYSLER DODGE JEEP	**Zone**	63 DALLAS
Address	11200 NORTH FWY , FORT WORTH, TX 76177				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26860303	Maintenance Interval - Schedule B ; To be used every 3,000 Intervals	MC	MAINTENANCE CARE						$0.00
A	95260001	Maintenance Allowance ; Fixed Cost Maintenance								$75.00

RO Narratives

(RO) Customer Concern:

RECALL T79 SERVICE CONTRACT LUBE OIL FILTER. NOT TO EXCEED $75.00 [LABOR 33.17, .4] CUSTOMER REQUEST A MULTI FUNCTION INSPECTION BE PERFORMED Declined Tire Rotation NEXT SERV APPT 11.8.18 **Thank you for joining us in the fight against cancer. We've partnered with the BCRF to raise funds for the world's most promising research to eradicate breast cancer.100% of your donationgoes to BCRF. Please visit DrivePink.com for more info** AP*-Indicates you chose to use aftermarket parts (AP) for this job. AP Parts are quality parts suitable for your vehicle, but are not sourced from the vehicle manufacturer. All AP parts come with a warranty backed by AutoNation at any of our stores.

(RO) Cause:

RECALL T79 LOF PERFORMED

(RO) Correction:

[redacted]

Recall T79 - BrakeTransmission Shift Interlock - Reprogram Inspect Brake Transmission Shift Interlock (BTSI) Functionality and PerformBCM Software Update (1 - Semi-Skilled) 24126 TOTAL TIME .5 TK 7577, LOFD COMPELTE NC-CAUCUAL LOP SPECIAL SERVICES OP 24126 TIRES AT 7 AND 8/32NDS, BRAKES AT10MM AND BATTERIES ARE GOOD, NEEDS FUELFILTERS SOON CUSTOMER REQUEST A MULTI FUNCTION INSPECTION BE PERFORMED Declined Tire Rotation INFO INFO AP*-Indicates you chose to use aftermarket parts (AP) for this job. AP Parts are quality parts suitable for your vehicle, but are not sourced from the vehicle manufacturer. All AP parts come with a warranty backed by AutoNation at any of our stores. AP*-Indicates you chose to use aftermarket parts (AP) for this job. AP Parts are quality parts suitable for your vehicle, butare not sourced from thevehicle manufacturer. All AP parts come with a warranty backed by AutoNation at any of our stores.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

RECALL T79

(Claim) Cause:

LOF PERFORMED

(Claim) Correction:

[redacted]

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 POWER WAGON CREW CAB
Build Date	05/30/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	07/03/2017
Claim Type	W - Warranty	**Repair Date**	05/09/2018
Claim Status	Paid	**Mileage (Miles)**	17,535

Expense

Labor	$120.12	**Sublet**	$252.49	**Part**	$35.00	**Total Paid**	$407.61

Dealer Information

Code	[redacted]	**Name**	JEFF D'AMBROSIO CHRYSLER JEEP DODGE	**Zone**	35 WASHINGTON
Address	1221 E LANCASTER AVE , DOWNINGTOWN, PA 19335				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	05400502	Master cylinder, brake ; All others	53	IMPROPER PRESSURE	68285796AA	MASTR CYL	1	X	231.15	$120.12
A	05400502	Master cylinder, brake ; All others	53	IMPROPER PRESSURE	04318080AD	FLUID	2		21.34	$120.12
A	95400141	Loaner Car ; Standard Line Vehicles			68285796AA	MASTR CYL	1	X	231.15	$35.00
A	95400141	Loaner Car ; Standard Line Vehicles			04318080AD	FLUID	2		21.34	$35.00

RO Narratives

(RO) Customer Concern:

MASTER CYLINDER IS HERE CUSTOMER REQUESTS WE BLEED THE COMPLETE SYSTEM FIRST DAY RENTAL

(RO) Cause:

PEDAL DROPS FIRST DAY RENTAL

(RO) Correction:

VERIFIED COMPLAINT REPLACED THE MASTER CYLINDER BLEED BRAKES ROAD TESTED OK.. SLIGHT NOISE FROM BOOSTER WHEN BRAKING, ORDERED A REPLACEMENT BOOSTER FIRST DAY RENTAL

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

MASTER CYLINDER IS HERE CUSTOMER REQUESTS WE BLEED THE COMPLETE SYSTEM

(Claim) Cause:

PEDAL DROPS

(Claim) Correction:

VERIFIED COMPLAINT REPLACED THE MASTER CYLINDER BLEED BRAKES ROAD TESTED OK..

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - RAM 2500 SLT CREW CAB 4X4
Build Date	10/15/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	03/22/2018
Claim Type	W Warranty	**Repair Date**	05/09/2018
Claim Status	Paid	**Mileage (Miles)**	3,256

Expense

Labor	$74.47	**Sublet**	$200.20	**Part**	$0.00	**Total Paid**	$274.67

Dealer Information

Code	[redacted]	**Name**	BLACK CHRYSLER DODGE JEEP RAM	**Zone**	66 ORLANDO
Address	831 SALISBURY RD , STATESVILLE, NC 28677				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08191002	Module, anti lock brake control ; All others	UC	UNCODABLE (NARRATIVE REQUIRED)	68347098AB	MODULE	1	X	200 20	$55 85
A	08191063	Module, anti lock brake control ; 6.7L diesel equipped			68347098AB	MODULE	1	X	200.20	$18.62

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES THE ABS LIGHT IS ON (Brake Systems Concern)

(RO) Cause:

FAULT CODE U0415 BRAKE CONTROL SYSTEM MODULE

(RO) Correction:

REMOVE AND INSTALL NEW ABS MODULE. INITILIZE AND CONFIGURE MODULE

(RO) Technical Notes:

ABS LIGHT U0415

GCS Narratives

(Claim) Customer Concern:

ABS LIGHT ON

(Claim) Cause:

CODE U0415

(Claim) Correction:

REMOVE AND INSTALL NEW ABS MODULE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 3500 ST CREW CAB 4X4
Build Date	01/28/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	03/31/2017
Claim Type	W - Warranty	**Repair Date**	05/09/2018
Claim Status	Paid	**Mileage (Miles)**	148,795

Expense

Labor	$72.66	**Sublet**	$174.44	**Part**	$0.00	**Total Paid**	$247.10

Dealer Information

Code	[redacted]	**Name**		**Zone**	74 DENVER
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	07500125	Pump, water ; 6.7 liter diesel engine	44	LEAKS-GASKET DEFECT	00000NPN	WATER PUM	1	X	88.20	$72.66
A	07500125	Pump, water ; 6.7 liter diesel engine	44	LEAKS-GASKET DEFECT	68163848AB	ANTIFREEZ	4		86.24	$72.66
A	85434343	Goodwill Authorization ; Goodwill Authorization			00000NPN	WATER PUM	1	X	88.20	$0.00
A	85434343	Goodwill Authorization ; Goodwill Authorization			68163848AB	ANTIFREEZ	4		86.24	$0.00

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
CUSTOMER STATES VEHICLE HAS COOLANT LEAK- CHECK AND ADVISE

(Claim) Cause:
WATER PUMP FAILURE

(Claim) Correction:

REPLACED WATER PUMP , TEST DROVE VEHICLE AND VERIFIED REPAIR

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 POWER WAGON CREW CAB
Build Date	01/14/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	03/13/2017
Claim Type	W - Warranty	**Repair Date**	05/09/2018
Claim Status	Paid	**Mileage (Miles)**	25,101

Expense

Labor	$766.29	**Sublet**	$184.02	**Part**	$0.00	**Total Paid**	$950.31

Dealer Information

Code	[redacted]	**Name**	SUSQUEHANNA DODGE INC	**Zone**	35 WASHINGTON
Address	950 HELLAM ST , WRIGHTSVILLE, PA 17368				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	09655506	Tube / strainer, oil suction ; 5.7-6.4 liter engine 4x4 Light Duty	08	BLOCKED BB	04892339AA	FILTER	1		11.54	$405.68
A	09655506	Tube / strainer, oil suction ; 5.7-6.4 liter engine 4x4 Light Duty	08	BLOCKED BB	68171066PA	OIL	7		72.94	$405.68
A	09655506	Tube / strainer, oil suction ; 5.7-6.4 liter engine 4x4 Light Duty	08	BLOCKED BB	53020861	SEAL	1	X	6.54	$405.68
A	09655506	Tube / strainer, oil suction ; 5.7-6.4 liter engine 4x4 Light Duty	08	BLOCKED BB	04893353AA	GASKET	1		93.00	$405.68
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			04892339AA	FILTER	1		11.54	$338.07
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68171066PA	OIL	7		72.94	$338.07
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			53020861	SEAL	1	X	6.54	$338.07
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			04893353AA	GASKET	1		93.00	$338.07
B	181906RX	Module, Powertrain Control (PCM) ; Module, Powertrain Control (PCM) - Reprogram	CC	SENDING UNITS/SENSORS						$22.54

RO Narratives

(RO) Customer Concern:

Customer states downshifts very hard. Very loud clunk.

(RO) Cause:

Road test vehicle and could not duplicate concern. Inspect over drivetrain components and verify all are tight and in good condition. Possibly road test with customer to duplicate.

(RO) Correction:

Operates as designed.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES ENGINE NOISE LOWER END. A47 TO DIAGNOSE CUSTOMER STATES HARD DOWNSHIFTING

(Claim) Cause:

ROAD TEST VEHICLE APPROX 8 MILES. COULD NOT DUPLICATE CONCERN. CONFIRM FLUID L VERIFY WHAT SEEMS TO BE NOISE IN BOTTOM END OF MOTOR. CUSTOMER ALSO HAS REDUCE D POWER AND HESITATION CONCERN. FIND STAR ONLINE [redacted] NCLUDED IN EVEL AND CONDITION. NO RELATED TSBS, FIND PCM FLASH AVAILABLE TO ADDRESS MDS C ONCERNS. PAPERWORK. FOLLOW STAR ONLINE CASE AND INSPECT OIL CONTROL VALVE, FIND NO META L OR DEBRIS ON OCV. REMOVE OIL PAN TO INSPECT ROD AND MAIN BEARINGS, NO ABNORM AL WEAR FOUND.

(Claim) Correction:

PERFORM PCM FLASH UPDATE AND VERIFY OPERATION. SEEMS TO SHIFT BETTER AT THIS T IME. REASSEMBLE VEHICLE AND VERIFY OPERATION

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted]
Build Date	09 016	**Plant**	LTILLO TRU K EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	0 1 017
Claim Type	afet (Recalls)	**Repair Date**	05 10 018
Claim Status	Paid	**Mileage (Miles)**	7 1

Expense

Labor	$10 1	**Sublet**	$4 0	**Part**	$0 00	**Total Paid**	$1 1 17

Dealer Information

Code	[redacted]	**Name**	NDER ON HRY JEEP DODGE	**Zone**	0 PHOENI
Address	9 0 N HIGH Y 9 L KE H U CITY 6404				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	07T 11	afet Recall T 1 Diesel ater Pump In pect for ent and Replace ater Pump	UC	UNCOD BLE (N RR TI E REQUIRED)	C HT 1	C MP IGN	1		4 0	$10 1

RO Narratives

(RO) Customer Concern

REC LL

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

N

(Claim) Cause

N

(Claim) Correction

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 SLT CREW CAB 4X4
Build Date	07/10/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/31/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	05/11/2018
Claim Status	Paid	**Mileage (Miles)**	6,245

Expense

Labor	$36.71	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$36.71

Dealer Information

Code	[redacted]	**Name**	PORT JERVIS AUTO MALL INC	**Zone**	32 NEW YORK
Address	131-139 KINGSTON AVEN , PORT JERVIS, NY 12771				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19U11182	Safety Recall U11 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update (2017 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$36.71

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES :SUNROOF INTERMITTENTLY WILL CLOSE THEN THE TILT WILL OPEN WHEN TRYING TO CLOSETHE TILT FUNCTION IT WOULD KEEP OPENING . CHECK/ADVISE NOTE:SUNROOFWAS INSTALLED HERE AFTERMARKET BRAKE TRANSMISSION SHIFT INTERLOCK LUBE,OIL & FILTER CHANGE. [redacted]

(RO) Cause:

FF RRT

(RO) Correction:

[redacted] Vehicle not equipped with factory sunroof, inspect roof and operation, verifycustomers concern. SENT TO AUTO ACTION TOHAVE REPAIRS MADE. CUSTOMER STATES :SUNROOF INTERMITTENTLY WILL CLOSETHEN THE TILT WILL OPEN WHEN TRYING TO CLOSE THE TILT FUNCTION IT WOULD KEEP OPENING . CHECK/ADVISE NOTE:SUNROOFWAS INSTALLED HERE AFTERMARKET CUSTOMER STATES : [redacted] Inspect, flash BCM, sestore vehicleconfiguration Safety Recall U11 - Brake Transmission Shift Interlock - 6245 Change engine oil and filter LUBE,OIL & FILTER CHANGE.RESET OIL LIFE SYSTEM! LUBE,OIL & FILTER CHANGE.RESET OIL LIFE SYSTEM!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!! 6245 Order clearance lights. REPLACE ALLCLEARANCE LIGHTS RRT

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

[redacted]

(Claim) Cause:

[redacted]

(Claim) Correction:

[redacted]

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 SLT CREW CAB 4X4
Build Date	07/10/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/31/2017
Claim Type	W - Warranty	**Repair Date**	05/11/2018
Claim Status	Paid	**Mileage (Miles)**	6,245

Expense

Labor	$36.71	**Sublet**	$44.45	**Part**	$0.00	**Total Paid**	$81.16

Dealer Information

Code	[redacted]	**Name**	PORT JERVIS AUTO MALL INC	**Zone**	32 NEW YORK
Address	131-139 KINGSTON AVEN , PORT JERVIS, NY 12771				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08508096	Lamp, Clearance ; Lamp, Clearance - Replace All	ZZ	SERVICE ACTION	68261677AC	LAMP	5	X	44.45	$36.71

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES :SUNROOF INTERMITTENTLY WILL CLOSE THEN THE TILT WILL OPEN WHEN TRYING TO CLOSETHE TILT FUNCTION IT WOULD KEEP OPENING . CHECK/ADVISE NOTE:SUNROOFWAS INSTALLED HERE AFTERMARKET BRAKE TRANSMISSION SHIFT INTERLOCK LUBE,OIL & FILTER CHANGE. RESET OILLIFE SYSTEM! RRT 18-045

(RO) Cause:

FF RRT

(RO) Correction:

[redacted]Vehicle not equipped with factory sunroof, inspect roof and operation, verifycustomers concern. SENT TO AUTO ACTION TOHAVE REPAIRS MADE. CUSTOMER STATES :SUNROOF INTERMITTENTLY WILL CLOSETHEN THE TILT WILL OPEN WHEN TRYING TO CLOSE THE TILT FUNCTION IT WOULD KEEP OPENING . CHECK/ADVISE NOTE:SUNROOFWAS INSTALLED HERE AFTERMARKET CUSTOMER STATES : 6245 Inspect, flash BCM, sestore vehicleconfiguration Safety Recall U11 - Brake Transmission Shift Interlock - 6245 Change engine oil and filter LUBE,OIL & FILTER CHANGE.RESET OIL LIFE SYSTEM! LUBE,OIL & FILTER CHANGE.RESET OIL LIFE SYSTEM!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!! 6245 Order clearance lights. REPLACE ALLCLEARANCE LIGHTS RRT

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

[redacted]

(Claim) Cause:

[redacted]

(Claim) Correction:

[redacted]

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 3500 LARAMIE CREW CAB 4X4
Build Date	06/07/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/10/2017
Claim Type	F - Service Contract	**Repair Date**	05/12/2018
Claim Status	Paid	**Mileage (Miles)**	42,249

Expense

Labor	$0.00	**Sublet**	$0.00	**Part**	$85.00	**Total Paid**	$85.00

Dealer Information

Code	[redacted]	**Name**	BAYSHORE CHRYSLER JEEP DODGE	**Zone**	63 DALLAS
Address	5225 I 10 EAST , BAYTOWN, TX 77521				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26860303	Maintenance Interval - Schedule B ; To be used every 3,000 Intervals	MC	MAINTENANCE CARE						$0.00
A	95260001	Maintenance Allowance ; Fixed Cost Maintenance								$75.00
A	95260002	Maintenance Allowance ; TIRE ROTATION								$10.00

RO Narratives

(RO) Customer Concern:

CHRYSLER CARE DIESEL PERFORMANCE PACKAGE (INCLUDES LUBE, OIL & FILTER). PROLONGS ENGINE LIFE (ESSENTIAL FOR WARRANTY VALIDATION EXPRESS SERVICE CONTRACT TIRE ROTATION 23 POINT VEHICLE INSPECTION

(RO) Cause:

CUSTOMER REQUESTS A CHRYSLER CARE DIESELPERFORMANCE PACKAGE EXPRESS SERVICE CONTRACT ROTATE 23 POINT INSPECTION

(RO) Correction:

CHRYSLER CARE DIESEL PERFORMANCE PACKAGE (INCLUDES LUBE, OIL & FILTER). PROLONGS ENGINE LIFE (ESSENTIAL FOR WARRANTY VALIDATION CHRYSLER CARE DIESEL PERFORMANCE PACKAGE (INCLUDESLUBE, OIL & FILTER). PROLONGS ENGINE LIFE (ESSENTIAL FOR WARRANTY VALIDATION EXPRESS SERVICE CONTRACT TIRE ROTATION 23 POINT VEHICLE INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted]
Build Date	0 0 017	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	0 1 017
Claim Type	W Warranty	**Repair Date**	05/14/ 018
Claim Status	Paid	**Mileage (Miles)**	1 7

Expense

Labor	$	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$

Dealer Information

Code	[redacted]	**Name**	EA T CAROLINA CHRY LER DODGE	**Zone**	66 ORLANDO
Address	401 OUTH MEMORI L DRI E GREEN ILLE NC 7 4				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	0 007	Lamp a embl Center CHM L	6	LE K						$

RO Narratives

(RO) Customer Concern

N

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

C THIRD BR KE LIGHT I LE KING INTO EHICLE CHECK ND D I E

(Claim) Cause

(Claim) Correction

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 LONGHORN CREW CAB 4X4
Build Date	06/14/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/27/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	05/14/2018
Claim Status	Paid	**Mileage (Miles)**	17,789

Expense

Labor	$42.08	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$42.08

Dealer Information

Code	[redacted]	**Name**		**Zone**	66 ORLANDO
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19U11182	Safety Recall U11 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update (2017 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$42.08

RO Narratives

(RO) Customer Concern:

(Replace engine fuel filter element) (Replace chassis mounted fuel filter element) U11 Safety Recall U11 - Brake Transmission Shift Interlock U 11 - BRAKE TRANSMISSION SHIFT INTERLOCK (Recall CSN 1) Customer States that the carpeting is rolling down from the top on both sides (Interior Concern) CUSTOMER REQUEST TIRE ROTATE

(RO) Cause:

TIME AND MILEAGE TIME AND MILEAGE RECALL CUSTOMER REQUEST

(RO) Correction:

REPLACE DIESEL ENGINE FUEL FILTER REPLACE CHASSIS MOUNTED FUEL FILTER PERFORM RECALL AS REQUIRED updated bcm carpet ordered Rotate Tires All Standard

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	Year	018	Body	[redacted]
Build Date	1 01	Plant	LTILLO TRU K EMBLY PL NT	Coverage Code	[redacted]

Claim Information

Claim #	[redacted]	In Service Date	04 30 018
Claim Type	arrant	Repair Date	05 14 018
Claim Status	Paid	Mileage (Miles)	4 2

Expense

Labor	Sublet	Part	Total Paid
$0 00	$45	$0 00	$45

Dealer Information

Code	[redacted]	Name	DODGE OF BURN ILLE IN	Zone	4 DEN ER
Address	1 101 35 OUTH BURN ILLE MN 5533				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	5080140	DEF Fluid T p ff hi l Deli er Fill ee LOP n te f r ehicle specific all ances	40	FLUID HIGH OR LO	68056 8	FLUID			45	$0 00

RO Narratives

(RO) Customer Concern

EMI ION ONTROL

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

N

(Claim) Cause

N

(Claim) Correction

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted]
Build Date	0 0 017	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/ 1/ 017
Claim Type	afet (Recall)	**Repair Date**	0 14 01
Claim Status	Paid	**Mileage (Miles)**	1 7

Expense

Labor	$84 74	**Sublet**	$18 7	**Part**	$0 00	**Total Paid**	$10 46

Dealer Information

Code	[redacted]	**Name**	E T C ROLIN CHRY LER DODGE	**Zone**	66 ORL NDO
Address	401 OUTH MEMORI L DRI E GREEN ILLE NC 7 4				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	19U111 4	afet Recall U11 Brake Tran mi ion hift Interlock In pect BT I Functionality, Replace Gear hift Bracket and Perform BCM oftware Update (017 Model Year Onl)	UC	UNCOD BLE (N RR TI E REQUIRED)	C HT791	BR CKET	1		1 7	$ 4 74

RO Narratives

(RO) Customer Concern

N

(RO) Cause

N

(RO) Correction

NA

(RO) Technical Notes:

N

GCS Narratives

(Claim) Customer Concern

C/ THIRD BRAKE LIGHT I LEAKING INTO VEHICLE CHECK AND ADVI E

(Claim) Cause:

(Claim) Correction

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	Year	01	Body	[redacted]
Build Date	0 0 01	Plant	LTILLO TRUCK EMBLY PL NT	Coverage Code	[redacted]

Claim Information

Claim #	[redacted]	In Service Date	07 0 019
Claim Type	arrant	Repair Date	0 1 01
Claim Status	Paid	Mileage (Miles)	10

Expense

Labor	Sublet	Part	Total Paid
$0 00	$	$0 00	$

Dealer Information

Code	[redacted]	Name	GOLLING CHRY LER JEEP DODGE INC	Zone	4 DETROIT
Address	405 TELEGR PH RD BLOOMFIELD HILL MI 4830				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	4 0040	a her fluid	40	FLUID HIGH OR LO	0 1 9 0 B	CLE NER	1			$0 00

RO Narratives

(RO) Customer Concern

N

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

CK HER OL ENT

(Claim) Cause

LO HER OL ENT

(Claim) Correction

FILL TOP OFF HER OL ENT

Warranty Claim Report

Vehicle Information

VIN	[redacted]	Year	01	Body	[redacted]
Build Date	0 19 017	Plant	LTILLO TRUCK EMBLY PL NT	Coverage Code	[redacted]

Claim Information

Claim #	[redacted]	In Service Date	05 15 018
Claim Type	arrant	Repair Date	0 1 01
Claim Status	Paid	Mileage (Miles)	7

Expense

Labor	Sublet	Part	Total Paid
$101	$0 00	$0 00	$101

Dealer Information

Code	[redacted]	Name	LITHI CHRY LER DODGE OF EUGENE	Zone	70 PHOENI
Address	1 1 M RTIN LUTHER KING JR BL D EUGENE OR 97440				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	19 1 00	Le er teering wheel tilt	K4	LOO E						$101

RO Narratives

(RO) Customer Concern

CU TMER T TE THE TEERING HEEL H GOTTEN OFF ET O ER THE P T FE D Y

(RO) Cause

N

(RO) Correction

7 CHECK FOR LOO E COMPONENT THE DJU TING LEE E LOO E TIGHTEN B CK TO PEC TE T DRO E TO CHECK TEERING CENTER 19 1 00 DJU T TEERING COMPONET

(RO) Technical Notes

IN PECT COMPONET DJU T LEE E HEEL TIGHTEN ND REIN PECT

GCS Narratives

(Claim) Customer Concern

TEERING HEEL OFF CENTERED

(Claim) Cause

TEERING COMPONET OFF

(Claim) Correction

DJU T ND REIN PECT

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 2500 ST CREW CAB 4X4
Build Date	11/23/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/31/2018
Claim Type	S - Safety (Recalls)	**Repair Date**	05/15/2018
Claim Status	Paid	**Mileage (Miles)**	15

Expense

Labor	$19.59	**Sublet**	$5.50	**Part**	$0.00	**Total Paid**	$25.09

Dealer Information

Code	[redacted]	**Name**	TOM O'BRIEN CHRYSLER JEEP NORTH	**Zone**	42 DETROIT
Address	4630 E 96TH STREET , INDIANAPOLIS, IN 46240				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	25U15182	Emission Recall U15 VECI Label ; Install VECI Label	UC	UNCODABLE (NARRATIVE REQUIRED)	68366329AA	LABEL	1	X	5 50	$19 59

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 2500 SLT CREW CAB 4X4
Build Date	08/19/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/15/2018
Claim Type	W - Warranty	**Repair Date**	05/15/2018
Claim Status	Paid	**Mileage (Miles)**	16

Expense

Labor	$181.70	**Sublet**	$1,145.62	**Part**	$0.00	**Total Paid**	$1,327.32

Dealer Information

Code	[redacted]	**Name**	LITHIA CHRYSLER JEEP DODGE	**Zone**	70 PHOENIX
Address	4540 GRUMMAN DR. , MEDFORD, OR 97504				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19000113	Steering gear, Hydraulic ; Recirculating ball type	UC	UNCODABLE (NARRATIVE REQUIRED)	68110740AE	SCCM	1		390.11	$124.92
A	19000113	Steering gear, Hydraulic ; Recirculating ball type	UC	UNCODABLE (NARRATIVE REQUIRED)	68210720AB	GEAR	1	X	735.59	$124.92
A	19000113	Steering gear, Hydraulic ; Recirculating ball type	UC	UNCODABLE (NARRATIVE REQUIRED)	68218054AB	FLUID	1		7.27	$124.92
A	19000113	Steering gear, Hydraulic ; Recirculating ball type	UC	UNCODABLE (NARRATIVE REQUIRED)	06506293AA	PUSH PIN	3		12.65	$124.92
A	19852502	Clockspring/Steering column control module (SCCM)			68110740AE	SCCM	1		390.11	$56.78
A	19852502	Clockspring/Steering column control module (SCCM)			68210720AB	GEAR	1	X	735.59	$56.78
A	19852502	Clockspring/Steering column control module (SCCM)			68218054AB	FLUID	1		7.27	$56.78
A	19852502	Clockspring/Steering column control module (SCCM)			06506293AA	PUSH PIN	3		12.65	$56.78

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES ABS LIGHT IS ON

(RO) Cause:

.

(RO) Correction:

[redacted]

(RO) Technical Notes:

WRONG GEAR PUT IN FROM FACTORY

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES ABS LIGHT IS ON

(Claim) Cause:

WRONG STEERING GEAR FROM FACTORY

(Claim) Correction:

[redacted]

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	018	**Body**	[redacted] RAM 500 LT CREW CAB 4 4
Build Date	10/15/ 017	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	0 / / 018
Claim Type	arrant	**Repair Date**	0 1 01
Claim Status	Paid	**Mileage (Miles)**	71

Expense

Labor	$11 84	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$11 84

Dealer Information

Code	[redacted]	**Name**	NEU IRTH MOTOR INC	**Zone**	66 ORL NDO
Address	19 COLLEGE RD ILMINGTON NC 406				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	0891PNB4	Anti lock brake tem	C	CONNECTOR BROKEN FR CTURED						$11 84

RO Narratives

(RO) Customer Concern

CHRY LER CERTIFIED MULTI POINT IN PECTION CU TOMER T TE B ND TR CTION CONTROL LIGHT RE ON B MODULE HA BEEN REPLACED AT ANOTHER DEALERRECENTLY FOR AME CONCERN ADVI E

(RO) Cause:

POOR CONNECTIONN

(RO) Correction:

CHRY LER CERTIFIED MULTI POINT IN PECTION 71 i erified cu tomer concern i foundcode c00 7 1d acti e i performed circuitcheck of the entire circuit to the ab module and to the intermediate connector towheel peed en or all circuit checked goodi remo ed the pin from the intermediateconnector to check for pin drag i found thegreen and gra wire loo e on the drag te t itightened terminal and i rein talled i te tdro e and no code returned TR CE ND REP IR INTEREMEDI TE CONNECTOR T HEEL EN OR

(RO) Technical Notes

NA

GCS Narratives

(Claim) Customer Concern

CU TOMER T TE B ND TR C CONTROL LIGHT RE ON

(Claim) Cause

VERIFY CONCERN DOUND DTC C00 7 1D, PERFORMED CIRCUIT CHECK FROM MODULE TO WHEE L PEED EN OR, FOUND LOO E IRE TO INTERMEDI TE CONNECTOR

(Claim) Correction

ECURE IRE ND RETE T

Warranty Claim Report

Vehicle Information

VIN	[redacted]	Year	01	Body	[redacted]
Build Date	0 0 01	Plant	LTILLO TRUCK EMBLY PL NT	Coverage Code	[redacted]

Claim Information

Claim #	[redacted]	In Service Date	0 3 018
Claim Type	K Road Read (PREPN)	Repair Date	0 16 01
Claim Status	Paid	Mileage (Miles)	4

Expense

Labor	Sublet	Part	Total Paid
$180 44	$0 00	$0 00	$180 44

Dealer Information

Code	[redacted]	Name	BL KE FULEN IDER CHRY LER DODGE JEEP LTD	Zone	6 D LL
Address	110 N CCE RD # IH 0 CLYDE T 79 10				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	900040	Road Read Ba ic Prep	NU	NE EHICLE PREP						$1 0 44

RO Narratives

(RO) Customer Concern

N

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

N

(Claim) Cause

N

(Claim) Correction

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 LARAMIE CREW CAB 4X4
Build Date	02/11/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/23/2017
Claim Type	W - Warranty	**Repair Date**	05/16/2018
Claim Status	Paid	**Mileage (Miles)**	1,940

Expense

Labor	$1,518.83	**Sublet**	$408.59	**Part**	$0.00	**Total Paid**	$1,927.42

Dealer Information

Code	[redacted]	**Name**		**Zone**	70	PHOENIX
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08190201	Module, body control ; All others			68347098AB	MODULE	1	X	200.20	$139.23
A	08190201	Module, body control ; All others			68320319AB	MODULE	1		183.40	$139.23
A	08190201	Module, body control ; All others			06030441	PUSH PIN	2		7.42	$139.23
A	08191002	Module, anti-lock brake control ; All others	UC	UNCODABLE (NARRATIVE REQUIRED)	68347098AB	MODULE	1	X	200.20	$75.94
A	08191002	Module, anti-lock brake control ; All others	UC	UNCODABLE (NARRATIVE REQUIRED)	68320319AB	MODULE	1		183.40	$75.94
A	08191002	Module, anti-lock brake control ; All others	UC	UNCODABLE (NARRATIVE REQUIRED)	06030441	PUSH PIN	2		7.42	$75.94
A	08191063	Module, anti-lock brake control ; 6.7L diesel equipped			68347098AB	MODULE	1	X	200.20	$25.31
A	08191063	Module, anti-lock brake control ; 6.7L diesel equipped			68320319AB	MODULE	1		183.40	$25.31
A	08191063	Module, anti-lock brake control ; 6.7L diesel equipped			06030441	PUSH PIN	2		7.42	$25.31
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68347098AB	MODULE	1	X	200.20	$1,253.04
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation			68320319AB	MODULE	1		183.40	$1,253.04
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation			06030441	PUSH PIN	2		7.42	$1,253.04
B	08501802	Lamp, courtesy/auxiliary (LED) ; Lamp,Door - Right - Front	UC	UNCODABLE (NARRATIVE REQUIRED)	68325550AA	LED LAMP	1	X	17.57	$25.31

RO Narratives

(RO) Customer Concern:

C/S THE PICK UP BATTERY IS DEAD, CHECK PLEASE PERFORM RECALL #T51 PLEASE PERFORM RECALL #U11 PERFORM COURTESY VEHICLE INSPECTION. INCLUDES: VISUAL INSPECTION OF VEHICLE, TIRES, AND SET TIRE PRESSURE TO SPECS. PASS. DOOR LIGHT FLICKERS ON AND OFF C/S THE REMOTE START IS INOP, CHECK LITHIA RENTAL

(RO) Cause:

R

(RO) Correction:

1940 checked for possible issues afterbatteries both charged, tested ok. checkedfor parasitic draw, was at 300 ma draw atlowest point, and left at one point (off thero) for 45 mins, did not drop. will need tobring into shop and inspect multi systems fordraw. Pulled radio thinking that was theusual draw, did not help system., still 300ma. 5-2 pulled the veh into shop, and foundafter hook up of amp meter, that the draw wasstill just under 300 ma. Unhooked tipm frombatt feed wire, (large 13 mm nut) and drawwent away. this tells me that the draw is fedthru the tipm at least. Started unpluggingfuses and relays one at a time (several ofthe little plastic box fuses broke the topout) and went thru all and couldnt get drawto quit. Took a few pics of tipm layout andremoved all relays, all small fuses, andstill there pulled all box fuses and the lastone which was f14 marked cbc #2 and extlight, and draw went away. Left that fuseout, and reinstalled relays, and breakers,small fuses, etc. but after putting in allthe box fuses, the draw came back. found thecommonality of the draw was that any time oneof the 4 cbc# fuses was put in the drawreturned. After checking found that the cbc#fuses feed 4 different legs of lin bus in thebcm. any one of them will cause draw to comeon with bcm and it doesnt time out. Will callstar to ask a bout this issue. -started starcase am of 5-3. called Dan at star centerabout the case i opened, and was suggested tocheck can ihs and can c bus wires at the dlc,and went out to check vehicle, with the cbcfuses out, the veh would not start. light updash, anything. Checked after reconnectingfuses, and the draw was going down to normaldraw. Reconnected radio and monitored ands

(RO) Technical Notes:

PLEASE SEE MAIN NARRATIVE PLEASE SEE MAIN NARRATIVE.

GCS Narratives

(Claim) Customer Concern:

C/S THE PICK UP BATTERY IS DEAD, CHECK PASS. DOOR LIGHT FLICKERS ON AND OFF

(Claim) Cause:

CHECKED FOR POSSIBLE ISSUES AFTER BATTERIES BOTH CHARGED, TESTED OK. CHECKED F REPLACE RF DOOR HANDLE LED LAMP ASSY, INTERNALLY MALFUNCTIONING, FLICKERING ON AND OFF. OR PARASITIC DRAW, WAS AT 300 MA DRAW AT LOWEST POINT, AND LEFT AT ONE POINT (OFF THE RO) FOR 45 MINS, DID NOT DROP. WILL NEED TO BRING INTO SHOP AND INSPEC T MULTI SYSTEMS FOR DRAW. PULLED RADIO THINKING THAT WAS THE USUAL DRAW, DID N OT HELP SYSTEM., STILL 300 MA. 5-2 PULLED THE VEH INTO SHOP, AND FOUND AFTER H OOK UP OF AMP METER, THAT THE DRAW WAS STILL JUST UNDER 300 MA. UNHOOKED TIPM FROM BATT FEED WIRE, (LARGE 13 MM NUT) AND DRAW WENT AWAY. THIS TELLS ME THAT THE DRAW IS FED THRU THE TIPM AT LEAST. STARTED UNPLUGGING FUSES AND RELAYS ON E AT A TIME (SEVERAL OF THE LITTLE PLASTIC BOX FUSES BROKE THE TOP OUT) AND WE NT THRU ALL AND COULDNT GET DRAW TO QUIT. TOOK A FEW PICS OF TIPM LAYOUT AND R EMOVED ALL RELAYS, ALL SMALL FUSES, AND STILL THERE PULLED ALL BOX FUSES AND T HE LAST ONE WHICH WAS F14 MARKED CBC #2 AND EXT LIGHT, AND DRAW WENT AWAY. LEF T THAT FUSE OUT, AND REINSTALLED RELAYS, AND BREAKERS, SMALL FUSES, ETC. BUT A FTER PUTTING IN ALL THE BOX FUSES, THE DRAW CAME BACK. FOUND THE COMMONALITY O F THE DRAW WAS THAT ANY TIME ONE OF THE 4 CBC# FUSES WAS PUT IN THE DRAW RETUR NED. AFTER CHECKING FOUND THAT THE CBC# FUSES FEED 4 DIFFERENT LEGS OF LIN BUS IN THE BCM. ANY ONE OF THEM WILL CAUSE DRAW TO COME ON WITH BCM AND IT DOESNT TIME OUT. WILL CALL STAR TO ASK A BOUT THIS ISSUE. -STARTED STAR CASE AM OF 5 -3. CALLED DAN AT STAR CENTER ABOUT THE CASE I OPENED, AND WAS SUGGESTED TO C HECK CAN IHS AND CAN C BUS WIRES AT THE DLC, AND WENT OUT TO CHECK VEHICLE, WI TH THE CBC FUSES OUT, THE VEH WOULD NOT START. LIGHT UP DASH, ANYTHING. CHECKE D AFTER RECONNECTING FUSES, AND THE DRAW WAS GOING DOWN TO NORMAL DRAW. RECONN ECTED RADIO AND MONITORED AND STARTED DROPPING DOWN BELOW 200 MA, PUNCHED OFF AND WILL LET SIT. I STARTED VEH, TURNED ON RADIO, LIGHTS, ETC. AND ALL GOOD NO W.???? STAR CAME BACK AFTER TELLING THEM IT WAS GOING DOWN SLOWLY TO 150 MV, A ND SAID TO SEND THEM THE READINGS FROM DLC, WHICH WAS 6 MV ON 3 AND 11 AND 17. 4 ON 6 AND 14. 5-4, PULLED STAR CASE, DAN REC. UNPLUGGING THE STAR CONNECTORS UNDER DASH, AND KILLING THE CANC CANIHS AND WATCHING DRAW, PULLED UNDER DASH P ANELS AND TRIM FOR ACCESS, UNPLUGGED NO CHANGE. (REMINDED HIM THE CBC FUSES KI LLED DRAW TO BCM LIN BUS. 5-4 - STAR REPLIED BACK TO ME AND DID SPECIFIC DISC ONNECT CHECKS AT THE STAR CONNECTORS, RIGHT SIDE CANC BUS IS TOTALLY UNPLUGGED NOW AFTER PULLING SIDE PANELS, AND UNDER DASH PANEL FOR ACCESS. LEFT SIDE CAN IHS BODY IS UNPLUGGED ALL CONNECTORS OUT. - STAR RESPONDED YESTERDAY WHEN I W AS OFF, THEY RECOMMENDED UNPLUGGING THE OTHER STAR CONNECTORS, AND RECHECKING WIRE AT A TIME... THE DRAW AFTER SITTING SAT/SUN/MON TODAY IS A .500 . AFTER U NPLUGGING ALL 4 STAR CONNECTORS COMPLETELY, THE DRAW IS STILL AT .500 - I REMI NDED STAR THAT THE CBC FUSES AT TIPM FOR BCM KILLED THE DRAW...?? 5-8, AFTER U NPLUGGING BCM DRAW WENT DOWN THE PREV AMOUNT, BUT NOW THIS 210 DRAW IS THERE.. . I UNPLUGGED RADIO, NO HELP. PULLED ALL 4 CBC# FUSES IN TIPM, NO HELP...?? ** * 5-09 STAR REPLIED THAT THE DRAW COULDNT HAVE CAME FROM A MODULE FIRED UP LOO KING TO GO TO SLEEP, AND NOT MUCH HELP TO GO ON WITH.... I STRIPPED THE TIPM A FTER UNHOOKING BATTERY FEED AGAIN TO MAKE SURE THE TIPM WAS FEEDING DRAW AND I T WENT TO 0 MA. FOUND FUSE F26 THE FUSE THAT WAS FEEDING THE 210 MA DRAW. WHIC H IS ABS/BSM MOD. /VALVES. REPOPULATED TIPM WITH FUSES AND RELAYS AND THE DRAW STAYED AT THAT ONE FUSE... WIRING DIAGRAM CHECK SHOWS THAT WIRE FROM FUSE GOI NG STRAIGHT TO ABS MODULE. WILL UNCOVER MODULE UNDER FENDER LINER AND UNPLUG M ODULE. ********* 5-9 SECOND PUNCH TODAY- FOUND THE TWO FAULTY MODULES... ABS I S WHAT WAS DRAWING

THE 210 MA DRAW THRU THE FUSE F26, TO ABS MODULE. THAT WAS WITH ALL STAR CONNECTORS UNPLUGGED, ALL BCM CONNECTORS REMOVED, AND THE DRAW R EPEATEDLY WENT ON AND OFF WITH F26 FUSE INSTALLED. INSTALLED ALL FUSES,RELAYS, ETC. BACK INTO BCM, JUST THE DRAW FROM F26, 210 MA. THEN HAD AN ASSISTANT WAT CH VOLT METER, ALL STAR CONNECTORS RECONNECTED, MOUNTED, AND DRAW WAS STILL 21 0, AND COULD UNPLUG THE F26 FUSE AND DRAW GONE. THEN I PLUGGED IN THE BCM PLUG WITH THE 3 CBC RED WIRES AND A GROUND CBC BEING LIN BUS'S FROM BCM. DRAW WENT TO 290 MA AND DID NOT GO OUT. SO I UNPLUGGED THE 4 WIRE CONNECTOR WITH THE AF ORE MENTIONED WIRES AND PLUGGED JUST IT INTO A KNOWN GOOD BCM AND DRAW GOES TO 148 MA AND WITHIN A MINUTE OR SO IT GOES TO SLEEP TO 10MA. AT THIS TIME I'M P &A 'ING AN ABS MODULE, AND A BCM. WITH WHERE THE TRUCK IS SITTING IT'S GOING T O BE DIFFICULT TO GET ABS MODULE UNHOOKED, BUT THE F26 FUSE GOES STRAIGHT TO T HAT MODULE AND NO SPLICES OR CONNECTORS. P&A MODULES AND LET STAR KNOW AND AWA ITING GO AHEAD TO ORDER. STAR CONCURRED, BUT ALSO SAID THEY DONT USUALLY SEE T WO MODULES GO OUT... TRUE! BUT I PROVED BOTH WERE SEPARATE DRAWS TO ROB. ORDER ED PARTS, AND BCM BACKORDERED...ABS MODULE IN PORTLAND. REASSEMBLED INTERIOR - RADIO , UNDER DASH PANEL RIGHT AND TRIM, LEFT SIDE STILL APART, BECAUSE OF BCM IS COVERED BY THE AMP, ETC. WILL REASSEMBLED LEFT UNDER DASH WHEN BCM DONE.

(Claim) Correction:

REPLACED RF DOOR HANDLE LED LAMP ASSY, INTERNALLY MALFUNCTIONING, WAS FLICKERI NG ON AND OFF,VERIFIED REPAIR REPLACED BCM, RECHECKED PARASITIC DRAW, ALL THAT'S LEFT IS THE ABS MODULE, CON FIGURED VEHICLE (RESTORE CONFIG ROUTINE). BCM HAPPY, ON TO ABS ON LAST PUNCH O N TICKET. FINAL PUNCH, REPLACED ABS MODULE, RESTORED CONFIG AGAIN, AND INITIAL IZED ABS, AND ALL WAS GOOD. DRAW IS NOW 16 MA.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 3500 LARAMIE CREW CAB 4X4
Build Date	02/11/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/23/2017
Claim Type	W - Warranty	**Repair Date**	05/16/2018
Claim Status	Paid	**Mileage (Miles)**	1,940

Expense

Labor	$0.00	**Sublet**	$0.00	**Part**	$350.00	**Total Paid**	$350.00

Dealer Information

Code	[redacted]	**Name**		**Zone**	70 PHOENIX
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08191002	Module, anti-lock brake control ; All others	UC	UNCODABLE (NARRATIVE REQUIRED)						$0.00
A	95400141	Loaner Car ; Standard Line Vehicles								$350.00

RO Narratives

(RO) Customer Concern:

C/S THE PICK UP BATTERY IS DEAD, CHECK PLEASE PERFORM RECALL [redacted] PLEASE PERFORM RECALL [redacted] PERFORM COURTESY VEHICLE INSPECTION. INCLUDES: VISUAL INSPECTION OF VEHICLE, TIRES, AND SET TIRE PRESSURE TO SPECS. PASS. DOOR LIGHT FLICKERS ON AND OFF C/S THE REMOTE START IS INOP, CHECK LITHIA RENTAL

(RO) Cause:

R

(RO) Correction:

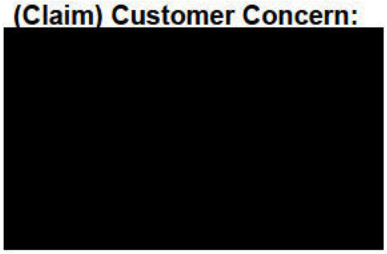
1940 checked for possible issues afterbatteries both charged, tested ok. checkedfor parasitic draw, was at 300 ma draw atlowest point, and left at one point (off thero) for 45 mins, did not drop. will need tobring into shop and inspect multi systems fordraw. Pulled radio thinking that was theusual draw, did not help system., still 300ma. 5-2 pulled the veh into shop, and foundafter hook up of amp meter, that the draw wasstill just under 300 ma. Unhooked tipm frombatt feed wire, (large 13 mm nut) and drawwent away. this tells me that the draw is fedthru the tipm at least. Started unpluggingfuses and relays one at a time (several ofthe little plastic box fuses broke the topout) and went thru all and couldnt get drawto quit. Took a few pics of tipm layout andremoved all relays, all small fuses, andstill there pulled all box fuses and the lastone which was f14 marked cbc #2 and extlight, and draw went away. Left that fuseout, and reinstalled relays, and breakers,small fuses, etc. but after putting in allthe box fuses, the draw came back. found thecommonality of the draw was that any time oneof the 4 cbc# fuses was put in the drawreturned. After checking found that the cbc#fuses feed 4 different legs of lin bus in thebcm. any one of them will cause draw to comeon with bcm and it doesnt time out. Will callstar to ask a bout this issue. -started starcase am of 5-3. called Dan at star centerabout the case i opened, and was suggested tocheck can ihs and can c bus wires at the dlc,and went out to check vehicle, with the cbcfuses out, the veh would not start. light updash, anything. Checked after reconnectingfuses, and the draw was going down to normaldraw. Reconnected radio and monitored ands

(RO) Technical Notes:

RENTAL FOR PAID CLAIM [redacted]

GCS Narratives

(Claim) Customer Concern:



Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	018	**Body**	[redacted] RAM 500 LT CREW CAB 4 4
Build Date	09/21/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11/27/2017
Claim Type	W Warranty	**Repair Date**	05/17/2018
Claim Status	Paid	**Mileage (Miles)**	8,1 6

Expense

Labor	$47 44	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$47 44

Dealer Information

Code	[redacted]	**Name**	COTTAGE GROVE CHRYSLER DODGE JEEP	**Zone**	70 PHOENIX
Address	800 ROW RIVER RD , COTTAGE GROVE, OR 974 4				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	0891PSF4	Rear Park Assist/Backup Camera	1C	CONNECTOR LOOSE NOT ATTACHED						$47 44

RO Narratives

(RO) Customer Concern:

BACK UP CAMERA IS INOP

(RO) Cause:

BACK UP CAMERA WILL NOT DI PLAY

(RO) Correction:

SCANNED FOR CODES AND NONE FOUND CAMERA WORKS GOOD AT THIS TIME

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

BACK UP CAMERA IS INOP WILL NOT DISPLAY

(Claim) Cause:

CONNECTOR AT CAMERA

(Claim) Correction:

CANNED FOR CODE , NONE FOUND TRACED CONCERN TO CONNECTOR AT BACK UP CAMERA R EPAIRED CONNECTOR AND RETESTED

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 LONGHORN CREW CAB 4X4
Build Date	06/14/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/27/2017
Claim Type	W Warranty	**Repair Date**	05/17/2018
Claim Status	Paid	**Mileage (Miles)**	18,708

Expense

Labor	$231.46	**Sublet**	$644.62	**Part**	$0.00	**Total Paid**	$876.08

Dealer Information

Code	[redacted]	**Name**		**Zone**	66 ORLANDO
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	23211519	Carpet/lining, floor ; Mega / Crew cab One piece front and rear	K4	LOOSE	6NS67LU7AA	CARPET	1	X	644 62	$231 46

RO Narratives

(RO) Customer Concern:

Customer States that the carpeting is rolling down on both s ides sop new rug (Interior Concern)

(RO) Cause:

NA

(RO) Correction:

Carpet/lining, floor Replace

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CARPET IS ROLLING DOWN ON BOTH SIDES

(Claim) Cause:

LOOSE ROLLING DOWN

(Claim) Correction:

REPLACED CARPET

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 ST CREW CAB 4X4
Build Date	04/27/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/30/2017
Claim Type	W Warranty	**Repair Date**	05/17/2018
Claim Status	Paid	**Mileage (Miles)**	2,742

Expense

Labor	$73.45	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$73.45

Dealer Information

Code	[redacted]	**Name**	HUFFINES CHRYSLER JEEP DODGE	**Zone**	63 DALLAS
Address	4500 W PLANO PKWY , PLANO, TX 75093				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85410901	Engine Mechanical, Trouble Not Found ; Unusual Engine Noise	OD							$73.45

RO Narratives

(RO) Customer Concern:

CHECK ENGINE NOISE RECALL #U11 BRAKE TRANSMISSION SHIFT INTERLOCK FUEL CHARGE

(RO) Cause:

NA

(RO) Correction:

PERFORMED ENGINE INSPECTION AND ROAD TEST. NO ABNORMALITIES DETECTED AT THIS TIME. ROAD TESTED 280 PLUS MILES IN ALL TYPES OF CONDITIONS RECALL COMPLETE COMPLETE 295 MILES

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CHECK ENGINE NOISE

(Claim) Cause:

PERFORMED ENGINE INSPECTION AND ROAD TESTED, NO ABNORMALTIES DETECTED AT THIS TIME, ROAD TESTED 280 PLUS MILES IN ALL TYPES OF CONDITIONS

(Claim) Correction:

OPERATING AS DESIGNED

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted] RAM 500 T CREW CAB 4 4
Build Date	04 7 017	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/ 0/ 017
Claim Type	afet (Recall)	**Repair Date**	0 17 01
Claim Status	Paid	**Mileage (Miles)**	74

Expense

Labor	$48 96	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$48 96

Dealer Information

Code	[redacted]	**Name**	HUFFINE CHRY LER JEEP DODGE	**Zone**	6 D LL
Address	4 00 PL NO PK Y PL NO T 7 09				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	19U111	afety Recall U11 Brake Tran mi ion hift Interlock In pect Brake Tran mi ion hift Interlock (BT I) Functionalit and Perform BCM oftware Update (017 Model Year Only)	UC	UNCOD BLE (N RR TI E REQUIRED)						$4 96

RO Narratives

(RO) Customer Concern

CHECK ENGINE NOI E RECALL #U11 BRAKE TRAN MI ION HIFT INTERLOCK FUEL CHARGE

(RO) Cause:

N

(RO) Correction

PERFORMED ENGINE IN PECTION ND RO D TE T NO BNORM LITIE DETECTED T THI TIME RO D TE TED 0 PLU MILE IN ALL TYPE OF CONDITION RECALL COMPLETE COMPLETE 95 MILE

(RO) Technical Notes:

N

GCS Narratives

(Claim) Customer Concern

CHECK ENGINE NOI E

(Claim) Cause:

PERFORMED ENGINE IN PECTION ND RO D TE TED NO BNORM LTIE DETECTED T THI TIME RO D TE TED 0 PLU MILE IN LL TYPE OF CONDITION

(Claim) Correction

OPERATING A DE IGNED

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	01	**Body**	[redacted]
Build Date	04 01	**Plant**	LTILLO TRU K EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10 30 01
Claim Type	arrant	**Repair Date**	05 1 018
Claim Status	Paid	**Mileage (Miles)**	4

Expense

Labor	$36 2	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$36 2

Dealer Information

Code	[redacted]	**Name**	HUFFINE HRY LER JEEP DODGE	**Zone**	63	D LL
Address	4500 PL NO PK Y PL NO T 5093					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	85411400	Fuel Tr uble N t F und	D							$36 2

RO Narratives

(RO) Customer Concern

N

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

DDED FUEL

GCS Narratives

(Claim) Customer Concern

EH LO ON FUEL

(Claim) Cause

LO ON FUEL

(Claim) Correction

DDED FUEL

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 SLT CREW CAB 4X4
Build Date	02/07/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/01/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	05/18/2018
Claim Status	Paid	**Mileage (Miles)**	13,804

Expense

Labor	$55.77	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$55.77

Dealer Information

Code	[redacted]	**Name**	TUTTLE-CLICK CHRYSLER JEEP DODGE	**Zone**	71 LOS ANGELES
Address	40 AUTO CENTER DRIVE , IRVINE, CA 92618				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19U11182	Safety Recall U11 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update (2017 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$55.77

RO Narratives

(RO) Customer Concern:

(Change diesel engine oil and filter synthetic oil may be re quired based on geographic location) (Rotate tires) U11 Safety Recall U11 - Brake Transmission Shift Interlock (Recall CSN 1) CUSTOMER REQUEST REPLACE ENGINE FUEL FILTER AND DRAIN WATER SEPARATOR AS NEEDED. CUSTOMER REQUEST REPLACE CHASSIS MOUNTED FUEL FILTER. PERFORM MULTI-POINT VEHICLE INSPECTION SET AND RECORD TIRE PSI

(RO) Cause:

[redacted]

(RO) Correction:

[redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted]
Build Date	04 9 017	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	0 11 017
Claim Type	afety (Recall)	**Repair Date**	05/19/ 018
Claim Status	Paid	**Mileage (Miles)**	4 44

Expense

Labor	$ 9 44	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$ 9 44

Dealer Information

Code	[redacted]	**Name**	GATOR CHRY LER INC	**Zone**	66 ORLANDO
Address	00 E N BL D MELBOURNE FL 901				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19U1118	afet Recall U11 Brake Tran mi ion hift Interlock ; In pect Brake Tran mi ion hift Interlock (BT I) Functionalit and Perform BCM oftware Update (017 Model Year Onl)	UC	UNCOD BLE (NARRATIVE REQUIRED)						$ 9 44

RO Narratives

(RO) Customer Concern

[redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern

[redacted]

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted] RAM 500 LT CREW CAB 4 4
Build Date	0 0 017	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	0 017
Claim Type	afet (Recall)	**Repair Date**	0 1 01
Claim Status	Paid	**Mileage (Miles)**	004

Expense

Labor	$4 0	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$4 0

Dealer Information

Code	[redacted]	**Name**	KING COTTON MOTOR CO OF CO INGTON	**Zone**	6 D LL
Address	9 9 HIGH Y 1 NORTH CO INGTON TN 019				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	19U111	afet Recall U11 Brake Tran mi ion hift Interlock In pect Brake Tran mi ion hift Interlock (BT I) Functionalit and Perform BCM oftware Update (017 Model Year Only)	UC	UNCOD BLE (N RR TI E REQUIRED)						$4 0

RO Narratives

(RO) Customer Concern

IN PECTION KING COTTON MULTIPOINT IN PECTION WITH REPORT CARD (99 HOU E)

(RO) Cause:

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

N

(Claim) Cause

N

(Claim) Correction

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted] RAM 500 LT CREW CAB 4 4
Build Date	04/ 6/ 017	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/18/2017
Claim Type	W Warranty	**Repair Date**	05/ 1/ 018
Claim Status	Paid	**Mileage (Miles)**	15,16

Expense

Labor	$41 18	**Sublet**	$53 57	**Part**	$0 00	**Total Paid**	$94 75

Dealer Information

Code	[redacted]	**Name**	BAY DODGE	**Zone**	66 ORLANDO
Address	641 WE T 15TH TREET , PANAMA CITY, FL 401				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08508096	Lamp, Clearance ; Lamp, Clearance Replace All	ZZ	ERVICE ACTION	68261677AC	LAMP	5	X	53 57	$41 18

RO Narratives

(RO) Customer Concern:

CU TOMER TATE MULTI POINT IN PECTION CU TOMER TATE LEAK WATERFOLWED RRT FOR CRACKED LEN E REPLACED ALL CAB RUNNING LIGH

(RO) Cause:

NA

(RO) Correction:

PERFORMED MULTI POINT IN PECTION T PER RRTCOMPLETE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 REG CAB CHASSIS 4X4
Build Date	05/10/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	12/19/2017
Claim Type	W - Warranty	**Repair Date**	05/23/2018
Claim Status	Paid	**Mileage (Miles)**	7,686

Expense

Labor	$45.88	**Sublet**	$61.67	**Part**	$0.00	**Total Paid**	$107.55

Dealer Information

Code	[redacted]	**Name**	POTAMKIN'S PLANET DODGE	**Zone**	66	ORLANDO
Address	9975 N W 12TH STREET , MIAMI, FL 33172					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08508096	Lamp, Clearance ; Lamp, Clearance - Replace All	ZZ	SERVICE ACTION	68261677AC	LAMP	5	X	57.34	$45.88
A	08508096	Lamp, Clearance ; Lamp, Clearance - Replace All	ZZ	SERVICE ACTION	L00194NA	BULB	1		4.33	$45.88

RO Narratives

(RO) Customer Concern:

[redacted]Four Wheel Alignment You consent to receiving texts fromus on your cell phone at the numberyou have provided. You agree that we may contact you regarding service updates or offers via text.If you do not agree, you may provide a landline.

(RO) Cause:

.

(RO) Correction:

[redacted]DONE. REPLACE ALL TOPLIGHT , REPLACE ONE BOLB, ALL FULL WATER. Lamp, Clearance - Test and Replace Lamp, Clearance - Replace All (0 - Low Skilled) 7689 ALIGNMENT DONE Four Wheel Alignment 4 WHEEL ALIGNMENT You consent to receiving texts from us on your cell phone at the number you have provided. You agree that we may contactyou regarding service updates or offers via text. If you do not agree, you may provide a landline. You consent to receiving texts from us on your cell phone at the number youhave provided. You agreethat we may contact you regarding service updatesor offers via text. If you do not agree, you may provide a landline.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

[redacted]

(Claim) Cause:

LAMP, CLEARANCE - TEST AND REPLACE LAMP, CLEARANCE - REPLACE ALL

(Claim) Correction:

[redacted] DONE. REPLACE ALL TOP LIGHT , REPLACE ONE BOLB, ALL FULL WATER.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 ST CREW CAB 4X4
Build Date	04/19/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06/15/2017
Claim Type	W - Warranty	**Repair Date**	05/24/2018
Claim Status	Paid	**Mileage (Miles)**	14,824

Expense

Labor	$78.20	**Sublet**	$96.81	**Part**	$0.00	**Total Paid**	$175.01

Dealer Information

Code	[redacted]	**Name**	CHRYSLER JEEP DODGE OF COSHOCTON	**Zone**	42 DETROIT
Address	1921 OSTEGO AVENUE , COSHOCTON, OH 43812				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08141806	Sensor, wheel speed-Anti-lock brakes ; front-right	1W	WIRES CUT BY SHARP EDGE	68267479AB	SENSOR	1	X	59.31	$52.13
A	08141806	Sensor, wheel speed-Anti-lock brakes ; front-right	1W	WIRES CUT BY SHARP EDGE	68065018AA	WIRING	1		37.50	$52.13
A	08141861	Sensor, wheel speed-Anti-lock brakes ; 2500-3500 equipped			68267479AB	SENSOR	1	X	59.31	$26.07
A	08141861	Sensor, wheel speed-Anti-lock brakes ; 2500-3500 equipped			68065018AA	WIRING	1		37.50	$26.07

RO Narratives

(RO) Customer Concern:

Customer states abs light, TPMS light, TC light all on. 23 POINT INSPECTION CAR WASH WITH SERVICE

(RO) Cause:

[redacted]

(RO) Correction:

replaced right front sensor all ok at this time. claim paid 05-24-2018sg inspection completed completed

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES ABS LIGHT, TPMS LIGHT, TC LIGHT ALL ON.

(Claim) Cause:

FOUND SENSOR WIRE DAMAGED NEEDS NEW SENSOR

(Claim) Correction:
REPLACED RIGHT FRONT SENSOR ALL OK AT THIS TIME.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	Year	01	Body	[redacted]
Build Date	0 4 017	Plant	LTILLO TRUCK EMBLY PL NT	Coverage Code	[redacted]

Claim Information

Claim #	[redacted]	In Service Date	10 16 017
Claim Type	arrant	Repair Date	0 4 01
Claim Status	Paid	Mileage (Miles)	1 596

Expense

Labor	Sublet	Part	Total Paid
$40 0	$0 00	$0 00	$40 0

Dealer Information

Code	[redacted]	Name	RRIGO DODGE CHRY LER JEEP R M	Zone	66 ORL NDO
Address	5851 U HIGH Y 1 FORT PIER E FL 3498				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	410 00	Brakes Tr uble N t Found Brake	OD							$40 0

RO Narratives

(RO) Customer Concern

N

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

CHRY LER IN PERCTION EE COMPLETE LI E NO BR KE T TIME OFT T TIME BLU

(Claim) Cause

ND

(Claim) Correction

17 96 CHECK FOR CODE NO TORED CODE OR CTI E NO BNORM L CONDITION FOUND

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted]
Build Date	08 4 01	**Plant**	LTILLO TRU K EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10 16 01
Claim Type	arrant	**Repair Date**	05 4 018
Claim Status	Paid	**Mileage (Miles)**	1 596

Expense

Labor	$0 00	**Sublet**	$0 00	**Part**	$ 10 00	**Total Paid**	$ 10 00

Dealer Information

Code	[redacted]	**Name**	RRIGO DODGE HRY LER JEEP R M	**Zone**	66	ORL NDO
Address	5851 S US HIGH 1 F RT PIER E FL 34982					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	85410500	Brak Tr ubl N t F und Brakes	OD							$0 00
	95400141	L an r ar Standard Line ehicles								$ 10 00

RO Narratives

(RO) Customer Concern

N

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

OULD NOT DUPLI TE

GCS Narratives

(Claim) Customer Concern

HR SLER INSPER TI N SEE MPLETE LISE N BR KES T TIMES S FT T TIMES BLU ET TH RKS INTERMITTING DIE EL FUEL FUEL LE K INTO DRI ER IDE HEEL HE LL

(Claim) Cause

NO BNORM L ONDITION FOUND

(Claim) Correction

HE K F R DES N ST RED DES R TI E N BN RM L NDITI N F UND N BR K ES LS HE K UT BLUE TOOTH ORKING DE IGNED ND L O HE K FUEL NO OD E OR T B ORKING DE IGNED NO BNORM L ONDITION FOUND

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 ST CREW CAB 4X4
Build Date	07/13/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	09/28/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	05/25/2018
Claim Status	Paid	**Mileage (Miles)**	11,362

Expense

Labor	$45.74	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$45.74

Dealer Information

Code	[redacted]	**Name**		**Zone**	66 ORLANDO
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19U11182	Safety Recall U11 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update (2017 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$45.74

RO Narratives

(RO) Customer Concern:

Diesel Oil Change + Tire Rotation Plus VEHICLE SAFETY CONDITION INSPECTIONINCLUDED U11 RECALL BRAKE TRANSMISSION SHIFTINTERLOCK

(RO) Cause:

RECALL

(RO) Correction:

Diesel Oil Change + Tire Rotation Plus VEHICLE SAFETY CONDITION INSPECTION INCLUDED GOOD TIRE ABOVE 7/32 BATTERY TESTS GOOD AT THIS TIME - NO ATTENTION NEEDED AT THIS TIME GOOD BRAKES OVER 5MM OR 7/32 (DISC) OR OVER 2MM OR 3/32 (DRUM) VEHICLE SAFETY CONDITION INSPECTION INCLUDED GOOD TIRE ABOVE 7/32 BATTERY TESTS GOOD AT THIS TIME - NO ATTENTION NEEDED AT THIS TIME GOOD BRAKES OVER 5MM OR 7/32 (DISC) OR OVER 2MM OR3/32 (DRUM) 11362 19-U1-11-82 40 Recall Safety Recall U11 - BrakeTransmission Shift Interlock - Reprogram Inspect Brake Transmission Shift Interlock (BTSI) Functionality and PerformBCM Software Update (2017Model Year Only) (1 - Semi-Skilled)

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted]
Build Date	0 /15/ 017	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	0 0 017
Claim Type	afety (Recall)	**Repair Date**	05/ 9/ 018
Claim Status	Paid	**Mileage (Miles)**	1 1 9

Expense

Labor	$ 7 1	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$ 7 1

Dealer Information

Code	[redacted]	**Name**	HENDER ONVILLE CHRY LER DODGE	**Zone**	66 ORLANDO
Address	401 DUNC N HILL RO D HENDER ON ILLE NC 79				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19U1118	afet Recall U11 Brake Tran mi ion hift Interlock ; In pect Brake Tran mi ion hift Interlock (BT I) Functionalit and Perform BCM oftware Update (017 Model Year Onl)	UC	UNCOD BLE (NARRATIVE REQUIRED)						$ 7 18

RO Narratives

(RO) Customer Concern:

QUICKL NE LUBE OIL ND FILTER CH NGE ITH DIE EL ENGINE PERFORMED OIL CH NGE (4 1 9 TR I) REPL CE FUEL FILTER REPL CED FUEL FILTER (4 1 9 TR I) NORTH C ROLIN T TE IN PECTION FETY PERFORMED (4 1 9 TRAVI)

(RO) Cause:

N

(RO) Correction

N

(RO) Technical Notes

NA

GCS Narratives

(Claim) Customer Concern

N

(Claim) Cause

NA

(Claim) Correction:

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 SLT CREW CAB 4X4
Build Date	05/0 / 017	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/23/2017
Claim Type	W Warranty	**Repair Date**	05/ 9/ 018
Claim Status	Paid	**Mileage (Miles)**	4,65

Expense

Labor	$105 04	**Sublet**	$105 14	**Part**	$0 00	**Total Paid**	$210 18

Dealer Information

Code	[redacted]	**Name**	KING COTTON MOTOR CO OF COVINGTON	**Zone**	6 DALLA
Address	959 HIGHWAY 51 NORTH , COVINGTON, TN 8019				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08508096	Lamp, Clearance ; Lamp, Clearance Replace All		ERVICE ACTION	68 61677AC	LAMP	5		44 45	$4 0
B	08190701	Module, tran fer case/drivetrain control	ML	CHECK ENGINE/SERVICE ENGINE O	68250127AA	MODULE	1	X	60 69	$63 02

RO Narratives

(RO) Customer Concern:

IN PECTION KING COTTON MULTIPOINT IN PECTION WITH REPORT CARD COMPLETED IN PECTION (01 144 WILL)

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES 4X4 LIGHT COMES ON WHEN HITTING BUMP [redacted]

(Claim) Cause:

C 11 EN OR UPPLY VOLTAGE CIRCUIT HIGH RRT

(Claim) Correction:

REPLACED BTCM AND TE TED REPLACED CAB LIGHT

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 LARAMIE MEGA CAB 4X4
Build Date	10/03/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	01/03/2017
Claim Type	F - Service Contract	**Repair Date**	05/30/2018
Claim Status	Paid	**Mileage (Miles)**	12,038

Expense

Labor	$0.00	**Sublet**	$0.00	**Part**	$120.00	**Total Paid**	$120.00

Dealer Information

Code	[redacted]	**Name**	TYSON MOTOR CORPORATION	**Zone**	51 CHICAGO
Address	1 SW FRONTAGE RD , SHOREWOOD, IL 60404				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26860303	Maintenance Interval - Schedule B ; To be used every 3,000 Intervals	MC	MAINTENANCE CARE						$0.00
A	95260001	Maintenance Allowance ; Fixed Cost Maintenance								$110.00
A	95260002	Maintenance Allowance ; TIRE ROTATION								$10.00

RO Narratives

(RO) Customer Concern:

(Change diesel engine oil and filter synthetic oil) (Multi-point inspection according to maintenance interval) (Rotate tires) T51 Safety Recall T51 - Diesel Water Pump (Recall CSN 1) T79 Safety Recall T79 - Brake Transmission Shift Interlock (Recall CSN 2)

(RO) Cause:

INSPECTED PER CHECK LIST. MAINTENANCE

(RO) Correction:

SEE ATTACHED INSPECTION FOR DETAILS TIRES ROTATED FRONT TO BACK, CHECKED TIRE PRESSURES, TREAD DEPTH, AND BRAKE MEASUREMENTS ARE AS FOLLOWS: LEFT FRONT: /32 & MM RIGHT FRONT: /32 & MM LEFT REAR: /32 & MM RIGHT REAR: /32 & MM WILL NEED APPOINTMENT WILL NEED APPOINTMENT

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

(Change diesel engine oil and filter synthetic oil)

(Claim) Cause:

MAINTENANCE

(Claim) Correction:

PERFORMED OIL AND FILTER CHANGE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 LARAMIE CREW CAB 4X4
Build Date	01/26/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	08/14/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	05/30/2018
Claim Status	Paid	**Mileage (Miles)**	24,627

Expense

Labor	$62.22	**Sublet**	$61.74	**Part**	$0.00	**Total Paid**	$123.96

Dealer Information

Code	[redacted]	**Name**	NORTHPOINTE CHRY-DODGE-JEEP	**Zone**	35 WASHINGTON
Address	3485 STATE ROUTE 257 , SENECA, PA 16346				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	07T51182	Safety Recall T51 - Diesel Water Pump ; Inspect for Vent and Replace Water Pump	UC	UNCODABLE (NARRATIVE REQUIRED)	CS2HT512AA	CAMPAIGN	1	X	37.39	$62.22
A	07T51182	Safety Recall T51 - Diesel Water Pump ; Inspect for Vent and Replace Water Pump	UC	UNCODABLE (NARRATIVE REQUIRED)	68163848AB	ANTIFREEZ	1		24.35	$62.22

RO Narratives

(RO) Customer Concern:

MULTI POINT INSPECTION TIRES AT:7/32 FRONT AND REAR BRAKES AT:NO WHEELS OFF [redacted] COMPLIMENTARY CAR WASH ON ALL SERVICE VISITS (99- SHOP TECH-) SERVICE ADVISOR STATES VEHICLE WALK- AROUND INSPECTION PERFORMED FOR CUSTOMER (99- SHOP TECH-)

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

T51: SAFETY RECALL T51 - DIESEL WATER PUMP**

(Claim) Cause:

TECH STATES INSPECTED WATERPUMP AND NO SHAFT PERTRUSION OR VENT HOLE REPLACEMENT NEEDED

(Claim) Correction:

TECH STATES REPLACED WATER PUMP AND BLED COOLING SYSTEM

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted] RAM 500 LARAMIE CREW CAB 4 4
Build Date	01 6 017	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	08/14/ 017
Claim Type	afet (Recall)	**Repair Date**	0 0 01
Claim Status	Paid	**Mileage (Miles)**	4 6 7

Expense

Labor	$ 4 89	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$ 4 89

Dealer Information

Code	[redacted]	**Name**	NORTHPOINTE CHRY DODGE JEEP	**Zone**	HINGTON
Address	4 T TE ROUTE 7 ENEC P 16 46				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	19U111	afet Recall U11 Brake Tran mi ion hift Interlock In pect Brake Tran mi ion hift Interlock (BT I) Functionalit and Perform BCM oftware Update (017 Model Year Only)	UC	UNCOD BLE (N RR TI E REQUIRED)						$ 4 9

RO Narratives

(RO) Customer Concern

MULTI POINT IN PECTION TIRE AT 7/ FRONT AND REAR BRAKE AT NO WHEEL OFF (77 5 86 BLAINE) COMPLIMENTARY C R H ON LL ER ICE I IT (99 HOP TECH) ER ICE D I OR T TE EHICLE LK ROUND IN PECTION PERFORMED FOR CU TOMER (99 HOP TECH)

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

U11 FETY REC LL U11 BR KE TR N MI ION HIFT INTERLOCK**

(Claim) Cause

N

(Claim) Correction

TECH TATE TE TED BT I OPERATING A DE IGNED FLA HED BCM FROM 68 0 0AB TO 68 0 0AC

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 LARAMIE CREW CAB 4X4
Build Date	01/26/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	08/14/2017
Claim Type	F Service Contract	**Repair Date**	05/30/2018
Claim Status	Paid	**Mileage (Miles)**	4,6 7

Expense

Labor	$0 00	**Sublet**	$0 00	**Part**	$110 00	**Total Paid**	$110 00

Dealer Information

Code	[redacted]	**Name**	NORTHPOINTE CHRY DODGE JEEP	**Zone**	35 WASHINGTON
Address	485 TATE ROUTE 57 , ENECA, PA 16 46				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26860303	Maintenance Interval Schedule B ; To be used every 3,000 Intervals	MC	MAINTENANCE CARE						$0 00
A	95 60001	Maintenance Allowance ; Fixed Cost Maintenance								$110 00

RO Narratives

(RO) Customer Concern:

MULTI POINT INSPECTION TIRES AT 7/32 FRONT AND REAR BRAKES AT NO WHEELS OFF ([redacted]) COMPLIMENTARY CAR WA H ON ALL ERVICE VI IT (99 HOP TECH) ERVICE ADVI OR TATE VEHICLE WALK AROUND IN PECTION PERFORMED FOR CUSTOMER (99 SHOP TECH)

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CU TOMER REQUE T DIE EL LUBE, OIL, & FILTER CHANGE ERVICE

(Claim) Cause:

NA

(Claim) Correction:

TECH STATES COMPLETE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - RAM 2500 LARAMIE MEGA CAB 4X4
Build Date	08/04/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06/22/2018
Claim Type	W Warranty	**Repair Date**	05/31/2018
Claim Status	Paid	**Mileage (Miles)**	20

Expense

Labor	$39.20	**Sublet**	$52.32	**Part**	$0.00	**Total Paid**	$91.52

Dealer Information

Code	[redacted]	**Name**	KERNERSVILLE CHRYSLER DODGE LLC	**Zone**	66 ORLANDO
Address	950 HIGHWAY 66 SOUTH , KERNERSVILLE, NC 27284				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08508096	Lamp, Clearance ; Lamp, Clearance Replace All	ZZ	SERVICE ACTION	68261677AC	LAMP	5	X	52.32	$39.20

RO Narratives

(RO) Customer Concern:

RAPID RESPONSE TRANSMITTAL (RRT) 18 045 MUST BE PERFORMED

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 ST CREW CAB 4X4
Build Date	11/01/ 016	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	12/06/2016
Claim Type	afety (Recall)	**Repair Date**	05/ 1/ 018
Claim Status	Paid	**Mileage (Miles)**	46,84

Expense

Labor	$64 13	**Sublet**	$16 38	**Part**	$0 00	**Total Paid**	$80 51

Dealer Information

Code	[redacted]	**Name**	FENTON DODGE CHRY LER JEEP	**Zone**	6 DALLA
Address	101 N HOBART T , PAMPA, T 79066				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19T79184	Safety Recall T79 Brake Tran mi ion hift Interlock ; In pect BT I Functionality, Replace Gearshift Bracket, and Perform BCM oftware Update	UC	UNCODABLE (NARRATIVE REQUIRED)	C HT791AA	BRACKET	1		16 8	$64 1

RO Narratives

(RO) Customer Concern:

Recall / CSN 1 [T79 Safety Recall T79 Brake Transmission Shift Interlock**] Perform DTC Inspection General Concern #1 [Customer tate truck ha no power teering had towed in ab light i on and ervice brake me age check and advi e]

(RO) Cause:

(RO) Correction:

COMPLETED RECALL 23 PT INSPECTION FAN CLUTCH, WATER PUMP, ABS SENSOR, RADIATOR BOTHFAN SHROUDS ALL REPLACED REPLACE RADIATOR ENGINE REPAIR REPLACE CAP

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - RAM 2500 ST CREW CAB 4X4
Build Date	10/06/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	02/05/2018
Claim Type	F - Service Contract	**Repair Date**	06/01/2018
Claim Status	Paid	**Mileage (Miles)**	8,144

Expense

Labor	$0.00	**Sublet**	$0.00	**Part**	$85.00	**Total Paid**	$85.00

Dealer Information

Code	[redacted]	**Name**	AIRPARK CHRYSLER JEEP	**Zone**	70 PHOENIX
Address	15656 N HAYDEN ROAD , SCOTTSDALE, AZ 85260				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26860303	Maintenance Interval - Schedule B ; To be used every 3,000 Intervals	MC	MAINTENANCE CARE						$0.00
A	95260001	Maintenance Allowance ; Fixed Cost Maintenance								$75.00
A	95260002	Maintenance Allowance ; TIRE ROTATION								$10.00

RO Narratives

(RO) Customer Concern:

LOF75 PERFORM TIRE ROTATION, CHECK AIR PRESSURE AND SET TO FACTORY SPECS******NOTE, OVERSIZE TIRES NEED TO BE RE-TORQUED AFTER 50 MILES CHECK BRAKE RESIVOR MOPAR EXPRESS LANE INSPECTION

(RO) Cause:

. .

(RO) Correction:

[redacted] Complete 50 Diesel CHANGE OIL AND FILTER, CHECK TIRE PRESSURE AND PERFORM MULTI-POINT VEHICLE INSPECTION - DIESEL TRUCK [redacted] Complete 40 PERFORM TIRE ROTATION, CHECK AIR PRESSURE AND SET TO FACTORY SPECS******NOTE, OVERSIZETIRES NEED TO BE RE-TORQUED AFTER 50 MILES PERFORM TIRE ROTATION, CHECK AIR PRESSURE AND SET TO FACTORY SPECS******NOTE, OVERSIZE TIRES NEED TOBE RE-TORQUED AFTER 50 MILES 8144 Complete 10 CUSTOMER STATES BRAKE CONCERN AS FOLLOWS. [redacted] Complete 0 MOPAR EXPRESS LANE INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	01	**Body**	[redacted]
Build Date	04 9 01	**Plant**	LTILLO TRU K EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	08 11 01
Claim Type	arrant	**Repair Date**	06 0 01
Claim Status	Paid	**Mileage (Miles)**	4 614

Expense

Labor	$39 44	**Sublet**	$45 90	**Part**	$0 00	**Total Paid**	$85 34

Dealer Information

Code	[redacted]	**Name**	G TOR HRY LER IN	**Zone**	66 ORL NDO
Address	00 E N BL D MELBOURNE FL 901				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	08508096	Lamp Clearance Lamp Clearance Replace ll		ER I E CTION	68 616	L MP	5		45 90	$39 44

RO Narratives

(RO) Customer Concern

R PID RE PON E TR N MITT L (RRT) 1 04 Cracked Clearance Lamp Len e MULTI POINT IN PECTION FREE ITH NY OTHER ER I E

(RO) Cause

The ehicle ma ha e been built with cab clearance lamp that ma fail prematurel

(RO) Correction

Lamp Clearance Replace [redacted]

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

R PID RE PON E TR N MITT L (RRT) 1 04 Cracked Clearance Lamp Len e

(Claim) Cause

The ehicle ma ha e been built ith cab clearance lamps that ma fail prematu

(Claim) Correction

Lamps learance Replace [redacted]

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	01	**Body**	[redacted]
Build Date	11 01 016	**Plant**	LTILLO TRU K EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	1 06 016
Claim Type	arrant	**Repair Date**	06 0 018
Claim Status	Paid	**Mileage (Miles)**	46 865

Expense

Labor	$ 1 38	**Sublet**	$33 95	**Part**	$0 00	**Total Paid**	$55 33

Dealer Information

Code	[redacted]	**Name**	FENTON DODGE HRY LER JEEP	**Zone**	63	D LL
Address	101 N H B RT ST P MP TX 9066					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	08141808	S n r h l p d nti l ck brakes rear right	14	BURNED OR BURNED UT	04 9980	EN OR	1		33 95	$ 1 38

RO Narratives

(RO) Customer Concern

TH T HEN OUT DRI ING I TH T B LIGHT ME ON HE K ND D I E EN OR B D REPL ED ON RO 1 605 @ 46843 MILES

(RO) Cause

(RO) Correction

RIGHT RE R HEEL PEED EN OR IGN L ERR TI ODE OO F NTI LO K BR KE Y TEM REP IR NTI LO K BR KE S STEM REP IR

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

[redacted] HEEL SPEEND SENS R ERR TI

(Claim) Cause

PPT TE T EN OR F ILED

(Claim) Correction

REPL ED EN OR

Warranty Claim Report

Vehicle Information

VIN	[redacted]	Year	017	Body	[redacted]
Build Date	0 03 01	Plant	LTILLO TRU K EMBLY PL NT	Coverage Code	[redacted]

Claim Information

Claim #	[redacted]	In Service Date	0 017
Claim Type	arrant	Repair Date	06 04 018
Claim Status	Paid	Mileage (Miles)	14 5

Expense

Labor	Sublet	Part	Total Paid
$ 4	$ 00 0	$0 00	$ 6

Dealer Information

Code	[redacted]	Name	HRY LER DODGE JEEP R M OF G D DEN	Zone	66	ORL NDO
Address	1149 1 T E G D DEN L 35901					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	085 3 04	M t r and Fan entilated eat Fr nt seat eat Cu hion Right eat	18	IR UIT OPEN	04610 61 E	BLO ER	1		00 0	$53 4

RO Narratives

(RO) Customer Concern

CU TOMER T TE E T BLO ER M KING NOI E HEN IN U E ON P ENGER E T

(RO) Cause

FOUND E E I E PL Y IN F N BE RING U ING NOI E

(RO) Correction

REMO E ND REPL ED E T BLO ER

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

E T BLO ER M KE INOI E

(Claim) Cause

F N BE RING B D

(Claim) Correction

REMO ED ND REPL CED

Warranty Claim Report

Vehicle Information

VIN	[redacted]	Year	01	Body	[redacted]
Build Date	0 /07/ 018	Plant	ALTILLO TRUCK A EMBLY PLANT	Coverage Code	[redacted]

Claim Information

Claim #	[redacted]	In Service Date	0 9 01
Claim Type	K Road Ready (PREPNV)	Repair Date	06/04/ 018
Claim Status	Paid	Mileage (Miles)	0

Expense

Labor	Sublet	Part	Total Paid
$1 0 0	$0 00	$0 00	$1 0 0

Dealer Information

Code	[redacted]	Name	UNDANCE DODGE INC	Zone	70 PHOENI
Address	UTO DRI E BOI E ID 709				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Read Ba ic Prep	NU	NE EHICLE PREP						$1 0 08

RO Narratives

(RO) Customer Concern

NA

(RO) Cause:

NA

(RO) Correction:

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern:

N

(Claim) Cause

N

(Claim) Correction

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 ST CREW CAB 4X4
Build Date	07/13/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	09/28/2017
Claim Type	W - Warranty	**Repair Date**	06/04/2018
Claim Status	Paid	**Mileage (Miles)**	11,933

Expense

Labor	$68.62	**Sublet**	$77.74	**Part**	$0.00	**Total Paid**	$146.36

Dealer Information

Code	[redacted]	**Name**		**Zone**	66 ORLANDO
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08141806	Sensor, wheel speed-Anti-lock brakes ; front-right	14	BURNED OR BURNED OUT	68165624AD	SENSOR	1	X	77.74	$68.62

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES ABS LIGHT AND TRACTION CONTROL LIGHT COME ON WHENGOING OVER BUMPS CHK/ADV. PERFORM MULTI-POINT INSPECTION

(RO) Cause:

F

(RO) Correction:

[redacted]CUSTOMER STATED THAT HISABS LIGHT AND TRACTION CONTROL LIGHT WAS ON.ABS DTC WHERE PULLED AND IT WAS FOUND TO HAVENO SIGNAL COMING FROM THE R F WHEEL SPEEDSENSOR. THE SENSOR WAS REPLACED AND CODESCLEARED. THE VEHICLE WAS RETESTED AND ALL WASGOOD Sensor, wheel speed-Anti-lock brakes - Test and Replace front-right (1 - Semi-Skilled) Sensor, wheel speed-Anti-lock brakes-4x2-Front-Right PERFORM MULTI-POINT INSPECTION GOOD TIRE ABOVE 7/32 BATTERY TESTS GOOD AT THIS TIME - NO ATTENTION NEEDED AT THIS TIME GOOD BRAKES OVER 5MM OR 7/32 (DISC) OR OVER 2MM OR 3/32 (DRUM) PERFORM MULTI-POINT INSPECTION GOOD TIRE ABOVE 7/32 BATTERY TESTS GOOD AT THIS TIME - NO ATTENTION NEEDED AT THIS TIME GOOD BRAKES OVER 5MM OR 7/32 (DISC) OR OVER 2MM OR3/32 (DRUM)

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES ABS LIGHT AND TRACTION CONTROL LIGHT COME ON WHEN GOING OVER B UMPS CHK/ADV.

(Claim) Cause:

WHEEL SPEED SENSOR LOST COMMUNICATION WITH ABS MODULE

(Claim) Correction:

CUSTOMER STATED THAT HIS ABS LIGHT AND TRACTION CONTROL LIGHT WAS ON. ABS DTC WHERE PULLED AND IT WAS FOUND TO HAVE NO SIGNAL COMING FROM THE R F WHEEL SPEE D SENSOR. THE SENSOR WAS REPLACED AND CODES CLEARED. THE VEHICLE WAS RETESTED AND ALL WAS GOOD

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - RAM 2500 SLT CREW CAB 4X4
Build Date	05/10/2018	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	07/25/2018
Claim Type	K Road Ready (PREPNV)	**Repair Date**	06/06/2018
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$144.43	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$144.43

Dealer Information

Code	[redacted]	**Name**	KENDALL DODGE CHRYSLER JEEP RAM	**Zone**	66 ORLANDO
Address	13355 SW 137TH AVE , MIAMI, FL 33186				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$144.43

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 ST CREW CAB 4X4
Build Date	04/18/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	01/11/2018
Claim Type	W - Warranty	**Repair Date**	06/06/2018
Claim Status	Paid	**Mileage (Miles)**	14,177

Expense

Labor	$263.97	**Sublet**	$886.88	**Part**	$120.00	**Total Paid**	$1,270.85

Dealer Information

Code	[redacted]	**Name**	WALKER CHRYSLER DODGE JEEP RAM	**Zone**	63 DALLAS
Address	5757 COLISEUM BOULEVARD , ALEXANDRIA, LA 71303				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	ML	CHECK ENGINE/SERVICE ENGINE SO	68143491AA	CONTROL	1	X	581.84	$126.25
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	ML	CHECK ENGINE/SERVICE ENGINE SO	04318080AD	FLUID	1		11.57	$126.25
A	95400142	Loaner Car ; High Line Vehicles			68143491AA	CONTROL	1	X	581.84	$120.00
A	95400142	Loaner Car ; High Line Vehicles			04318080AD	FLUID	1		11.57	$120.00
B	08508096	Lamp, Clearance ; Lamp, Clearance - Replace All	ZZ	SERVICE ACTION	68261677AC	LAMP	5	X	43.38	$45.91
C	08191002	Module, anti-lock brake control ; All others	ML	CHECK ENGINE/SERVICE ENGINE SO	68347098AB	MODULE	1	X	250.09	$68.86
C	08191063	Module, anti-lock brake control ; 6.7L diesel equipped			68347098AB	MODULE	1	X	250.09	$22.95

RO Narratives

(RO) Customer Concern:

Service ignition light on abs lights and went into limp mode (Engine Performance Concern Diesel) [redacted]DJDDDFD2DPDX CRACKED CLEARANCE LA (RRT 1) U11 Safety Recall U11 - Brake Transmission Shift Interlock (Recall CSN 1) LOANER OUR UNIT PERFORM 5W40 OIL CHANGE SERVICE REPLACE ENGINE OIL AND FILTER CHECK AND TOP OFF FLUIDS/LUBRICATE WHEN NECC AFTER INSTALLATION OF ABS PUMP ON LINE 1, NO COMMUNICATION WITH ABS SYSTEM.

(RO) Cause:

ABS LIGHT ON RRT RECALL . INCORRECT MODULE ON PUMP FROM FACTORY, CAUSING NO COMMUNICATION WITH ABS.

(RO) Correction:

TEST AND REPLACE BRAKE HYDRAULIC CONTROL UNIT , INTERNAL FAULT, [redacted]FC ML 1.10 REPLACE CLEARANCE LAMPS. [redacted] FC ZZ 0.40 INSPECT BTSI FUNCTION AND UPDATE BCM SOFTWARE 19-U1-11-82 0.40 STATE INSPECTION COMPLETED . CHANGED OIL AND FILTER AFTER CHANGING HYDRAULIC CONTROL UNIT , HAD NO RESPONSE FROM ABS MODULE , WRONG PART NUMBER , REPLACE [redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

AFTER INSTALLATION OF ABS PUMP NO COMMUNICATION WITH ABS SYSTEM DERVICE IGNITION LIGHT ON ABS LIGHTS AND WENT INTO L[redacted] FOR CRACKED CLEARANCE LIGHTS

(Claim) Cause:

CUST SATISFACTION [redacted] STORED, INTERNAL FAULT WITH BRAKE HYDRAULIC CONTROL UNIT NO RESPONSE FROM ABS MODULE

(Claim) Correction:

REPLACED ALL CLEARANCE LIGHTS REPLACED BRAKE HYDRAULIC CONTROL UNIT REPLACED MODULE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted]
Build Date	0 /08/ 017	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	09/19/ 017
Claim Type	afet (Recall)	**Repair Date**	06 06 01
Claim Status	Paid	**Mileage (Miles)**	7

Expense

Labor	$45 6	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$45 6

Dealer Information

Code	[redacted]	**Name**	LITHI CHRY LER DODGE OF MI OUL	**Zone**	74	DEN ER
Address	001 GRI LY COURT MI OUL MT 9 0					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	19U111	afet Recall U11 Brake Tran mi ion hift Interlock In pect Brake Tran mi ion hift Interlock (BT I) Functionalit and Perform BCM oftware Update (017 Model Year Onl)	UC	UNCOD BLE (N RR TI E REQUIRED)						$4 6

RO Narratives

(RO) Customer Concern:

CU TOMER T TE B TR CT ON LIGHT ON PLE E CHECK CU TOMER T TE CHECK ENGINE LIGHT I ON PLE E CHECK CU TOMER T TE TIRE LIGHT I ON PLE E CHECK PERFORM COURTE Y EHICLE IN PECTION INCLUDE VI UAL IN PECTION OF VEHICLE, TIRE , AND ET TIRE PRE URE TO PEC' Cu tomer tate Perform afety Recall U11 Brake Tran mi ion hift Interlock CU TOMER T TE 4 D INOP PLE E CHECK LEFT RE R HEEL PEED EN OR NEED TO BE REPL CED

(RO) Cause

INTENAL DEFECT CU TOMER CONCERN TIRE EN OR LOCATEDWRONG IN RFH U11 RECAL

(RO) Correction:

7 ERIFIED CU TOMER CONCERN MULTIPLECODE FOR LEFT RE R HEEL PEED EN ORINCLUDING [redacted] ND [redacted] E TED IRING I ER ICE INFO IT P ED REPL CEDLEFT RE R HEEL PEED EN OR CODE I TILLACTIVE, REPLACED AB MODULE PER ERVICE INFO CODE I TILL REMAINING ACTIVE DROPPED FUELAND DEF T NK PERFORMED IGGLE TE T ON IRING FOUND PINCHED IRE ON DRI ER FR MER IL BEHIND THE FUEL T NK REP IRED D M GED IRING TE T DRO E ND ERIFIED NO FURTHERCODE REPL CE LEFT RE R HEEL PEED EN OR Module anti lock brake control Te t and Replace R L equipped (killed) nti lock brake tem REPL CE LEFT RE R HEEL PEED EN OR MODULE CONTROL NTI LOCKBR KE Replace ( ) nti lock brake tem 74 FOUND CODE P 99 FORBRAKE/ACCELERATOR PO ITION FOUND T [redacted] 17 RELATED TO ACCELERATOR PEDALPERFORMANCE UPDATED PCM FROM [redacted] CLE RED DTC PERFORMED QUICKLE RN TE T DRO E ND ERIFIED CODE DID NOTRETURN Module Engine Control (ECM) 74 ERIFIED CONCERN CHECKED TIRE NDFOUND THEM ET TO CORRECT PRE URE FOUNDTIRE EN OR WERE LOCATED WRONG IN RFH RELEARNED EN OR LO ATION AND TE T DROVE NOCODE RETURNED CONFIRMED TIRE EN OR ERERE DING CORREC LY TIRE PRE URE EN OR CTU L TIME PERFORM COURTE Y EHICLE IN PECTION INCLUDE I U L IN PECTION OF EHICLE TIRE ND ET TIRE PRE URE TO PEC' 7 ERIFIED BT I FUNCTION LITY I U11 UPD TED BCM FROM 6 [redacted] C CLE RED DTC RE TORED EHICLE CONFIG ND ERIFIED

(RO) Technical Notes

RELEARNED EN OR LOCATION FOUND TIRE EN OR WERE LOCATED IN THE WRONG RFH

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES ABS/TRACTION LIGHTS ON CUSTOMER STATES CHECK ENGINE LGIHT IS ON, CUSTOMER STATES TIRE LIGHT IS ON

(Claim) Cause:

FOUND APPLICABLE TSB [redacted] FOUND TIRE SENSORS LOCATED WRONG IN RFH MULTIPLE CODES FOR LEFT REAR WHEEL SPEED SENSOR INCLUDING [redacted] 1 D, PER REPLACED LEFT REAR SENSOR,LIGHTS STAYED ON, FOUND PINCHED WIRE, ON DRIV ER FRAME RAIL BEHIND THE FUEL TANK,

(Claim) Correction:

PERFORMED [redacted] UPDATED PCM FROM [redacted] RELEARNED SENSOR LOCATIONS REPLACED LEFT REAR SENSOR, REPAIRED DAMAGED WIRING.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 ST CREW CAB 4X4
Build Date	03/08/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	09/19/2017
Claim Type	W - Warranty	**Repair Date**	06/06/2018
Claim Status	Paid	**Mileage (Miles)**	8,272

Expense

Labor	$342.15	**Sublet**	$326.56	**Part**	$0.00	**Total Paid**	$668.72

Dealer Information

Code	[redacted]	**Name**	LITHIA CHRYSLER DODGE OF MISSOULA	**Zone**	74 DENVER
Address	5001 GRIZZLY COURT , MISSOULA, MT 59802				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08141809	Sensor, wheel speed-Anti-lock brakes ; rear - left			68347098AB	MODULE	1		272.21	$0.00
A	08141809	Sensor, wheel speed-Anti-lock brakes ; rear - left			04779981AC	SENSOR	1	X	54.35	$0.00
A	08191001	Module, anti-lock brake control ; RWAL equipped			68347098AB	MODULE	1		272.21	$0.00
A	08191001	Module, anti-lock brake control ; RWAL equipped			04779981AC	SENSOR	1	X	54.35	$0.00
A	0891PNC4	Anti-lock brake system	4W	WIRES BURNED/DAMAGED	68347098AB	MODULE	1		272.21	$228.10
A	0891PNC4	Anti-lock brake system	4W	WIRES BURNED/DAMAGED	04779981AC	SENSOR	1	X	54.35	$228.10
B	181904GQ	Module, Engine Control (ECM) ; Module, Engine Control (ECM) - Reprogram, Quicklearn 68RFE Only (A/T)	CC	SENDING UNITS/SENSORS						$79.84
C	22140100	Sensor, Low Tire Pressure ; Includes: Train all Tire Sensors	UC	UNCODABLE (NARRATIVE REQUIRED)						$34.22

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES ABS/TRACTION LIGHTSON, PLEASE CHECK CUSTOMER STATES CHECK ENGINE LIGHT IS ON, PLEASE CHECK CUSTOMER STATES TIRE LIGHT IS ON, PLEASE CHECK PERFORM COURTESY VEHICLE INSPECTION. INCLUDES: VISUAL INSPECTION OF VEHICLE, TIRES, AND SET TIRE PRESSURE TO SPEC'S. Customer States Perform Safety Recall U11 - Brake Transmission Shift Interlock CUSTOMER STATES 4WD INOP, PLEASE CHECK LEFT REAR WHEEL SPEED SENSOR NEEDS TO BE REPLACED

(RO) Cause:

INTENAL DEFECT CUSTOMER CONCERN TIRE SENSORS LOCATEDWRONG IN RFH U11 RECALL

(RO) Correction:

8278 VERIFIED CUSTOMER CONCERN, MULTIPLECODES FOR LEFT REAR WHEEL SPEED SENSORINCLUDING [redacted] AND [redacted] TESTEDWIRING VIA SERVICE INFO, IT PASSED. REPLACEDLEFT REAR WHEEL SPEED SENSOR. CODE IS STILLACTIVE, REPLACED ABS MODULE PER SERVICE INFO.CODE IS STILL REMAINING ACTIVE. DROPPED FUELAND DEF

TANKS, PERFORMED WIGGLE TEST ONWIRING. FOUND PINCHED WIRE ON DRIVER FRAMERAIL BEHIND THE FUEL TANK. REPAIRED DAMAGEDWIRING, TEST DROVE, AND VERIFIED NO FURTHERCODES. REPLACE LEFT REAR WHEEL SPEED SENSOR Module, anti-lock brake control - Test and Replace RWAL equipped (2 - Skilled) Anti-lock brake system REPLACE LEFT REAR WHEEL SPEED SENSOR MODULE/CONTROL, ANTI-LOCKBRAKE-Replace (A) Anti-lock brake system [redacted] FOUND CODE [redacted] FORBRAKE/ACCELERATOR POSITION. FOUND [redacted] RELATED TO ACCELERATOR PEDALPERFORMANCE. UPDATED PCM FROM [redacted] CLEARED DTCS, PERFORMED QUICKLEARN, TEST DROVE, AND VERIFIED CODES DID NOTRETURN. Module, Engine Control (ECM) [redacted] VERIFIED CONCERN. CHECKED TIRES ANDFOUND THEM SET TO CORRECT PRESSURE. FOUNDTIRE SENSORS WERE LOCATED WRONG IN RFH.RELEARNED SENSOR LOCATION AND TEST DROVE. NOCODES RETURNED, CONFIRMED TIRE SENSORS WEREREADING CORRECTLY. TIRE PRESSURE SENSOR ACTUAL TIME PERFORM COURTESY VEHICLE INSPECTION. INCLUDES: VISUAL INSPECTION OF VEHICLE, TIRES, AND SET TIRE PRESSURE TO SPEC'S. [redacted] VERIFIED BTSI FUNCTIONALITY VIA U11.UPDATED BCM FROM [redacted] CLEARED DTCS, RESTORED VEHICLE CONFIG, ANDVERIFIED

(RO) Technical Notes:

FOUND TIRE SENSORS WERE LOCATED IN THE WRONG RFH RELEARNED SENSOR LOCATIONS

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES ABS/TRACTION LIGHTS ON CUSTOMER STATES CHECK ENGINE LGIHT IS ON, CUSTOMER STATES TIRE LIGHT IS ON

(Claim) Cause:

FOUND APPLICABLE TSB [redacted] FOUND TIRE SENSORS LOCATED WRONG IN RFH MULTIPLE CODES FOR LEFT REAR WHEEL SPEED SENSOR INCLUDING [redacted] PER REPLACED LEFT REAR SENSOR,LIGHTS STAYED ON, FOUND PINCHED WIRE, ON DRIV ER FRAME RAIL BEHIND THE FUEL TANK,

(Claim) Correction:

PERFORMED TSB [redacted] UPDATED PCM FROM [redacted] RELEARNED SENSOR LOCATIONS REPLACED LEFT REAR SENSOR, REPAIRED DAMAGED WIRING.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	018	**Body**	[redacted]
Build Date	10 24 201	**Plant**	S LTILL TRU K SSEMBL PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	03 6 018
Claim Type	arrant	**Repair Date**	06 0 2018
Claim Status	Paid	**Mileage (Miles)**	5 138

Expense

Labor	$180 00	**Sublet**	$448 00	**Part**	$315 00	**Total Paid**	$943 00

Dealer Information

Code	[redacted]	**Name**		**Zone**	1	L S NGELES
Address					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
B	304 10	Mirr r utside rear ie (p r) Right	58	INTERN L DEFE T	68412884	MIRR R	1	X	448 00	$60 00
	85412101	Tran mi i n Dri abilit Tr ubl N t F und Transmissi n hift Qualit	D							$120 00
	95400141	L an r ar Standard Lin ehicles								$315 00

RO Narratives

(RO) Customer Concern

99 Descripti n Un ailable [U TOMER T TE TR N MITION LIP FTER RM HEN OMING TO TOP DO N TO TOP FR M H SPEEDS ND THEN ELER TING D ISE] 99 D ripti n Un ailabl [UST MER ST TES 4 X4 GE R SHIFT ELE TOR MO E B K ND FORTH UNDERLO D] RIGHT T TE R F P RK EN OR ILL LERT IT ELF HILE DRI ING NO P TTERN R ND M H S H PPENED SE ER LTIMES D ISE UST MER ST TES FR NT IPER SENS R N T IL BLE DISPL S N D SH HILE DRI ING N P TTERN T F ILURE D ISE UST MER REQUEST N BUTT NS BE MEDIM ND B K UP MER IN TI E ND NOT BLE TO N EL NE T MORNING OK D I E U TOMER T TE HILE DRI ING P SSENGER MIRR R DR PS INT B K UPM DE HILE DRI ING D ISE UST MER ST TES HEN LLING DE LER HIP ONLY ND U ING U ONNE T LL OULD NOT OMPLETE D I E U TOMER T TE U ONNE T DOE N NOT L Y RE EI E LL ONDITION I R NDOM U TOMER T TE O ND I T RE NOT L Y IL BLE NDII N IS R ND M UST MER ST TES T IMES GE R SELE T R IS H RD T ME UT F P RK T TIMES D ISE U TOMER T TE UTO HE DLIGHT DO NOT L Y FUN TION KEY H TO BE Y LED FOR UTO OPTION TO BE OME TI E D ISE I PH NE S D ES N T L S P IR T EHI LE D ISE PR GR M UST MER SUPPLIED KE F BIKIN ENTER NS LE RENT L R H S BEEN PR IDED B HR SLER

(RO) Cause

F

(RO) Correction

[redacted]PERF RMED M DULE S N N DESPRESENT TEST DR E UN BLE T DUPLI TE 99 D ripti n Un ailabl [UST MER ST TES TR NSMITI N SLIPS FTER RM HEN MING T ST P D N T ST P FR M H SPEEDS ND THEN ELER TING D I E] MI ELL NEOU [redacted] NORM L MO EMENT PRE ENT IN EHI LE OF4 D HIFTER NO PR BLEMS F UND TEST DR EM EMENT PRESENT MP RED T THER UNIT FSIMIL R BUILD F UND T BE N RM L PERTI N 99 D ripti n Un ailabl [UST MER ST TES 4 X4 GE R SHIFT SELE T R M ES B K ND F RTH UNDER LO D] FUEL R C[redacted] ELL NEOU UBLET REP IR [redacted] UN BLE TO DUPLI TE NO I UE FOUND ELE TRI L MIN [redacted] UN BLE T DUPLI TE N ERN ELE TRI L MIN [redacted] UN BLE T

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES WHILE DRIVING PASSENGER MIRROR DROPS INTO BACK UP MODE WHILE D 99 - DESCRIPTION UNAVAILABLE [CUSTOMER STATES 4 X4 GEAR SHIFT SELECTOR MOVES B ACK AND FORTH UNDER LOAD] RIVING ADVISE

(Claim) Cause:

INTERNAL DEFECT OPERATING AS DESIGNED

(Claim) Correction:

NORMAL MOVEMENT PRESENT IN VEHICLE OF 4WD SHIFTER NO PROBLEMS FOUND TEST DROVE VERIFIED CONCERN CONTACTED STAR CASE [redacted]PERFORMED DTC MODULE SCAN NO CODE MOVEMENT PRESENT COMPARED TO OTHER UNIT OF SIMILAR BUILD FOUND TO BE NORMAL O S FOUNDS CHECKED FOR UPDATES NON FOUND STAR STATED SWAP WITH STOCK UNIT TO COM PARE NEC TO REPLACE PASS SIDE VIEW MIRROR ASSY RETEST OK PERATION

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted] RAM 500 T CREW CAB 4 4
Build Date	01/ 8/ 017	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	0 / 1/ 017
Claim Type	afety (Recall)	**Repair Date**	06/07/ 018
Claim Status	Paid	**Mileage (Miles)**	161 097

Expense

Labor	$98 18	**Sublet**	$98 5	**Part**	$0 00	**Total Paid**	$196 5

Dealer Information

Code	[redacted]	**Name**	E PRE WAY DODGE INC	**Zone**	51 CHICAGO
Address	1 E INDI N E N ILLE IN 4771				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	07T 11	afety Recall T51 Die el Water Pump ; In pect for Vent and Replace ater Pump	UC	UNCODABLE (NARRATIVE REQUIRED)	C HT51 AA	CAMPAIGN	1		11	$98 18
A	07T5118	afety Recall T51 Die el ater Pump In pect for Vent and Replace Water Pump	UC	UNCODABLE (NARRATIVE REQUIRED)	6816 849AB	ANTIFREE	4		65 4	$98 18

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

GENERAL MAINTENANCE [IN TALL NEW RECALL WATER PUMP]

(Claim) Cause:

RECALL

(Claim) Correction:

[redacted] REPL CED TER PUMP REFILLED ITH COOL NT

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 3500 ST CREW CAB 4X4
Build Date	09/1 / 017	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11/29/2017
Claim Type	W Warranty	**Repair Date**	06/08/ 018
Claim Status	Paid	**Mileage (Miles)**	28,610

Expense

Labor	$34 64	**Sublet**	$113 75	**Part**	$0 00	**Total Paid**	$148 39

Dealer Information

Code	[redacted]	**Name**	MU ON PATOUT AUTOMOTIVE GROUP INC	**Zone**	6 DALLA
Address	1 00 E MAIN T , NEW IBERIA, LA 70560				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08193701	Module, trailer tow	58	INTERNAL DEFECT	68 88760AB	MODULE	1		11 75	$ 4 64

RO Narratives

(RO) Customer Concern:

C/ THAT TRAILER BRAKE CONTROL I NT WORKING U11 BRAKE TRAN MI ION HIFT INTERLOCK POINT IN PECTION

(RO) Cause:

INTERNAL FAILURE OF TBM VEHICLE MAY COME OUT OF PARK CU TOMER I DUE FOR 0K ERVICE

(RO) Correction:

REPLACED [redacted] NSPECTED BTSI AND UPDATED BCM 19U11185 DECLINED AT THIS TIME

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C/S THAT TRAILER BRAKE CONTROL ISNT WORKING

(Claim) Cause:

INTERNAL FAILURE OF TBM

(Claim) Correction:

REPLACED [redacted]

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 3500 ST CREW CAB 4X4
Build Date	09/13/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11/29/2017
Claim Type	afety (Recall)	**Repair Date**	06/08/ 018
Claim Status	Paid	**Mileage (Miles)**	28,610

Expense

Labor	$43 30	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$43 30

Dealer Information

Code	[redacted]	**Name**	MU ON PATOUT AUTOMOTIVE GROUP INC	**Zone**	6	DALLA
Address	1 00 E MAIN T , NEW IBERIA, LA 70560					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19U11185	Safety Recall U11 Brake Tran mi ion hift Interlock ; In pect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM oftware Update (018 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$4 0

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
U11 BRAKE TRAN MI ION HIFT INTERLOCK

(Claim) Cause:
VEHICLE MAY COME OUT OF PARK

(Claim) Correction:
INSPECTED BTSI AND UPDATED BCM [redacted]

Warranty Claim Report

Vehicle Information

VIN	[redacted]	Year	01	Body	[redacted]
Build Date	0 19 017	Plant	LTILLO TRUCK EMBLY PL NT	Coverage Code	[redacted]

Claim Information

Claim #	[redacted]	In Service Date	0 1 01
Claim Type	arrant	Repair Date	06 0 01
Claim Status	Paid	Mileage (Miles)	40

Expense

Labor	Sublet	Part	Total Paid
$0 00	$ 1	$0 00	$ 1

Dealer Information

Code	[redacted]	Name	LITHI CHRY LER DODGE OF EUGENE	Zone	70 PHOENI
Address	1 1 M RTIN LUTHER KING JR BL D EUGENE OR 97440				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	0 0140	DEF Fluid Top Off ehicle Deli er Fill ee LOP note for vehicle pecific allowance	40	FLUID HIGH OR LOW	6 0 6 7 C	FLUID			1	$0 00

RO Narratives

(RO) Customer Concern

TOP OFF DEF FLUID

(RO) Cause:

N

(RO) Correction

CU TOMER REQUE T ENGINE Y TEM REP IR

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

N

(Claim) Cause

N

(Claim) Correction

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 3500 LARAMIE CREW CAB 4X4
Build Date	11/28/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	12/22/2017
Claim Type	W - Warranty	**Repair Date**	06/08/2018
Claim Status	Paid	**Mileage (Miles)**	7,784

Expense

Labor	$95.86	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$95.86

Dealer Information

Code	[redacted]	**Name**		**Zone**	42 DETROIT
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85411201	Diesel Exhaust Fluid System, Trouble Not Found ; Diesel Exhaust Fluid System	OD							$47.93
B	85418202	Exterior Lighting, Trouble Not Found ; Exterior Lighting	OD							$47.93

RO Narratives

(RO) Customer Concern:

C/S THERE IS A TICKING NOISE UNDERNEATH THE VEHICLE C/S SHE KEEPS GETTING A MESSAGE THAT THE TRAILER BRAKE NOT CONNECTED, WHEN IT IS MULTI POINT INSPECTION

(RO) Cause:

TEST DROVE COULD NOT DUPLICATE, PARKED AND COULD NOT DUPLICATE AN ABNORMAL TICKING NOISE; BELIEVE CUSTOMER CONCERN MAY BE DEF INJECTOR ACTIVATING PULLED CODES AND FOUND NONE, NO TRAILER AVAILABLE TO BE ABLE TO DUPLICATE; READ THROUGH DATA IN ITBM AND SWITCH AND GAIN ARE WORKING CORRECTLY; CHECKED FUSES, ALL GOOD; PLUGGED IN TRAILER TESTER AND FOUND ALL LAMPS ILLUMINATED MULTI POINT INSPECTION

(RO) Correction:

NO TROUBLE FOUND COULD NOT DUPLICATE; NO TROUBLE FOUND AT THIS TIME MULTIPOINT INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

TICKING NOISE UNDERNEATH VEHICLE WARNING MESSAGE APPEARS THAT TRAILER BRAKE NOT CONNECTED

(Claim) Cause:

NO CODES, NO TRAILER AVAILABLE TO TEST, READ THROUGH DATA IN ITBM AND SWITCH A TEST DROVE UNABLE TO DUPLICATE, PARKED UNABLE TO DUPLICATE ND GAIN WORKING PROPERLY, FUSES GOOD, PLUGGED IN TRAILER TESTER & FOUND ALL LAMPS ILLUMINATING

(Claim) Correction:

NO TROUBLE FOUND, CUSTOMER MAY POSSIBLY BE HEARING DEF INJECTOR ACTIVATING UNABLE TO DUPLICATE, NO TROUBLE FOUND THIS VISIT

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	01	**Body**	[redacted]
Build Date	04 01	**Plant**	LTILLO TRU K EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	08 31 01
Claim Type	afet (Recalls)	**Repair Date**	06 09 018
Claim Status	Paid	**Mileage (Miles)**	11 581

Expense

Labor	$46 94	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$46 94

Dealer Information

Code	[redacted]	**Name**	ED OYLE HRY LER JEEP IN	**Zone**	66 ORL NDO
Address	89 OBB P RK Y OUTH M RIETT G 30060				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	19U1118	Saf t R all U11 Brak Transmissi n hift Interl ck Inspect Brake Transmissi n hift Interl ck (BT I) Functi nalit and Perf rm B M ft are Update (01 M del Year Onl)	U	UN D BLE (N RR TI E REQUIRED)						$46 94

RO Narratives

(RO) Customer Concern

N

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

Recall N 1 [U11 afet Recall U11 Brake Transmissi n hift Interl ck

(Claim) Cause

OPEN RE LL

(Claim) Correction

in p [redacted]

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 LARAMIE CREW CAB 4X4
Build Date	04/27/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	08/31/2017
Claim Type	W - Warranty	**Repair Date**	06/09/2018
Claim Status	Paid	**Mileage (Miles)**	11,581

Expense

Labor	$58.67	**Sublet**	$124.94	**Part**	$0.00	**Total Paid**	$183.61

Dealer Information

Code	[redacted]	**Name**	ED VOYLES CHRYSLER JEEP, INC	**Zone**	66 ORLANDO
Address	789 COBB PARKWAY SOUTH , MARIETTA, GA 30060				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08200522	Park assist ; Sensor - One or All - Front Park Assist	14	BURNED OR BURNED OUT	1EW63TZZAA	SENSOR	1	X	116.75	$58.67
A	08200522	Park assist ; Sensor - One or All - Front Park Assist	14	BURNED OR BURNED OUT	5VS87ZZZAA	SENSOR	1		8.19	$58.67

RO Narratives

(RO) Customer Concern:

Perform Lube, Oil, & Filter ChangePerform lube, oil, and filter change Electrical/Non PCM Flashes Concern [park sensors service light come down on and sensors don't work] Replace chassis mounted fuel filter element Replace engine fuel filter element Recall / [redacted] Safety Recall U11 - Brake Transmission Shift Interlock**] 23 POINT INSPECTION Multi-point inspection (according to maintenance interval)

(RO) Cause:

OPEN RECALL

(RO) Correction:

OIL AND FILTER CHANGE COMPLETED Replaced Fuel Filter Replaced Fuel Filter inspect and flash bcm. [redacted] PERFORM 23 PT INSPECTION PERFORM 23 PT INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

Electrical/Non PCM Flashes Concern [park sensors service light come down on an

(Claim) Cause:

Sensor has to be painted. FOUDN AN OPEN SHORT IN SENSOR.

(Claim) Correction:

replaced the sensor

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	018	**Body**	[redacted] RAM 500 LT CREW CAB 4 4
Build Date	0 1 017	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10 0 017
Claim Type	arrant	**Repair Date**	06 09 01
Claim Status	Paid	**Mileage (Miles)**	17 76

Expense

Labor	$4	**Sublet**	$ 0	**Part**	$0 00	**Total Paid**	$9 4

Dealer Information

Code	[redacted]	**Name**	UNL ND P RK CHRY LER DODGE JEEP	**Zone**	6	D LL
Address	9 0 CROCKETT TREET EL P O T 799					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	0 0 096	Lamp, Clearance ; Lamp, Clearance Replace ll		ERVICE CTION	6 61677 C	L MP			0	$4

RO Narratives

(RO) Customer Concern

MULTI POINT EHICLE IN PECTION CU TOMER REPORT TH T EHICLE H HE Y IBR TION H KING HEN THE BR KE I PPLIED OR HEN TURNING PLE E CHECK ND D I E CU TOMER REPORT TH T PO ER TEERING I LE KING PLE E CHECK ND D I E CU TOMER REPORT TH T HEN BR KING H ULING LO D EHICLE FEEL LIKE IT NT TO TOP PLE E CHECK ND D I E CU TOMER REPORT TH T HEN PO ER TEERING GOE OUT BR KE RE HARD WHEN APPLIED HAPPEN AFTER DRIVING HOUR O O,PLEA E CHECK AND ADVI E PLEA E PERFORM [redacted]

(RO) Cause:

IN PECTION TE T DRO E COULD NOT DUPLIC TE CONCERN P RE ER OIR LE KING TE T DRO E COULD NOT DUPLIC TE CONCERN TE T DRO E COULD NOT DUPLIC TE CONCERN IN PECT CLE R NCE L MP

(RO) Correction

PERFORM MULTI POINT EHICLE IN PECTION NO REP IR PERFORMED ORDERED P RT NO REP IR PERFORMED NO REP IR PERFORMED REPL CED LL CLE R NCE L MP

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern:

PLE E PERFORM (RRT) 1 04

(Claim) Cause

IN PECT CLE R NCE L MP

(Claim) Correction

REPL CED LL CLE R NCE L MP

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 2500 SLT CREW CAB 4X4
Build Date	10/08/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	03/15/2018
Claim Type	W - Warranty	**Repair Date**	06/11/2018
Claim Status	Paid	**Mileage (Miles)**	2,099

Expense

Labor	$113.91	**Sublet**	$52.15	**Part**	$0.00	**Total Paid**	$166.06

Dealer Information

Code	[redacted]	**Name**		**Zone**	70 PHOENIX
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08141806	Sensor, wheel speed-Anti-lock brakes ; front-right	2C	CONNECTOR BROKEN/FRACTURED	68267479AB	SENSOR	1	X	52.15	$75.94
A	08141861	Sensor, wheel speed-Anti-lock brakes ; 2500-3500 equipped			68267479AB	SENSOR	1	X	52.15	$37.97

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES THE ABS LIGHT IS ON

(RO) Cause:

NA

(RO) Correction:

[redacted]abs light diag- witech scan found astring of misc codes, cust complained ofnothing but the abs light.. advisor doublechecked.. and found that the rf wheel speedsensor is cause of the intermittant abslight. Rec new. - replacement of rf wheelspeed sensor assy, pulled rf wheel, caliperand mount, rotor, etc. Found that the shieldbacking plate for rotor had worn thru theshielding of the sensor lead, reassembled,cleared all codes, etc. road test,ok SENSOR,WHEEL SPEED/ABS sensor OPERATIONS DIANOSTICS WITH REPAIR SENSOR,WHEEL SPEED/ABS [19[19~ OPERATIONS DIANOSTICS WITH REPAIR

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THE ABS LIGHT IS ON

(Claim) Cause:

ABS LIGHT DIAG- WITECH SCAN FOUND A STRING OF MISC CODES, CUST COMPLAINED OF N OTHING BUT THE ABS LIGHT.. ADVISOR DOUBLE CHECKED.. AND FOUND THAT THE RF WHEE L SPEED SENSOR IS CAUSE OF THE INTERMITTANT ABS LIGHT. REC NEW.

(Claim) Correction:

REPLACEMENT OF RF WHEEL SPEED SENSOR ASSY, PULLED RF WHEEL, CALIPER AND MOUNT, ROTOR, ETC. FOUND THAT THE SHIELD BACKING PLATE FOR ROTOR HAD WORN THRU THE S HIELDING OF THE SENSOR LEAD, REASSEMBLED, CLEARED ALL CODES, ETC. ROAD TEST. O K

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted]
Build Date	04 1 017	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	0 01 017
Claim Type	afet (Recall)	**Repair Date**	06 11 01
Claim Status	Paid	**Mileage (Miles)**	7 6

Expense

Labor	$46 46	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$46 46

Dealer Information

Code	[redacted]	**Name**	JOHN L ULLI N DODGE CHRY LER INC	**Zone**	71 LO NGELE
Address	9 TH T M RY ILLE C 9 901				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	19U111	afet Recall U11 Brake Tran mi ion hift Interlock In pect Brake Tran mi ion hift Interlock (BT I) Functionalit and Perform BCM ft are Update (01 M del Year Onl)	UC	UNCOD BLE (N RR TI E REQUIRED)						$46 46

RO Narratives

(RO) Customer Concern

N

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

N

(Claim) Cause

N

(Claim) Correction

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	Year	017	Body	[redacted]
Build Date	04 1 01	Plant	LTILLO TRU K EMBLY PL NT	Coverage Code	[redacted]

Claim Information

Claim #	[redacted]	In Service Date	05 01 01
Claim Type	arrant	Repair Date	06 11 018
Claim Status	Paid	Mileage (Miles)	33 56

Expense

Labor	Sublet	Part	Total Paid
$34 84	$0 00	$0 00	$34 84

Dealer Information

Code	[redacted]	Name	JOHN L ULLI N DODGE HRY LER IN	Zone	1 LO NGELE
Address	5 9 5TH T M RY ILLE 95901				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	8541 101	Transmissi n Dri eabilit Tr uble N t F und Transmissi n hift Qualit	OD							$34 84

RO Narratives

(RO) Customer Concern

N

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

C HILE TO ING THERE BELT QUE K NOI E HILE HIFTING

(Claim) Cause

OULDN T DUPLI TE ON ERN

(Claim) Correction

OULDN T DUPLI TE ON ERN

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 LARAMIE CREW CAB 4X4
Build Date	04/12/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	12/27/2017
Claim Type	W - Warranty	**Repair Date**	06/11/2018
Claim Status	Paid	**Mileage (Miles)**	6,144

Expense

Labor	$177.57	**Sublet**	$806.85	**Part**	$0.00	**Total Paid**	$984.42

Dealer Information

Code	[redacted]	**Name**	JACKSONVILLE CHRYSLER JEEP DODGE	**Zone**	66 ORLANDO
Address	11101 NURSERY FIELDS DRIVE , JACKSONVILLE, FL 32256				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others			68143491AA	CONTROL	1		564.30	$114.90
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others			68347098AB	MODULE	1	X	242.55	$114.90
A	08191002	Module, anti-lock brake control ; All others	14	BURNED OR BURNED OUT	68143491AA	CONTROL	1		564.30	$62.67
A	08191002	Module, anti-lock brake control ; All others	14	BURNED OR BURNED OUT	68347098AB	MODULE	1	X	242.55	$62.67

RO Narratives

(RO) Customer Concern:

Customer States ABS LIGHT IS ON (General Concern 1) (Change diesel engine oil and filter synthetic oil may be re quired based on geographic location) U11 Safety Recall U11 - Brake Transmission Shift Interlock (Recall CSN 1) (Multi-point inspection according to maintenance interval) [redacted]RACKED CLEARANCE LA

(RO) Cause:

VERIFIED CUSTOMRE CONCERN. THE HCU WAS FAULTY AND NEEDED TO BE REPLACED DUE BY TIME OR MILEAGE RECALL PERFORMED MULTI-POINT INSPECTION RRT PERFORMED

(RO) Correction:

OEM Oil & Filter Change 6.7L 14/18 0 PERFORMED MULTI-POINT INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES ABS LIGHT IS ON (GENERAL CONCERN 1)

(Claim) Cause:

VERIFIED CUSTOMRE CONCERN. THE HCU WAS FAULTY AND NEEDED | | TO BE REPLACED

(Claim) Correction:

VERIFIED CUSTOMRE CONCERN. THE HCU WAS FAULTY AND NEEDED | | TO BE REPLACED

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted] RAM 500 T CREW CAB 4 4
Build Date	0 / 0/ 017	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/ 1/ 017
Claim Type	W Warranty	**Repair Date**	06/11/ 018
Claim Status	Paid	**Mileage (Miles)**	17 1

Expense

Labor	$9 4	**Sublet**	$0 00	**Part**	$1 0 00	**Total Paid**	$1 9 4

Dealer Information

Code	[redacted]	**Name**	EA T CAROLINA CHRY LER DODGE	**Zone**	66 ORLANDO
Address	401 OUTH MEMORI L DRI E GREEN ILLE NC 7 4				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	04 00	Headliner								$9 4
A	04510	Headliner ; Quad cab	69	DI COLORED						$0 00
	9 40014	Loaner Car ; High Line Vehicle								$1 0 00

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

N

(RO) Correction

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern

HEADLINER TAINED DUE TO LEAK

(Claim) Cause:

CLEANED HEADLINER DUE TO LEAK

(Claim) Correction:

HE DLINER T INED FROM LE K ON RD BR KE L MP CLE NED

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted]
Build Date	1 / / 016	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	07/17/ 017
Claim Type	W Warranty	**Repair Date**	06/1 / 018
Claim Status	Paid	**Mileage (Miles)**	11,01

Expense

Labor	$ 7 71	**Sublet**	$15 96	**Part**	$0 00	**Total Paid**	$4 67

Dealer Information

Code	[redacted]	**Name**	TINNETT CHRY LER PLYMOUTH DODGE INC	**Zone**	66 ORLANDO
Address	1041 WE T HWY 5/70 , NEWPORT, TN 78 1				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	0815790	en or Cam po ition ; All other	14	BURNED OR BURNED OUT	05149054AC	EN OR	1		15 96	$ 7 71

RO Narratives

(RO) Customer Concern:

AUTO TRAN CONCERN FREE UMMER 7 POINT CHECK RECALL

(RO) Cause:

[redacted]

(RO) Correction

[redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern

TRAN I HIFTING INTERMITTENTLY

(Claim) Cause:

[redacted] FOR CAM EN OR FAIL RE

(Claim) Correction:

REPL CED C M EN OR

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted] RAM 500 POWER WAGON CREW CAB
Build Date	01 14 017	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	0 /1 / 017
Claim Type	arrant	**Repair Date**	06 14 01
Claim Status	Paid	**Mileage (Miles)**	6,475

Expense

Labor	$90 15	**Sublet**	$0 00	**Part**	$105 00	**Total Paid**	$195 15

Dealer Information

Code	[redacted]	**Name**	U QUEH NN DODGE INC	**Zone**	HINGTON
Address	950 HELLAM T , WRIGHT VILLE, PA 17 68				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	410901	Engine Mechanical, Trouble Not Found ; Unu ual Engine Noi e	OD							$90 1
A	95400141	Loaner Car ; tandard Line ehicle								$105 00

RO Narratives

(RO) Customer Concern:

N

(RO) Cause

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CU TOMER TATE ERVICE ENGINE BRAKE OON COME UP TWICE

(Claim) Cause:

NO CODE FOR ENGINE BRAKE CONCERN NO LIGHT ON DA H

(Claim) Correction:

ENGINE MECH NIC L TROUBLE NOT FOUND NO REP IR TROUBLE NOT FOUND UNU U L ENG INE NOI E (KILLED)

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 3500 SLT CREW CAB 4X4
Build Date	05/11/2018	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	07/02/2018
Claim Type	K Road Ready (PREPNV)	**Repair Date**	06/15/2018
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$106 69	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$106 69

Dealer Information

Code	[redacted]	**Name**	DAVE SMITH MOTORS	**Zone**	70 PHOENIX
Address	10 NORTH DIVI ION , KELLOGG, ID 8 8 7				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$106 69

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 2500 SLT CREW CAB 4X4
Build Date	05/26/2018	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	07/02/2018
Claim Type	K Road Ready (PREPNV)	**Repair Date**	06/15/2018
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$122.84	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$122.84

Dealer Information

Code	[redacted]	**Name**	AKINS DODGE JEEP CHRYSLER	**Zone**	66	ORLANDO
Address	220 WEST MAY STREET , WINDER, GA 30680					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$122.84

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - RAM 2500 POWER WAGON CREW CAB
Build Date	11/19/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06/25/2018
Claim Type	S Safety (Recalls)	**Repair Date**	06/15/2018
Claim Status	Paid	**Mileage (Miles)**	6

Expense

Labor	$13.59	**Sublet**	$4.48	**Part**	$0.00	**Total Paid**	$18.07

Dealer Information

Code	[redacted]	**Name**	KRYSTAL CHRYSLER DODGE JEEP RAM	**Zone**	32 NEW YORK
Address	4488 STATE ROUTE 9 , WARRENSBURG, NY 12885				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	25U15182	Emission Recall U15 - VECI Label ; Install VECI Label	UC	UNCODABLE (NARRATIVE REQUIRED)	68366329AA	LABEL	1	X	4 48	$13 59

RO Narratives

(RO) Customer Concern:

[redacted]

(RO) Cause:

NA

(RO) Correction:

[redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	018	**Body**	[redacted] RAM 500 LT CREW CAB 4 4
Build Date	0 11 01	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	07/0 / 018
Claim Type	arrant	**Repair Date**	06 1 01
Claim Status	Paid	**Mileage (Miles)**	1

Expense

Labor	$0 00	**Sublet**	$19 5	**Part**	$0 00	**Total Paid**	$19 5

Dealer Information

Code	[redacted]	**Name**	D E MITH MOTOR	**Zone**	70 PHOENI
Address	10 NORTH DI I ION KELLOGG ID 7				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	0 0140	DEF Fluid Top Off ; Vehicle Deli er Fill ee LOP note for vehicle pecific allowance	40	FLUID HIGH OR LOW	6 0 700 C	FLUID			19	$0 00

RO Narratives

(RO) Customer Concern

TOP OFF DIE EL E HAU T FLUID CHRY LER VEHICLE

(RO) Cause:

ADDED DEF A PART OFPDI PROCE

(RO) Correction:

[redacted]OP OFF DIE EL E H U T FLUID CHRY LER EHICLE

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern:

N

(Claim) Cause

N

(Claim) Correction

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 3500 LONGHORN MEGA CAB 4X4
Build Date	11/22/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11/15/2017
Claim Type	W - Warranty	**Repair Date**	06/15/2018
Claim Status	Paid	**Mileage (Miles)**	16,420

Expense

Labor	$176.69	**Sublet**	$2,357.26	**Part**	$0.00	**Total Paid**	$2,533.64

Dealer Information

Code	[redacted]	**Name**	ALLEN SAMUELS DODGE	**Zone**	63 DALLAS
Address	21777 KATY FREEWAY , KATY, TX 77450				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	23203120	Cover, front seat back ; Bucket seat - Heated and Ventilated - Right or left	27	DAMAGED	5RC40DX9AB	COVER	1	X	2357.26	$176.69

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES LOSS OF PRESSURE ONBRAKE PEDAL ; PEDAL HAS TENDENCY TOGO ALL THE WAY TO THE FLOOR SOFT BUCKLE ON THE REAR OF THE PASSENGERFRONT SEAT IS OFF Customer requested to have Multi Point Inspection performed this visit **Thank you for joining us in the fight against cancer. We've partnered with the BCRF to raise funds for the world's most promising research to eradicate breast cancer.100% of your donationgoes to BCRF. Please visit DrivePink.com for more info. AP*-Indicates you chose to use aftermarket parts (AP) for this job. AP Parts are quality parts suitable for your vehicle, but are not sourced from the vehicle manufacturer. All AP parts come with a warranty backed by AutoNation at any of our stores. AUTONATION CHRYSLER LOANER

(RO) Cause:

IMPROPPER PRESSURE E .

(RO) Correction:

[redacted]BRAKE PEDAL FADE AT TIMES WHEN SLOWLYBRAKING TEST DROVE VEHICLE AND BRAKE PEDALFADES WHEN COMING TO A STOP OR HOLDING BRAKEPEDAL AND COMING TO A STOP. PERFORMED BRAKESYSTEM BLEED TO SEE IF ANY AIR WAS TRAPPED INTHE SYSTEM AND TEST DROVE VEHICLE AFTER BLEEDBUT PEDAL STILL FADING. UPON FURTHERINSPECTION FOUND A SLIGHT OF PRESSURE ATTIMES WHEN BRAKING, REPLACED MASTER [redacted]AND ALSO REPLACED HYDRO BOOSTER[redacted]1.4 AND PERFORMED ABS BLEED. TESTDROVE VEHICLE AND CONCERN IS NO LONGERPRESENT. TECH 9375 Master cylinder, brake - Replace All others (2 - Skilled) Booster, power brake - Replace Hydro-booster (1 - Semi-Skilled) MASTER CYLINDER-Replace (A) BOOSTER/POWER BRAKE UNIT-Replace (B) [redacted]RIGHT FRONT SEAT BACK COVER BUTTON CAMEOFF INSPECTED AND REPLACED RIGHT FRONT SEATBACK COVER Cover, front seat back - Test and Replace Bucket seat - Heated and Ventilated - Right (1 - Semi-Skilled) COVER, FRONT SEAT BACK-Test and replace (B) [redacted]MULTI Customer requested to have Multi Point Inspection performed thisvisit GOOD TIRE ABOVE 7/32 BATTERY TESTS GOOD AT THIS TIME - NO ATTENTION NEEDED AT THIS TIME GOOD BRAKES OVER 5MM OR [redacted]OR OVER 2MM OR 3/32 (DRUM) Customer requested to have Multi Point Ins

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

BUCKLE ON THE REAR OF THE PASSENGER FRONT SEAT IS OFF

(Claim) Cause:

[redacted]RIGHT FRONT SEAT BACK COVER BUTTON CAME OFF INSPECTED AND REPLACED RIGH T FRONT SEAT BACK COVER

(Claim) Correction:

[redacted] RIGHT FRONT SEAT BACK COVER BUTTON CAME OFF INSPECTED AND REPLACED RIGH T FRONT SEAT BACK COVER

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 3500 LONGHORN MEGA CAB 4X4
Build Date	11/22/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11/15/2017
Claim Type	W - Warranty	**Repair Date**	06/15/2018
Claim Status	Paid	**Mileage (Miles)**	16,420

Expense

Labor	$294.48	**Sublet**	$959.90	**Part**	$140.00	**Total Paid**	$1,394.38

Dealer Information

Code	[redacted]	**Name**	ALLEN SAMUELS DODGE	**Zone**	63 DALLAS
Address	21777 KATY FREEWAY , KATY, TX 77450				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	05400502	Master cylinder, brake ; All others	53	IMPROPER PRESSURE	04549625AE	FLUID	2		31.16	$129.57
A	05400502	Master cylinder, brake ; All others	53	IMPROPER PRESSURE	68144663AA	BOOSTER	1		679.86	$129.57
A	05400502	Master cylinder, brake ; All others	53	IMPROPER PRESSURE	68144664AA	MASTR CYL	1	X	248.88	$129.57
A	05600104	Booster, power brake ; Hydro-booster			04549625AE	FLUID	2		31.16	$164.91
A	05600104	Booster, power brake ; Hydro-booster			68144663AA	BOOSTER	1		679.86	$164.91
A	05600104	Booster, power brake ; Hydro-booster			68144664AA	MASTR CYL	1	X	248.88	$164.91
A	95400141	Loaner Car ; Standard Line Vehicles			04549625AE	FLUID	2		31.16	$140.00
A	95400141	Loaner Car ; Standard Line Vehicles			68144663AA	BOOSTER	1		679.86	$140.00
A	95400141	Loaner Car ; Standard Line Vehicles			68144664AA	MASTR CYL	1	X	248.88	$140.00

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES LOSS OF PRESSURE ONBRAKE PEDAL ; PEDAL HAS TENDENCY TOGO ALL THE WAY TO THE FLOOR SOFT BUCKLE ON THE REAR OF THE PASSENGERFRONT SEAT IS OFF Customer requested to have Multi Point Inspection performed this visit **Thank you for joining us in the fight against cancer. We've partnered with the BCRF to raise funds for the world's most promising research to eradicate breast cancer.100% of your donationgoes to BCRF. Please visit DrivePink.com for more info. AP*-Indicates you chose to use aftermarket parts (AP) for this job. AP Parts are quality parts suitable for your vehicle, but are not sourced from the vehicle manufacturer. All AP parts come with a warranty backed by AutoNation at any of our stores. AUTONATION CHRYSLER LOANER

(RO) Cause:

IMPROPPER PRESSURE E .

(RO) Correction:

[redacted]BRAKE PEDAL FADE AT TIMES WHEN SLOWLYBRAKING TEST DROVE VEHICLE AND BRAKE PEDALFADES WHEN COMING TO A STOP OR HOLDING BRAKEPEDAL AND COMING TO A STOP. PERFORMED BRAKESYSTEM BLEED TO SEE IF ANY AIR WAS

TRAPPED INTHE SYSTEM AND TEST DROVE VEHICLE AFTER BLEEDBUT PEDAL STILL FADING. UPON FURTHERINSPECTION FOUND A SLIGHT OF PRESSURE ATTIMES WHEN BRAKING, REPLACED MASTER CYLINDER[redacted]AND ALSO REPLACED HYDRO BOOSTER[redacted]AND PERFORMED ABS BLEED. TESTDROVE VEHICLE AND CONCERN IS NO LONGERPRESENT. TECH [redacted] Master cylinder, brake Replace All others (2 Skilled) Booster, power brake Replace Hydro booster (1 Semi Skilled) MASTER CYLINDER-Replace (A) BOOSTER/POWER BRAKE UNIT-Replace (B) [redacted] RIGHT FRONT SEAT BACK COVER BUTTON CAMEOFF INSPECTED AND REPLACED RIGHT FRONT SEATBACK COVER Cover, front seat back - Test and Replace Bucket seat - Heated and Ventilated - Right (1 - Semi-Skilled) COVER, FRONT SEAT BACK-Test and replace (B) [redacted] MULTI Customer requested to have Multi Point Inspection performed thisvisit GOOD TIRE ABOVE 7/32 BATTERY TESTS GOOD AT THIS TIME - NO ATTENTION NEEDED AT THIS TIME GOOD BRAKES OVER 5MM OR 7/32 (DISC) OR OVER 2MM OR 3/32 (DRUM) Customer requested to have Multi Point Ins

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES LOSS OF PRESSURE ON BRAKE PEDAL ; PEDAL HAS TENDENCY TO GO ALL CUSTOMER STATES LOSS OF PRESSURE ON BRAKE PEDAL ; PEDAL HAS TENDENCY TO GO ALL

(Claim) Cause:

IMPROPPER PRESSURE

(Claim) Correction:

[redacted] BRAKE PEDAL FADE AT TIMES WHEN SLOWLY BRAKING TEST DROVE VEHICLE AND B

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 SLT CREW CAB 4X4
Build Date	06/11/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/26/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	06/18/2018
Claim Status	Paid	**Mileage (Miles)**	39,116

Expense

Labor	$37.80	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$37.80

Dealer Information

Code	[redacted]	**Name**	CLOVIS CHRYSLER DODGE JEEP RAM	**Zone**	71 LOS ANGELES
Address	395 W HERNDON AVE , CLOVIS, CA 93612				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19U11182	Safety Recall U11 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update (2017 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$37.80

RO Narratives

(RO) Customer Concern:

(Replace engine oil and filter diesel) U11 Safety Recall U11 - Brake Transmission Shift Interlock (Recall CSN 1) (Multi-point inspection according to maintenance interval) INSPECT TIRE PRESSURE, AND ADJUST TO MANUFACTURER'S RECOMMENDATION. IF VEHICLE IS EQUIPPED WITH TIRES NOT MEETING MANUFACTURER'S SPECIFICATIONS, THEN SET TIRE PRESSURE TO TIRE INFLATION REFERENCE

(RO) Cause:

DUE FOR SERVICE RECALL CUSTOMER STATES TO PERFORM MULTI POINT INSPECTION.

(RO) Correction:

PERFORMED OIL AND FILTER CHANGE. INSPECTED AND FLASHED BCM PERFORMED MULTI POINT INSPECTION PER CHECKLIST SET TIRES TO

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

U11 Safety Recall U11 - Brake Transmission Shift Interlock (Recall CSN 1)

(Claim) Cause:

RECALL

(Claim) Correction:

INSPECTED AND FLASHED BCM

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 LARAMIE CREW CAB 4X4
Build Date	11/18/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	01/04/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	06/18/2018
Claim Status	Paid	**Mileage (Miles)**	56,696

Expense

Labor	$155.47	**Sublet**	$76.23	**Part**	$0.00	**Total Paid**	$231.70

Dealer Information

Code	[redacted]	**Name**	MAC HAIK DODGE	**Zone**	63 DALLAS
Address	3207 SOUTH GENERAL BRUCE DRIVE , TEMPLE, TX 76504				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	07T51182	Safety Recall T51 - Diesel Water Pump ; Inspect for Vent and Replace Water Pump	UC	UNCODABLE (NARRATIVE REQUIRED)	CS2HT511AA	CAMPAIGN	1	X	33.11	$111.05
A	07T51182	Safety Recall T51 - Diesel Water Pump ; Inspect for Vent and Replace Water Pump	UC	UNCODABLE (NARRATIVE REQUIRED)	68163848AB	ANTIFREEZ	2		43.12	$111.05
B	19T79182	Safety Recall T79 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update	UC	UNCODABLE (NARRATIVE REQUIRED)						$44.42

RO Narratives

(RO) Customer Concern:

AC - Description UnAvailable [CUSTOMER STATES AC BLOWING COLD AIR BUT SEEMS RESTRICTED] Change diesel engine oil and filter(synthetic oil may be required based on geographic location) Lubricate front drive shaft fitting Multi-point inspection (according to maintenance interval) Replace chassis mounted fuel filterelement Replace engine fuel filter element Recall / CSN 1 [T51: Safety Recall T51 - Diesel Water Pump**] Recall / CSN 2 [T79: Safety Recall T79 - Brake Transmission Shift Interlock**] 1-Replace Engine Air Filter CABIN FILTER INSPECT AND REPLACE. $54.95

(RO) Cause:

CABIN FILTER INSPECTAND REPLACE. $54.95.

(RO) Correction:

VERIFIED. CHECKED FOR CODES. NONE.PERFORMED ACTUATOR CALIBRATION. ALL PASS.VEHICLE HAS CABIN FILTER. CHECKED FILTER.CLOGGED. REPLACED CABIN FILTER. AC - Description UnAvailable [CUSTOMER STATES AC BLOWING COLD AIR BUT SEEMS RESTRICTED] CUSTOMER STATES LOF CARDAN JOINT SERVICE. REAR TIRES. FLUID MAINTENANCE DUE SOON. Multi-point inspection (according to maintenanceinterval) PERFORM MULTI POINT INSPECTION SEE LINE F MISC Replace engine fuel filter element REPLACE BOTH FUEL FILTERS6.7L DIESEL 2013+ RECALL COMPLETE Safety Recall T51 - Diesel Water Pump - Pressure Test and ReplaceInspect for Vent and Replace Water Pump (2 - Skilled) RECALL COMPLETE Safety Recall T79 - BrakeTransmission Shift Interlock - Reprogram Inspect Brake Transmission Shift Interlock (BTSI) Functionality and PerformBCM Software Update (1 - Semi-Skilled) AIR FILTER INSPECT AND REPLACE IF NEEDED. $45.95 CABIN FILTER INSPECT AND REPLACE. $54.95

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 LARAMIE CREW CAB 4X4
Build Date	11/18/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	01/04/2017
Claim Type	F - Service Contract	**Repair Date**	06/18/2018
Claim Status	Paid	**Mileage (Miles)**	56,696

Expense

Labor	$0.00	**Sublet**	$0.00	**Part**	$75.00	**Total Paid**	$75.00

Dealer Information

Code	[redacted]	**Name**	MAC HAIK DODGE	**Zone**	63 DALLAS
Address	3207 SOUTH GENERAL BRUCE DRIVE , TEMPLE, TX 76504				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26860303	Maintenance Interval - Schedule B ; To be used every 3,000 Intervals	MC	MAINTENANCE CARE						$0.00
A	95260001	Maintenance Allowance ; Fixed Cost Maintenance								$75.00

RO Narratives

(RO) Customer Concern:

AC - Description UnAvailable [CUSTOMER STATES AC BLOWING COLD AIR BUT SEEMS RESTRICTED] Change diesel engine oil and filter(synthetic oil may be required based on geographic location) Lubricate front drive shaft fitting Multi-point inspection (according to maintenance interval) Replace chassis mounted fuel filterelement Replace engine fuel filter element Recall / CSN 1 [T51: Safety Recall T51 - Diesel Water Pump**] Recall / CSN 2 [T79: Safety Recall T79 - Brake Transmission Shift Interlock**] 1-Replace Engine Air Filter CABIN FILTER INSPECT AND REPLACE. $54.95

(RO) Cause:

CABIN FILTER INSPECTAND REPLACE. $54.95.

(RO) Correction:

VERIFIED. CHECKED FOR CODES. NONE.PERFORMED ACTUATOR CALIBRATION. ALL PASS.VEHICLE HAS CABIN FILTER. CHECKED FILTER.CLOGGED. REPLACED CABIN FILTER. AC - Description UnAvailable [CUSTOMER STATES AC BLOWING COLD AIR BUT SEEMS RESTRICTED] CUSTOMER STATES LOF CARDAN JOINT SERVICE. REAR TIRES. FLUID MAINTENANCE DUE SOON. Multi-point inspection (according to maintenanceinterval) PERFORM MULTI POINT INSPECTION SEE LINE F MISC Replace engine fuel filter element REPLACE BOTH FUEL FILTERS6.7L DIESEL 2013+ RECALL COMPLETE Safety Recall T51 - Diesel Water Pump - Pressure Test and ReplaceInspect for Vent and Replace Water Pump (2 - Skilled) RECALL COMPLETE Safety Recall T79 - BrakeTransmission Shift Interlock - Reprogram Inspect Brake Transmission Shift Interlock (BTSI) Functionality and PerformBCM Software Update (1 - Semi-Skilled) AIR FILTER INSPECT AND REPLACE IF NEEDED. $45.95 CABIN FILTER INSPECT AND REPLACE. $54.95

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 ST CREW CAB 4X4
Build Date	12/22/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	07/17/2017
Claim Type	W - Warranty	**Repair Date**	06/19/2018
Claim Status	Paid	**Mileage (Miles)**	11,411

Expense

Labor	$126.78	**Sublet**	$15.96	**Part**	$0.00	**Total Paid**	$142.74

Dealer Information

Code	[redacted]	**Name**	MANN CHRYSLER-DODGE-JEEP OF RICHMOND, L.L.C.	**Zone**	42 DETROIT
Address	1815 IRVINE RD. , RICHMOND, KY 40475				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08157903	Sensor, Cam position ; All others	ML	CHECK ENGINE/SERVICE ENGINE SO	05149054AC	SENSOR	1	X	15.96	$27.17
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			05149054AC	SENSOR	1	X	15.96	$99.61

RO Narratives

(RO) Customer Concern:

Engine Mechanical Concern Customer States while driving truck will loose power and die. Recall / CSN 1 T79: Safety Recall T79 - Brake Transmission Shift Interlock**

(RO) Cause:

INSPECTED VEHICLE FOR LOOSING POWER AND DIES. RAN WI TECH DIAGNOSTIC AND FOUND FAULT CODE [redacted] STORED IN PCM. INSP

(RO) Correction:

ECTED WIRING TO CAM SENSOR AND IT WAS OK. DETERMINED THAT THE CAM SENSOR WAS FAILING AND BRINGING DOWN THE CRANK SENSOR. REPLACED CAMSHAFT P verified software level.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

INSPECTED VEHICLE FOR LOOSING POWER AND DIES. RAN WI TECH DIAGNOSTIC AND FOUND FAULT CODE [redacted] STORED IN PCM. INSPECTED WIRING TO C AM SENSOR AND IT WAS OK. DETERMINED THAT THE CAM SENSOR WAS FAILING AND BRINGI NG DOWN

(Claim) Cause:

INSPECTED VEHICLE FOR LOOSING POWER AND DIES. RAN WI TECH DIAGNOSTIC AND FOUND FAULT CODE [redacted] STORED IN PCM. INSPECTED WIRING TO C AM SENSOR AND IT WAS OK. DETERMINED THAT THE CAM SENSOR WAS FAILING AND BRINGI NG DOWN THE CRANK SENSOR. REPLACED CAMSHAFT POSITION SENSOR AND PERFORMED CAM/ CRANK RELEARN PROCEDURE. UPDATED PCM TO CURRENT LEVEL AND PERFORMED QUICK LEAR N PROCEDURE. ROAD TESTED VEHICLE 19 MILES AND NO FAULTS RETTURNED AT THIS TIME .

(Claim) Correction:

INSPECTED VEHICLE FOR LOOSING POWER AND DIES. RAN WI TECH DIAGNOSTIC AND FOUND FAULT CODE [redacted] STORED IN PCM. INSPECTED WIRING TO C AM SENSOR AND IT WAS OK. DETERMINED THAT THE CAM SENSOR WAS FAILING AND BRINGI NG DOWN THE CRANK SENSOR. REPLACED CAMSHAFT POSITION SENSOR AND PERFORMED CAM/ CRANK RELEARN PROCEDURE. UPDATED PCM TO CURRENT LEVEL AND PERFORMED QUICK LEAR N PROCEDURE. ROAD TESTED VEHICLE 19 MILES AND NO FAULTS RETTURNED AT THIS TIME .

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 ST CREW CAB 4X4
Build Date	12/22/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	07/17/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	06/19/2018
Claim Status	Paid	**Mileage (Miles)**	11,411

Expense

Labor	$18.11	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$18.11

Dealer Information

Code	[redacted]	**Name**	MANN CHRYSLER-DODGE-JEEP OF RICHMOND, L.L.C.	**Zone**	42 DETROIT
Address	1815 IRVINE RD. , RICHMOND, KY 40475				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19T79181	Safety Recall T79 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Verify BCM Software Level	UC	UNCODABLE (NARRATIVE REQUIRED)						$18.11

RO Narratives

(RO) Customer Concern:

Engine Mechanical Concern Customer States while driving truck will loose power and die. Recall / CSN 1 T79: Safety Recall T79 - Brake Transmission Shift Interlock**

(RO) Cause:

INSPECTED VEHICLE FOR LOOSING POWER AND DIES. RAN WI TECH DIAGNOSTIC AND FOUND FAULT CODE [redacted] STORED IN PCM. INSP

(RO) Correction:

ECTED WIRING TO CAM SENSOR AND IT WAS OK. DETERMINED THAT THE CAM SENSOR WAS FAILING AND BRINGING DOWN THE CRANK SENSOR. REPLACED CAMSHAFT P verified software level.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

INSPECTED VEHICLE FOR LOOSING POWER AND DIES. RAN WI TECH DIAGNOSTIC AND FOUND FAULT CODE [redacted] STORED IN PCM. INSPECTED WIRING TO C AM SENSOR AND IT WAS OK. DETERMINED THAT THE CAM SENSOR WAS FAILING AND BRINGI NG DOWN

(Claim) Cause:

INSPECTED VEHICLE FOR LOOSING POWER AND DIES. RAN WI TECH DIAGNOSTIC AND FOUND FAULT CODE [redacted] STORED IN PCM. INSPECTED WIRING TO C AM SENSOR AND IT WAS OK. DETERMINED THAT THE CAM SENSOR WAS FAILING AND BRINGI NG DOWN THE CRANK SENSOR. REPLACED CAMSHAFT POSITION SENSOR AND

PERFORMED CAM/ CRANK RELEARN PROCEDURE. UPDATED PCM TO CURRENT LEVEL AND PERFORMED QUICK LEAR N PROCEDURE. ROAD TESTED VEHICLE 19 MILES AND NO FAULTS RETTURNED AT THIS TIME .

(Claim) Correction:

INSPECTED VEHICLE FOR LOOSING POWER AND DIES. RAN WI TECH DIAGNOSTIC AND FOUND FAULT CODE [redacted] STORED IN PCM. INSPECTED WIRING TO C AM SENSOR AND IT WAS OK. DETERMINED THAT THE CAM SENSOR WAS FAILING AND BRINGI NG DOWN THE CRANK SENSOR. REPLACED CAMSHAFT POSITION SENSOR AND PERFORMED CAM/ CRANK RELEARN PROCEDURE. UPDATED PCM TO CURRENT LEVEL AND PERFORMED QUICK LEAR N PROCEDURE. ROAD TESTED VEHICLE 19 MILES AND NO FAULTS RETTURNED AT THIS TIME .

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	018	**Body**	[redacted]
Build Date	08 1 01	**Plant**	LTILLO TRU K EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	01 9 018
Claim Type	afet (Recalls)	**Repair Date**	06 19 018
Claim Status	Paid	**Mileage (Miles)**	11 8

Expense

Labor	$5 03	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$5 03

Dealer Information

Code	[redacted]	**Name**	LITHI HRY LER DODGE OF MI OUL	**Zone**	4	DEN ER	
Address	5001 GRI LY OURT MI OUL MT 5980						

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	19U11185	Saf t R all U11 Brak Transmissi n hift Interl ck Inspect Brake Transmissi n hift Interl ck (BTSI) Fun ti nalit and P rf rm B M ft are Update (018 M del Year Onl)	U	UN D BLE (N RR TI E REQUIRED)						$5 03

RO Narratives

(RO) Customer Concern

U TOMER T TE HILE DRI ING HE KENGINE LIGHT ME ON ON E HUT OFF OULD NOT RE T RT TO ED IN PLE E HE K PERFORM DIE EL LUBE OIL & FILTER ER I E ITH OURTE Y IN PE TION U ING HELL ROTELL T TRIPLE PROTE TION ENGINE OIL PERFORM OURTE Y EHI LE IN PE TION IN LUDE I U L IN PE TION OF EHI LE TIRES ND SET TIRE PRESSURE T SPE S u t m r Stat P rf rm Saf t R all U11 Brak Tran mi i n Shift Int rl k U TOMER T TE LO NER R NEEDED

(RO) Cause

IRING P KED ITH ND ND GR EL M INTEN N E INTER L U11 RE LL

(RO) Correction

[redacted] UN BLE T REPR DU E UST MER N ERN EHI LE ST RTED UP N RRI L F UND [redacted] Y TEM N P HOTINFO I L KING OTHER TH N THE ONDITIONO URRED [redacted] ND DID NOT RE O UR FOLLO ED DI GNO TI TEP ND FOUND ONNE TORI 55 BEHIND THE DRI ER HEEL ELL P KED ITH S ND GR EL LE NED NNE T R UT ISU LL INSPE TED PPLIED DIELE TRI GRE SE ND RE NNE TED IT E THER E L DOE NOT PPE R TO BE OMPROMI ED BUT DUE TO THEDEN ITY OF ONT INMENT THI M Y H ERE ULTED IN TEMPOR RY F ULT LE NED RE IGGLE TE TED TE T DRO E ND ERIFIED NOFURTHER ON ERN FOUND Transmissi n Transfer ase DT M ransmissi n Transfer a se DT M PERFORM DIE EL LUBE OIL & FILTER ER I E ITH OURTE Y IN PE TION U ING HELL ROTELL T TRIPLE PROTE TION ENGINE OIL PERFORM DIE EL LUBE IL FILTER SER I E ITH URTES INSPE TI N USING SHELL R TELL T TRIPLE PR TE TI N ENGINE IL PERF RM OURTE Y EHI LE IN PE TION IN LUDE I U L IN PE TION OF EHI LE TIRE ND ET TIRE PRE URE TO PE 118 9 ERIFIED BT I FUN TION LITY I U11 UPD TED B [redacted] LE RED DT RE TORED EHI LE NFIG ND ERIFIED UPD TE S SU ESSFUL Saf t R all U11 Brak Tran mi i n Shift Int rl k R pr gram Inspect Brake Transmissi n hift Interl ck (BT I) Functi nalit and Perf rmB M ft are Update (018M del Year Onl) afet Recall U11 Brake Transmissi n hift Interl ck Repr gram InspectBrake Transmissi n hiftInterl ck (BT I)

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES WHILE DRIVING CHECK ENGINE LIGHT CAME ON

(Claim) Cause:

FOUND CONNECTION I255 BEHIND THE DRIVER WHEEL WELL PACKED WITH SAND/GRAVEL.

(Claim) Correction:

CLEANED CONNECTOR OUT AND APPLIED DIELECTRIC GREESE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	018	**Body**	[redacted]
Build Date	0 17 017	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	01 9 018
Claim Type	arrant	**Repair Date**	06 19 01
Claim Status	Paid	**Mileage (Miles)**	11 8

Expense

Labor	$91 4	**Sublet**	$0 00	**Part**	$80 00	**Total Paid**	$1 1 4

Dealer Information

Code	[redacted]	**Name**	LITHI CHRY LER DODGE OF MI OUL	**Zone**	74 DEN ER
Address	001 GRI LY COURT MI OUL MT 9 0				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	0 91CFE4	Transmissi n Transfer Ca e DTCM	61	INTERMITTENT OPER TION						$91 4
	9540014	L aner ar High Line ehicle								$80 00

RO Narratives

(RO) Customer Concern

CU TOMER T TE HILE DRI ING CHECKENGINE LIGHT C ME ON ONCE HUT OFF OULD NOT RE T RT TO ED IN PLE E HE K PERFORM DIE EL LUBE OIL & FILTER ER I E ITH OURTE Y IN PE TION U ING HELL ROTELL T TRIPLE PROTECTION" ENGINE OIL PERFORM COURTE Y EHICLE IN PECTION INCLUDE I U L IN PECTION OF EHICLE TIRE ND ET TIRE PRE URE TO PEC' Cu tomer tate Perform afet Recall U11 Brake Tran mi ion hift Interlock U TOMER T TE LO NER R NEEDED

(RO) Cause

IRING P CKED ITH ND ND GR EL M INTEN NCE INTER L U11 REC LL

(RO) Correction

[redacted] UN BLE TO REPRODUCE CU TOMERCONCERN EHICLE T RTED UPON RRI L FOUNDCODE [redacted] IN Y TEM N P HOTINFO I L KING OTHER TH N THE ONDITIONO URRED [redacted] ND DID NOT RE OCCUR FOLLO ED DI GNO TIC TEP ND FOUND CONNECTORI BEHIND THE DRI ER HEEL ELL P CKED ITH ND GR EL LE NED ONNE TOR OUT I U LLY IN PE TED PPLIED DIELE TRI GRE E ND RE ONNE TED IT E THER E L DOE NOT PPE R TO BE OMPROMI ED BUT DUE TO THEDEN ITY OF ONT INMENT THI M Y H ERE ULTED IN TEMPOR RY F ULT CLE NED RE IGGLE TE TED TE T DRO E ND ERIFIED NOFURTHER ON ERN FOUND Transmissi n Transfer ase DT M ransmissi n Transfer a se DT M PERFORM DIE EL LUBE OIL & FILTER ER ICE ITH COURTE Y IN PECTION U ING HELL ROTELL T TRIPLE PROTECTION" ENGINE OIL PERFORM DIE EL LUBE OIL FILTER ER ICE ITH COURTE Y IN PECTION U ING HELL ROTELL T TRIPLE PROTECTION" ENGINE OIL PERFORM OURTE Y EHI LE IN PE TION IN LUDE I U L IN PE TION OF EHI LE TIRE ND ET TIRE PRE URE TO PE 11 79 ERIFIED BT I FUNCTION LITY I U11 UPD TED BCM FROM [redacted] D CLE RED DTC RE TORED EHI LE ONFIG ND ERIFIED UPD TE U E FUL afet Recall U11 Brake Transmissi n hift Interl ck Repr gram Inspect Brake Transmissi n hift Interl ck (BT I) Functi nalit and Perf rmB M ft are Update (018M del Year Onl) afet Recall U11 Brake Tran mi ion hift Interlock Reprogram In pectBrake Tran mi ion hiftInterlock (BT I)

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES WHILE DRIVING CHECK ENGINE LIGHT CAME ON

(Claim) Cause:

FOUND CONNECTION [redacted] BEHIND THE DRIVER WHEEL WELL PACKED WITH SAND/GRAVEL.

(Claim) Correction:

CLEANED CONNECTOR OUT AND APPLIED DIELECTRIC GREESE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - RAM 2500 ST CREW CAB 4X4
Build Date	10/06/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	02/05/2018
Claim Type	W - Warranty	**Repair Date**	06/19/2018
Claim Status	Paid	**Mileage (Miles)**	9,482

Expense

Labor	$87.45	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$87.45

Dealer Information

Code	[redacted]	**Name**	AIRPARK CHRYSLER JEEP	**Zone**	70 PHOENIX
Address	15656 N HAYDEN ROAD , SCOTTSDALE, AZ 85260				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	23191102	Bumper / Fascia - Buzz Squeaks Rattles ; Rear	UC	UNCODABLE (NARRATIVE REQUIRED)						$87.45

RO Narratives

(RO) Customer Concern:

Body Systems/Trim Concern [Non-Electrical] [Customer States rubbing noise coming from the floorboard starting at 2 mph ;when driving, possible from the floor mounted shifter. Check and advise] Brake System Concern [Customer States fluid on top of master cylinder] Multi-point inspection (according to maintenance interval) Body Systems/Trim Concern [Non-Electrical] [Customer States Rear bumper lower on the right sidethan the left. Check all bolts] Electrical Concern [Customer Statesleft rear door rattle when bass hits]

(RO) Cause:

. . . .

(RO) Correction:

[redacted]TRANSFERCASE LINKAGE NEEDED ADJUSTINGCONFIRMED CONCERN. FOUND NOISE COMING FROMTRANSFER CASE SHIFTER AREA AS SHIFTER MOVED.ADJUSTED LINKAGE. NOISE NO LONGER PRESENT. Body Systems/Trim Concern[Non-Electrical] [Customer States rubbing noise coming from the floor board starting at 2mph ;when driving, possible from the floor mounted shifter. Check and advise] CUSTOMER STATES TRIM/ELECTRICAL CONCERN AS FOLLOWS. [redacted] RESIDUAL FLUID FROM PREVIOUS VISITSPRAYED OFF RESIDUAL FLUID PERFORM COMPLIMENTARY FRONT AND REAR BRAKE INSPECTION. Multi-point inspection (according to maintenanceinterval) VEHICLE INSPECTION [redacted] CONFIRMED CONCERN. ADJUSTED RIGHTSIDE OF BUMPER UP AND LEFT SIDE DOWN. SITTINGLEVEL. Body Systems/Trim Concern[Non-Electrical] [Customer States Rear bumper lower on the rightside than the left. Checkall bolts] CUSTOMER STATES TRIM/ELECTRICAL CONCERN AS FOLLOWS. [redacted] COULD NOT DUPLICATE Electrical Concern [Customer States left rear door rattle when bass hits] CUSTOMER STATES TRIM/ELECTRICAL CONCERN AS FOLLOWS.

(RO) Technical Notes:

ADJUST BUMPER

GCS Narratives

(Claim) Customer Concern:

BODY SYSTEMS/TRIM CONCERN [NON-ELECTRICAL] [CUSTOMER STATES RUBBING NOISE COMI NG FROM THE FLOOR BOARD STARTING AT 2 MPH ;WHEN DRIVING, POSSIBLE FROM THE FLO OR MOUNTED SHIFTER. CHECK AND ADVISE]

(Claim) Cause:

TRANSFERCASE LINKAGE NEEDED ADJUSTING

(Claim) Correction:

CONFIRMED CONCERN. FOUND NOISE COMING FROM TRANSFER CASE SHIFTER AREA AS SHIFT ER MOVED. ADJUSTED LINKAGE. NOISE NO LONGER PRESENT.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 LARAMIE MEGA CAB 4X4
Build Date	12/18/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	09/08/2017
Claim Type	F - Service Contract	**Repair Date**	06/19/2018
Claim Status	Paid	**Mileage (Miles)**	9,125

Expense

Labor	$0.00	**Sublet**	$0.00	**Part**	$85.00	**Total Paid**	$85.00

Dealer Information

Code	[redacted]	**Name**	RANDALL DODGE CHRYSLER JEEP	**Zone**	63 DALLAS
Address	419 US HIGHWAY 79 S , HENDERSON, TX 75654				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26860303	Maintenance Interval - Schedule B ; To be used every 3,000 Intervals	MC	MAINTENANCE CARE						$0.00
A	95260001	Maintenance Allowance ; Fixed Cost Maintenance								$75.00
A	95260002	Maintenance Allowance ; TIRE ROTATION								$10.00

RO Narratives

(RO) Customer Concern:

Customer States PARK SENSORS NOT WORKING AT TIMES AND PARK S ENSE SWITCH OFF SWITCH WAS ON AND WOULD NOT RESET (Electrica INon PCM Flashes Concern) TOW HAUL SWITCH CAME ON AND NOT TRAILER CONNECTED (Body Syst emsTrim Concern Non-Electrical) Customer States AUTO WINDSHIELD WIPERS WOULD NOT COME ON (Ge neral Concern 1) Customer States CLUNKING NOISE WHEN PUTTING IT INTO GEAR (Ax leDriveshaftDifferential Concern) Customer States ALL LIGHTS CAME ON CLUSTER (Interior Concern) (Multi-point inspection according to maintenance interval) CUSTOMER REQUEST DIESEL LUBE OIL AND FILTER CHANGE CUSTOMER REQUEST TIRE ROTATION BOTH FRONT TIRE SENSORS ARE NOT READING PSI.

(RO) Cause:

TIRE SENSORS INTERNAL FAILURE. TEST WITH TIRE SCAN TOOL. [redacted]

(RO) Correction:

NO DTC'S SET AND ALL SENSORS WORKING AS DESIGNED. TOW HAUL IMPROVES SHIFTING WHEN TRAILER IS CONNECTED AND TURNED ON. AUTO WIPERS WILL NOT COME ON UNLESS SET ON INTERMITTANT SETTING. WORKING AS DESIGNED. NORMAL SUSPENSION AND GEAR TRAIN UNLOAD COMPARE TO LIKE VEHICLE. NO DTC'S SET ND COULD NOT DUPLICATE. 15 Point Inspection All PERFORMED DIESEL LUBE OIL AND FILTER CHANGE PERFORMED TIRE ROTATION TEST, REMOVE AND REPLACED BOTH FRONT TIRES PRESSURE SENSORS.

(RO) Technical Notes:

TIRE SENSORS INTERNAL FAILURE

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES BOTH FRONT TIRES ARE NOT READING PSI

(Claim) Cause:

TIRE SENSORS INTERNAL FAILURE

(Claim) Correction:

TEST, REMOVE AND REPLACED BOTH FRONT TIRES PRESSURE SENSORS

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted]
Build Date	05 01	**Plant**	LTILLO TRU K EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	0 1 017
Claim Type	arrant	**Repair Date**	06 19 018
Claim Status	Paid	**Mileage (Miles)**	1 947

Expense

Labor	$ 6 66	**Sublet**	$1 7 91	**Part**	$400 00	**Total Paid**	$ 00 7

Dealer Information

Code	[redacted]	**Name**	HEET HRY LER DODGE LL	**Zone**	35 HINGTON
Address	ROUTE 19 OUTH O K HILL 901				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	0 19100	Module anti lock brake c ntr l ll thers			68 95505 E	IRING	1		695 80	$0 00
	0 19100	Module anti lock brake c ntr l ll thers			04 017 4 E	IRING	1		0 4	$0 00
	0 19100	Module anti lock brake c ntr l ll thers			RL0 7479 C	INJECTOR	1		91 9	$0 00
	0 19100	M dule anti l ck brake control ll other			6 7110 B	MODULE	1		490 96	$0 00
	0 19100	M dule anti l ck brake control ll other			6 4709 B	MODULE	1		9	$0 00
	0 90990	iring harne tran mi ion utomatic transmissi n	14	BURNED OR BURNED OUT	6 9 0 E	IRING	1		69 0	$40 10
	0890990	iring harne transmissi n ut matic tran mi ion	14	BURNED OR BURNED OUT	04801 84 E	IRING	1		0 4	$403 10
	0 90990	iring harne tran mi ion utomatic transmissi n	14	BURNED OR BURNED OUT	RL0 7479 C	INJECTOR	1		91 9	$40 10
	0890990	iring harne transmissi n ut matic tran mi ion	14	BURNED OR BURNED OUT	68 3 110 B	MODULE	1		490 96	$403 10
	0 90990	iring harne tran mi ion utomatic transmissi n	14	BURNED OR BURNED OUT	6 4709 B	MODULE	1		9	$40 10
	08909961	iring harne transmissi n 4 4 equipped			68 95505 E	IRING	1		695 80	$ 5 19
	0 909961	iring harne tran mi ion 4 4 equipped			04 017 4 E	IRING	1		0 4	$ 19
	0 909961	iring harness tran mi ion 4 4 equipped			RL0 7479 C	INJECTOR	1		91 9	$ 19
	0 909961	iring harne tran mi ion 4 4 equipped			6 7110 B	MODULE	1		490 96	$ 19
	0 909961	iring harness tran mi ion 4 4 equipped			6 4709 B	MODULE	1		9	$ 19
	1430 00	Injector Fuel 7 6 4 liter engine One			68 95505 E	IRING	1		695 80	$41 99
	14 0 00	Injector Fuel 7 6 4 liter engine One			04 017 4 E	IRING	1		0 4	$41 99

A	14302002	Injector, Fuel ; 5.7-6.4 liter engine - One			RL037479AC	INJECTOR	1		91.93	$41.99
A	14302002	Injector, Fuel ; 5.7-6.4 liter engine - One			68237110AB	MODULE	1		490.96	$41.99
A	14302002	Injector, Fuel ; 5.7-6.4 liter engine - One			68347098AB	MODULE	1		238.98	$41.99
A	14500103	Module/Pump, Fuel ; All other engines			68295505AE	WIRING	1	X	695.80	$92.38
A	14500103	Module/Pump, Fuel ; All other engines			04801784AE	WIRING	1		20.24	$92.38
A	14500103	Module/Pump, Fuel ; All other engines			RL037479AC	INJECTOR	1		91.93	$92.38
A	14500103	Module/Pump, Fuel ; All other engines			68237110AB	MODULE	1		490.96	$92.38
A	14500103	Module/Pump, Fuel ; All other engines			68347098AB	MODULE	1		238.98	$92.38
A	95400142	Loaner Car ; High Line Vehicles			68295505AE	WIRING	1	X	695.80	$400.00
A	95400142	Loaner Car ; High Line Vehicles			04801784AE	WIRING	1		20.24	$400.00
A	95400142	Loaner Car ; High Line Vehicles			RL037479AC	INJECTOR	1		91.93	$400.00
A	95400142	Loaner Car ; High Line Vehicles			68237110AB	MODULE	1		490.96	$400.00
A	95400142	Loaner Car ; High Line Vehicles			68347098AB	MODULE	1		238.98	$400.00

RO Narratives

(RO) Customer Concern:

Perform DTC Inspection

(RO) Cause:

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(RO) Correction:

[redacted]REPLACE FUEL PUMP FOR LOW FUELPRESSURE CONCERN, REPLACED #7 INJECTOR FORLEAKING. FOUND ENGINE WIRING HARNESS MELTEDTO ENGINE BLOCK. REPLACED ENGINE WIRINGHARNESS. THERE IS STILL AN EXTENDED CRANKAFTER SITTING FOR AN HOUR AND A HALF,OCCURRENCE IS SO SLIGHT, IS UNABLE TO BEPINPOINTED BY USUAL MEANS. Wiring harness, transmission - Test and Replace Automatic transmission (2 - Skilled) AWD/4WD EQUIPPED REPLACED ONE FUEL INJECTOR Module/Pump, Fuel - Test and Replace All other engines (2 - Skilled) Module, anti-lock brake control - Test and Replace All others (2 - Skilled) ENTERPRISE RENTAL AGREEMENT #465106 WIRING HARNESS, TRANSMISSION-Test and replace (B) AWD/4WD EQUIPPED REPLACED ONE FUEL INJECTOR MODULE, FUEL PUMP-Replace(C) MODULE/CONTROL, ANTI-LOCKBRAKE-Replace (A) SUBLET REPAIRS

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES EXCESSIVE CRANK ON RESTART AFTER SITTING.

(Claim) Cause:

PERFORM DTC INSPECTION, FOUDN NO FAULT CODES TEST DROVE AND OPERATION WAS NORM AL. AFTER VEHICLE SET FOR ONE HOUR IT AHD LANG CRANK TIME. PERFORM FUEL PRESSU RE TEST AND PRESSURE WAS 60 PSI, REMOVE FUEL RAIL AND PRESSURIZED SYSTEM AND F OUND #7 INJECTOR LEAKING.

(Claim) Correction:

REPLACED #7 INJECTOR ADN TEST DROVE, LET VEHICLE SET FOR 1 HR AND ENGINE STILL HAD LONG CRANK TIME, CANTACT STAR CENTER AND THEY SAID TO CHECK FUEL PRESSURE TRIM AND ALL WERE NORMAL. ENGINE WIRING HARNESS WAS MELTED TO ENGINE BLOCK SO IT WAS REPLACED.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	01	**Body**	[redacted]
Build Date	05 01	**Plant**	LTILLO TRU K EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	08 31 01
Claim Type	arrant	**Repair Date**	06 19 018
Claim Status	Paid	**Mileage (Miles)**	12 94

Expense

Labor	$0 00	**Sublet**	$0 00	**Part**	$800 00	**Total Paid**	$800 00

Dealer Information

Code	[redacted]	**Name**	HEET HRY LER DODGE LL	**Zone**	35 HINGTON
Address	ROUTE 19 OUTH O K HILL 5901				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	0890990	iring harn tran mi i n ut matic transmissi n	14	BURNED OR BURNED OUT						$0 00
	9540014	L an r ar High Lin ehicles								$800 00

RO Narratives

(RO) Customer Concern

N

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

REQUESTING P MENT F R RENT L

(Claim) Cause

RENT L PPRO ED BY DM TOM G LIN

(Claim) Correction

RENT L

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted]
Build Date	04 09 01	**Plant**	LTILLO TRU K EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10 017
Claim Type	F er ice ntract	**Repair Date**	06 0 018
Claim Status	Paid	**Mileage (Miles)**	9 601

Expense

Labor	$0 00	**Sublet**	$0 00	**Part**	$6 00	**Total Paid**	$6 00

Dealer Information

Code	[redacted]	**Name**	PHILLIP HRY LER JEEP IN	**Zone**	66	ORL NDO	
Address	440 PINE TREET OC L FL 4471						

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	6 60 0	Maintenance Inter al chedule B To be u ed e er 000 Inter al	MC	M INTEN N E C RE						$0 00
	9 60001	Maintenance ll ance Fixed Co t Maintenance								$6 00

RO Narratives

(RO) Customer Concern

[redacted](DJ DD DF D DP D) CR CKED CLE R NCE L **] Replace nthetic engine oil and filter [redacted] CHRY M INT CONTR CT I C RGO C MER IL BLE

(RO) Cause

U T REQ RRT OK

(RO) Correction

Lamp Clearance Te t and Replace Lamp Clearance Replace ll (0 Low killed) 000 MILE ER ICE Multi point in pection (according to maintenanceinter al) IN PECTION CHRY M INT CONTR CT CCE ORIE

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

N

(Claim) Cause

N

(Claim) Correction

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted]
Build Date	04/09/ 017	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/ / 017
Claim Type	W Warranty	**Repair Date**	06/ 0/ 018
Claim Status	Paid	**Mileage (Miles)**	9 601

Expense

Labor	$40 0	**Sublet**	$4 08	**Part**	$0 00	**Total Paid**	$8 11

Dealer Information

Code	[redacted]	**Name**	PHILLIP CHRY LER JEEP INC	**Zone**	66	ORLANDO
Address	440 PINE TREET OC L FL 4471					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08508096	Lamp Clearance Lamp Clearance Replace All		ER ICE ACTION	68 61677AC	LAMP	5		4 08	$40 0

RO Narratives

(RO) Customer Concern

NA

(RO) Cause:

NA

(RO) Correction:

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern:

[redacted]

(Claim) Cause

CU T REQ RRT

(Claim) Correction

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 ST CREW CAB 4X4
Build Date	02/23/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/22/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	06/20/2018
Claim Status	Paid	**Mileage (Miles)**	32,811

Expense

Labor	$53.65	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$53.65

Dealer Information

Code	[redacted]	**Name**	METRO CHRYSLER JEEP	**Zone**	32 NEW YORK
Address	1667 HARTFORD AVE , JOHNSTON, RI 02919				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19U11182	Safety Recall U11 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update (2017 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$53.65

RO Narratives

(RO) Customer Concern:

Multi-point inspection (according to maintenance interval) C/S VEHICLE HAS AN INTERMITTENT NO START ISSUE WILL JUST CLICK. AFTER MULTIPLE TRYS AND SITTING THEN WILLSTART CHECK AND ADVISE U11 GRIECO RENTAL

(RO) Cause:

brake shift interlock

(RO) Correction:

[redacted]COMPLETED MULTI-POINT INSPECTIONFORM AND SUPPLIED RECOMMENDATIONS. afterflash update, vehicle was experiencingproblems with the abs system, contacted starto get further help. Multi-point inspection (according to maintenanceinterval) PERFORM COMPLIMENTARY VISUAL MULTI-POINT INSPECTION [redacted] UNABLE TO DUPLICATE CONCERN. TESTEDCHARGING SYSTEM AND BATTERY ALL OK. CHECKEDSYSTEM FOR CODES, NO CODES FOUND. CHECKED FORRELATED TSBS AND FOUND NONE AT THIS TIME. UNABLE TO DUPLICATE CONCERN INFORMATION [redacted] brake shift interlock [redacted](0.2hours) // [redacted].2 hours - inspect only [redacted] 0.4 hours - flashed from old partnumber 68320320AB to new part numbe[redacted]nspect the brake shift interlock,no repair needed only a flash applies,doesn't shift out of park with the parkingbrake applied. Safety Recall U11 - BrakeTransmission Shift Interlock - Reprogram Inspect Brake Transmission Shift Interlock (BTSI) Functionality and PerformBCM Software Update (2017Model Year Only) (1 - Semi-Skilled) RENTAL (Requires Department Managers Approval)

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 3500 LARAMIE CREW CAB 4X4
Build Date	01/26/2018	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	04/27/2018
Claim Type	W - Warranty	**Repair Date**	06/20/2018
Claim Status	Paid	**Mileage (Miles)**	11,960

Expense

Labor	$427.03	**Sublet**	$2,168.31	**Part**	$200.00	**Total Paid**	$2,795.36

Dealer Information

Code	[redacted]	**Name**	GOLLING CHRYSLER JEEP DODGE, INC.	**Zone**	42 DETROIT
Address	2405 S TELEGRAPH RD , BLOOMFIELD HILLS, MI 48302				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08196701	Module , air suspension control	58	INTERNAL DEFECT	68145962AJ	MODULE	1	X	663.60	$67.43
A	95400142	Loaner Car ; High Line Vehicles			68145962AJ	MODULE	1	X	663.60	$200.00
B	08441202	Compressor, air suspension ; Compressor - All except DS 1500	58	INTERNAL DEFECT	68239571AB	COMPRESSO	1	X	1477.00	$89.90
B	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68239571AB	COMPRESSO	1	X	1477.00	$179.81
C	08607037	Speaker ; Center speaker I/P mounted	48	GROUNDED OR SHORTED	05064359AB	SPEAKER	1	X	27.72	$33.71
C	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			05064359AB	SPEAKER	1	X	27.72	$56.19

RO Narratives

(RO) Customer Concern:

SERVICE SUSPENSION LIGHT IS ON. SERVICE AIR,SUSPENSION C/S FRONT MIDDLE SPEAKER WILL GO IN AND OUT AND UNABLE TO HEAR PHONE CALLS. PERFORM INSPECTION ON VEHICLE AND CHECK FOR SOFTWARE UPDATES CUSTOMER STATES WITH EMPTY TRAILER HE WANTED TO LOWER REAR END AND IT STATED TRAILER WAS TO LIGHT,HAS LOWERD MANY TIMES BEFORE WITH NO PROBLEM.

(RO) Cause:

VERIFIED CONCERN. CHECKED FOR DTCS AND FOUND ACTIVE DTC [redacted] RIDE HEIGHT AIR PRESSURE SENSOR - COMPONENT INTERNAL FAILURE. CHECKED FOR ANY SERVICE BULLETINS OR SOFTWARE UPDATES AND DID NOT FIND ANYTHING. FOLLOWED DIAG FLOW CHART. INSPECTED INTAKE AND EXHAUST AIR LINES FOR ANY RESTRICTIONS OR DAMAGE AND DID NOT FIND ANY ISSUES. CHECKED (Y40) AIR SUSPENSION AIR COMPRESSOR FEED CIRCUIT OPEN OR HIGH RESISTANCE BETWEEN THE PDC CONNECTOR AND THE COMPRESSOR CONNECTOR AND FOUND 0.2 OHMS AND CIRCUIT LOAD TESTED GOOD. CHECKED [redacted] GROUND CIRCUIT FOR AN OPEN AND RECORDED 0.3 OHMS AND LOAD TESTED CIRCUIT AND TESTED GOOD. TESTED Y10 SENSOR FEED FOR A SHORT TO THE Y13 COMMON RETURN AND RECORDED 1 MEGAOHM. TESTED Y10 SENSOR FEED FOR A SHORT TO GROUND AND RECORDED O/L WITH METER. TESTED Y13 COMMON SENSOR RETURN FOR SHORT TO GROUND AND RECORDED O/L. TESTED Y18 PRESSURE SENSOR FOR SHORT TO GROUND AND RECORDED O/L. TESTED Y10, Y13, AND Y18 SENSOR CIRCUITS FOR AN OPEN/HIGH RESISTANCE BETWEEN THE ASCM AND THE COMPRESSOR CONNECTOR AND RECORDED 0.2OHMS ON ALL 3 CIRCUITS. FLOW CHART STATES TO REPLACE THE COMPRESSOR ASSEMBLY. VERIFIED CONCERN. MIDDLE SPEAKER CUTS IN AND OUT. CHECKED FOR DTCS AND FOUND

STORED DTC [redacted] CHANNEL 8 AUDIO SPEAKER OUTPUT - CIRCUIT OPEN. REMOVED SPEAKER GRILL AND WIGGLE TESTED THE SPEAKER CONNECTOR WHILE OBSERVING FOR THE DTC TO SET AS ACTIVE AND DTC SETS AS ACTIVE WHILE WIGGLING THE CONNECTOR. DISCONNECTED SPEAKER AND INSPECTED CONNECTOR PINS FOR LOOSENESS AND DID NOT FIND ANY ISSUES. INSPECTED PINS ON THE SPEAKER AND FOUND ONE OF THE PINS LOOSE PERFORM VISUAL INSPECTION SEE JOB 1

(RO) Correction:

DEFLATED AIR SUSPENSION RESERVOIR AND SPRINGS. REPLACED CO

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C/S FRONT MIDDLE SPEAKER WILL GO IN AND OUT AND UNABLE TO HEAR PHONE CALLS. SERVICE SUSPENSION LIGHT IS ON. SERVICE AIR,SUSPENSION C/S FRONT MIDDLE SPEAKER WILL GO IN AND OUT AND UNABLE TO HEAR PHONE CALLS. SERVICE SUSPENSION LIGHT IS ON. SERVICE AIR,SUSPENSION

(Claim) Cause:

VERIFIED CONCERN. CHECKED FOR DTCS AND FOUND ACTIVE DTC [redacted] HEIGHT A VERIFIED CONCERN. CHECKED FOR DTCS AND FOUND ACTIVE DTC [redacted] HEIGHT A VERIFIED CONCERN. MIDDLE SPEAKER CUTS IN AND OUT. CHECKED FOR DTCS AND FOUND S VERIFIED CONCERN. CHECKED FOR DTCS AND FOUND ACTIVE DTC [redacted] HEIGHT A VERIFIED CONCERN. MIDDLE SPEAKER CUTS IN AND OUT. CHECKED FOR DTCS AND FOUND S

(Claim) Correction:

DEFLATED AIR SUSPENSION RESERVOIR AND SPRINGS. REPLACED COMPRESSOR ASSEMBLY AN DEFLATED AIR SUSPENSION RESERVOIR AND SPRINGS. REPLACED COMPRESSOR ASSEMBLY AN REPLACED MIDDLE SPEAKER AND VERIFIED PROPER OPERATION DEFLATED AIR SUSPENSION RESERVOIR AND SPRINGS. REPLACED COMPRESSOR ASSEMBLY AN REPLACED MIDDLE SPEAKER AND VERIFIED PROPER OPERATION

Warranty Claim Report

Vehicle Information

VIN	[redacted]	Year	018	Body	[redacted]
Build Date	06 05 018	Plant	LTILLO TRU K EMBLY PL NT	Coverage Code	[redacted]

Claim Information

Claim #	[redacted]	In Service Date	06 01
Claim Type	K R ad Read (PREPN)	Repair Date	06 018
Claim Status	Paid	Mileage (Miles)	0

Expense

Labor	Sublet	Part	Total Paid
$194 1	$0 00	$0 00	$194 1

Dealer Information

Code	[redacted]	Name	L RRY H MILLER DODGE R M OND LE	Zone 0 PHOENI
Address	10101 P P GO FREE Y OND LE 853 3			

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	900040	R ad Read Basic Prep	NU	NE EHI LE PREP						$146 11
	9000 9	R ad Read Rear heel Flares B th								$4 70

RO Narratives

(RO) Customer Concern

N

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

N

(Claim) Cause

N

(Claim) Correction

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - RAM 2500 LARAMIE CREW CAB 4X4
Build Date	10/05/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	12/27/2017
Claim Type	W - Warranty	**Repair Date**	06/22/2018
Claim Status	Paid	**Mileage (Miles)**	10,903

Expense

Labor	$168.32	**Sublet**	$163.80	**Part**	$0.00	**Total Paid**	$332.12

Dealer Information

Code	[redacted]	**Name**	HOBLIT CHRYSLER JEEP DODGE, INC.	**Zone**	71 LOS ANGELES
Address	801 MAIN STREET , WOODLAND, CA 95695				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	23212101	Silencer ; Floor pan	81	POOR FIT	68105182AC	SILENCER	1	X	163.80	$96.18
B	02000240	Toe adjustment/Center steering wheel ; Front Toe	50	IMPROPER ADJUSTMENT						$72.14

RO Narratives

(RO) Customer Concern:

THE CUSTOMER STATES THAT THE CARPET FOR THE SILENCERPADREPLBEHIND THE REAR SEATS IS TORN. THE CUSTOMER STATES THAT THE VEHICLE HAS A VIBRATION 55MPHAND ABOVE CUSTOMER STATES THAT THE STEERING WHEEL IS OFF CENTER TO THELEFT CUSTOMER STATES THAT TH DRIVE DOOR SQUEAKS WHEN OPENINGLUBRICATED DOOR HINGE RECHECKED OK

(RO) Cause:

NA

(RO) Correction:

REPLACE CARPET ,SILENCER PAD BEHIND THE REAR SEATSCOMPLETED DUPLICATED CONCERN. FOUND THAT THE VEHICLE HAS EXCESSIVE PLAY IN GEAR BOX CAUSING THE VEHICLE TO HAVE A VIBRATIONFEELING. REPLACED GEAR BOX. RECHECKED OK ADJUSTED STEERING WHEEL DUE TO BEING OFF CENTER ALIGNMENTSHEET ATTACHED

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CARPET FOR THE SILENCER IS TORN STEERING WHEEL IS OFF CENTER

(Claim) Cause:

CARPET FOR THE SILENCER IS TORN FOUND NEEDS ADJUSTMENT

(Claim) Correction:

PERFORM ALIGNMENT REPLACE SILENCER

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted]
Build Date	10 05 201	**Plant**	S LTILL TRU K SSEMBL PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	12 2 201
Claim Type	arrant	**Repair Date**	06 22 2018
Claim Status	Paid	**Mileage (Miles)**	10 903

Expense

Labor	$132 25	**Sublet**	$639 80	**Part**	$0 00	**Total Paid**	$ 2 05

Dealer Information

Code	[redacted]	**Name**	H BLIT HR SLER JEEP D DGE IN	**Zone**	1	L S NGELES	
Address	801 M IN TREET OODL ND 95695						

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	19000113	St ring g ar H drauli Recirculating ball t pe	11	BR KEN R R KED	68210 20 B	GE R	1	X	639 80	$132 25

RO Narratives

(RO) Customer Concern

N

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

[redacted]

(Claim) Cause

FOUND E E I E PL Y IN GE R BO

(Claim) Correction

REPL E GE R B X

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	01	**Body**	[redacted]
Build Date	1 016	**Plant**	LTILLO TRU K EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	0 1 01
Claim Type	arrant	**Repair Date**	06 018
Claim Status	Paid	**Mileage (Miles)**	11 682

Expense

Labor	$5 88	**Sublet**	$ 3 09	**Part**	$0 00	**Total Paid**	$ 84 9

Dealer Information

Code	[redacted]	**Name**	NORTHG TE HRY LER DODGE JEEP IN	**Zone**	4 DETROIT
Address	8536 LER IN E IN INN TI H 45251				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	08190605	M dul p rtrain ngin ntr l (P M E M) 6 4 liter engine	DO	DIE OUT	68 43306 B	MODULE	1		3 09	$35 5
	08190650	M dul p rtrain ngin ntr l (P M E M) Pr gram ne p ertrain c ntr l m dule ith s ft are			68243306 B	M DULE	1	X	232 09	$1 63

RO Narratives

(RO) Customer Concern

N

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

U TOMER T TE EHI LE ILL HUT OFF HILE DRI ING ND HE K ENGINE LIGHT I U TOMER T TE EHI LE ILL HUT OFF HILE DRI ING ND HE K ENGINE LIGHT I

(Claim) Cause

[redacted]

(Claim) Correction

[redacted] HE K FOR ODE FOR TRU K ILL HUT OFF HEN DRI ING ENGINE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 SLT CREW CAB 4X4
Build Date	05/02/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/23/2017
Claim Type	W - Warranty	**Repair Date**	06/22/2018
Claim Status	Paid	**Mileage (Miles)**	26,454

Expense

Labor	$147.06	**Sublet**	$617.40	**Part**	$0.00	**Total Paid**	$764.46

Dealer Information

Code	[redacted]	**Name**	KING COTTON MOTOR CO OF COVINGTON	**Zone**	63 DALLAS
Address	959 HIGHWAY 51 NORTH , COVINGTON, TN 38019				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08463415	Actuator/Motor, Axle Locker ; Actuator - Front Axle Disconnect			68216944AA	ACTUATOR	1	X	424.20	$73.53
A	08463415	Actuator/Motor, Axle Locker ; Actuator - Front Axle Disconnect			68402358AA	ACTUATOR	1		193.20	$73.53
A	08525301	Motor/Actuator, Transfer case shifter motor and mode ; Motor Actuator 4WD	ML	CHECK ENGINE/SERVICE ENGINE SO	68216944AA	ACTUATOR	1	X	424.20	$73.53
A	08525301	Motor/Actuator, Transfer case shifter motor and mode ; Motor Actuator 4WD	ML	CHECK ENGINE/SERVICE ENGINE SO	68402358AA	ACTUATOR	1		193.20	$73.53

RO Narratives

(RO) Customer Concern:

INSPECTION KING COTTON MULTIPOINT INSPECTION WITH REPORT CARD PERFORMED INSPECTION [redacted]) INSTALL SPECIAL ORDERED PARTS SERVICE 4WD LIGHT WAS ON. CODES ACTIVE ARE [redacted] FRONT DRIVE MOTOR SHORTED OUT AND FRONT DIFFERENTIAL LOCK ACTUATOR SHORTED REPLACED AND REINSTALLED TRANSFERCASE DRIVE MOTOR [redacted]

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES SERVICE 4WD LIGHT IS ON.

(Claim) Cause:

CODES ACTIVE ARE [redacted] FRONT DRIVE MOTOR AND FRONT DIFF L OCK ACTUATOR SHORTED.

(Claim) Correction:

REPLACED AND REINSTALLED TRANSFERCASE DRIVE MOTOR.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 2500 ST CREW CAB 4X4
Build Date	02/20/2018	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	03/22/2018
Claim Type	W - Warranty	**Repair Date**	06/22/2018
Claim Status	Paid	**Mileage (Miles)**	4,048

Expense

Labor	$415.09	**Sublet**	$137.62	**Part**	$0.00	**Total Paid**	$552.71

Dealer Information

Code	[redacted]	**Name**	MT HOME CHRYSLER JEEP DODGE LLC	**Zone**	70 PHOENIX
Address	491 WEST 6TH SOUTH , MOUNTAIN HOME, ID 83647				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	06400515	Bearing, clutch release ; Cummins Engine Equippped	37	EXCESSIVE WEAR	52087514	BEARING	1	X	137.62	$286.61
A	06400560	Bearing, clutch release ; Skid plate equipped			52087514	BEARING	1	X	137.62	$39.53
A	06400562	Bearing, clutch release ; Two piece propeller shaft equipped			52087514	BEARING	1	X	137.62	$19.77
A	06400563	Bearing, clutch release ; 4x4 equipped			52087514	BEARING	1	X	137.62	$69.18

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES WHENB APPLYING CLUTCH PEDAL FEEL A VIBRATION WITHOUT VEHICLE MOVING PERFORMED "THE WORKS" DIESEL ENGINEOIL AND FILTER SERVICE, MULTI POINTVEHICLE INSPECTION, TIRE ROTATION, CHECKED FLUID LEVEL AND TOPPED OFF ALL UNDER HOOD FLUIDS, RESET OIL LIFE MONITOR CUSTOMER RENTAL VEHICLE

(RO) Cause:

. MAINTENANCE INTERVAL

(RO) Correction:

[redacted]Throw out bearing 500 Verifiedvibration during clutch depression. Inspectedslave cylinder and found no concern.Inspected clutch fork and found ok. Inspectedthrow out bearing and found to be worn.Replaced bearing and test drove. Verified nofurther concerns. LOPS [redacted]Diag 0.8 HRS BEARING CLUTCH RELEASE[redacted]EARING CLUTCH RELEASE BEARING CLUTCH RELEASE BEARING CLUTH RELEASE[redacted]LOFR 50 performed lof. rotated tires PERFORMED "THE WORKS" DIESEL ENGINE OIL AND FILTER SERVICE, MULTI POINT VEHICLE INSPECTION,TIRE ROTATION, CHECKED FLUID LEVEL AND TOPPED OFF ALL UNDER HOOD FLUIDS, RESET OIL LIFE MONITOR PERFORMED "THE WORKS" DIESEL ENGINE OIL AND FILTERSERVICE, MULTI POINT VEHICLE INSPECTION, TIRE ROTATION, CHECKED FLUID LEVEL AND TOPPED OFF ALL UNDER HOOD FLUIDS, RESET OIL LIFE MONITOR CUSTOMER RENTAL VEHICLE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES WHENB APPLYING CLUTCH PEDAL FEEL A VIBRATION WITHOUT VEHICLE M OVING

(Claim) Cause:

VERIFIED VIBRATION DURING CLUTCH DEPRESSION. INSPECTED SLAVE CYLINDER AND FOUN D NO CONCERN. INSPECTED CLUTCH FORK AND FOUND OK. INSPECTED THROW OUT BEARING AND FOUND TO BE WORN.

(Claim) Correction:

REPLACED BEARING AND TEST DROVE. VERIFIED NO FURTHER CONCERNS.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	018	**Body**	[redacted] RAM 500 LARAMIE CREW CAB 4 4
Build Date	10/05/ 017	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	1 / 7/ 017
Claim Type	W Warranty	**Repair Date**	06/22/2018
Claim Status	Paid	**Mileage (Miles)**	10,903

Expense

Labor	($96 18)	**Sublet**	($16 80)	**Part**	$0 00	**Total Paid**	($ 59 98)

Dealer Information

Code	[redacted]	**Name**	HOBLIT CHRYSLER JEEP DODGE, INC	**Zone**	71 LOS ANGELES
Address	801 MAIN STREET , WOODLAND, CA 95695				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	1 101	Silencer ; Floor pan	81	POOR FIT	6810518 AC	ILENCER	1		16 80	($96 18)

RO Narratives

(RO) Customer Concern:

THE CUSTOMER STATES THAT THE CARPET FOR THE SILENCERPADREPLBEHIND THE REAR SEATS IS TORN THE CUSTOMER TATE THAT THE VEHICLE HA A VIBRATION 55MPHAND ABOVE CU TOMER TATE THAT THE TEERING WHEEL I OFF CENTER TO THELEFT CUSTOMER STATES THAT TH DRIVE DOOR SQUEAKS WHEN OPENINGLUBRICATED DOOR HINGE RECHECKED OK

(RO) Cause:

NA

(RO) Correction:

REPLACE CARPET ,SILENCER PAD BEHIND THE REAR SEATSCOMPLETED DUPLICATED CONCERN FOUND THAT THE VEHICLE HAS EXCESSIVE PLAY IN GEAR BOX CAUSING THE VEHICLE TO HAVE A VIBRATIONFEELING REPLACED GEAR BOX RECHECKED OK ADJU TED TEERING WHEEL DUE TO BEING OFF CENTER ALIGNMENT HEET ATTACHED

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CARPET FOR THE ILENCER I TORN TEERING WHEEL I OFF CENTER

(Claim) Cause:

CARPET FOR THE SILENCER IS TORN FOUND NEEDS ADJUSTMENT

(Claim) Correction:

PERFORM ALIGNMENT REPLACE SILENCER

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	018	**Body**	[redacted] RAM 500 LARAMIE CREW CAB 4 4
Build Date	10/05/ 017	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	1 / 7/ 017
Claim Type	W Warranty	**Repair Date**	06/ / 018
Claim Status	Paid	**Mileage (Miles)**	10,90

Expense

Labor	($1 5)	**Sublet**	($6 9 80)	**Part**	$0 00	**Total Paid**	($77 05)

Dealer Information

Code	[redacted]	**Name**	HOBLIT CHRY LER JEEP DODGE, INC	**Zone**	71 LO ANGELE
Address	801 MAIN TREET , WOODLAND, CA 95695				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	1900011	teering gear H draulic Recirculating ball type	11	BROKEN OR CRACKED	68 107 0AB	GEAR	1		6 9 80	($1 5)

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
VEHICLE HA VIBRTION AT 55 MPH

(Claim) Cause:
FOUND E CE IVE PLAY IN GEAR BO

(Claim) Correction:
REPLACE GEAR BO

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 LARAMIE CREW CAB 4X4
Build Date	01/11/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	04/17/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	06/23/2018
Claim Status	Paid	**Mileage (Miles)**	32,487

Expense

Labor	$44.08	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$44.08

Dealer Information

Code	[redacted]	**Name**	LEITH CHRYSLER DODGE JEEP RAM	**Zone**	66 ORLANDO
Address	11220 N US HIGHWAY 15 501 , ABERDEEN, NC 28315				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19U11182	Safety Recall U11 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update (2017 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$44.08

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

SYNTHETIC DIESEL OIL CHANGE INCLUDES REPLACEMENT UP TO 12 QUARTS, FACTORY OIL FILTER, CHECKING ALL FLUIDS, AND CHECKING TIRE PRESSURES. CUSTOMER REQUEST ROTATE TIRES. Multi-point inspection (according to maintenance interval) Replace engine air filter Inspect transfer case fluid Inspect the CV/Universal joints Inspect rear axle fluid (Inspect and replace if necessary at every 20,000 miles) U11 RECALL

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 LARAMIE CREW CAB 4X4
Build Date	01/11/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	04/17/2017
Claim Type	F - Service Contract	**Repair Date**	06/23/2018
Claim Status	Paid	**Mileage (Miles)**	32,487

Expense

Labor	$0.00	**Sublet**	$0.00	**Part**	$60.00	**Total Paid**	$60.00

Dealer Information

Code	[redacted]	**Name**	LEITH CHRYSLER DODGE JEEP RAM	**Zone**	66 ORLANDO
Address	11220 N US HIGHWAY 15 501 , ABERDEEN, NC 28315				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26860303	Maintenance Interval - Schedule B ; To be used every 3,000 Intervals	MC	MAINTENANCE CARE						$0.00
A	95260001	Maintenance Allowance ; Fixed Cost Maintenance								$50.00
A	95260002	Maintenance Allowance ; TIRE ROTATION								$10.00

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

SYNTHETIC DIESEL OIL CHANGE INCLUDES REPLACEMENT UP TO 12 QUARTS, FACTORY OIL FILTER, CHECKING ALL FLUIDS, AND CHECKING TIRE PRESSURES. CUSTOMER REQUEST ROTATE TIRES. Multi-point inspection (according to maintenance interval) Replace engine air filter Inspect transfer case fluid Inspect the CV/Universal joints Inspect rear axle fluid (Inspect and replace if necessary at every 20,000 miles) U11 RECALL

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	01	**Body**	[redacted]
Build Date	06 07 017	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10 10 01
Claim Type	F er ice Contract	**Repair Date**	06 01
Claim Status	Paid	**Mileage (Miles)**	0 4 7

Expense

Labor	$0 00	**Sublet**	$0 00	**Part**	$7 00	**Total Paid**	$7 00

Dealer Information

Code	[redacted]	**Name**	B Y HORE CHRY LER JEEP DODGE	**Zone**	6 D LL
Address	I 10 E T B YTO N T 77 1				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	6 60 0	Maintenance Inter al chedule B To be u ed e er 000 Inter al	MC	M INTEN NCE RE						$0 00
	9 60001	Maintenance llowance Fixed st Maintenance								$7 00

RO Narratives

(RO) Customer Concern

5 P Lubricate fr nt dri e shaft fitting Multi p int inspecti n (acc rding t maintenance inter al) U11 BR KE TR N MI ION HIFT INTERLOCK REC LL

(RO) Cause

E PRE ER ICE CONTR CT OIL ND FILTER ER ICE REC LL

(RO) Correction

E PRE ER I E ONTR T OIL ND FILTER ER I E P60 Lubricate fr nt dri e shaft fitting MI ER I E Multi p int in pection (according to maintenanceinter al) Mopar Expre Lane In pection 04 7 REC LL 1 U111 40 ERIFIED BT IOPER TION ND REPROGR MMED BCM T ND RD

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

N

(Claim) Cause

N

(Claim) Correction

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 3500 LARAMIE CREW CAB 4X4
Build Date	06/07/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/10/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	06/23/2018
Claim Status	Paid	**Mileage (Miles)**	50,457

Expense

Labor	$48.55	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$48.55

Dealer Information

Code	[redacted]	**Name**	BAYSHORE CHRYSLER JEEP DODGE	**Zone**	63 DALLAS
Address	5225 I 10 EAST , BAYTOWN, TX 77521				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19U11182	Safety Recall U11 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update (2017 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$48.55

RO Narratives

(RO) Customer Concern:

75CAP Lubricate front drive shaft fitting Multi-point inspection (according to maintenance interval) U11 BRAKE TRANSMISSION SHIFT INTERLOCK RECALL

(RO) Cause:

EXPRESS SERVICE CONTRACT OIL AND FILTER SERVICE RECALL

(RO) Correction:

EXPRESS SERVICE CONTRACT OIL AND FILTER SERVICE CAP60 Lubricate front drive shaft fitting MISC SERVICES Multi-point inspection (according to maintenanceinterval) Mopar Express Lane Inspection [redacted]40 VERIFIED BTSIOPERATION AND REPROGRAMMED BCM STANDARD

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 3500 LONGHORN MEGA CAB 4X4
Build Date	06/05/2018	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06/25/2018
Claim Type	W Warranty	**Repair Date**	06/ / 018
Claim Status	Paid	**Mileage (Miles)**	11

Expense

Labor	$0 00	**Sublet**	$49 19	**Part**	$0 00	**Total Paid**	$49 19

Dealer Information

Code	[redacted]	**Name**	LARRY H MILLER DODGE RAM AVONDALE	**Zone**	70 PHOENIX
Address	10101 W PAPAGO FREEWAY , AVONDALE, AZ 85323				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	25080140	DEF Fluid Top Off ; Vehicle Delivery Fill See LOP note for vehicle specific allowances	40	FLUID HIGH OR LOW	68035704AC	FLUID	4	X	49 19	$0 00

RO Narratives

(RO) Customer Concern:

DEF FILL FOR DELIVERY

(RO) Cause:

FILL FOR DELIVERY

(RO) Correction:

Fluid Top Off Vehicle Delivery Fill

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted]
Build Date	04 1 01	**Plant**	LTILLO TRU K EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	0 01 017
Claim Type	arrant	**Repair Date**	06 3 018
Claim Status	Paid	**Mileage (Miles)**	35 0

Expense

Labor	$ 1 0	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$ 1 0

Dealer Information

Code	[redacted]	**Name**	JOHN L ULLI N DODGE HRY LER IN	**Zone**	1	LO NGELE	
Address	5 9 5TH T M RY ILLE 95901						

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	41 604	B E P peed Control and ITBM Tr uble N t F und peed ntr l	OD							$81 30

RO Narratives

(RO) Customer Concern

N

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

CU TOMER T TE TH T THE CHECK ENGINE LIGHT ND TR CTION CONTROL LIGHT C ME ON CHECK ND D I E

(Claim) Cause

ERIFIED ON ERN FOUND [redacted] LEFT RE R HEEL PEED EN OR URRENT OUT OF R NGE

(Claim) Correction

REMO ED LEFT RE R PEED EN OR ND FOUND BUILDUP OF MET L H ING LIKELY JU T BR KE DU T LE NED EN OR OFF ND REMO ED LR HEEL ND CLE NED BR KE DU T OUT IN PECTED FOR MET L H ING OR D M GE HE KED OK FTER LE NING P R KING BR KE RE ND EN OR REIN T LLED ND TE T DRO E EHI LE 10 MILE ODE D ID NOT RETURN ND HE K OK T THI TIME ITH NO FURTHER PROBLEM FOUND NO FL H UPD TE OR C E FOUND

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	018	**Body**	[redacted]
Build Date	09 05 01	**Plant**	LTILLO TRU K EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11 1 01
Claim Type	arrant	**Repair Date**	06 01
Claim Status	Paid	**Mileage (Miles)**	1 099

Expense

Labor	$616 1	**Sublet**	$1 1 94	**Part**	$350 00	**Total Paid**	$ 089 15

Dealer Information

Code	[redacted]	**Name**	PE RM N MOTOR COMP NY	**Zone**	6	D LL
Address	04 N M RCU T LTO T 7 9					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	08141806	ens r heel speed nti lock brake front right			681656 4 D	EN OR	1		6 58	$5 0
	08141806	en or wheel peed nti lock brake front right			6834 098 B	MODULE	1		05 80	$5 0
	08141806	en or wheel peed nti l ck brakes fr nt right			06030441	PU H PIN	3		11 55	$5 0
	0 141 06	en or wheel peed nti l ck brakes fr nt right			11 146 C	IRING	1		4 60	$ 07
	0 141 06	ens r heel speed nti l ck brakes fr nt right			11 6 B	IRING	1		0 9	$ 07
	0 141 06	ens r heel speed nti lock brake front right			6 064 49	CLIP			4 6	$ 07
	0 141 06	ens r heel speed nti lock brake front right			06 01916	PU H PIN	6		6	$ 07
	08141806	ens r heel speed nti lock brake front right			6818543 D	HUB	1		341 60	$5 0
	0819100	Module anti lock brake control ll other			681656 4 D	EN OR	1		6 58	$5 0
	0819100	Module anti lock brake c ntr l ll thers			6834 098 B	MODULE	1		05 80	$5 0
	0 19100	Module anti lock brake c ntr l ll thers			060 0441	PU H PIN			11	$ 07
	0 19100	Module anti lock brake c ntr l ll thers			11 146 C	IRING	1		4 60	$ 07
	0 19100	M dule anti l ck brake control ll other			11 6 B	IRING	1		0 9	$ 07
	0 19100	M dule anti l ck brake control ll other			6 064 49	CLIP			4 6	$ 07
	0819100	M dule anti l ck brake control ll other			06501916	PU H PIN	6		6	$5 0
	0819100	Module anti lock brake control ll other			6818543 D	HUB	1		341 60	$5 0
	08191063	Module anti lock brake c ntr l 6 L diesel equipped			681656 4 D	EN OR	1		6 58	$1 36
	0 19106	M dule anti l ck brake control 6 7L die el equipped			6 4709 B	MODULE	1		0 0	$17 6
	08191063	Module anti lock brake c ntr l 6 L diesel equipped			06030441	PU H PIN	3		11 55	$1 36
	0 19106	M dule anti l ck brake control 6 7L die el equipped			11 146 C	IRING	1		4 60	$17 6

A	08191063	Module, anti-lock brake control ; 6.7L diesel equipped			52112286AB	WIRING	1		20.93	$17.36
A	08191063	Module, anti-lock brake control ; 6.7L diesel equipped			68064249AA	CLIP	3		4.62	$17.36
A	08191063	Module, anti-lock brake control ; 6.7L diesel equipped			06501916	PUSH PIN	6		22.26	$17.36
A	08191063	Module, anti-lock brake control ; 6.7L diesel equipped			68185437AD	HUB	1		341.60	$17.36
A	08900201	Wiring harness, air conditioning / heater ; Instrument panel-Air conditioning			68165624AD	SENSOR	1		62.58	$199.62
A	08900201	Wiring harness, air conditioning / heater ; Instrument panel-Air conditioning			68347098AB	MODULE	1		205.80	$199.62
A	08900201	Wiring harness, air conditioning / heater ; Instrument panel-Air conditioning			06030441	PUSH PIN	3		11.55	$199.62
A	08900201	Wiring harness, air conditioning / heater ; Instrument panel-Air conditioning			52112146AC	WIRING	1	X	453.60	$199.62
A	08900201	Wiring harness, air conditioning / heater ; Instrument panel-Air conditioning			52112286AB	WIRING	1		20.93	$199.62
A	08900201	Wiring harness, air conditioning / heater ; Instrument panel-Air conditioning			68064249AA	CLIP	3		4.62	$199.62
A	08900201	Wiring harness, air conditioning / heater ; Instrument panel-Air conditioning			06501916	PUSH PIN	6		22.26	$199.62
A	08900201	Wiring harness, air conditioning / heater ; Instrument panel-Air conditioning			68185437AD	HUB	1		341.60	$199.62
A	08902701	Wiring harness, antilock brakes	14	BURNED OR BURNED OUT	68165624AD	SENSOR	1		62.58	$216.98
A	08902701	Wiring harness, antilock brakes	14	BURNED OR BURNED OUT	68347098AB	MODULE	1		205.80	$216.98
A	08902701	Wiring harness, antilock brakes	14	BURNED OR BURNED OUT	06030441	PUSH PIN	3		11.55	$216.98
A	08902701	Wiring harness, antilock brakes	14	BURNED OR BURNED OUT	52112146AC	WIRING	1	X	453.60	$216.98
A	08902701	Wiring harness, antilock brakes	14	BURNED OR BURNED OUT	52112286AB	WIRING	1		20.93	$216.98
A	08902701	Wiring harness, antilock brakes	14	BURNED OR BURNED OUT	68064249AA	CLIP	3		4.62	$216.98
A	08902701	Wiring harness, antilock brakes	14	BURNED OR BURNED OUT	06501916	PUSH PIN	6		22.26	$216.98
A	08902701	Wiring harness, antilock brakes	14	BURNED OR BURNED OUT	68185437AD	HUB	1		341.60	$216.98
A	22450104	Hub and Bearing, Wheel ; Front, All or four wheel drive, Right side			68165624AD	SENSOR	1		62.58	$78.11
A	22450104	Hub and Bearing, Wheel ; Front, All or four wheel drive, Right side			68347098AB	MODULE	1		205.80	$78.11

A	22450104	Hub and Bearing, Wheel ; Front, All or four wheel drive, Right side			06030441	PUSH PIN	3		11.55	$78.11
A	22450104	Hub and Bearing, Wheel ; Front, All or four wheel drive, Right side			52112146AC	WIRING	1	X	453.60	$78.11
A	22450104	Hub and Bearing, Wheel ; Front, All or four wheel drive, Right side			52112286AB	WIRING	1		20.93	$78.11
A	22450104	Hub and Bearing, Wheel ; Front, All or four wheel drive, Right side			68064249AA	CLIP	3		4.62	$78.11
A	22450104	Hub and Bearing, Wheel ; Front, All or four wheel drive, Right side			06501916	PUSH PIN	6		22.26	$78.11
A	22450104	Hub and Bearing, Wheel ; Front, All or four wheel drive, Right side			68185437AD	HUB	1		341.60	$78.11
A	95400141	Loaner Car ; Standard Line Vehicles			68165624AD	SENSOR	1		62.58	$350.00
A	95400141	Loaner Car ; Standard Line Vehicles			68347098AB	MODULE	1		205.80	$350.00
A	95400141	Loaner Car ; Standard Line Vehicles			06030441	PUSH PIN	3		11.55	$350.00
A	95400141	Loaner Car ; Standard Line Vehicles			52112146AC	WIRING	1	X	453 60	$350 00
A	95400141	Loaner Car ; Standard Line Vehicles			52112286AB	WIRING	1		20.93	$350.00
A	95400141	Loaner Car ; Standard Line Vehicles			68064249AA	CLIP	3		4.62	$350.00
A	95400141	Loaner Car ; Standard Line Vehicles			06501916	PUSH PIN	6		22.26	$350.00
A	95400141	Loaner Car ; Standard Line Vehicles			68185437AD	HUB	1		341.60	$350.00

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES VEHICLE HAS NO POWER AND MULTIPLE LIGHTS ON EVIC

(RO) Cause:

TECHNICIAN CHECKED CODES. FOUND CODE

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THAT THE ABS/TRAC LIGHTS COME ON AND THE TRUCK WON'T SHIFT

(Claim) Cause:

TECHNICIAN PERFORMED DIAGNOSTICS, TRACED WSS SENSOR CIRCUIT ALL THE WAY TO AB S MODULE AND IT HAS A BAD CIRCUIT. REPLACED MODULE AND HARNESS, LEFT WSS AND R IGHT HUB

(Claim) Correction:

REPLACED LF WSS, RF HUB ASSEMBLY, WIRING HARNESSES AND MODULE.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	018	**Body**	[redacted]
Build Date	09/05/ 017	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11/ 1/ 017
Claim Type	W Warranty	**Repair Date**	06/ 5/ 018
Claim Status	Paid	**Mileage (Miles)**	1 099

Expense

Labor	$ 4 7	**Sublet**	$ 5 70	**Part**	$0 00	**Total Paid**	$70 4

Dealer Information

Code	[redacted]	**Name**	PEARMAN MOTOR COMPANY	**Zone**	6 DALLA
Address	04 N M RCU T LTO T 7 9				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08508096	Lamp, Clearance ; Lamp, Clearance Replace All		ERVICE ACTION	68 61677AC	LAMP	5		5 70	$ 4 7

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

N

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

N

(Claim) Correction

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 ST REG CAB 4X4
Build Date	05/22/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	08/31/2017
Claim Type	W - Warranty	**Repair Date**	06/25/2018
Claim Status	Paid	**Mileage (Miles)**	13,211

Expense

Labor	$134.37	**Sublet**	$1,018.34	**Part**	$200.00	**Total Paid**	$1,352.71

Dealer Information

Code	[redacted]	**Name**	SHEETS CHRYSLER DODGE, LLC	**Zone**	35	WASHINGTON
Address	ROUTE 19 SOUTH , OAK HILL, WV 25901					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	14302006	Injector, Fuel ; 5.7-6.4 liter engine two or more			53013888AD	RAIL	1	X	282.87	$0.00
A	14302006	Injector, Fuel ; 5.7-6.4 liter engine two or more			RL037479AC	INJECTOR	8		735.47	$0.00
A	14701407	Rail, fuel injector ; 5.7,6.4 liter engine	DE	I/M TEST FAILURE	53013888AD	RAIL	1	X	282.87	$134.37
A	14701407	Rail, fuel injector ; 5.7,6.4 liter engine	DE	I/M TEST FAILURE	RL037479AC	INJECTOR	8		735.47	$134.37
A	95400142	Loaner Car ; High Line Vehicles			53013888AD	RAIL	1	X	282.87	$200.00
A	95400142	Loaner Car ; High Line Vehicles			RL037479AC	INJECTOR	8		735.47	$200.00

RO Narratives

(RO) Customer Concern:

CUST STATES THAT VEHICLE IS HAVING LONG CRANK ISSUES OF NOT WANTING TOSTART RENTAL

(RO) Cause:

. .

(RO) Correction:

[redacted]REMOVED AND REPLACED INJECTORS ANDFUEL RAIL ASSY DUE TO PRESSURE LOSS AS PERKENNY CASE REPLACE 5.7 LITRE FUEL RAIL REPLACE TWO OR MORE FUEL INJECTORS 5.7 LITER RENTAL ENTERPRISE RENTAL RENTAL SUBLET REPAIRS

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THAT VEHICLE IS HAVING LONG CRANK ISSUES OF NOT WANTING TO STA RT

(Claim) Cause:

REPLACED FUEL RAIL AND ALL INJECTORS FOR NOT HOLDING FUEL PRESSURE PER KENNY C ASE.

(Claim) Correction:

REMOVED AND REPLACED INJECTORS AND FUEL RAIL ASSY DUE TO PRESSURE LOSS AS PER KENNY CASE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted] RAM 500 LONGHORN MEGA CAB 4 4
Build Date	11/ / 016	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11/15/ 017
Claim Type	F ervice Contract	**Repair Date**	06/ 5/ 018
Claim Status	Paid	**Mileage (Miles)**	17,648

Expense

Labor	$0 00	**Sublet**	$0 00	**Part**	$85 00	**Total Paid**	$85 00

Dealer Information

Code	[redacted]	**Name**	LIBERTY DAYTON CHRY LER PLYMOUTH DODGE JEEP EAGLE INC	**Zone**	6 DALLA
Address	0 HWY 146 BYPA , LIBERTY, T 77575				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	6860 0	Maintenance Interval chedule B ; To be u ed every ,000 Interval	MC	MAINTENANCE CARE						$0 00
A	95 60001	Maintenance Allowance ; Fixed Co t Maintenance								$75 00
A	95 6000	Maintenance Allowance ; TIRE ROTATION								$10 00

RO Narratives

(RO) Customer Concern:

Multi point in pection (according to maintenance interval)

(RO) Cause:

NA

(RO) Correction:

performed multi point in pection found

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - RAM 3500 LARAMIE CREW CAB 4X4
Build Date	10/06/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	12/01/2017
Claim Type	F - Service Contract	**Repair Date**	06/25/2018
Claim Status	Paid	**Mileage (Miles)**	10,950

Expense

Labor	$0.00	**Sublet**	$0.00	**Part**	$75.00	**Total Paid**	$75.00

Dealer Information

Code	[redacted]	**Name**	ED PAYNE MOTORS LLP	**Zone**	63 DALLAS
Address	2101 E EXPRESSWAY 83 , WESLACO, TX 78596				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26860303	Maintenance Interval - Schedule B ; To be used every 3,000 Intervals	MC	MAINTENANCE CARE						$0.00
A	95260001	Maintenance Allowance ; Fixed Cost Maintenance								$75.00

RO Narratives

(RO) Customer Concern:

[redacted] CRACKED CLEARANCE LA (RRT 1) (Change diesel engine oil and filter synthetic oil may be re quired based on geographic location) (Multi-point inspection according to maintenance interval) (Replace Diesel Fuel Filter) CS THAT VEHICLE HAS HARSH UPSHIFT (Automatic Transmission Co ncern) CS THAT MAKES A TICKING NOISE FROM THE REAR DRIVER SIDE OF V EHICLE (General Concern 1)

(RO) Cause:

REPAIR ASP PER RRT PERORMED LUBE OIL AND FILTER, CK'D ALL FLUID LEVELS AND PERFORMED 27 POINT INSPECTION .

(RO) Correction:

PERFORMED RRT [redacted]. REPLACED ALL CLEARENCE LIGHTS PERFORMED OIL AND FILTER CHANGE PERFORMED MULTI-POINT INSPECTION. REPLACE BOTH FUEL FILTERS TEST DROVE VEHICLE AND FOUND VEHICLE WORKING NORMAL. NO CODE OR UPDATES FOUND. PERFORMED A QUICK LEARN ON TRANSMISSION . CHECKED VEHICLE AND FOUND INJECTOR SOUND NORMAL CONDITION

(RO) Technical Notes:

HARSH UPSHIFT PERFORMED QUICK LEARN

GCS Narratives

(Claim) Customer Concern:

CS THAT VEHICLE HAS HARSH UPSHIFT (Automatic Transmission Co ncern) [redacted] CRACKED CLEARANCE LA (RRT 1)

(Claim) Cause:

REPAIR ASP PER RRT

(Claim) Correction:

TEST DROVE VEHICLE AND FOUND VEHICLE WORKING NORMAL. NO CODE OR UPDATES FOUND. PERFORMED RRT 18-045. REPLACED ALL CLEARENCE LIGHTS CUSTOMER BROUGHT VEHICLE W

Warranty Claim Report

Vehicle Information

VIN	[redacted]	Year	01	Body	[redacted]
Build Date	0 07 01	Plant	LTILLO TRUCK EMBLY PL NT	Coverage Code	[redacted]

Claim Information

Claim #	[redacted]	In Service Date	0 9 01
Claim Type	afet (Recall)	Repair Date	06 6 01
Claim Status	Paid	Mileage (Miles)	1

Expense

Labor	$	Sublet	$0 00	Part	$0 00	Total Paid	$

Dealer Information

Code	[redacted]	Name	UND NCE DODGE INC	Zone	70 PHOENI
Address	UTO DRI E BOI E ID 709				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	1 U610	afet Recall U61 Reprogram Powertrain Control Module In pect PCM oftware Le el and Perform oftware Update (01 Model Year Onl)	UC	UNCOD BLE (N RR TI E REQUIRED)						$

RO Narratives

(RO) Customer Concern

N

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

N

(Claim) Cause

N

(Claim) Correction

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 ST CREW CAB 4X4
Build Date	04/12/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	09/06/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	06/26/2018
Claim Status	Paid	**Mileage (Miles)**	10,824

Expense

Labor	$47.20	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$47.20

Dealer Information

Code	[redacted]	**Name**	FINNEGAN CHRYSLER JEEP DODGE	**Zone**	63 DALLAS
Address	26433 SOUTHWEST FREEWAY , ROSENBERG, TX 77471				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19U11182	Safety Recall U11 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update (2017 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$47.20

RO Narratives

(RO) Customer Concern:

Change diesel engine oil and filter(synthetic oil may be required based on geographic location) Multi-point inspection (according to maintenance interval) [Phone] 14 [Replace both fuel filters] [redacted](DJ/DD/DF/D2/DP/DX) CRACKED CLEARANCE LA**] Recall 1 [U11: Safety Recall U11 - Brake Transmission Shift Interlock**] Moved to: 214568C Line: A Moved to:[redacted]ine: B Moved to:[redacted]C 03 [Customer states that both the ABS and traction control lights arecoming on] AFTER INSTALLING ABS MOTOR MODULE ON LINE F TECH COULD NOT ESTABLISH COMMUNICATION WITH NEW MODULE

(RO) Cause:

F F F F

(RO) Correction:

[redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

AFTER INSTALLING ABS MOTOR MODULE ON LINE E TECH COULD NOT ESTABLISH COMMUNICA [redacted] 03 [CUSTOMER STATES THAT BOTH THE ABS AND TRACTION CONTROL LIGHTS ARE COMING O N] TION WITH NEW MODULE

(Claim) Cause:

[redacted] CRACKED CLEARANCE LA**] HCU INTERNALLY RESTRICTED C0020 [redacted] MODULE THAT CAME WITH NEW HCU IS NOT COMPATIBLE WITH 2017 YEAR MODEL

(Claim) Correction:

REPLACED CLEARANCE LAMPS AFTER REPLACING HCU UNIT WITH MODULE TECH COULD NOT ESTABLISH COMMUNICATION WI REPLACE HCU BLEED THE BRAKE SYSTEM AND ABS SYSTEM TH THE NEW MODULE , CHECKED CIRCUIT [redacted] AND CIRCUIT [redacted] TO SEE IF THERE WAS BATTERY POWER AND IT HAD POWER ALSO CHECKED CIRCUIT [redacted] AND CIRCUIT [redacted] TO SEE IF THERE WAS GROUND IT WAS GROUNDED , RE PLACE THE MODULE BY IT SELF TO A MODULE THAT IS COMPATIBLE WITH THE MODEL A ND YEAR ESTABLISHED COMMUNICATION .

Warranty Claim Report

Vehicle Information

VIN	[redacted]	Year	01	Body	[redacted]
Build Date	09 10 01	Plant	LTILLO TRU K EMBLY PL NT	Coverage Code	[redacted]

Claim Information

Claim #	[redacted]	In Service Date	0 01
Claim Type	afet (Recalls)	Repair Date	06 6 018
Claim Status	Paid	Mileage (Miles)	

Expense

Labor	Sublet	Part	Total Paid
$ 9 6	$0 00	$0 00	$ 9 6

Dealer Information

Code	[redacted]	Name	UR E DODGE HRY LER R M OF	Zone 35 HINGTON
Address	000 MID TL NTIC RD MORG NTO N 6 0			

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	1 U610	afet Recall U61 Reprogram P ertrain ntr l M dule Inspect PCM oftware Le el and Perform oftware Update (01 Model Year Onl)	UC	UN OD BLE (N RR TI E REQUIRED)						$ 9 6

RO Narratives

(RO) Customer Concern

N

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

N

(Claim) Cause

N

(Claim) Correction

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted] RAM 500 T CREW CAB 4 4
Build Date	0 / / 017	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/ / 017
Claim Type	W Warranty	**Repair Date**	06/ 6/ 018
Claim Status	Paid	**Mileage (Miles)**	11

Expense

Labor	$1 0 7	**Sublet**	$ 94 8	**Part**	$0 00	**Total Paid**	$415 55

Dealer Information

Code	[redacted]	**Name**	METRO CHRY LER JEEP	**Zone**	NEW YORK
Address	1667 H RTFORD E JOHN TON RI 0 919				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08750101	tarter 7 6 4 liter engine (4x4 equipped)	61	INTERMITTENT OPER TION	560 97 AA	TARTER	1		94 8	$1 0 7

RO Narratives

(RO) Customer Concern:

C/ VEHICLE HA AN INTERMITTENT NO TART I UE WILL JU T CLICK AFTER ITTING FOR A WHILE VEHICLE WILL TART UP CHECK ND D I E PERFORM COMPLIMENT RY I U L MULTI POINT IN PECTION

(RO) Cause

tarter PERFORMED COMPLIMENTARY VI UAL MULTI POINT IN PECTION

(RO) Correction:

811 tarter verify,te t and replace tarter tarter Te t and Replace 7 4 7 5 7 6 4 liter engine (4x4 equipped) (1 emi killed) REPL CE T RTER 11 COMPLETED MULTI POINT IN PECTIONFORM ND UPPLIED RECOMMEND TION PERFORM COMPLIMENTARY VI UAL MULTI POINT IN PECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern

CU TOMER TATE NO TART, IT WILL JU T CLICK

(Claim) Cause:

VERIFY AND IN PECT THAT VEHICLE DOENT TURN OVER DUE TO TARTER

(Claim) Correction:

REPL CED T RTER

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 SLT CREW CAB 4X4
Build Date	04/24/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/29/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	06/26/2018
Claim Status	Paid	**Mileage (Miles)**	21,970

Expense

Labor	$45.45	**Sublet**	$0.00	**Part**	$7.86	**Total Paid**	$53.31

Dealer Information

Code	[redacted]	**Name**	NORTHWEST DODGE	**Zone**	63 DALLAS
Address	19616 NORTHWEST FWY , HOUSTON, TX 77065				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19U11182	Safety Recall U11 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update (2017 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$45.45
A	95450141	Uber recall transportation service ; To dealer								$7.86

RO Narratives

(RO) Customer Concern:

U11 Safety Recall U11 - Brake Transmission Shift Interlock U 11 - BRAKE TRANSMISSION SHIFT INTERLOCK (Recall CSN 1) (Multi-point inspection according to maintenance interval) UBER

(RO) Cause:

CUSTOMER REQUEST uber tech recommends wheel alignment

(RO) Correction:

INSPECT BTSI OPERATION AND UPDATE BCM SOFTWARE FROM [redacted] TO AC. PERFORMED 27 POINT INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - RAM 3500 LARAMIE CREW CAB 4X4
Build Date	10/06/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	12/01/2017
Claim Type	W - Warranty	**Repair Date**	06/26/2018
Claim Status	Paid	**Mileage (Miles)**	10,950

Expense

Labor	$60.00	**Sublet**	$35.70	**Part**	$0.00	**Total Paid**	$95.70

Dealer Information

Code	[redacted]	**Name**	ED PAYNE MOTORS LLP	**Zone**	63 DALLAS
Address	2101 E EXPRESSWAY 83 , WESLACO, TX 78596				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08508096	Lamp, Clearance ; Lamp, Clearance - Replace All	ZZ	SERVICE ACTION	68261677AC	LAMP	5	X	35.70	$40.00
B	21570140	TCM Quick Learn ; 42RLE, 55RFE, 65RFE, 66RFE, 68RFE, AS69RC, AS66RC Transmissions only	UC	UNCODABLE (NARRATIVE REQUIRED)						$20.00

RO Narratives

(RO) Customer Concern:

[redacted] CRACKED CLEARANCE LA (RRT 1) (Change diesel engine oil and filter synthetic oil may be re quired based on geographic location) (Multi-point inspection according to maintenance interval) (Replace Diesel Fuel Filter) CS THAT VEHICLE HAS HARSH UPSHIFT (Automatic Transmission Co ncern) CS THAT MAKES A TICKING NOISE FROM THE REAR DRIVER SIDE OF V EHICLE (General Concern 1)

(RO) Cause:

REPAIR ASP PER RRT PERORMED LUBE OIL AND FILTER, CK'D ALL FLUID LEVELS AND PERFORMED 27 POINT INSPECTION .

(RO) Correction:

PERFORMED RRT 18-045. REPLACED ALL CLEARENCE LIGHTS PERFORMED OIL AND FILTER CHANGE PERFORMED MULTI-POINT INSPECTION. REPLACE BOTH FUEL FILTERS TEST DROVE VEHICLE AND FOUND VEHICLE WORKING NORMAL. NO CODE OR UPDATES FOUND. PERFORMED A QUICK LEARN ON TRANSMISSION . CHECKED VEHICLE AND FOUND INJECTOR SOUND NORMAL CONDITION

(RO) Technical Notes:

HARSH UPSHIFT PERFORMED QUICK LEARN

GCS Narratives

(Claim) Customer Concern:

CS THAT VEHICLE HAS HARSH UPSHIFT (Automatic Transmission Co ncern) [redacted] CRACKED CLEARANCE LA (RRT 1)

(Claim) Cause:

REPAIR ASP PER RRT

(Claim) Correction:

TEST DROVE VEHICLE AND FOUND VEHICLE WORKING NORMAL. NO CODE OR UPDATES FOUND. PERFORMED RRT 18-045. REPLACED ALL CLEARENCE LIGHTS CUSTOMER BROUGHT VEHICLE W

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	018	**Body**	[redacted] RAM 500 LT CREW CAB 4 4
Build Date	09/ 9/ 017	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	08/ 0/ 018
Claim Type	afet (Recall)	**Repair Date**	06 7 01
Claim Status	Paid	**Mileage (Miles)**	1

Expense

Labor	$ 6 74	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$ 6 74

Dealer Information

Code	[redacted]	**Name**	K RL M LONE CHRY LER DODGE JEEP	**Zone**	70	PHOENI
Address	46 E T 00 OUTH HEBER CITY UT 40					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U6108	afety Recall U61 Reprogram Powertrain Control Module In pect PCM oftware Level and Perform oftware Update (01 Model Year Onl)	UC	UNCOD BLE (NARRATIVE REQUIRED)						$ 6 74

RO Narratives

(RO) Customer Concern

PERFORM U61 PCM UPD TE REC LL

(RO) Cause

U61

(RO) Correction:

1 UPDATED PCM OFTWARE afety [redacted] Reprogram Powertrain Control Module Reprogram In pect PCM oftware Level and Perform oftware Update (01 Model Year Onl)

(RO) Technical Notes

NA

GCS Narratives

(Claim) Customer Concern

N

(Claim) Cause

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	01	**Body**	[redacted]
Build Date	04 09 01	**Plant**	LTILLO TRU K EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	01 1 018
Claim Type	arrant	**Repair Date**	06 018
Claim Status	Paid	**Mileage (Miles)**	12 952

Expense

Labor	$51 89	**Sublet**	$40 9	**Part**	$35 00	**Total Paid**	$1 18

Dealer Information

Code	[redacted]	**Name**		**Zone**	63	D LL	
Address							

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	08508096	Lamp learance Lamp l aran R pla ll		ER I E TI N	68 616	L MP	5		40 9	$51 89
	95400141	L an r ar Standard Lin ehicles			68 616	L MP	5		40 9	$35 00

RO Narratives

(RO) Customer Concern

N

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

[redacted]

(Claim) Cause

p rf rm d rrt

(Claim) Correction

[redacted] Lamps learance Replace ll (0 Intr ducti n) 6 Electrical and

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 SLT CREW CAB 4X4
Build Date	04/09/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	01/12/2018
Claim Type	S - Safety (Recalls)	**Repair Date**	06/27/2018
Claim Status	Paid	**Mileage (Miles)**	12,952

Expense

Labor	$77.84	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$77.84

Dealer Information

Code	[redacted]	**Name**		**Zone**	63 DALLAS
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
B	18U61082	Safety Recall U61 - Reprogram Powertrain Control Module ; Inspect PCM Software Level and Perform Software Update	UC	UNCODABLE (NARRATIVE REQUIRED)						$25.95
A	19U11182	Safety Recall U11 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update (2017 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$51.89

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

[redacted]

[Recall]

(Claim) Cause:

recall

(Claim) Correction:

Inspect BTSI Functionality and [redacted] 0.4 hours Perform BCM Software Update/ Inspect PCM Software Level and [redacted] 0.2 hours Perform Software Update (201

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted] RAM 500 LT CREW CAB 4 4
Build Date	04/09/ 017	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	01/1 / 018
Claim Type	F ervice Contract	**Repair Date**	06/ 7/ 018
Claim Status	Paid	**Mileage (Miles)**	1 9

Expense

Labor	$0 00	**Sublet**	$0 00	**Part**	$75 00	**Total Paid**	$75 00

Dealer Information

Code	[redacted]	**Name**		**Zone**	6	DALLA	
Address							

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	6860 0	Maintenance Interval chedule B ; To be u ed every ,000 Interval	MC	MAINTENANCE CARE						$0 00
	9 60001	Maintenance Allowance ; Fixed Co t Maintenance								$6 00
A	95 6000	Maintenance Allowance ; TIRE ROTATION								$10 00

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

[Replace ynthetic engine oil and filter]

(Claim) Cause:

FULL YNTHETIC OIL CHANGE

(Claim) Correction:

PERFORMED FULL YNTHETIC OIL CH NGE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted] RAM 500 LT CREW CAB 4 4
Build Date	10/07/ 016	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/ 1/ 016
Claim Type	W Warranty	**Repair Date**	06/ 7/ 018
Claim Status	Paid	**Mileage (Miles)**	8,910

Expense

Labor	$ 61	**Sublet**	$41 09	**Part**	$50 00	**Total Paid**	$1 4 70

Dealer Information

Code	[redacted]	**Name**	VICTORVILLE MOTOR INC	**Zone**	71 LO ANGELE
Address	14617 CIVIC DR , VICTORVILLE, CA 9 94				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08141809	Sensor, wheel speed Anti lock brake ; rear left	14	BURNED OR BURNED OUT	04779981AC	EN OR	1		41 09	$ 61
A	95400140	Loaner Car ; Competitive Vehicle			04779981AC	EN OR	1		41 09	$50 00

RO Narratives

(RO) Customer Concern:

GUE T TATE THAT DA H DI PLAY ME AGED ERVICE AB PL CHECK ANDADVI E GUE T TATE WHILE DRIVING AND TOWING A FIFTH WHEEL THE BACK TIRE PRE URE WENT UP TO 9 P I GUE T TATE THAT WHEN TAKING OFF FROM A TOP THERE I A CHATTER FELTFROM UNDER THE VEHICLE PL CHECK AND ADVI E COURTE Y TRAN PORTATION PROVIDED CLEAN AND WITH A FULL TANK OF FUEL GUEST IS RESPONSIBLE FOR RETURNINGVEHICLE CLEAN AND FILLED WITH FUEL OUR FEE FOR DETAILING AND ANY FUELCHARGE I A FLAT RATE OF $50 PERFORM VEHICLE IN PECTION REPORT

(RO) Cause:

NA

(RO) Correction:

[redacted]VERIFIED THAT AB LIGHT AND TRACTIONCONTROL LIGHT WERE ON, CHECK FOR CODE ANDFOUND C00 7 1D ACTIVE, LEFT REAR WHEEL PEED EN OR CIRCUIT VOLTAGE IN PECTED LEFT REAR PEED EN OR AND FOUND OPEN CIRCUIT IN PEED EN OR WIRING AFTER CONNECTOR, REPLACE WHEEL PEED SEN OR ROAD TE TED VEHICLE AND VERIFIEDTHAT CODE WHEN TORED AND LIGHT AND INDICATORWA OFF REPLACE LEFT REAR WHEEL PEED ANTI LOCK BRAKE EN OR [redacted] PECTED TIRE PRE URE AND FOUNDTHAT BOTH REAR TIRE PRE URE WERE LIGHTLYOVER AT ABOUT [redacted] I ON BOTH ET TIREPRE URE TO [redacted] PECIFIED AMOUNT CAU EMIGHT BE DUE TO TRAILER WEIGHT, UN URE NOPROBLEM FOUND WITH EN OR ALL PA ED TMPTE T GUE T TATE [redacted] TED VEHICLE AND COULDN'TDUPLICATE CU TOMER CONCERN, IN PECTED DRIVELINE AND DIDN'T EE ING OF LOO E COMPONENT AND OR WEAR INDICATION , NO PROBLEM FOUND GUEST STATES COURTESY TRANSPORTATION PROVIDED CLEAN AND WITH AFULL TANK OF FUEL GUE TI RE PON IBLE FOR RETURNING VEHICLE CLEAN AND FILLED WITH FUEL OUR FEE FOR DETAILING ANDANY FUEL CHARGE I A FLATRATE OF $50 COURTE Y TRAN PORTATION PROVIDED CLEAN AND WITH A FULL TANK OF FUEL GUE TI RE PON IBLE FOR RETURNING VEHICLE CLEAN AND FILLED WITH FUEL OUR FEE FOR DETAILING AND ANY FUEL CHARGE I A FLAT RATE OF $50 [redacted] VEHICLE IN PECTION REPORT COMPLETED PERFORM VEHICLE IN PECTION REPORT ERC [redacted] PERFORM VEHICLE IN PECTION REPORT UBLET REPAIR

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

GUEST STATES THAT DASH DISPLAYS MESSAGED SERVICE ABS.

(Claim) Cause:

VERIFIED THAT ABS LIGHT AND TRACTION CONTROL LIGHTS WERE ON, CHECK FOR CODES A ND FOUND [redacted] ACTIVE, LEFT REAR WHEEL SPEED SENSOR CIRCUIT VOLTAGE. INSPEC TED LEFT REAR SPEED SENSOR AND FOUND OPEN CIRCUIT IN SPEED SENSOR WIRING.

(Claim) Correction:

AFTER CONNECTOR, REPLACE WHEEL SPEED SENSOR ROAD TESTED VEHICLE AND VERIFIED T HAT CODE WHEN STORED AND LIGHT AND INDICATOR WAS OFF.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 LONGHORN CREW CAB 4X4
Build Date	04/19/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	04/23/2018
Claim Type	W Warranty	**Repair Date**	06/27/2018
Claim Status	Paid	**Mileage (Miles)**	10,155

Expense

Labor	$23.18	**Sublet**	$182.56	**Part**	$0.00	**Total Paid**	$205.74

Dealer Information

Code	[redacted]	**Name**		**Zone**	66 ORLANDO
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08804420	Transmitter, Integrated Key FOB ; Transmitter keyless ignition - one or all	07	BINDS, STICKS, OR SEIZED	56046956AG	KEY FOB	1	X	182 56	$23 18

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
C/S KEY FOB IS INOP

(Claim) Cause:
REMOVE AND REPLACE

(Claim) Correction:
REMOVE AND REPLACE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	018	**Body**	[redacted] RAM 500 CREW CAB CHA I 4 4
Build Date	0 1 01	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06 6 01
Claim Type	K Road Read (PREPN)	**Repair Date**	06 7 01
Claim Status	Paid	**Mileage (Miles)**	1 6

Expense

Labor	$10 16	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$10 16

Dealer Information

Code	[redacted]	**Name**	THOM ON MOTOR CENTRE	**Zone**	66 ORL NDO
Address	158 WA HINGTON RD NE , THOM ON, GA 08 4				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	900040	Road Ready ; Ba ic Prep	NU	NEW VEHICLE PREP						$10 16

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

N

(RO) Correction

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern

NA

(Claim) Cause:

NA

(Claim) Correction:

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	018	**Body**	[redacted] RAM 500 LONGHORN CREW CAB 4 4
Build Date	10 04 017	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06/ 9/ 018
Claim Type	arrant	**Repair Date**	06 01
Claim Status	Paid	**Mileage (Miles)**	1

Expense

Labor	$19 1	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$19 1

Dealer Information

Code	[redacted]	**Name**	FLETCHER CHRY PRODUCT IN	**Zone**	4 DETROIT
Address	099 NORTH MORTON FR NKLIN IN 461 1				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	04 19N	Mirror, out ide rearview (power) ; Mirror Out ide Rear iew Left In pect		ERVICE ACTION						$19 1

RO Narratives

(RO) Customer Concern

PERFORM RRT [redacted] POINT COURTE Y IN PECTION

(RO) Cause:

(RO) Correction:

1 PERFORMED RRT 1 067 IN PECT LEFTOUT IDE MIRROR PERFORM REC LL 16 POINT COURTE Y IN PECTION

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern:

N

(Claim) Cause

N

(Claim) Correction

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 SLT CREW CAB 4X4
Build Date	10/27/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06/28/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	06/28/2018
Claim Status	Paid	**Mileage (Miles)**	43,365

Expense

Labor	$59.46	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$59.46

Dealer Information

Code	[redacted]	**Name**	SHERIDAN MOTOR INC	**Zone**	74 DENVER
Address	1858 COFFEEN AVE , SHERIDAN, WY 82801				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
B	18U61082	Safety Recall U61 - Reprogram Powertrain Control Module ; Inspect PCM Software Level and Perform Software Update	UC	UNCODABLE (NARRATIVE REQUIRED)						$19.82
A	19T79182	Safety Recall T79 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update	UC	UNCODABLE (NARRATIVE REQUIRED)						$39.64

RO Narratives

(RO) Customer Concern:

WARNING LIGHTS RECALL RECALL DODGE - OIL CHANGE, LUBE, & INSPECTION ROTATE TIRES -

(RO) Cause:

NA

(RO) Correction:

HER INSPECTION, FOUND LOOSE CONNECTOR FOR WHEEL SP

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 LONGHORN MEGA CAB 4X4
Build Date	04/27/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	08/28/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	06/28/2018
Claim Status	Paid	**Mileage (Miles)**	13,801

Expense

Labor	$45.30	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$45.30

Dealer Information

Code	[redacted]	**Name**		**Zone**	66 ORLANDO
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19U11182	Safety Recall U11 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update (2017 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$45.30

RO Narratives

(RO) Customer Concern:

U11 Safety Recall U11 - Brake Transmission Shift Interlock U 11 - BRAKE TRANSMISSION SHIFT INTERLOCK (Recall CSN 1) [redacted] CRACKED CLEARANCE LA (RRT 1) customer states abs light is on PERFORM OIL CHANGE, CHECK ALL FLUIDS. mopar warranty on the parts defective part

(RO) Cause:

RECALL U11, TEST AND INSPECT BCM SOFTWARE AND OPERATION OF BTSI. REPLACE AND REPROGRAM AS REQUIRED. DTC [redacted] CTIVE, ABS PUMP MOTOR CONTROL - GENERAL ELECTRICAL FAILURE. FOLLOWED DIAGNOSTIC PROCEDURE FOR DTC AND FOUND REPLACEMENT OF ABS MODULE/HCU REQUIRED. MAINTENANCE. [redacted] ACTIVE, ABS PUMP MOTOR CONTROL - GENERAL ELECTRICAL FAILURE. FOLLOWED DIAGNOSTIC PROCEDURE FOR DTC AND FOUND REPLACEMENT OF ABS MODULE/HCU REQUIRED.

(RO) Correction:

PERFORMED RECALL U11, BTSI FUNCTIONS NORMAL. FLASH REQUIRED. FLASHED [redacted] 4 hours PARTS ON ORDER Removed and replaced abs module as per service info. Bled brakes and attempted ABS brake initilization and abs bleed. ABS module off the bus and red on the topology. Moopar waranty replacemet ordered. OEM Oil & Filter Change 6.7L 14/18 Removed and replaced abs module as per service info. Bled brakes and attempted ABS brake initilization and abs bleed. ABS module off the bus and red on the topology. Moopar waranty replacemet ordered.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

U11 Safety Recall U11 - Brake Transmission Shift Interlock U 11 - BRAKE TRANSM

(Claim) Cause:

RECALL U11, TEST AND INSPECT BCM SOFTWARE AND OPERATION OF BTSI. REPLACE AND R

(Claim) Correction:

PERFORMED RECALL U11, BTSI FUNCTIONS NORMAL. FLASH REQUIRED. FLASHED [redacted]

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 LONGHORN MEGA CAB 4X4
Build Date	04/27/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	08/28/2017
Claim Type	W - Warranty	**Repair Date**	06/28/2018
Claim Status	Paid	**Mileage (Miles)**	13,801

Expense

Labor	$90.60	**Sublet**	$936.75	**Part**	$0.00	**Total Paid**	$1,027.35

Dealer Information

Code	[redacted]	**Name**		**Zone**	66 ORLANDO
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	ML	CHECK ENGINE/SERVICE ENGINE SO	68143491AA	CONTROL	1	X	637.42	$0.00
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	ML	CHECK ENGINE/SERVICE ENGINE SO	68347098AB	MODULE	1		273.98	$0.00
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	ML	CHECK ENGINE/SERVICE ENGINE SO	04318080AD	FLUID	2		25.35	$0.00
A	08191002	Module, anti-lock brake control ; All others			68143491AA	CONTROL	1	X	637.42	$67.95
A	08191002	Module, anti-lock brake control ; All others			68347098AB	MODULE	1		273.98	$67.95
A	08191002	Module, anti-lock brake control ; All others			04318080AD	FLUID	2		25.35	$67.95
A	08191063	Module, anti-lock brake control ; 6.7L diesel equipped			68143491AA	CONTROL	1	X	637.42	$22.65
A	08191063	Module, anti-lock brake control ; 6.7L diesel equipped			68347098AB	MODULE	1		273.98	$22.65
A	08191063	Module, anti-lock brake control ; 6.7L diesel equipped			04318080AD	FLUID	2		25.35	$22.65

RO Narratives

(RO) Customer Concern:

U11 Safety Recall U11 - Brake Transmission Shift Interlock U 11 - BRAKE TRANSMISSION SHIFT INTERLOCK (Recall CSN 1) [redacted] CRACKED CLEARANCE LA (RRT 1) customer states abs light is on PERFORM OIL CHANGE, CHECK ALL FLUIDS. mopar warranty on the parts defective part

(RO) Cause:

RECALL U11, TEST AND INSPECT BCM SOFTWARE AND OPERATION OF BTSI. REPLACE AND REPROGRAM AS REQUIRED. [redacted] ACTIVE, ABS PUMP MOTOR CONTROL - GENERAL ELECTRICAL FAILURE. FOLLOWED DIAGNOSTIC PROCEDURE FOR

DTC AND FOUND REPLACEMENT OF ABS MODULE/HCU REQUIRED. MAINTENANCE. [redacted] ACTIVE, ABS PUMP MOTOR CONTROL - GENERAL ELECTRICAL FAILURE. FOLLOWED DIAGNOSTIC PROCEDURE FOR DTC AND FOUND REPLACEMENT OF ABS MODULE/HCU REQUIRED.

(RO) Correction:

PERFORMED RECALL U11, BTSI FUNCTIONS NORMAL. FLASH REQUIRED. FLASHED BCM [redacted] PARTS ON ORDER Removed and replaced abs module as per service info. Bled brakes and attempted ABS brake initilization and abs bleed. ABS module off the bus and red on the topology. Moopar waranty replacemet ordered. OEM Oil & Filter Change 6.7L 14/18 Removed and replaced abs module as per service info Bled brakes and attempted ABS brake initilization and abs bleed ABS module off the bus and red on the topology. Moopar waranty replacemet ordered.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

customer states abs light is on

(Claim) Cause:

[redacted] ACTIVE, ABS PUMP MOTOR CONTROL - GENERAL ELECTRICAL FAILURE. FOLL

(Claim) Correction:

Removed and replaced abs module as per service info. Bled brakes and attempted

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 ST CREW CAB 4X4
Build Date	07/13/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	09/28/2017
Claim Type	W - Warranty	**Repair Date**	06/29/2018
Claim Status	Paid	**Mileage (Miles)**	12,879

Expense

Labor	$91.49	**Sublet**	$255.65	**Part**	$0.00	**Total Paid**	$347.14

Dealer Information

Code	[redacted]	**Name**		**Zone**	66 ORLANDO
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08191002	Module, anti-lock brake control ; All others	14	BURNED OR BURNED OUT	68347098AB	MODULE	1	X	255.65	$68.62
A	08191063	Module, anti-lock brake control ; 6.7L diesel equipped			68347098AB	MODULE	1	X	255.65	$22.87

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES ABS/TRAC LIGHTS ARECOMING ON WHEN GOING OVER BUMPS OR BUMPY ROADS...CK/ADV AUTONATION CHRYSLER LOANER CUSTOMER DECLINED TO HAVE VEHICLE SAFETY CONDITION INSPECTION PERFORMED THIS VISIT

(RO) Cause:

.

(RO) Correction:

[redacted]ABS/ TRACTION CONTROL VERIFIED STOREDFAULTS FOR R/F WHEEL SPEED SENSOR CIRCUIT.CHECKED HISTORY, SENSOR HAS BEEN REPLACED.INTERMITTENT FAULT, CHECKED RESISTANCE OFCIRCUIT FROM ABS CONTROL MODULE TO SENSOR,LESS THAN 5 OHMS ON BOTH CIRCUITS. CHECKED INLINE CONNECTORS FOR LOOSE OR FRACTURED PINS,CHECKED OK AT BOTH INLINE CONNECTORS.REASSEMBLED CONNECTIONS AND PERFORMED WIGGLETEST ON HARNESS FROM SENSOR BACK WHILEMONITORING FOR FAULT TO RETURN, AT ABS MODULEWIGGLING HARNESS FAULT RETURNED, CHECKEDCONNECTOR AGAIN AT ABS MODULE, ALL APPEARSNORMAL. PER TESTS REPLACED AND PROGRAMMED ABSMODULE, TEST DROVE OVER RAILROAD TRACKS TOVERIFY REPAIR DEFAULT AUTONATION CHRYSLER LOANER CUSTOMER DECLINED TO HAVEVEHICLE SAFETY CONDITION INSPECTION PERFORMED THISVISIT CUSTOMER DECLINED TO HAVEVEHICLE SAFETY CONDITIONINSPECTION PERFORMED THIS VISIT

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES ABS/TRAC LIGHTS ARE COMING ON WHEN GOING OVER BUMPS OR BUMPY R OADS...CK/ADV

(Claim) Cause:

ABS/ TRACTION CONTROL

(Claim) Correction:

VERIFIED STORED FAULTS FOR R/F WHEEL SPEED SENSOR CIRCUIT. CHECKED HISTORY, SE NSOR HAS BEEN REPLACED. INTERMITTENT FAULT, CHECKED RESISTANCE OF CIRCUIT FROM ABS CONTROL MODULE TO SENSOR, LESS THAN 5 OHMS ON BOTH CIRCUITS. CHECKED IN L INE CONNECTORS FOR LOOSE OR FRACTURED PINS, CHECKED OK AT BOTH INLINE CONNECTO RS. REASSEMBLED CONNECTIONS AND PERFORMED WIGGLE TEST ON HARNESS FROM SENSOR B ACK WHILE MONITORING FOR FAULT TO RETURN, AT ABS MODULE WIGGLING HARNESS FAULT RETURNED, CHECKED CONNECTOR AGAIN AT ABS MODULE, ALL APPEARS NORMAL. PER TEST S REPLACED AND PROGRAMMED ABS MODULE, TEST DROVE OVER RAILROAD TRACKS TO VERIF Y REPAIR

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - RAM 2500 POWER WAGON CREW CAB
Build Date	10/24/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	03/26/2018
Claim Type	W - Warranty	**Repair Date**	06/30/2018
Claim Status	Paid	**Mileage (Miles)**	5,254

Expense

Labor	$360.00	**Sublet**	$15.75	**Part**	$630.00	**Total Paid**	$1,005.75

Dealer Information

Code	[redacted]	**Name**		**Zone**	71 LOS ANGELES
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
B	08808401	Switch/sensor, brake pedal	48	GROUNDED OR SHORTED	68078700AE	SENSOR	1	X	15.75	$48.00
B	95400141	Loaner Car ; Standard Line Vehicles			68078700AE	SENSOR	1	X	15.75	$630.00
C	85412001	Transmission Mechanical, Trouble Not Found ; Unusual Transmission Noise	OD							$60.00
E	85418701	Audio, Video and Telematics Components,Trouble Not Found ; Radio	OD							$48.00
D	85418803	Security/Convenience Systems,Trouble Not Found ; Park Assist / Blind Spot System / Backup Camera	OD							$96.00
A	85418809	Security/Convenience Systems,Trouble Not Found ; Power Locks	OD							$108.00

RO Narratives

(RO) Customer Concern:

CUST STATES THAT WHEN PARKED ON A VERY SLIGHT INCLINE, THE GEAR SELECTOR IS EXTREMELY HARD TO GET OUT OF GEAR. CUST HAD TO USE HIS BODY WEIGHT PULLING TO GET IT OUT OF GEAR CUST STATES THAT THE DRIVERS MIRRORAND PASSENGER MIRROR WILL DROP DOWNIN CHILD VISION MODE WHILE DRIVING CUST STATES THAT WHEN DRIVING AND COMING TO A STOP AT SPEEDS OF 15 TO25 MPH THE TRANS WILL CLUNK OR THUDNOISE WHEN IT HITS THE LOWER GEARS OR WILL MAKE THE SAME NOISE WHEN GES CUST STATES THAT WHILE DRIVING AND ON AND OFF THE ACCELERATION THE 4WDSHIFTER WILL MOVE BACK AND FORTH EXCESSIVELY CUST STATES THAT THE R\F PARK SENSOR WILL ILLUMINATE WHILE DRIVING CUST STATES THAT THE FRONT WIPER SENSOR DISPLAYS ON DASH WHILE DRIVING CUST STATES THAT THE BACK UP CAMERAWILL ILLUMINATE WHILE DRIVING AND WILL SHUT OFF WHEN ACTUALLY TRYING TO USE IT CUST STATES THAT THE APP SCREEN ON HIS RADIO WILL GO DIM AS SO MUCH ASNOT BEING ABLE TO SEE THAT SCREEN WHILE DRIVING CUST STATES THAT THE AUTO HEADLIGHTFEATURE DOES NOT WORK AT TIMES. WHEN GOING TO THE TRUCK WHEN DARK IT'S INOP HAS TO SWITCH TO MANUAL MODE CUST OPEN UP A CAIR CASE ..SEE DAVE...CAIR#[redacted]RENTAL CAR PROVIDED..SEE LINE J

(RO) Cause:

. . . . . .

(RO) Correction:

[redacted] INSPECTED VEHICLE VERIFIED CONCERNCONTACTED STAR CASE[redacted]FOLLOWED STARINSTRUCTIONS CHECKED K321 Z911 ALL PASSCHECKED POWER AND GROUND TO BTSI SWITCH OKMONITORED SCAN TOOL WHILE WATCH BTSI SWITCHOUTPUT FOUND SWITCH NOT OPERATING AS DESIGNEDINTERNAL FAILURE NEC TO REPLACE BTSI SWITCHRETEST

OK QC PASS DEALING WITH CORP, [CUSTOMER STATES DONT WANT VEHICLE BACK TILL FIXED IF ANY CONCERNS CALL CHRYSLER CORP THEY ARE HANDELING THE ISSSUES.] MISCELLANEOUS [redacted]PERFORMED DTC MODULE SCAN AND CHECKEDFOR UPDATES NON FOUND TEST DROVE UNABLE TODUPLICATE QC TEST DROVE UNABLE TO DUPLICATECONTACTED STAR ASSIST OPENED CASE UNABLE TOVERIFY ELECTRICAL MINOR [redacted]PERFORMED DTC MODULE SCAN AND CHECKEDFOR UPDATES NON FOUND UNABLE TO DUPLICATECUSTOMER CONCERN AT THIS TIME QC TEST DROVEUNABLE TO DUPLICATE Maintenance [redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUST STATES THAT THE APP SCREEN ON HIS RADIO WILL GO DIM AS SO MUCH AS NOT BE CUST STATES THAT THE DRIVERS MIRROR AND PASSENGER MIRROR WILL DROP DOWN IN CH CUST STATES THAT THE R\F PARK SENSOR WILL ILLUMINATE WHILE DRIVING CUST STATES THAT WHEN DRIVING AND COMING TO A STOP AT SPEEDS OF 15 TO 25 MPH CUST STATES THAT WHEN PARKED ON A VERY SLIGHT INCLINE, THE GEAR SELECTOR IS E ILD VISION MODE WHILE DRIVING ING ABLE TO SEE THAT SCREEN WHILE DRIVING THE TRANS WILL CLUNK OR THUD NOISE WHEN IT HITS THE LOWER GEARS OR WILL MAKE XTREMELY HARD TO GET OUT OF GEAR. CUST HAD TO USE HIS BODY WEIGHT PULLING TO GET IT OUT OF GEAR THE SAME NOISE WHEN GES

(Claim) Cause:

OPERATING AS DESIGNED OPERATING AS DESIGNED OPERATING AS DESIGNED SHORTED

(Claim) Correction:

PERFORMED DTC MODULE SCAN AND CHECKED FOR UPDATES NON FOUND UNABLE TO DUPLICA PERFORMED DTC MODULE SCAN AND CHECKED FOR UPDATES NON FOUND UNABLE TO DUPLICA PERFORMED DTC MODULE SCAN AND CHECKED FOR UPDATES NON FOUND TEST DROVE UNABLE TE CUSTOMER CONCERN AT THIS TIME QC TEST DROVE UNABLE TO DUPLICATE INSPECTED VEHICLE VERIFIED CONCERN CONTACTED STAR CASE [redacted]FOLLOWED STAR PERFORMED DTC MODULE SCAN AND CHECKED FOR UPDATES NON FOUND UNABLE TO DUPLICA TE CUSTOMER CONCERN AT THIS TIME QC TEST DROVE UNABLE TO DUPLICATE TO DUPLICATE QC TEST DROVE UNABLE TO DUPLICATE CONTACTED STAR ASSIST OPENED C INSTRUCTIONS CHECKED [redacted]ALL PASS CHECKED POWER AND GROUND TO BTSI SWI ASE UNABLE TO VERIFY TE CUSTOMER CONCERN AT THIS TIME QC TEST DROVE UNABLE TO DUPLICATE TCH OK MONITORED SCAN TOOL WHILE WATCH BTSI SWITCH OUTPUT FOUND SWITCH NOT OP ERATING AS DESIGNED INTERNAL FAILURE NEC TO REPLACE BTSI SWITCH RETEST OK QC PASS

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted] R M 00 L R MIE CRE C B 4 4
Build Date	06 017	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11 7 017
Claim Type	arrant	**Repair Date**	0 0 018
Claim Status	Paid	**Mileage (Miles)**	10 9 6

Expense

Labor	$41 74	**Sublet**	$40 0	**Part**	$0 00	**Total Paid**	$ 1 76

Dealer Information

Code	[redacted]	**Name**	DODGE OF INTER H EN	**Zone**	66	ORL NDO	
Address	99 YPRE G RDEN BL D INTER H EN FL 33880						

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	0 0 096	Lamp Clearance Lamp learance Replace ll		ER ICE TION	6 61677 C	L MP			40 0	$41 74

RO Narratives

(RO) Customer Concern

N

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

[redacted] Reprogram Powertrain Control Module**

(Claim) Cause

L MP

(Claim) Correction

109 6 PERFORMED HRY LER RE LL PER M NUF TURER IN TRU TION [redacted]

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted] R M 00 L R MIE CRE C B 4 4
Build Date	06 017	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11 7 017
Claim Type	afet (Recall)	**Repair Date**	07 0 01
Claim Status	Paid	**Mileage (Miles)**	10,976

Expense

Labor	$ 0 7	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$ 0 7

Dealer Information

Code	[redacted]	**Name**	DODGE OF INTER H EN	**Zone**	66 ORL NDO
Address	99 CYPRE GARDEN BLVD , WINTER HAVEN, FL 880				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U6108	afet Recall U61 Reprogram Powertrain Control Module In pect PCM oftware Le el and Perform oftware Update	UC	UNCOD BLE (NARRATIVE REQUIRED)						$ 0 87

RO Narratives

(RO) Customer Concern

NA

(RO) Cause:

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

[redacted] Reprogram Powertrain Control Module**

(Claim) Cause

U61

(Claim) Correction

[redacted] PERFORMED CHRY LER RE LL PER M NUF CTURER IN TRUCTION In pect PC

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted] R M 00 T CRE C B 4 4
Build Date	06 09 01	**Plant**	LTILLO TRU K EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	07 1 017
Claim Type	arrant	**Repair Date**	0 0 018
Claim Status	Paid	**Mileage (Miles)**	451

Expense

Labor	$0 00	**Sublet**	$0 00	**Part**	$ 9 0	**Total Paid**	$ 9 0

Dealer Information

Code	[redacted]	**Name**	IEMEN DO UTO ELE TRONI	**Zone**	4	DETROIT
Address	100 ELE TRONI BL D HUNT ILLE L 358 4					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	08600 0	Radio Telematic Gate a M dule Exchange unit	U	UNCOD BLE (N RR TI E REQUIRED)	8365 10 B	R DIO	1		0 00	$0 00
	9508600	upplier Radi Repair Pa ment			8365 10 B	R DIO	1		0 00	$89 30

RO Narratives

(RO) Customer Concern

N

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

N

(Claim) Cause

N

(Claim) Correction

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - RAM 3500 LARAMIE CREW CAB 4X4
Build Date	01/26/2018	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	04/27/2018
Claim Type	W - Warranty	**Repair Date**	07/03/2018
Claim Status	Paid	**Mileage (Miles)**	15,026

Expense

Labor	$89.90	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$89.90

Dealer Information

Code	[redacted]	**Name**	GOLLING CHRYSLER JEEP DODGE, INC.	**Zone**	42 DETROIT
Address	2405 S TELEGRAPH RD , BLOOMFIELD HILLS, MI 48302				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85412702	Suspension, Trouble Not Found ; Front Suspension	OD							$44.95
B	85418701	Audio, Video and Telematics Components,Trouble Not Found ; Radio	OD							$44.95

RO Narratives

(RO) Customer Concern:

C/S DASH READS PAYLOAD OVER LIMIT WHEN THE TRAILER IS EMPTY. SUSPENSION HEIGHT DUE TO PAYLOAD. PERFORM INSPECTION ON VEHICLE AND CHECK FOR SOFTWARE UPDATES FRONT MID AND LEFT SPEAKERS ARE DEAD.VR BUTTON NEXT TO PHONE IS INOP.ALL INTERMITTEN.THEN BLUETOOTH.

(RO) Cause:

COULD NOT DUPLICATE CUSTOMER CONCERN DUE TO LACK OF ACCESS TO CUSTOMERS TRAILER. CHECKED FOR DTCS AND FOUND ACTIVE DTC [redacted] HEIGHT SYSTEM CALIBRATION PERFORMANCE. PERFORM VISUAL INSPECTION UNABLE TO VERIFY CUSTOMER CONCERN AT THIS TIME. THE FRONT MIDDLE AND LEFT SPEAKERS ARE WORKING PROPERLY AT THIS TIME. CHECKED FOR DTCS AND DID NOT FIND ANY. CHECKED FOR SERVICE BULLETINS AND DID NOT FIND ANYTHING. RADIO SOFTWARE IS UP TO DATE. INSPECTED SPEAKERS FOR LOOSE CONNECTIONS, OR SPREAD OR BACKED OUT TERMINALS AND DID NOT FIND ANY ISSUE. WIGGLE TESTED WITH SPEAKERS IN OPERATION AND SPEAKER DID NOT LOOSE CONNECTION. ALSO COULD NOT VERIFY AND VR CONCERNS. VR WORKED PROPERLY EVERY TIME I HIT THE BUTTON. DID NOT HAVE ANY MICROPHONE RELATED DTCS

(RO) Correction:

PERFORMED THE WRITE SUSPENSION HEIGHT VALUES PROCEDURE AND PERFORMED RIDE HEIGHT SENSOR CHECK PROCEDURE AND WAS SUCCESSFUL. PERFORMED SYSTEM AIR MASS AND COMPONENT CHECK PROCEDURE AND SYSTEM PASSED. VERIFIED ALL DTCS SET TO STORED. CYCLED AIR SUSPENSION UP AND DOWN AND VERIFIED PROPER OPERATION WITH NO ACTIVE DTCS. CANNOT VERIFY REPAIRS FOR THE TRAILER WITHOUT THE TRAILER. REC CUSTOMER RETURN IF ISSUE OCCURS WITH THE TRAILER AGAIN FINISHED INSPECTION NO PROBLEM FOUND AT THIS TIME

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C/S DASH READS PAYLOAD OVER LIMIT WHEN THE TRAILER IS EMPTY. SUSPENSION HEIGHT FRONT MID AND LEFT SPEAKERS ARE DEAD.VR BUTTON NEXT TO PHONE IS INOP.ALL INTER

(Claim) Cause:

COULD NOT DUPLICATE CUSTOMER CONCERN DUE TO LACK OF ACCESS TO CUSTOMERS TRAILE UNABLE TO VERIFY CUSTOMER CONCERN AT THIS TIME. THE FRONT MIDDLE AND LEFT SPEA

(Claim) Correction:

NO PROBLEM FOUND AT THIS TIME PERFORMED THE WRITE SUSPENSION HEIGHT VALUES PROCEDURE AND PERFORMED RIDE HEIG

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 3500 LARAMIE MEGA CAB 4X4
Build Date	02/08/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/08/2017
Claim Type	W - Warranty	**Repair Date**	07/05/2018
Claim Status	Paid	**Mileage (Miles)**	15,702

Expense

Labor	$148.27	**Sublet**	$235.20	**Part**	$0.00	**Total Paid**	$383.47

Dealer Information

Code	[redacted]	**Name**	SPORT DODGE	**Zone**	35 WASHINGTON
Address	6831 BLACK HORSE PIKE , EGG HARBOR TOWNSHIP, NJ 08234				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08191002	Module, anti-lock brake control ; All others	ML	CHECK ENGINE/SERVICE ENGINE SO	68347098AB	MODULE	1	X	235.20	$63.55
A	08191063	Module, anti-lock brake control ; 6.7L diesel equipped			68347098AB	MODULE	1	X	235.20	$21.18
A	23000301	Fasteners/screws/push pins/retainers - Interior			68347098AB	MODULE	1	X	235.20	$21.18
A	23000301	Fasteners/screws/push pins/retainers - Interior			68347098AB	MODULE	1	X	235.20	$21.18
A	23000301	Fasteners/screws/push pins/retainers - Interior			68347098AB	MODULE	1	X	235.20	$21.18

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES WHEN YOU RELEASE THE EMERGENCY BRAKE THE WARNING LIGHT STILL STAYS ON. CUSTOMER STATES THE TRACTION CONTROL LIGHT IS ON.

(RO) Cause:

.

(RO) Correction:

MODULE/CONTROL, ANTI-LOCKBRAKE-Replace (A) PROGRAM MODULE RFHUB UPDATE REFER TO LINE A REFER

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES WHEN YOU RELEASE THE EMERGENCY BRAKE , THE WARNING LIGHT STILL STAYS ON

(Claim) Cause:

SCAN TEST, [redacted] NTERNAL ELECTRONIC FAILURE PF ANTILOCK BRAKE MODULE.

(Claim) Correction:

REPLACED ABS MODULE, CLEARED CODES, INITIATED ABS 3 TIMES TIL IT TOOK 3 OF 4 TORQUE SCREWS IN ABS HYDRAULIC UNIT WOULD NOT COME OUT. HAD TO WORK THEM SLOW LY TO AVOID BREAKING IN HOUSING. ROAD TESTED 5 MILES, OK

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 2500 ST CREW CAB 4X4
Build Date	0 / 0/ 018	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	07/23/2018
Claim Type	afety (Recall)	**Repair Date**	07/05/ 018
Claim Status	Paid	**Mileage (Miles)**	18

Expense

Labor	$40 47	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$40 47

Dealer Information

Code	[redacted]	**Name**	TANLEY LYND AUTOPLE ,LLC	**Zone**	6 DALLA
Address	08 N FANNIN AVE , CAMERON, T 765 0				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U61083	afety Recall U61 Reprogram Powertrain Control Module ; In pect PCM Software Level and Perform oftware Update (018 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$40 47

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 3500 ST CREW CAB 4X4
Build Date	02/03/2018	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06/21/2018
Claim Type	afety (Recall)	**Repair Date**	07/06/ 018
Claim Status	Paid	**Mileage (Miles)**	96

Expense

Labor	$35 81	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$35 81

Dealer Information

Code	[redacted]	**Name**	COLORADO SPRINGS DODGE	**Zone**	74 DENVER
Address	7455 AU TIN BLUFF PKWY , COLORADO PRING , CO 809				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U61083	Safety Recall U61 Reprogram Powertrain Control Module ; In pect PCM Software Level and Perform oftware Update (018 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$35 81

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES HAS FLOOR MATS HEREFOR INSTALL CUSTOMER STATES INSTALL CRHOME WHEEL TO WHEEL RUNNING BOARDS Moved to [redacted] Line B Moved to [redacted] Line A CUSTOMER STATES HAS U61 RECALL

(RO) Cause:

(RO) Correction:

96 IN TALLED MOPAR RUBBER FLOOR MAT ACCE ORIE 96 00 IN TALLED WHEEL TO WHEEL TEP ACCE ORIE Moved to [redacted] Line B SPLIT RO DO NOT USE Moved to [redacted] Line A SPLIT RO DO NOT USE 296 FAULTY PCM PROGRAM 0 FLA H UPDATED PCM RECALL

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 2500 LARAMIE CREW CAB 4X4
Build Date	06/08/2018	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	08/27/2018
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	07/06/2018
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$102.72	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$102.72

Dealer Information

Code	[redacted]	**Name**		**Zone**	35 WASHINGTON
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$102.72

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	01	**Body**	[redacted] R M 00 T REG C B 4 4
Build Date	09 017	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11 7 017
Claim Type	afet (Recalls)	**Repair Date**	0 06 018
Claim Status	Paid	**Mileage (Miles)**	13 858

Expense

Labor	$40	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$40

Dealer Information

Code	[redacted]	**Name**	YNE ILLE CHRY LER DODGE JEEP	**Zone**	66 ORL NDO
Address	80 HY TT REEK RD YNE ILLE N 8 86				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	19U11185	afet Recall U11 Brake Transmissi n hift Interl ck Inspect Brake Tran mi ion hift Interlock (BT I) Functi nalit and Perf rm B M oftware Update (01 Model Year Onl)	U	UN OD BLE (N RR TI E REQUIRED)						$40 8

RO Narratives

(RO) Customer Concern

E PRE L NE DIE EL OIL CH NGE (6 TE E) E PRE L NE TIRE ROT TION (6 TE E) CU T REQUE T NE FUEL FILTER (56 TE E) PERFORM MULTI POINT EHI LE IN PE TION (56 TE E)

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

N

(Claim) Cause

N

(Claim) Correction

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 ST CREW CAB 4X4
Build Date	10/20/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	04/17/2017
Claim Type	W - Warranty	**Repair Date**	07/06/2018
Claim Status	Paid	**Mileage (Miles)**	20,817

Expense

Labor	$139.30	**Sublet**	$546.52	**Part**	$0.00	**Total Paid**	$685.82

Dealer Information

Code	[redacted]	**Name**	KONA AUTO CENTER INC	**Zone**	71 LOS ANGELES
Address	76-6353 KUAKINI HIGHWAY , KAILUA-KONA, HI 96740				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	ML	CHECK ENGINE/SERVICE ENGINE SO	68143491AA	CONTROL	1	X	546.52	$139.30

RO Narratives

(RO) Customer Concern:

DODGE APPOINTMENT SERVICE CONTRACT GOLD SERVICE, CHANGE OIL AND OIL CUSTOMER REQUEST OR OKAY TO DO BOTH DIESEL FUEL FI ENGINE LIGHT DUTY (CHRYSLER)CUSTOMER STATES DRIVEABILITY (CHRYSLER)

(RO) Cause:

NA

(RO) Correction:

REPLACED BOTH FUEL FILTERS, NOTICED SOME RUST IN R

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES SERVICE TRAILER BRAKING SYSTEM

(Claim) Cause:

VERIFIED SERVICE TRAILER LIGHT ON. PULLED DTCS, FO ND [redacted] BRAKE PRESSURE SENSOR 1 - SIGNAL BIAS LEVEL OUT OF RANGE / ZERO ADJUSTMENT FAILURE. [redacted] NVALID DATA RECI9EVED FROM ABS CONTROL M OD LE "A". CLEARED DTCS, [redacted] DID NOT RETURN, POS SIBLE INTERMITTANT DTC, HOWE VER ABS DTC MAY BE TRI GGERING IT TO COME ON. [redacted] NSPECTED FOR ANY BRAKE CONTAMINANTS, OK, NO PINC HED/DAMAGED LIN ES, OK. MONITORED PRIMARY BRAKE CIRCUIT PRESSURE W HILE ENGINE ON, SCAN TOOL READING -9 PSI

(Claim) Correction:

REPLACED ICU

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 ST CREW CAB 4X4
Build Date	10/20/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	04/17/2017
Claim Type	W - Warranty	**Repair Date**	07/06/2018
Claim Status	Paid	**Mileage (Miles)**	20,817

Expense

Labor	$0.00	**Sublet**	$12.30	**Part**	$0.00	**Total Paid**	$12.30

Dealer Information

Code	[redacted]	**Name**	KONA AUTO CENTER INC	**Zone**	71 LOS ANGELES
Address	76-6353 KUAKINI HIGHWAY , KAILUA-KONA, HI 96740				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	ML	CHECK ENGINE/SERVICE ENGINE SO	04549625AE	FLUID	1	X	12.30	$0.00

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES SERVICE TRAILER BRAKING SYSTEM

(Claim) Cause:

VERIFIED SERVICE TRAILER LIGHT ON. PULLED DTCS. FO ND [redacted] BRAKE PRESSURE SENSOR 1 - SIGNAL BIAS LEVEL OUT OF RANGE / ZERO ADJUSTMENT FAILURE. [redacted] INVALID DATA RECI9EVED FROM ABS CONTROL M OD LE "A". CLEARED DTCS. [redacted] DID NOT RETURN, POS SIBLE INTERMITTANT DTC, HOWE VER ABS DTC MAY BE TRI GGERING IT TO COME ON. [redacted] INSPECTED FOR ANY BRAKE CONTAMINANTS, OK, NO PINCHED/DAMA GED LIN ES, OK. MONITORED PRIMARY BRAKE C IRCUIT PRESSURE W HILE ENGINE ON, SCAN TO OL READING [redacted]. DIAG STA TES TO REPLAC E ICU (INTEGRATED CONTROL UNIT) AND R CHE CK.

(Claim) Correction:

REPLACED ICU, FOUND ABS MODULE NO RESPONSE. PLUGGE D OLD BACK IN, RESPONDS. DEFECTIVE ABS MODULE. WIL L NEED TO REPLACE. BLED HYDRAULIC UNIT AND BLED BR AKES WITH OLD MODULE SO CUST CAN TAKE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 LONGHORN MEGA CAB 4X4
Build Date	04/27/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	08/28/2017
Claim Type	W - Warranty	**Repair Date**	07/06/2018
Claim Status	Paid	**Mileage (Miles)**	13,804

Expense

Labor	$124.58	**Sublet**	$652.70	**Part**	$0.00	**Total Paid**	$777.28

Dealer Information

Code	[redacted]	**Name**		**Zone**	66 ORLANDO
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	ML	CHECK ENGINE/SERVICE ENGINE SO	68143491AA	CONTROL	1	X	637.42	$124.58
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	ML	CHECK ENGINE/SERVICE ENGINE SO	04318080AD	FLUID	2		15.28	$124.58

RO Narratives

(RO) Customer Concern:

customer states abs light is on, PERFORM COMPLETE MULTI-POINT INSPECTION

(RO) Cause:

CONFIRMED CUSTOMER CONCERN, ABS AND TRAC LIGHTS ARE ACTIVE WITH C0020. CHECKED FOR SOFTWARE UPDATES TO POSSIBLY CORRECT CUSTOMER CONCERN. NO UPDATES AVAILIBLE. FOLLOWED DIAGNOSTIC PROCEDURE FOR DTC AND FOUND REPLACEMENT OF THE HCU AS ASSEMBLY REQUIRED. ORDERED AND INSTALLED NEW HCU ASSEMBLY WITH PRE-ATTACHED ABS MODULE. INSTALLED MODULE AND BLED BRAKES AND ATTEMPTED TO INITILIZE ABS AND ABS MODULE APPEARED RED ON SCAN TOOL TOPOLOGY AND WOULD NOT COMMUNICATE. TESTED BOTH B+ SUPPLYS AND BOTH GROUNDS ANS FOUND ALL OKAY. TESTED IGN. RUN START AND FOUND 12V PRESENT. TESTED CAN + AND - AND FOUND BOTH PRESENT AT CONNECTOR. PLUGGED IN ORIGINAL ABS MODULE AND ABS MODULE APPEARS BACK ON TOPOLOGY. MOPAR PARTS WARRANTY NEW HCU WITH PRE-ATTACHED ABS MODULE ORDERED AND INSTALLED. SAME ISSUE OF ABS MODULE APPEARING RED ON TOPOLOGY. INSTALLED NEW ABS MODULE IN A LIKE VEHICLE AND SAME CONDITION PRESENT. REMOVED AND REPALCED ABS MODULE HALF OF ASSEMBLY AND RE-TESTED. ABS MODULE REPLACED AND ABS NOW APPEARS TO BE COMMUNICATING. PERFORMED ABS INITILIZATION, BRAKE PEDAL CALIBRATION AND ABS BLEED. TEST DROVE AND VERRIFIED CUSTOMER CONCERN CORRECTED.

(RO) Correction:

ORDERED AND INSTALLED NEW HCU ASSEMBLY WITH PRE-ATTACHED ABS MODULE. INSTALLED MODULE AND BLED BRAKES AND ATTEMPTED TO INITILIZE ABS AND ABS MODULE APPEARED RED ON SCAN TOOL TOPOLOGY AND WOULD NOT COMMUNICATE. TESTED BOTH B+ SUPPLYS AND BOTH GROUNDS ANS FOUND ALL OKAY. TESTED IGN. RUN START AND FOUND 12V PRESENT. TESTED CAN + AND - AND FOUND BOTH PRESENT AT CONNECTOR. PLUGGED IN ORIGINAL ABS MODULE AND ABS MODULE APPEARS BACK ON TOPOLOGY. MOPAR PARTS WARRANTY NEW HCU WITH PRE-ATTACHED ABS MODULE ORDERED AND INSTALLED. SAME ISSUE OF ABS MODULE APPEARING RED ON TOPOLOGY. INSTALLED NEW ABS MODULE IN A LIKE VEHICLE AND SAME CONDITION PRESENT. REMOVED AND REPALCED ABS MODULE HALF OF ASSEMBLY AND RE-TESTED. ABS MODULE REPLACED AND ABS NOW APPEARS TO BE COMMUNICATING. PERFORMED ABS INITILI

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES ABS LIGHT IS ON,

(Claim) Cause:

CONFIRMED CUSTOMER CONCERN, ABS AND TRAC LIGHTS ARE ACTIVE WITH [redacted] CHECKE D FOR SOFTWARE UPDATES TO POSSIBLY CORRECT CUSTOMER CONCERN. NO UPDATES AVAIL IBLE. FOLLOWED DIAGNOSTIC PROCEDURE FOR DTC AND FOUND REPLACEMENT OF THE HCU AS ASSEMBLY REQUIRED. ORDERED AND INSTALLED NEW HCU ASSEMBLY WITH PRE-ATTACH ED ABS MODULE. INSTALLED MODULE AND BLED BRAKES AND ATTEMPTED TO INITILIZE AB S AND ABS MODULE APPEARED RED ON SCAN TOOL TOPOLOGY AND WOULD NOT COMMUNICAT E. TESTED BOTH B+ SUPPLYS AND BOTH GROUNDS ANS FOUND ALL OKAY. TESTED IGN. RU N START AND FOUND 12V PRESENT. TESTED CAN + AND - AND FOUND BOTH PRESENT AT C ONNECTOR PLUGGED IN ORIGINAL ABS MODULE AND ABS MODULE APPEARS BACK ON TOPO LOGY MOPAR PARTS WARRANTY NEW HCU WITH PRE-ATTACHED ABS MODULE ORDERED AND I NSTALLED. SAME ISSUE OF ABS MODULE APPEARING RED ON TOPOLOGY. INSTALLED NEW A BS MODULE IN A LIKE VEHICLE AND SAME CONDITION PRESENT. REMOVED AND REPALCED ABS MODULE HALF OF ASSEMBLY AND RE-TESTED. ABS MODULE REPLACED AND ABS NOW A PPEARS TO BE COMMUNICATING. PERFORMED ABS INITILIZATION, BRAKE PEDAL CALIBRAT ION AND ABS BLEED. TEST DROVE AND VERRIFIED CUSTOMER CONCERN CORRECTED

(Claim) Correction:

ORDERED AND INSTALLED NEW HCU ASSEMBLY WITH PRE-ATTACHED ABS MODULE. INSTALLE D MODULE AND BLED BRAKES AND ATTEMPTED TO INITILIZE ABS AND ABS MODULE APPEAR ED RED ON SCAN TOOL TOPOLOGY AND WOULD NOT COMMUNICATE TESTED BOTH B+ SUPPLY S AND BOTH GROUNDS ANS FOUND ALL OKAY TESTED IGN RUN START AND FOUND 12V P RESENT. TESTED CAN + AND - AND FOUND BOTH PRESENT AT CONNECTOR. PLUGGED IN OR IGINAL ABS MODULE AND ABS MODULE APPEARS BACK ON TOPOLOGY. MOPAR PARTS WARRAN TY NEW HCU WITH PRE-ATTACHED ABS MODULE ORDERED AND INSTALLED. SAME ISSUE OF ABS MODULE APPEARING RED ON TOPOLOGY. INSTALLED NEW ABS MODULE IN A LIKE VEH ICLE AND SAME CONDITION PRESENT. REMOVED AND REPALCED ABS MODULE HALF OF ASSE MBLY AND RE-TESTED. ABS MODULE REPLACED AND ABS NOW APPEARS TO BE COMMUNICAT ING. PERFORMED ABS INITILIZATION, BRAKE PEDAL CALIBRATION AND ABS BLEED. TEST DROVE AND VERRIFIED CUSTOMER CONCERN CORRECTED. BLED BRAKES AGAIN TO VERRIFY NO AIR IN SYSTEM AND TEST DROVE TO ENSURE PROPPER OPERATION. PERFORMED 3 AB S STOP EVENTS TO VERIFY OPERATION OF ABS CUSTOMER CONCERN CORRECTED

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 LARAMIE CREW CAB 4X4
Build Date	05/12/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	07/31/2017
Claim Type	W - Warranty	**Repair Date**	07/06/2018
Claim Status	Paid	**Mileage (Miles)**	11,299

Expense

Labor	$125.36	**Sublet**	$564.30	**Part**	$0.00	**Total Paid**	$689.66

Dealer Information

Code	[redacted]	**Name**		**Zone**	66	ORLANDO	
Address	, ,						

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	59	INTERNAL LEAK	68143491AA	CONTROL	1	X	564.30	$125.36

RO Narratives

(RO) Customer Concern:

Multi-point inspection (according to maintenance interval) CUST STATES WHILE DRIVING- SERV ELECTRONIC BRAKE SYSTEM MESSAGE CAME ON DASH CUST STATES AT THE SAME TIME- SERVICE ABS SYSTEM MESSAGE CAME ON DASH- U11 BRAKE TRANSMISSION SHIFT [redacted]

(RO) Cause:

ABS PUMP / MODULES FAILURE [redacted] SEE OTHER LINES FOR REPAIRS U11

(RO) Correction:

Multi-point inspection (according to maintenanceinterval) PERFORM MULTI POINT INSPECTION [redacted] ABS PUMP / MODULES FAILURE [redacted] VERIFY POWERS AND GROUNDS TOMODULE REPLACE ABS PUMP AND MODULE ASSEMBLY Control unit, Brake anti-lock hydraulic (HCU)- Replace All others (3 -Highly Skilled) Module, anti-lock brake control - Test and Replace All others (2 - Skilled) CONTROL UNIT, BRAKE ANTI-LOCK HYDRAULIC-REPLACE MODULE/CONTROL, ANTI-LOCKBRAKE ; ALL OTHERS-REPLACE [redacted] SEE OTHER LINES FOR REPAIRS SEE NOTES PROVIDED [redacted] VERIFY SHIFTER OPERATION FLASHUPDATE BCM TO LATEST SOFTWARE UPDATE [redacted] afety Recall U11 - BrakeTransmission Shift Interlock - Reprogram Inspect Brake Transmission Shift Interlock (BTSI) Functionality and PerformBCM Software Update (2017Model Year Only) (1 - Semi-Skilled) [redacted] ABS RED ON BUS 80 NEW MODULE DEAD ONBUS REPLACE ABS MODULE AND PUMP ASSEMBLYFIND. NEW PUMP ASSEMBLY STILL DEAD VERIFYPOWER AND GROUND AGAIN. FIND NOTE WITH PARTABS MODULE IS NOT FOR 2017 AND MODULE MUST BEREPLACED FROM PUMP IF NOT A 2012. REPLACEMODULE OFF NEW PUMP WITH REVISED MODULE ANDBLEED SYSTEM VERIFY REPAIRS Control unit, Brake anti-lock hydraulic (HCU)- Replace All others (3 -Highly Skilled) CONTROL UNIT, BRAKE ANTI-LOCK HYDRAULIC-REPLACE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CST CONCERN WHILE DRIVING SERVICE ELECTRONIC BRAKE SYSTEM MESSAGE CAME ON

(Claim) Cause:

INTERNAL FAILURE ABS CONTROL UNIT

(Claim) Correction:

AFTER INSTALLING MODULE ABS RED ON BUS NEW MODULE DEAD ON BUS REPL ABS MODULE .FIND NOTE WITH PART ABS MODULE IS NOT FOR 2017 AND MODULE MUST BE REPLACED FR OM PUMP IF NOT A 2012.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 LARAMIE CREW CAB 4X4
Build Date	01/11/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	04/17/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	07/07/2018
Claim Status	Paid	**Mileage (Miles)**	34,007

Expense

Labor	$22.04	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$22.04

Dealer Information

Code	[redacted]	**Name**	LEITH CHRYSLER DODGE JEEP RAM	**Zone**	66 ORLANDO
Address	11220 N US HIGHWAY 15 501 , ABERDEEN, NC 28315				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U61082	Safety Recall U61 Reprogram Powertrain Control Module ; Inspect PCM Software Level and Perform Software Update	UC	UNCODABLE (NARRATIVE REQUIRED)						$22 04

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
U62 RECALL CUSTOMER REQUEST NORTH CAROLINA SAFETY INSPECTION.

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted]
Build Date	0 06 017	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06 01
Claim Type	arrant	**Repair Date**	0 0 018
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$91 67	**Sublet**	$ 4 79	**Part**	$0 00	**Total Paid**	$1 6 46

Dealer Information

Code	[redacted]	**Name**		**Zone**	66 ORL NDO
Address					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	0 90	Molding cap pat guard fender wheel opening Right or left	1	IMPROPERLY IN T LLED	6 0407 B	GU RD	1		4 79	$ 0 7
B	1 1904HR	Module Engine Control (ECM) Module Engine Control (ECM) Reprogram Quicklearn 6 RFE Onl (T)	CC	ENDING UNIT EN OR						$71 0

RO Narratives

(RO) Customer Concern

(Multi point in pection according to maintenance inter al) Cu tomer tate noi e coming from teering wheel area when d ri ing at lower peed like through parking lot (teering u pen ion teering heel Concern) CU TOMER DDED HE RD MORE O IN E ENING HEN IT HOT ND HEN RE ER ING OUT OF P RKING POT LOC TED ON LIGHT INCLINE Cu tomer tate exhau t melting pla tic ppear to be to clo e to bod (Exterior Concern) Cu tomer tate compa will not work Hit the button and it tell ou to dri e in a circle but it will not calibrate (Ge neral Concern 1) Cu tomer tate when braking in morning the ehicle will t op fa t a if ou are appl ing more brake or brake pre ure but the brake pedal i in the ame po ition (Brake tem Concern) Cu tomer tate tran mi ion feel like it i lipping hen hifting it ound like it i lipping and Rpm jump before it hift (utomatic Tran mi ion Concern) Cu tomer tate hearing a clicking noi e while ehicle idle and a ticking after it ha been running or pulling a traile r (General Concern)

(RO) Cause

TE T DRO E THREE DIFFERENT TIME ND NE ER HE RD NY NOI E NOTHER TECH TE T DRO E ND ERIFIED HE RING NOI E IN PECTED ND FOUND TEERING H FT H ING LITTLE RU T ON IT CHECKED OUT ND FOUND E H U T UP TO HIGH ND MELTING PL TIC CO ER CHECKED OUT ND FOUND COMP MODULE OFFLINE FOUND OPEN FU E FOR CONCERN TE T DRO E ND FOUND NO PROBLEM ITH BR KE Y TEM T THI TIME FOUND T B 1 0 1 FOR CONCERN TICKING NOI E HE RD T THI TIME I COMING FROM DEF PUMP ND I CON IDERED NORM L

(RO) Correction

PERFORMED MULTI POINT IN PECTION LUBED H FT T BOOT ON THE OUT IDE LO ER END OF THE H FT DJU TED E H U T ND REPL CED CO ER REPL CED FU E ITH P RE ONE NO PROBLEM T THI TIME UN BLE TO DUPLIC TE CONCERN T THI TIME EHICLE I OPER TING NORM L T THI TIME UPD TED PCM PER T B EHICLE I OPER TING NORM L T THI TIME

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern:

C/S EXHAUST MELTING PLASTIC GUARD C/S TRANSMISSION FEELS LIKE ITS SLIPPING

(Claim) Cause:

FOUND EXHAUST UP TOO HIGH AND MELTING PLASTIC COVER FOUND TSB [redacted] FOR CONCERN

(Claim) Correction:

PERFORMED TSB [redacted] REPLACED FENDER GUARD AND ADJUSTED EXHAUST

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted]
Build Date	1 0 016	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	0 7 017
Claim Type	afet (Recall)	**Repair Date**	07 09 01
Claim Status	Paid	**Mileage (Miles)**	17 6

Expense

Labor	$ 4 8	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$ 4 8

Dealer Information

Code	[redacted]	**Name**	C R ON DODGE CHRY LER INC	**Zone**	70 PHOENI
Address	0 9 OUTH C R ON TREET C R ON CITY N 9701				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	1 U610	afet Recall U61 Reprogram Powertrain Control Module In pect PCM oftware Level and Perform oftware Update	UC	UNCODABLE (N RR TI E REQUIRED)						$ 4

RO Narratives

(RO) Customer Concern

N

(RO) Cause

N

(RO) Correction

NA

(RO) Technical Notes:

N

GCS Narratives

(Claim) Customer Concern

NA

(Claim) Cause:

N

(Claim) Correction

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 SLT CREW CAB 4X4
Build Date	04/26/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/18/2017
Claim Type	W - Warranty	**Repair Date**	07/09/2018
Claim Status	Paid	**Mileage (Miles)**	18,975

Expense

Labor	$277.98	**Sublet**	$604.76	**Part**	$0.00	**Total Paid**	$882.74

Dealer Information

Code	[redacted]	**Name**	BAY DODGE	**Zone**	66 ORLANDO
Address	641 WEST 15TH STREET , PANAMA CITY, FL 32401				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	ML	CHECK ENGINE/SERVICE ENGINE SO	68143491AA	CONTROL	1	X	577.09	$113.25
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	ML	CHECK ENGINE/SERVICE ENGINE SO	04318080AD	FLUID	4		27.67	$113.25
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68143491AA	CONTROL	1	X	577.09	$92.66
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			04318080AD	FLUID	4		27.67	$92.66
B	11500202	Diesel Particulate Filter Aftertreament Regeneration ; Stationary Regeneration w/ Scan Tool, 2500-3500 pick up only	ML	CHECK ENGINE/SERVICE ENGINE SO						$72.07

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES MULTI-POINT INSPECTION CUSTOMER STATES ABS AND TRAC LIGHTS COME ON MORE IN THEMORNING TIME CUSTOMER STATES CHECK ON ORDERING A HEADLINER DUE TO MILDEWSMELL FROM PREVIOUS WATER LEAK CUSTOMER STATES HAS CODE FOR PATICULATE FILTER 100% FULL

(RO) Cause:

NA

(RO) Correction:

PERFORMED MULTI-POINT INSPECTION C002001 ABS PUMP MOTOR CONTROL-GENERAL ELECRICAL FAILUREREPLACED ABS/HCU MODULE CLEARED CODES TEST DROVE [redacted] DIESAL PARTICULATE FILTER SYSTEM PERFORMANCE NEEDSMANUAL REGENPERFORMED A MANUAL REGEN CLEARED CODES TEST DROVE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C/S ABS AND TRAC LIGHTS COME ON MORE IN THE MORNING TIME. C/S HAS CODE FOR PARTICULATE FILTER. 100% FULL.

(Claim) Cause:

[redacted] ABS PUMP MOTOR CONTROL-GENERAL ELECTRICAL FAILURE. [redacted] DIESEL PARTICULATE FILTER SYSTEM PERFORMANCE. NEEDS MANUAL REGEN.

(Claim) Correction:

PERFORMED A MANUAL REGEN. CLEARED CODES. TEST DROVE. REPLACED ABS/HCU MODULE. CLEARED CODE, TEST DROVE. VERIFIED REPAIR.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted] RAM 500 POWER WAGON CREW CAB
Build Date	1 /0 / 016	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	0 / 7/ 017
Claim Type	afety (Recall)	**Repair Date**	07/09/ 018
Claim Status	Paid	**Mileage (Miles)**	17 6

Expense

Labor	$48 57	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$48 57

Dealer Information

Code	[redacted]	**Name**	CAR ON DODGE CHRY LER INC	**Zone**	70 PHOENI
Address	0 9 OUTH C R ON TREET C R ON CITY N 9701				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19T7918	afety Recall T79 Brake Tran mi ion hift Interlock In pect Brake Tran mi ion hift Interlock (BT I) Functionalit and Perform BCM oftware Update	UC	UNCOD BLE (NARRAT VE REQUIRED)						$48 57

RO Narratives

(RO) Customer Concern

RECALL RECALL Multi Point Vehicle In pection BRAKE CONCERN RENTAL VEHICLE

(RO) Cause:

NA

(RO) Correction:

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern:

CU TOMER T TE ON H RD TOP BR KE PED L GOE TO THE FLOOR

(Claim) Cause

TRIED TO DUPLIC TE CONCERN ND COULD NOT R I ED EHICLE ND BLEED BR KE TO E N UE TH T THERE NO IR IN Y TEM

(Claim) Correction:

PERFORMEED B MODULE BLEED PROCEDURE ND B INITI LI TION PROCE E TE T DR O E G IN ND NO PROBLEM WERE FOUND

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted]
Build Date	0 017	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	08 31 01
Claim Type	afet (Recall)	**Repair Date**	07 10 01
Claim Status	Paid	**Mileage (Miles)**	1 7 7

Expense

Labor	$16 80	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$16 80

Dealer Information

Code	[redacted]	**Name**	HEET CHRY LER DODGE LLC	**Zone**	HINGTON
Address	R UTE 19 OUTH O K HILL 901				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	1 U610	afet Recall U61 Reprogram Powertrain Control Module Inspect P M ft are Le el and Perform oftware Update	UC	UNCOD BLE (N RR TI E REQUIRED)						$16 0

RO Narratives

(RO) Customer Concern

N

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

N

(Claim) Cause

N

(Claim) Correction

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted] RAM 500 POWER WAGON CREW CAB
Build Date	12 02/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	03/27/2017
Claim Type	W Warranty	**Repair Date**	07/10/2018
Claim Status	Paid	**Mileage (Miles)**	17,6 5

Expense

Labor	$60 71	**Sublet**	$17 22	**Part**	$80 00	**Total Paid**	$157 93

Dealer Information

Code	[redacted]	**Name**	CARSON DODGE CHRYSLER INC	**Zone**	70	PHOENIX
Address	059 OUTH CAR ON TREET , CAR ON CITY, NV 89701					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	05000101	Bleed brake system	40	FLUID HIGH OR LOW	04318080AD	FLUID	3	X	17 22	$60 71
A	9540014	Loaner Car ; High Line Vehicles			04318080AD	FLUID	3	X	17 22	$80 00

RO Narratives

(RO) Customer Concern:

RECAL RECALL Multi Point Vehicle Inspection BRAKE CONCERN RENTAL VEHICLE

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CU TOMER TATE ON HARD TOP BRAKE PEDAL GOE TO THE FLOOR

(Claim) Cause:

TRIED TO DUPLICATE CONCERN AND COULD NOT, RAISED VEHICLE AND BLEED BRAKES TO E NSUE THAT THERE WAS NO AIR IN SYSTEM

(Claim) Correction:

PERFORMEED AB MODULE BLEED PROCEDURE AND AB INITIALI ATION PROCE E TE T DR OVE AGAIN AND NO PROBLEMS WERE FOUND

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 LONGHORN CREW CAB 4X4
Build Date	11/12/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	01/02/2017
Claim Type	W - Warranty	**Repair Date**	07/10/2018
Claim Status	Paid	**Mileage (Miles)**	18,874

Expense

Labor	$150.10	**Sublet**	$407.55	**Part**	$5.39	**Total Paid**	$563.04

Dealer Information

Code	[redacted]	**Name**		**Zone**	E9 PUERTO RICO
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	14500501	Module/Pump, Diesel ; Fuel tank mounted - 6.7 liter Diesel - Rear Tank	61	INTERMITTENT OPERATION	05145571AA	MODULE	1	X	379.26	$79.00
C	14601501	Tube, fuel tank filler ; Tube - All other engines	ML	CHECK ENGINE/SERVICE ENGINE SO	68193516AA	TUBE	1	X	28.29	$15.80
C	95440401	Labor Tax Only ; Puerto Rico			68193516AA	TUBE	1	X	28.29	$5.39
B	181904HR	Module, Engine Control (ECM) ; Module, Engine Control (ECM) - Reprogram, Quicklearn 68RFE Only (A/T)	CC	SENDING UNITS/SENSORS						$55.30

RO Narratives

(RO) Customer Concern:

CLIENTE INFORMA LUZ DE "CHECK ENGINE" ENCENDIDA SE REALIZO PRUEBA TECNICA DE TODOS LOS ASUNTOS TRABAJADOS PARA ASEGURAR LA CALIDAD DEL SERVICIO. C/I REALIZAR FLASH PCM

(RO) Cause:

[redacted]ACTIVO FUEL PRESSURE LOW SE REALZIO DIAGNOSTICO LA MIS MA INDICANDO REEMPLAZO DE BOMBA DE TANQUE DE DIESEL DURANTE REMOCION DE LA MISMA SE ENCONTRO LINEA DE DIESEL QUE VA EN B OMBA CON SU CLIP DE SEGURIDAD DEFORME EL MISMO ES PARTE DE L INEA ASI AMERITANDO REEMPLAZO SE REALIZO FLASH DE PCM SE REALIZO FLASH PCM

(RO) Correction:

SE REEMPLAZO BOMBA DE DIESEL DE TANQUE Y LINEA DE DIESEL SE REALIZO PRUEBA DE MANEJO ASI NO DUPLICANDO CONDICION TODO TRABAJANDO BAJO PARAMETROS DE FABRICANTE [redacted]Module, Engine Control (ECM) Reprogram, Quicklearn[redacted]Only (A/T) (1 SemiSkilled) 10 Diesel 0.7 Hrs.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CLIENTE INFORMA LUZ DE "CHECK ENGINE" ENCENDIDA SE REALIZO PRUEBA TECNICA DE TODOS LOS ASUNTOS TRABAJADOS PARA ASEGURAR LA CAL

(Claim) Cause:

[redacted]ACTIVO FUEL PRESSURE LOW SE REALZIO DIAGNOSTICO LA MIS MA INDICANDO REEM SE REALIZO FLASH DE PCM
[redacted]ACTIVO FUEL PRESSURE LOW SE REALZIO DIAGNOSTICO LA MIS MA INDICANDO REEM

(Claim) Correction:

[redacted]Module, Engine Control (ECM) Reprogram, Quicklearn[redacted]Only (A/T) (SE REEMPLAZO BOMBA DE DIESEL DE TANQUE Y LINEA DE DIESEL SE REALIZO PRUEBA DE SE REEMPLAZO BOMBA DE DIESEL DE TANQUE Y LINEA DE DIESEL SE REALIZO PRUEBA DE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	Year	018	Body	[redacted]
Build Date	10 0 017	Plant	LTILLO TRUCK EMBLY PL NT	Coverage Code	[redacted]

Claim Information

Claim #	[redacted]	In Service Date	0 0 018
Claim Type	arrant	Repair Date	07 10 01
Claim Status	Paid	Mileage (Miles)	1 134

Expense

Labor	Sublet	Part	Total Paid
$30 5	$39 61	$0 00	$ 0 18

Dealer Information

Code	[redacted]	Name	JEFF YLER CHRY LER JEEP	Zone	4 DETROIT
Address	111 T TE ROUTE 3 B T I OH 45103				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	08141808	ens r heel speed nti l ck brakes rear right	14	BURNED OR BURNED OUT	04 9980	EN OR	1		39 61	$30 5

RO Narratives

(RO) Customer Concern

CU TOMER T TE THE ENGINE B ND TR CTION CONTROL LIGHT LL C ME ON T THE ME TIME

(RO) Cause

E ER L B ODE TI E REL TED TO HORTED RIGHT RE R HEEL PEED EN OR

(RO) Correction

REPL ED RIGHT RE R HEEL PEED EN OR

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

EL ND B ND TR K LIGHT RE ON

(Claim) Cause

OPEN CIRCUIT

(Claim) Correction

REPL ED RIGHT RE R HEEL PEED EN OR

Warranty Claim Report

Vehicle Information

VIN	[redacted]	Year	01	Body	[redacted]
Build Date	04 19 017	Plant	LTILLO TRUCK EMBLY PL NT	Coverage Code	[redacted]

Claim Information

Claim #	[redacted]	In Service Date	06 1 017
Claim Type	afet (Recall)	Repair Date	07 1 01
Claim Status	Paid	Mileage (Miles)	19

Expense

Labor	$17	Sublet	$0 00	Part	$0 00	Total Paid	$17

Dealer Information

Code	[redacted]	Name	CHRY LER JEEP DODGE OF CO HOCTON	Zone	4 DETROIT
Address	19 1 O TEGO ENUE CO HOCTON OH 4 1				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	18U6108	afet Recall U61 Repr gram Powertrain Control Module In pect PCM oftware Le el and Perf rm ft are Update	U	UNCOD BLE (N RR TI E REQUIRED)						$1 38

RO Narratives

(RO) Customer Concern

LOF Descripti n Un ailable LUBE OIL FILTER ITH EHI LE Recall [redacted] afet Recall U61 Repr gram P ertrain Control Module** 90 De cription Un ailable POINT IN PECTION

(RO) Cause

recall

(RO) Correction

H NGED ENGINE OIL ND FILTER updated pcm as per recall claim paid 0 1 [redacted] nspecti n c mpleted

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

N

(Claim) Cause

N

(Claim) Correction

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 ST CREW CAB 4X2
Build Date	04/09/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/23/2017
Claim Type	W - Warranty	**Repair Date**	07/12/2018
Claim Status	Paid	**Mileage (Miles)**	9,931

Expense

Labor	$170.14	**Sublet**	$820.38	**Part**	$0.00	**Total Paid**	$990.52

Dealer Information

Code	[redacted]	**Name**	PHILLIPS CHRYSLER JEEP INC	**Zone**	66 ORLANDO
Address	3440 S PINE STREET , OCALA, FL 34471				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	63	LOW OR NO ASSIST	68143491AA	CONTROL	1	X	564.30	$110.09
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	63	LOW OR NO ASSIST	04318080AD	FLUID	2		13.53	$110.09
B	08191002	Module, anti-lock brake control ; All others	18	CIRCUIT OPEN	68347098AB	MODULE	1	X	242.55	$60.05

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

STATES ABS TRACTION CONTROL LIGHT BEEN OON AND OFF 4 TIMES

(Claim) Cause:

TECH VERIFIED CONCERN FOUND BRAKE MODULE FAILED TECH VERIFIED CONCERN FOUND INTERNAL LOSS OF COMMUNICATION

(Claim) Correction:

REMOVED AND REPLACED BRAKE CONTROL SYSTEM WORKS AS DESIGNED REMOVED AND REPLACED BRAKE MODULE WORKS AS DESIGNED

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted] RAM 500 T CREW CAB 4
Build Date	04 09 017	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/ / 017
Claim Type	afet (Recall)	**Repair Date**	07 1 01
Claim Status	Paid	**Mileage (Miles)**	9 9 1

Expense

Labor	$ 0 0	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$ 0 0

Dealer Information

Code	[redacted]	**Name**	PHILLIP CHRY LER JEEP INC	**Zone**	66	ORL NDO	
Address	440 PINE TREET OC L FL 4471						

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	1 U610	afet Recall U61 Reprogram Powertrain Control Module In pect PCM oftware Level and Perform oftware Update	UC	UNCOD BLE (N RR TI E REQUIRED)						$ 0 0

RO Narratives

(RO) Customer Concern:

N

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

T TE B TR CTION CONTROL LIGHT BEEN OON ND OFF 4 TIME

(Claim) Cause

TECH ERIFIED CONCERN FOUND BR KE MODULE F ILED TECH ERIFIED CONCERN FOUND INTERN L LO OF COMMUNIC TION

(Claim) Correction

REMO ED ND REPL CED BR KE CONTROL Y TEM ORK DE IGNED REMO ED ND REPL CED BR KE MODULE ORK DE IGNED

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 3500 ST CREW CAB 4X4
Build Date	04/12/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	09/06/2017
Claim Type	W Warranty	**Repair Date**	07/12/2018
Claim Status	Paid	**Mileage (Miles)**	10,8 4

Expense

Labor	$247 80	**Sublet**	$715 75	**Part**	$0 00	**Total Paid**	$963 55

Dealer Information

Code	[redacted]	**Name**	FINNEGAN CHRYSLER JEEP DODGE	**Zone**	63	DALLAS
Address	64 OUTHWE T FREEWAY , RO ENBERG, T 77471					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08508096	Lamp, Clearance ; Lamp, Clearance Replace All	ZZ	SERVICE ACTION	68261677AC	LAMP	5	X	31 15	$47 20
B	05400701	Control unit, Brake anti lock hydraulic (HCU ICU) ; All others	ML	CHECK ENGINE/SERVICE ENGINE SO	68143491AA	CONTROL	1	X	478 80	$129 80
C	08191002	Module, anti lock brake control ; All other	18	CIRCUIT OPEN	68347098AB	MODULE	1	X	205 80	$70 80

RO Narratives

(RO) Customer Concern:

[redacted] CRACKED CLEARANCE LA**] Recall 1 [U11 afety Recall U11 Brake Tran mi ion Shift Interlock**] Moved to [redacted] Line A Moved to [redacted] Line B Moved to [redacted] ine [redacted] [Customer states that both the ABS and traction control lights arecoming on] AFTER INSTALLING ABS MOTOR MODULE ON LINE F TECH COULD NOT ESTABLISH COMMUNICATION WITH NEW MODULE Change die el engine oil and filter(ynthetic oil may be required ba ed on geographic location) Multi point inspection (according to maintenance interval) [Phone] 14 [Replace both fuel filters]

(RO) Cause:

F F F F

(RO) Correction:

[redacted] 40 REPLACED CLEARANCELAMP [redacted] CRACKED CLEARANCE LA**] [redacted] NSPECTED BTSIFUNCTIONALITY UPDATED BCM FROM [redacted] PERFORM RECALL [redacted] COMPLETED OIL AND FILTER CHANGE Moved to [redacted] OMPLETED ELECTRONIC VEHICLEINSPECTION REPORT Moved to [redacted] EPLACED FILTERS Moved to [redacted] see line [redacted] [Customer states that both the ABS and tractioncontrol lights are comingon] BRAKES [redacted] module that came with new pump is notcompatible with [redacted] 60replace module BRAKE Change die el engine oil and filter (ynthetic oilmay be required based on geographic location) FRIDAY AT FINNEGAN DIESELSPECIAL FOR 5 9 AND 6 7,LUBE OIL CHANGE WITH FILTER $79 95 PLUS TAXES Multi point inspection (according to maintenanceinterval) [Phone] 23 POINT COMPLIMENTARY VEHICLE CHECK UP 14 [Replace both fuel filter] DIE EL DRIVEABILITY

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

AFTER INSTALLING ABS MOTOR MODULE ON LINE F TECH COULD NOT ESTABLISH COMMUNICA [redacted] (DJ/DD/DF/D2/DP/DX) CRACKED CLEARANCE LA**] 03 [CUSTOMER STATES THAT BOTH THE ABS AND TRACTION CONTROL LIGHTS ARE COMING O N] TION WITH NEW MODULE

(Claim) Cause:

[redacted] (DJ/DD/DF/D2/DP/DX) CRACKED CLEARANCE LA**] HCU INTERNALLY RESTRICTED [redacted] MODULE THAT CAME WITH NEW HCU IS NOT COMPATIBLE WITH 2017 YEAR MODEL

(Claim) Correction:

REPLACED CLEARANCE LAMPS AFTER REPLACING HCU UNIT WITH MODULE TECH COULD NOT ESTABLISH COMMUNICATION WI REPLACE HCU BLEED THE BRAKE SYSTEM AND ABS SYSTEM TH THE NEW MODULE , CHECKED CIRCUIT [redacted] AND CIRCUIT [redacted] TO SEE IF THERE WAS BATTERY POWER AND IT HAD POWER ALSO CHECKED CIRCUIT [redacted] AND CIRCUIT [redacted] TO SEE IF THERE WAS GROUND IT WAS GROUNDED , RE PLACE THE MODULE BY IT SELF TO A MODULE THAT IS COMPATIBLE WITH THE MODEL A ND YEAR ESTABLISHED COMMUNICATION .

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 3500 ST CREW CAB 4X2
Build Date	04/09/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	560

Claim Information

Claim #	[redacted]	**In Service Date**	10/23/2017
Claim Type	W Warranty	**Repair Date**	07/12/2018
Claim Status	Paid	**Mileage (Miles)**	9,940

Expense

Labor	$110 09	**Sublet**	$577 83	**Part**	$0 00	**Total Paid**	$687 92

Dealer Information

Code	[redacted]	**Name**	PHILLIPS CHRYSLER JEEP INC	**Zone**	66 ORLANDO
Address	440 PINE TREET , OCALA, FL 4471				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	05400701	Control unit, Brake anti lock hydraulic (HCU ICU) ; All others	6	LOW OR NO ASSIST	6814 491AA	CONTROL	1		564 0	$110 09
A	05400701	Control unit, Brake anti lock hydraulic (HCU ICU) ; All other	63	LOW OR NO ASSIST	04318080AD	FLUID	2		13 53	$110 09

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
ABS LIGHT ON

(Claim) Cause:
NEW AB CONTROL MODULE WA DEAD

(Claim) Correction:
REPLACED AB CONTROL UNIT

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 POWER WAGON CREW CAB
Build Date	07/16/ 017	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	09/ 8/ 017
Claim Type	afety (Recall)	**Repair Date**	07/1 / 018
Claim Status	Paid	**Mileage (Miles)**	1 , 0

Expense

Labor	$ 1 4	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$ 1 4

Dealer Information

Code	[redacted]	**Name**	TATE' AUTO CENTER OF GALLUP, INC	**Zone**	70	PHOENI
Address	1 00 W JEFFER ON AVE , GALLUP, NM 87 01					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U6108	afety Recall U61 Reprogram Powertrain Control Module ; In pect PCM oftware Level and Perform oftware Update	UC	UNCODABLE (NARRATIVE REQUIRED)						$ 1 4

RO Narratives

(RO) Customer Concern:

C/ EL, TRACTION CONTROL LIGHT, ANDAB LIGHT ALL CAME ON ELECTRICAL BRAKING Y TEM ME AGE APPEARED ON DA H A WELL PLEA E CHECK AND ADVI E PERFORM MULTI POINT IN PECTION TE T DRIVE REPROGRAM POWERTRAIN CONTROL MODULE

(RO) Cause:

WE HAVE COMPLETED A MULTI POINT IN PECTION OF YOUR VEHICLE WE HOPE THAT THI WILL AVE YOU TIME IFYOU HAVE ANY UGGE TION THAT CAN HELP U TRENGTHEN OUR PROCE E , PLEA E EMAIL OUR ERVICE MANAGER ED MEDRANO@TATESAUTOCENTER COM BASED ON YOUR VEHICLE VISIT, WE HAVE HADA TECHNICIAN TEST DRIVE YOUR VEHICLE PER THE DURATION( ), RE ULT( ), & OB ERVATION( ) LI TED HERE

(RO) Correction:

[redacted] EL, TRACTION CONTROL LIGHT, ANDAB LIGHT ALL CAME ON ELECTRICAL BRAKING Y TEM ME AGE APPEARED ON DA H A WELL VERIFY CHECK ENGINE LIGHT ON DTC P0 [redacted] HAFT PO ITION EN OR INTERMITTENT BANK [redacted] HAFT PO ITION EN ORCIRCUIT BANK 1 EN OR 1 ARE BOTH TORED INTHE PCM [redacted] TORQUE REQUE T IGNALDENIED I TORED IN THE AB CHECK FORRELATED ERVICE BULLETIN /T B THERE ARENONE RELATING TO CU TOMER CONCERN VI UALIN PECTION OF CAM EN OR ENGINE HARNE ANDPCM EE NO CONCERN UNPLUGGED PCMCONNECTOR AND IN TALL GPEC TART VH MONITOR CAM EN OR IGNAL WITH A LAB SCOPE SEE NO DROP OUTS IN SIGNAL WHILE VH RUNNINGAND MOVING HARNESS AND 5V REF IS THERE USEDGPEC TO MAKE URE IGNAL NOT HORTED TOVOLTAGE OR GROUND CLEAR CODE AND TE T DRIVE COULD NOT DUPLICATE CONCERN POKEW/CU TOMER AND THEY TATED HAPPEN WHEN OFFROADING TE T DROVE VH IN OFF ROAD CONDITION VH BOGGED, CEL CAME ON AND ERVICEELECTRONIC BRAKING Y TEM ME AGE ACTIVE DTCFOR CAM EN OR BACK POKE W/ TAR TECHA I TANCE THEY UGGE TED PERFORMINGCAM/CRANK RE LEARN AND RE ET FUEL ADAPTIVE PERFORM CAM/CRANK RELEARN (COULD NOT FINDFUEL ADAPTIVE RE ET IN PCM MI C FUNCTION) TE T DRIVE VH AGAIN IN OFF ROAD CONDITION WHEN VH I DRIVEN ON BUMPY/DIRT ROAD IT BOG AND CHECK ENGINE LIGHT COME ON HAVEMULTIPLE DTC P0 40 CAM HAFT PO ITION EN OR CIRCUIT BANK 1 EN OR 1 AND P09 4LINE PRE URE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 LARAMIE MEGA CAB 4X4
Build Date	12/18/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	09/08/2017
Claim Type	W - Warranty	**Repair Date**	07/13/2018
Claim Status	Paid	**Mileage (Miles)**	9,125

Expense

Labor	$57.53	**Sublet**	$108.22	**Part**	$0.00	**Total Paid**	$165.75

Dealer Information

Code	[redacted]	**Name**	RANDALL DODGE CHRYSLER JEEP	**Zone**	63 DALLAS
Address	419 US HIGHWAY 79 S , HENDERSON, TX 75654				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	22140103	Sensor, Low Tire Pressure ; Two	UC	UNCODABLE (NARRATIVE REQUIRED)	68249201AA	SENSOR	2	X	108.22	$57.53

RO Narratives

(RO) Customer Concern:

Customer States PARK SENSORS NOT WORKING AT TIMES AND PARK S ENSE SWITCH OFF SWITCH WAS ON AND WOULD NOT RESET (Electrica INon PCM Flashes Concern) TOW HAUL SWITCH CAME ON AND NOT TRAILER CONNECTED (Body Syst emsTrim Concern Non-Electrical) Customer States AUTO WINDSHIELD WIPERS WOULD NOT COME ON (Ge neral Concern 1) Customer States CLUNKING NOISE WHEN PUTTING IT INTO GEAR (Ax leDriveshaftDifferential Concern) Customer States ALL LIGHTS CAME ON CLUSTER (Interior Concern) (Multi-point inspection according to maintenance interval) CUSTOMER REQUEST DIESEL LUBE OIL AND FILTER CHANGE CUSTOMER REQUEST TIRE ROTATION BOTH FRONT TIRE SENSORS ARE NOT READING PSI.

(RO) Cause:

TIRE SENSORS INTERNAL FAILURE. TEST WITH TIRE SCAN TOOL. [redacted]

(RO) Correction:

NO DTC'S SET AND ALL SENSORS WORKING AS DESIGNED. TOW HAUL IMPROVES SHIFTING WHEN TRAILER IS CONNECTED AND TURNED ON. AUTO WIPERS WILL NOT COME ON UNLESS SET ON INTERMITTANT SETTING. WORKING AS DESIGNED. NORMAL SUSPENSION AND GEAR TRAIN UNLOAD COMPARE TO LIKE VEHICLE. NO DTC'S SET ND COULD NOT DUPLICATE. 15 Point Inspection All PERFORMED DIESEL LUBE OIL AND FILTER CHANGE PERFORMED TIRE ROTATION TEST, REMOVE AND REPLACED BOTH FRONT TIRES PRESSURE SENSORS.

(RO) Technical Notes:

TIRE SENSORS INTERNAL FAILURE

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES BOTH FRONT TIRES ARE NOT READING PSI

(Claim) Cause:

TIRE SENSORS INTERNAL FAILURE

(Claim) Correction:
TEST, REMOVE AND REPLACED BOTH FRONT TIRES PRESSURE SENSORS

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted]
Build Date	10 24 201	**Plant**	S LTILL TRU K SSEMBL PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	03 26 2018
Claim Type	S Saf t (R all)	**Repair Date**	0 13 2018
Claim Status	Paid	**Mileage (Miles)**	6 041

Expense

Labor	$41 9	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$41 9

Dealer Information

Code	[redacted]	**Name**	JEEP HR SLER F NT RI IN	**Zone**	1 L S NGELES
Address	1202 UT ENTER DR NT RI 91 61				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	18U61083	S f t R c ll U61 R pr gr m P rtrain ntr l M dul In p t P M S ft ar L l and P rf rm S ft r Upd t 018 M d l r nl)	U	UN D BLE (N RR TI E RE UIRED						$41 9

RO Narratives

(RO) Customer Concern

(DMS ppt F d) Lin 1 [UST MERH S SE ER L ITEMS TH T NEED T BE DDRESSED TH T H E BEEN UN BLE T BE REP IRED ELSE HERE PLE SE D UMENT E H ND E ER ISSUE] (DMS ppt F d) Lin 2 [F TE HNI L D IS R ILL BE HERE TUESD 3 2018] R all SN 1 [U61 Saf t R all U61 R pr gram P rtrain ntr l M dul U61 REPR GR M P ERTR IN NTR L M DULE] UST MER ST TES TH T FTER TRU K ISST RTED IT ILL N T SHIFT INT E RF R RD R RE ERSE SHIFTER ILL N TM E THE R SH ID N E LI HTS FL SH IN THE FR NT HEN THIS H PPENING)) UST MER ST TES TH T TR NSFER SE SHIFTER IS M ING EX ESSI EL HEN N ELER TI N R DE ELL UST MER ST TES TH T R DI PPS ILL LL TURN HITE ND N T RK TTIMES S S D ESNT RK EITHER USU LL ILL RESET FTER KE LE UST MER ST TES TH T N S GUIDE D RESNT ST P RKING FTER TRIP IS N ELLED UST MER ST TES TH T SHIFTER IS H RD T GE R UT F GE RS D ESNT SM THL SHIFT THIS ST RTED FF S NL H PPENING N IN LINE H S M EDT FL T SURF ES LS THE FL T SURF E H S ST RTED H PPENING M RE FTER BR KE SENS R S REPL ED UST MER ST TES TH T SIDE MIRR R LEFT SIDE ILL DR P D N HEN DRI ING F R RD P SSENGER SIDE SD ING THE S ME UNTIL REPL ED ND N DRI ERS SIDE IS D ING IT UST MER ST TES HEN DRI IN THE IPER SENSE N T IL BLE P PS UP N D SH UST MER ST TES TH T TRU K H S SLIP N ELER TI N BET EEN 1 2 ND T HIGHER SPEEDS FEELS LIKE M UNT ISSUE RE ERSE MER ILL N T TURN N S MET MES IN RE ERSE R HEN BUTT NIS PUSHED UST MER ST TES TH T TRU KS UT HE D LIGHTS RE N T MING N T TIMES HEN SHUT F ND REST RTED S IT HED IN ND UT F UT THE TRU KS LIGHTS ME N TIRE PRESSURE HE K IN MPLI N E ITH THE RB (LIF RNI IR RES UR ES B RD) RULE SER I E PR IDERS MUST HE K ND INFL TE TIRES T THE PR PER PSI TR KING PER TI N DE NL REFER LL LINES UST MER ST TES TH T L ER BUMPER IS RPED

(RO) Cause

E TR KING PER TI N DE NL REFER LL LINES

(RO) Correction

REFER LL LINES (DMS

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THAT LOWER BUMPER IS WARPED. |CC:

(Claim) Cause:

CUSTOMER STATES THAT LOWER BUMPER IS WARPED. |CC:

(Claim) Correction:

CUSTOMER STATES THAT LOWER BUMPER IS WARPED. |CC: REPLACED

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	01	**Body**	[redacted]
Build Date	10 4 017	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	0 6 01
Claim Type	arrant	**Repair Date**	07 1 01
Claim Status	Paid	**Mileage (Miles)**	6 041

Expense

Labor	$ 7 9	**Sublet**	$1 6	**Part**	$0 00	**Total Paid**	$161 61

Dealer Information

Code	[redacted]	**Name**	JEEP CHRY LER OF ONT RIO INC	**Zone**	71	LO NGELE	
Address	1 0 UTO CENTER DR ONT RIO C 91761						

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	0 7 01	ir dam deflector front bumper radiator lower Center	11	BROKEN OR CR CKED	0 1 4	IR D M	1		1 6	$ 7 9

RO Narratives

(RO) Customer Concern

(DM ppt Feed) Line 1 [CU TOMERH E ER L ITEM TH T NEED TO BE DDRE ED TH T H E BEEN UN BLE TO BE REP IRED EL E HERE PLE E DOCUMENT E CH ND E ERY I UE] (DM ppt Feed) Line [FC TECHNIC L D I OR ILL BE HERE TUE D Y 7 01] Recall C N 1 [U61 afet Recall U61 Reprogram Powertrain Control Module** U61 REPROGR M PO ERTR IN CONTROL MODULE] CU TOMER T TE TH T FTER TRUCK I T RTED IT ILL NOT HIFT INTO GE RFOR RD OR RE ER E HIFTER ILL NOTMO E ((THE CR H OID NCE LIGHT FL H IN THE FRONT HEN THI H PPENING)) CU TOMER T TE TH T TR N FERC E HIFTER I MO ING E CE I ELY HEN ON CCELER TION OR DECELL CU TOMER T TE TH T R DIO PP ILL LL TURN HITE ND NOT ORK TTIME O DOE NT ORK EITHER U U LLY ILL RE ET FTER KEY CYCLE CU TOMER T TE TH T N GUIDE DORE NT TOP ORKING FTER TRIP I C NCELLED CU TOMER T TE TH T HIFTER I H RD TO GE R OUT OF GE R DOE NT MOOTHLY HIFT THI T RTED OFF ONLY H PPENING ON INCLINE H MO EDTO FL T URF CE L O THE FL T URF CE H T RTED H PPENING MORE FTER BR KE EN OR REPL CED CU TOMER T TE TH T IDE MIRROR LEFT IDE ILL DROP DO N HEN DRI ING FOR RD P ENGER IDE DOING THE ME UNTIL REPL CED ND NO DRI ER IDE I DOING IT CU TOMER T TE HEN DRI ING THE IPER EN E NOT IL BLE POP UP ON D H CU TOMER T TE TH T TRUCK H LIP ON CCELER TION BET EEN 1 ND T HIGHER PEED FEEL LIKE MOUNT I UE RE ER E C MER ILL NOT TURN ON OMETIME IN RE ER E OR HEN BUTTONI PU HED CU TOMER T TE TH T TRUCK UTO HE D LIGHT RE NOT COMING ON T TIME HEN HUT OF ND RE T RTED ITCHED IN ND OUT OF UTO THE TRUCK LIGHT COME ON TIRE PRE URE CHECK IN COMPLI NCE ITH THE C RB (C LIFORNI IR RE OURCE BO RD) RULE ER ICE PRO IDER MU T CHECK ND INFL TE TIRE TO THE PROPER P I TR CKING OPER TION CODE ONLY REFER LL LINE CU TOMER T TE TH T LO ER BUMPER I RPED

(RO) Cause

E TR CKING OPER TION CODE ONLY REFER LL LINE

(RO) Correction

REFER LL LINE (DM

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THAT LOWER BUMPER IS WARPED. |CC:

(Claim) Cause:

CUSTOMER STATES THAT LOWER BUMPER IS WARPED. |CC:

(Claim) Correction:

CUSTOMER STATES THAT LOWER BUMPER IS WARPED. |CC: REPLACED

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 3500 ST CREW CAB 4X4
Build Date	11/03/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	03/30/2018
Claim Type	W - Warranty	**Repair Date**	07/13/2018
Claim Status	Paid	**Mileage (Miles)**	2,117

Expense

Labor	$70.67	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$70.67

Dealer Information

Code	[redacted]	**Name**	BILLION DODGE-CHRYSLER JEEP	**Zone**	74	DENVER
Address	1 AUTO PLAZA DR , BOZEMAN, MT 59715					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08141800	Sensor, wheel speed-Anti-lock brakes	ML	CHECK ENGINE/SERVICE ENGINE SO						$23.56
B	24010101	A/C Performance Test and Recharge ; Front unit	53	IMPROPER PRESSURE						$47.11

RO Narratives

(RO) Customer Concern:

Steering/Suspension Concern Cust states trac control light advise AC/Heating Concern Cust states it takes 30 minutes for Ac to start cooling down advise

(RO) Cause:

[redacted] - Right Front Wheel Speed Sensor-Circuit Current Out of Range. Foud loose connection in inline axle dissconnect - JPR/ dash connector Circuit (B7) Low system pressures High side dropping to 175 psi. Low side dropping to 25 psi. Recovered - 1.06 lb R134a. normal charge is 1.19 Lb. Insufficient charge. Checked system for leak with UV light, did not find any sign of leak. Performed vac leak check test passed.

(RO) Correction:

Repaired connection (B7) and verified proper operation. Recharge to correct specks 1.19 lb R134a. A/c max cooling @ 44 deg F.

(RO) Technical Notes:

REPAIRED CONNECTION AND VERIFIED PROPER OPERATION

GCS Narratives

(Claim) Customer Concern:

CUST STATES IT TAKES 30 MINUTES FOR AC TO START COOLING DOWN CUST STATES TRAC CONTROL LOGHT ON

(Claim) Cause:

[redacted] RIGHT FRONT WHEEL SPEED SENSOR CIRCUIT OUT OF RANGE. FOUND LOOSE CONNECT LOW SYSTEM PRESSURES HIGH SIDE DOPPING TO 175 PSI. LOW SIDE DROPPING TO 25 PSI . RECOVERED- 1.06 [redacted] NORMAL CHARGE IS 1.19 LB. INSUFFICIENT CHARGE. CH ION IN INLINE AXLE DISCONNECTED- JPR DASH CONNECTOR CIRCUIT ECKED SYSTEM FOR LEAK WITH UV LIGHT AND DID NOT FIND ANY SIGN OF LEAK. PERFORM ED VAC LEAK CHECK PASSED TEST

(Claim) Correction:

REPAIRED CONNECTION AND VERIFIED PROPER OPERATION RECHARGED TO CORRECT SPECKS 1 19 LB AC MAX COOLING AT 44 DEGREES

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 2500 POWER WAGON CREW CAB
Build Date	10/24/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	03/26/2018
Claim Type	S - Safety (Recalls)	**Repair Date**	07/13/2018
Claim Status	Paid	**Mileage (Miles)**	6,041

Expense

Labor	$0.00	**Sublet**	$0.00	**Part**	$160.00	**Total Paid**	$160.00

Dealer Information

Code	[redacted]	**Name**	JEEP CHRYSLER OF ONTARIO, INC.	**Zone**	71 LOS ANGELES
Address	1202 AUTO CENTER DR , ONTARIO, CA 91761				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U61083	Safety Recall U61 Reprogram Powertrain Control Module ; Inspect PCM Software Level and Perform Software Update (2018 Model Years Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$0.00
A	95400142	Loaner Car ; High Line Vehicles								$160 00

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 ST CREW CAB 4X4
Build Date	05/23/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06/30/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	07/16/2018
Claim Status	Paid	**Mileage (Miles)**	13,770

Expense

Labor	$70.26	**Sublet**	$0.00	**Part**	$315.00	**Total Paid**	$385.26

Dealer Information

Code	[redacted]	**Name**	BLUEBONNET CHRY-DODGE	**Zone**	63	DALLAS
Address	547 S SEGUIN , NEW BRAUNFELS, TX 78130					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
B	18U61082	Safety Recall U61 - Reprogram Powertrain Control Module ; Inspect PCM Software Level and Perform Software Update	UC	UNCODABLE (NARRATIVE REQUIRED)						$23.42
A	19U11182	Safety Recall U11 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update (2017 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$46.84
B	95400141	Loaner Car ; Standard Line Vehicles								$315.00

RO Narratives

(RO) Customer Concern:

Recall / CSN 1 [U11: Safety Recall U11 - Brake Transmission Shift Interlock**] [redacted] Safety Recall U61 - Reprogram Powertrain Control Module**] Perform DTC Inspection [Customer Requests fault codes checked for traction control and ABS] General Concern #1 [Customer StatesREAR PARK SENSORS INTERMITTENTLY TURNS ITS SELF OFF THEN ALL WARRNING LIGHT COME ON FOR THIS] Axle/Driveshaft/Differential Concern [Customer States MESSAGE COMES UP 4WD SYSTEM TEMP UNAVALIBLE] Axle/Driveshaft/Differential Concern [Customer States HEARING A HOULING NOISE FROM THE REAR END ON DECELERATION AT HIGHWAY SPEEDS 55 AND ABOVE] Multi-point inspection (according to maintenance interval) General Concern #2 [Customer Requests [redacted] PERFORMED TIRE INSPECTION

(RO) Cause:

E E E E

(RO) Correction:

[redacted] CHECKOPERATION OF THE BTSI AND INSTALL FLASHPROGRAM IN BCM AS PER RECALL U-[redacted] O AC Recall / CSN 1 [U11: Safety Recall U11 - BrakeTransmission Shift Interlock**] [redacted] NSTALLFLASH PROGRAM IN PCM AS PER RECALL U-61. [redacted] TO [redacted] CSN 2 [U61: Safety Recall U61 - Reprogram Powertrain Control Module**] [redacted] SEE LINE # E Perform DTC Inspection [Customer Requests fault codes checked for traction control and ABS] CHECK ENGINE LIGHT ON [redacted] WHEEL SPEED SENSOR INOPWILL MAKE 4 WHEEL DRIVE NOT ENGAGE, AND PARKSENSORS NOT WORK CORRECTLY. General Concern #1 [Customer States REAR PARK SENSORS INTERMITTENTLY TURNS ITS SELF OFF THEN ALL WARRNING LIGHT COME ON FOR THIS] MISC REPAIR--CUSTOMER STATES: [redacted] TESTAND REPALCE RIGHT REAR WHEEL SPEED SENSOR,INTERMITTANT OPEN CIRCUIT. [redacted] Axle/Driveshaft/Differential Concern [Customer States MESSAGE COMES UP 4WD SYSTEM TEMP UNAVALIBLE] AXLE/DIFFERENTIAL [redacted] 0 ROAD TESTED VEHICLE,COULD NOT DUPLICATE ANY ABNORMAL HOWLING TYPENOISE. REAR DIFFER

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES REAR PARK SENSORS INTERMITTENTLY TURNS ITS SELF OFF THEN ALL WARRNING LIGHT COME ON FOR THIS. CUSTOMER STATES MESSAGE COMES UP 4WD SYSTEM TEMP UNAVALIBLE

(Claim) Cause:

4 WHEEL DRIVE INOP [redacted] AND REPALCE RIGHT REAR WHEEL SPEED SEN SOR, INTERMITTANT OPEN CIRCUIT. [redacted]

(Claim) Correction:

4 WHEEL DRIVE INOP [redacted] AND REPALCE RIGHT REAR WHEEL SPEED SEN SOR, INTERMITTANT OPEN CIRCUIT. [redacted]

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted]
Build Date	0 017	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06 0 017
Claim Type	arrant	**Repair Date**	07 16 01
Claim Status	Paid	**Mileage (Miles)**	1 770

Expense

Labor	$ 1	**Sublet**	$4 61	**Part**	$0 00	**Total Paid**	$77 74

Dealer Information

Code	[redacted]	**Name**	BLUEBONNET CHRY DODGE	**Zone**	6	D LL
Address	47 EGUIN NE BR UNFEL T 7 1 0					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	0 141 0	en or wheel peed nti lock brake rear right	14	BURNED OR BURNED OUT	047799 0 C	EN OR	1		4 61	$ 1

RO Narratives

(RO) Customer Concern

Recall [redacted] Brake Tran mi ion hift Interlock**] Recall [redacted] Reprogram Powertrain Control Module**] Perform DTC In pection [Cu tomer Reque t fault code checked for traction control and B] General Concern #1 [Cu tomer tate RE R P RK EN OR INTERMITTENTLY TURN IT ELF OFF THEN LL RRNING LIGHT COME ON FOR THI] xle Dri e haft Differential Concern [Cu tomer tate ME GE COME UP 4 D Y TEM TEMP UN LIBLE] xle Dri e haft Differential Concern [Cu tomer tate HE RING HOULING NOI E FROM THE RE R END ON DECELER TION T HIGH Y PEED ND BO E] Multi point in pection (according to maintenance inter al) General Concern # [Cu tomer Reque t ERVICE LOANER 995] PERFORMED TIRE IN PECTION

(RO) Cause

E E E E

(RO) Correction

[redacted] CHECKOPER TION OF THE BT I ND IN T LL FL HPROGR M IN BCM PER REC LL U [redacted] 0 B TO C Recall C N 1 [U11 afet Recall U11 BrakeTran mi ion hift Interlock**] [redacted] 0 IN T LLFL H PROGR M IN PCM PER REC [redacted] TO 6 10 E Recall C N [U61 afet Recall U61 Reprogram Powertrain Control Module**] [redacted] EE LINE # E Perform DTC In pection [Cu tomer Reque t fault code checked for traction control and B] CHECK ENGINE LIGHT ON [redacted] HEEL PEED EN OR INOP ILL M KE 4 HEEL DRI E NOT ENG GE ND P RK EN OR NOT ORK CORRECTLY General Concern #1 [Cu tomer tate RE R P RK EN OR INTERMITTENTLY TURN IT ELF OFF THEN LL RRNING LIGHT COME ON FOR THI] MI C REP IR CU TOMER T TE [redacted] HEEL DRI E INOP 0 141 0 0 TE T ND REP LCE RIGHT RE R HEEL PEED EN OR INTERMITT NT OPEN CIRCUIT CODE [redacted] xle Dri e haft Differential Concern [Cu tomer tate ME GE COME UP 4 D Y TEM TEMP UN LIBLE] LE DIFFERENTI L [redacted] LING NOI E 0 RO D TE TED EHICLE COULD NOT DUPLIC TE NY BNORM L HO LING TYPENOI E RE R DIFFER

(RO) Technical Notes

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES REAR PARK SENSORS INTERMITTENTLY TURNS ITS SELF OFF THEN ALL WARRNING LIGHT COME ON FOR THIS. CUSTOMER STATES MESSAGE COMES UP 4WD SYSTEM TEMP UNAVALIBLE

(Claim) Cause:

[redacted]

(Claim) Correction:

[redacted]

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	018	**Body**	[redacted]
Build Date	1 01	**Plant**	LTILLO TRU K EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	0 09 018
Claim Type	arrant	**Repair Date**	0 16 018
Claim Status	Paid	**Mileage (Miles)**	893

Expense

Labor	$105 8	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$105 8

Dealer Information

Code	[redacted]	**Name**	LL T R DODGE HRY LER JEEP	**Zone**	51	HI GO	
Address	11503 INT H RLE RO K RD BRIDGETON MO 63044						

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	14100100	ir cleaner assembl	DE	I M TE T F ILURE						$105 8

RO Narratives

(RO) Customer Concern

BR KE ON ERN

(RO) Cause

ML H ODE P14 5 FOR TI E IRBO OUT OF LIBR TIO

(RO) Correction

[redacted]

(RO) Technical Notes

ELE TRONI T BILITY ONTROL LIGHT I ON RUI E NOT ETTING

GCS Narratives

(Claim) Customer Concern

ELE TRONI T BILITY ONTROL LIGHT I ON ND RUI E ONTROL I NOT ETTING

(Claim) Cause

TE H NNED ND FOUND ODE P14 5 FOR TI E IRBO OUT OF LIBR TION TE H P ERFORMED LIBR TION TIME ND P ED TE T DRO E ND P ED

(Claim) Correction

LE RED ODE ND LIBR TED MORE TIME ND P ED

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted] RAM 500 LARAMIE CREW CAB 4 4
Build Date	07/ 0/ 017	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	0 / 6/ 018
Claim Type	F ervice Contract	**Repair Date**	07/17/ 018
Claim Status	Paid	**Mileage (Miles)**	10 17

Expense

Labor	$0 00	**Sublet**	$0 00	**Part**	$65 00	**Total Paid**	$65 00

Dealer Information

Code	[redacted]	**Name**	CROWN DODGE	**Zone**	71	LO ANGELE	
Address	6 00 KING ENTUR C 9 00						

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	6860 0	Maintenance Inter al chedule B ; To be u ed every ,000 Interval	MC	MAINTENANCE C RE						$0 00
	9 60001	Maintenance Allowance ; Fixed Co t Maintenance								$6 00

RO Narratives

(RO) Customer Concern:

(Multi point in pection according to maintenance interval) (Rotate tire) (Change die el engine oil and filter ynthetic oil may be re quired ba ed on geographic location) (Check Tire Pre ure)

(RO) Cause:

NA

(RO) Correction:

PERFORM TIRE ROTATION PERFORMED LUBE OIL AND FILTER CHANGE CHECK ALL FLUID LEVEL AND ADJU T LEVEL A NEEDED

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern

(Change die el engine oil and filter ynthetic oil may be re quired ba ed on g

(Claim) Cause

NA

(Claim) Correction:

PERFORMED LUBE OIL AND FILTER CHANGE CHECK ALL FLUID LEVEL AND ADJU T LEVEL

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted] RAM 500 T CREW CAB 4 4
Build Date	09 0 016	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	0 07 017
Claim Type	arrant	**Repair Date**	07 17 01
Claim Status	Paid	**Mileage (Miles)**	5,041

Expense

Labor	$1 6 9 1	**Sublet**	$7 11 4	**Part**	$0 00	**Total Paid**	$ 970

Dealer Information

Code	[redacted]	**Name**	MIKE BRO N CHRY DODGE JEEP	**Zone**	6	D LL
Address	4960 E HIGHWAY 77 , GRANBURY, T 76049					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	090170 4	Long block ; 6 4 liter engine truck		CONNECTING ROD DEFECT	6 10994	ENGINE	1		67 0 00	$1 1 6 61
	090170 4	Long block ; 6 4 liter engine truck		CONNECTING ROD DEFECT	6 171066P	OIL	7		60 7	$1 1 6 61
A	090170 4	Long block ; 6 4 liter engine truck		CONNECTING ROD DEFECT	0489 9AA	FILTER	1		9 66	$1,186 61
A	090170 4	Long block 6 4 liter engine truck		CONNECTING ROD DEFECT	0488 971AC	ADHE IVE	1		9 5	$1,186 61
A	090170 4	Long block 6 4 liter engine truck		CONNECTING ROD DEFECT	68048898AA	EAL KIT	1		6 67	$1,186 61
	090170 4	Long block 6 4 liter engine truck		CONNECTING ROD DEFECT	0 114179 B	G KET			106 6	$1 1 6 61
	090170 4	Long block 6 4 liter engine truck		CONNECTING ROD DEFECT	046 76	E L			1 9 60	$1 1 6 61
	090170 4	Long block ; 6 4 liter engine truck		CONNECTING ROD DEFECT	046 76 6	E L			0 6	$1 1 6 61
	090170 4	Long block ; 6 4 liter engine truck		CONNECTING ROD DEFECT	04 9	G KET	1		77 49	$1 1 6 61
A	090170 4	Long block ; 6 4 liter engine truck		CONNECTING ROD DEFECT	0489 416AA	TUBE	1		87	$1,186 61
A	090170 4	Long block 6 4 liter engine truck		CONNECTING ROD DEFECT	0489 789AA	GA KET	1		95	$1,186 61
A	090170 4	Long block 6 4 liter engine truck		CONNECTING ROD DEFECT	05045496AA	GA KET	1		0 0	$1,186 61
	090170 4	Long block 6 4 liter engine truck		CONNECTING ROD DEFECT	0 0 61	E L	1		46	$1 1 6 61
	090170 4	Long block 6 4 liter engine truck		CONNECTING ROD DEFECT	0 1 1 D	G KET	1		1 4	$1 1 6 61
	090170 4	Long block ; 6 4 liter engine truck		CONNECTING ROD DEFECT	6 16 4 B	NTIFREE	1		1 6	$1 1 6 61
	0901706	Long block ; 4x4/AWD Equipped			6 10994	ENGINE	1		67 0 00	$4 00
A	0901706	Long block ; 4x4/AWD Equipped			68171066PA	OIL	7		60 7	$4 00
A	0901706	Long block 4x4 D Equipped			0489 9AA	FILTER	1		9 66	$4 00
A	0901706	Long block 4x4 D Equipped			0488 971AC	ADHE IVE	1		9 5	$4 00
	0901706	Long block 4x4 D Equipped			6 04 9	E L KIT	1		6 67	$4 00
	0901706	Long block 4x4 D Equipped			0 114179 B	G KET			106 6	$4 00
	0901706	Long block ; 4x4/AWD Equipped			046 76	E L			1 9 60	$4 00

A	09017062	Long block ; 4x4/AWD Equipped			04627636AA	SEAL	2		20.86	$42.00
A	09017062	Long block ; 4x4/AWD Equipped			04893353AA	GASKET	1		77.49	$42.00
A	09017062	Long block ; 4x4/AWD Equipped			04893416AA	TUBE	1		23.87	$42.00
A	09017062	Long block ; 4x4/AWD Equipped			04893789AA	GASKET	1		33 95	$42 00
A	09017062	Long block ; 4x4/AWD Equipped			05045496AA	GASKET	1		20.30	$42.00
A	09017062	Long block ; 4x4/AWD Equipped			53020861	SEAL	1		5.46	$42.00
A	09017062	Long block ; 4x4/AWD Equipped			53021521AD	GASKET	1		15.54	$42.00
A	09017062	Long block ; 4x4/AWD Equipped			68163848AB	ANTIFREEZ	1		21.56	$42.00
A	09017072	Long block ; 8 cylinder engine, compression and leak down test			68310994AA	ENGINE	1	X	6720.00	$189.02
A	09017072	Long block ; 8 cylinder engine, compression and leak down test			68171066PA	OIL	7		60.27	$189.02
A	09017072	Long block ; 8 cylinder engine, compression and leak down test			04892339AA	FILTER	1		9.66	$189.02
A	09017072	Long block ; 8 cylinder engine, compression and leak down test			04883971AC	ADHESIVE	1		9 52	$189 02
A	09017072	Long block ; 8 cylinder engine, compression and leak down test			68048898AA	SEAL KIT	1		26.67	$189.02
A	09017072	Long block ; 8 cylinder engine, compression and leak down test			05114179AB	GASKET	2		106 68	$189 02
A	09017072	Long block ; 8 cylinder engine, compression and leak down test			04627633AA	SEAL	8		159.60	$189.02
A	09017072	Long block ; 8 cylinder engine, compression and leak down test			04627636AA	SEAL	2		20 86	$189 02
A	09017072	Long block ; 8 cylinder engine, compression and leak down test			04893353AA	GASKET	1		77.49	$189.02
A	09017072	Long block ; 8 cylinder engine, compression and leak down test			04893416AA	TUBE	1		23 87	$189 02
A	09017072	Long block ; 8 cylinder engine, compression and leak down test			04893789AA	GASKET	1		33.95	$189.02
A	09017072	Long block ; 8 cylinder engine, compression and leak down test			05045496AA	GASKET	1		20.30	$189.02
A	09017072	Long block ; 8 cylinder engine, compression and leak down test			53020861	SEAL	1		5.46	$189.02
A	09017072	Long block ; 8 cylinder engine, compression and leak down test			53021521AD	GASKET	1		15.54	$189.02
A	09017072	Long block ; 8 cylinder engine, compression and leak down test			68163848AB	ANTIFREEZ	1		21.56	$189.02
A	09017077	Long block ; 8 cylinder engine, main and rod bearing inspection			68310994AA	ENGINE	1	X	6720.00	$241.52
A	09017077	Long block ; 8 cylinder engine, main and rod bearing inspection			68171066PA	OIL	7		60.27	$241.52
A	09017077	Long block ; 8 cylinder engine, main and rod bearing inspection			04892339AA	FILTER	1		9.66	$241.52
A	09017077	Long block ; 8 cylinder engine, main and rod bearing inspection			04883971AC	ADHESIVE	1		9.52	$241.52

A	09017077	Long block ; 8 cylinder engine, main and rod bearing inspection			68048898AA	SEAL KIT	1		26.67	$241.52
A	09017077	Long block ; 8 cylinder engine, main and rod bearing inspection			05114179AB	GASKET	2		106.68	$241.52
A	09017077	Long block ; 8 cylinder engine, main and rod bearing inspection			04627633AA	SEAL	8		159.60	$241.52
A	09017077	Long block ; 8 cylinder engine, main and rod bearing inspection			04627636AA	SEAL	2		20.86	$241.52
A	09017077	Long block ; 8 cylinder engine, main and rod bearing inspection			04893353AA	GASKET	1		77.49	$241.52
A	09017077	Long block ; 8 cylinder engine, main and rod bearing inspection			04893416AA	TUBE	1		23.87	$241.52
A	09017077	Long block ; 8 cylinder engine, main and rod bearing inspection			04893789AA	GASKET	1		33.95	$241.52
A	09017077	Long block ; 8 cylinder engine, main and rod bearing inspection			05045496AA	GASKET	1		20.30	$241.52
A	09017077	Long block ; 8 cylinder engine, main and rod bearing inspection			53020861	SEAL	1		5.46	$241.52
A	09017077	Long block ; 8 cylinder engine, main and rod bearing inspection			53021521AD	GASKET	1		15.54	$241.52
A	09017077	Long block ; 8 cylinder engine, main and rod bearing inspection			68163848AB	ANTIFREEZ	1		21.56	$241.52

RO Narratives

(RO) Customer Concern:

ENGINE PERFORMANCE CONCERN CUSTOMER STATES ENGINE IS KNOCKING INSPECT, ENGINE IS MAKING NOISE FROM LOWER END, RUNNING ROUGH. CHECK COMPRESSION, COMPRESSION IS BELOW SPEC, REMOVE OIL PAN AND INSPECT MAINS AND ROD BEARINGS, CRANK SCARED ROD BEARING FAILURE. REMOVED ENGINE FROM VEHICLE, REPLACED WITH LONG BLOCK, INSTALLED ALL REUSABLE PARTS ON NEW LONG BLOCK, INSTALL ED ENGINE IN VEHICLE, FILLED WITH OIL AND COOLANT, TEST DROVE, VEHICLE RUNS AS DESIGNED ([redacted] 23 POINT INSPECTION ([redacted] RENTAL UNIT ([redacted])

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C/S ENGINE IS KNOCKING

(Claim) Cause:

INSPECTED, ENGINE IS MAKING NOISE FROM LOWER END AND RUNNING ROUGH. CHECKED CO MPRESSION, COMPRESSION BELOW SPECS. REMOVED OIL PAN AND INSPECT MAINS AND ROD BEARINGS. CRANK SCARRED FROM ROD BEARING FAILURE.

(Claim) Correction:

REMOVED ENGINE FROM VEHICLE, REPLACED WITH LONG BLOCK, INSRALLED ALL REUSABLE PARTS ON NEW LONG BLOCK, INSTALLED ENGINE IN VEHICLE, FILLED WITH OIL AND COOL ANT, TEST DROVE AND VEHICLE RUNS AS DESIGNED, VERIFIED REPAIR COMPLETE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted]
Build Date	0 19 017	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10 017
Claim Type	afet (Recalls)	**Repair Date**	0 1 018
Claim Status	Paid	**Mileage (Miles)**	1 1

Expense

Labor	$44 74	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$44 74

Dealer Information

Code	[redacted]	**Name**		**Zone**	66	ORL NDO	
Address							

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	19U111	afet Recall U11 Brake Tran mi ion hift Interlock In pect BT I Functionalit Replace Gear hift Bracket and erif BCM oftware Le el (01 018 M del Year)	UC	UNCOD BLE (N RR TI E REQUIRED)						$44 74

RO Narratives

(RO) Customer Concern

(Multi p int inspecti n acc rding t maintenance inter al) (hange diesel engine il and filter s nthetic il ma be re quired based n geographic location) (Rotate tire) U11 afet Recall U11 Brake Tran mi ion hift Interlock ([redacted]

(RO) Cause

N

(RO) Correction

OMPLETED IN PE TION OMPLETED THE DIE EL OIL H NGE OMPLETED OMPLETED

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

U11 afet Recall U11 Brake Transmissi n hift Interl ck (60 Recall N 1)

(Claim) Cause

N

(Claim) Correction

COMPLETED

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 ST CREW CAB 4X4
Build Date	09/20/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	03/07/2017
Claim Type	W - Warranty	**Repair Date**	07/17/2018
Claim Status	Paid	**Mileage (Miles)**	25,041

Expense

Labor	$0.00	**Sublet**	$0.00	**Part**	$400.00	**Total Paid**	$400.00

Dealer Information

Code	[redacted]	**Name**	MIKE BROWN CHRY-DODGE JEEP	**Zone**	63	DALLAS
Address	4960 E HIGHWAY 377 , GRANBURY, TX 76049					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	09017024	Long block ; 6.4 liter engine - truck	22	CONNECTING ROD DEFECT						$0.00
A	95400142	Loaner Car ; High Line Vehicles								$400.00

RO Narratives

(RO) Customer Concern:

ENGINE PERFORMANCE CONCERN CUSTOMER STATES ENGINE IS KNOCKING INSPECT, ENGINE IS MAKING NOISE FROM LOWER END, RUNNING ROUGH. CHECK COMPRESSION, COMPRESSION IS BELOW SPEC, REMOVE OIL PAN AND INSPECT MAINS AND ROD BEARINGS, CRANK SCARED ROD BEARING FAILURE. REMOVED ENGINE FROM VEHICLE, REPLACED WITH LONG BLOCK, INSTALLED ALL REUSABLE PARTS ON NEW LONG BLOCK, INSTALL ED ENGINE IN VEHICLE, FILLED WITH OIL AND COOLANT, TEST DROVE, VEHICLE RUNS AS DESIGNED ([redacted] 23 POINT INSPECTION ([redacted] RENTAL UNIT ([redacted])

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C/S ENGINE IS KNOCKING

(Claim) Cause:

INSPECTED, ENGINE MAKING NOISE FROM LOWER END AND RUNNING ROUGH. CHECKED COMPR ESSION, BELOW SPECS. REMOVED OIL PAN AND INSPECT ROD AND MAIN BEARINGS, CRANK SCARRED FROM ROD BEARING FAILURE.

(Claim) Correction:

REMOVED ENGINE , REPLACED WITH LONG BLOCK, INSTALLED ALL REUSABLE PARTS ON NEW LONG BLOCK, INSTALLED ENGINE IN VEHICLE, FILLED WITH OIL AND COOLANT, TEST DR OVE AND VEHICLE RUNS AS DESIGNED

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 CREW CAB CHASSIS
Build Date	04/27/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/30/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	07/17/2018
Claim Status	Paid	**Mileage (Miles)**	3,117

Expense

Labor	$38.50	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$38.50

Dealer Information

Code	[redacted]	**Name**	ACADIANA DODGE INCORPORATED	**Zone**	63 DALLAS
Address	1700 SOUTHEAST EVANGELINE HIGHWAY , LAFAYETTE, LA 70508				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19U11182	Safety Recall U11 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update (2017 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$38.50

RO Narratives

(RO) Customer Concern:

CHECK ELECTRICAL SYSTEM [CUSTOMER STATES THE ABS AND TRACTION CONTROLLIGHTS ARE ON.] QUALITY CONTROL CHECK [QUALITY CONTROL CHECK] PERFORM RECALL/ CAMPAIGN [U11 BRAKETRANSMISSION SHIFT INTERLOCK [redacted] RAPID RESPONSE TRANSMITTAL [RAPID RESPONSE TRANSMITTAL (RRT) [redacted] AFTER REPLACING ABS MODULE, THE MODULE IS OFFLING, POWER AND GROUNDPRESENT. TECH SUSPECTS A BAD BATCH OF ABS MODULES. NEW ONE WON'T GO ONLINE AFTER INSTALLED. WHEN TRYING TO START AFTER REPAIRED, ENGINE WON'T SPIN OVER.

(RO) Cause:

F F F F F F

(RO) Correction:

Control unit, Brake anti-lock hydraulic (HCU)- Replace All others (3 -Highly Skilled) Module, anti-lock brake control - Test and Replace All others (2 - Skilled) QUALITY CONTROL CHECK [QUALITY CONTROL CHECK] QUALITY CONTROL CHECK Safety Recall U11 - BrakeTransmission Shift Interlock - Reprogram Inspect Brake Transmission Shift Interlock (BTSI) Functionality and PerformBCM Software Update (2017Model Year Only) (1 - Semi-Skilled) Lamp, Clearance - Test and Replace Lamp, Clearance - Replace All (0 - Low Skilled) tech ordered another icu and installed that integrated control unit and that one was offline also CHECK ELECTRICAL SYSTEM CHECK ELECTRICAL SYSTEM Battery - Test Charge Retest and Replace Singlebattery (0 - Low Skilled)

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - RAM 2500 LONGHORN CREW CAB 4X4
Build Date	10/04/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06/29/2018
Claim Type	W - Warranty	**Repair Date**	07/18/2018
Claim Status	Paid	**Mileage (Miles)**	2,229

Expense

Labor	$230.47	**Sublet**	$971.24	**Part**	$80.00	**Total Paid**	$1,281.71

Dealer Information

Code	[redacted]	**Name**	FLETCHER CHRY PRODUCTS IN	**Zone**	42	DETROIT
Address	3099 NORTH MORTON , FRANKLIN, IN 46131					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	23090905	Rambox ; Lid - Left	81	POOR FIT	68206699AA	DOOR	1	X	135.18	$0.00
A	23090905	Rambox ; Lid - Left	81	POOR FIT	1WX171W7AB	APPLIQUE	1		214.12	$0.00
A	23090905	Rambox ; Lid - Left	81	POOR FIT	0000MATL		1		57.88	$0.00
A	23600101	Basic paint preparation ; paint preparation			68206699AA	DOOR	1	X	135.18	$48.02
A	23600101	Basic paint preparation ; paint preparation			1WX171W7AB	APPLIQUE	1		214.12	$48.02
A	23600101	Basic paint preparation ; paint preparation			0000MATL		1		57.88	$48.02
A	23601632	Panel, pick-up box side, outside ; Rambox equipped - Upper storage box lid - Right or left			68206699AA	DOOR	1	X	135.18	$105.63
A	23601632	Panel, pick-up box side, outside ; Rambox equipped - Upper storage box lid - Right or left			1WX171W7AB	APPLIQUE	1		214.12	$105.63
A	23601632	Panel, pick-up box side, outside ; Rambox equipped - Upper storage box lid - Right or left			0000MATL		1		57.88	$105.63
A	95400142	Loaner Car ; High Line Vehicles			68206699AA	DOOR	1	X	135.18	$80.00
A	95400142	Loaner Car ; High Line Vehicles			1WX171W7AB	APPLIQUE	1		214.12	$80.00
A	95400142	Loaner Car ; High Line Vehicles			0000MATL		1		57.88	$80.00
B	23090901	Rambox ; Bin Assembly - Left	UC	UNCODABLE (NARRATIVE REQUIRED)	68206713AA	BIN	1	X	564.06	$76.82

RO Narratives

(RO) Customer Concern:

REPAIR PER ESTIMATE RAM BOX LID UNEVEN REFINISH PER ESTIMATE

(RO) Cause:

RAM BOX HAD A BAD LATCH AND SEAL .

(RO) Correction:

[redacted]CORRECTED BY ORDERING THE NEW BOX FORBAD LATCH ON TOP BOX COVER WHICH HAD TO BEPAINTED TO MATCH. BOTTOM BOX NEEDED REPLACEDBECAUSE THE SEAL WAS TORE IN THE CORNER OFTHE BOX. REPAIR PER ESTIMATE RENTAL REPAIR PER ESTIMATE MISC. SHOP CHARGES REFINISH PER ESTIMATE PAINT AND MATERIAL REFINISH PER ESTIMATE MISC SHOP CHARGES

(RO) Technical Notes:

[redacted].....

GCS Narratives

(Claim) Customer Concern:

REPAIR PER ESTIMATE RAM BOX LID UNEVEN SEAL ON CONTAINER TORN

(Claim) Cause:

POOR FIT..... TORN SEAL.....

(Claim) Correction:

CORRECTED BY ORDERING THE NEW BOX FOR BAD LATCH ON TOP BOX COVER WHICH HAD TO BE PAINTED TO MATCH. BOTTOM BOX NEEDED REPLACED BECAUSE THE SEAL WAS TORE IN THE CORNER OF THE BOX

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted] RAM 500 LARAMIE CREW CAB 4 4
Build Date	05/12/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	07/31/2017
Claim Type	S Safety (Recalls)	**Repair Date**	07/19/2018
Claim Status	Paid	**Mileage (Miles)**	11, 99

Expense

Labor	$45 58	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$45 58

Dealer Information

Code	[redacted]		**Name**		**Zone**	66	ORLANDO
Address	, ,						

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19U11182	afety Recall U11 Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BT I) Functionality and Perform BCM Software Update (2017 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$45 58

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUST STATES WHILE DRIVING SERV ELECTRONIC BRAKE SYSTEM MESSAGE CAME ON DASH

(Claim) Cause:

U11

(Claim) Correction:

[redacted]VERIFY HIFTER OPERATION FLA H UPDATE BCM TO LATE T OFTWARE UPD

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 LARAMIE CREW CAB 4X4
Build Date	05/12/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	07/31/2017
Claim Type	W - Warranty	**Repair Date**	07/19/2018
Claim Status	Paid	**Mileage (Miles)**	11,299

Expense

Labor	$125.36	**Sublet**	$820.38	**Part**	$0.00	**Total Paid**	$945.74

Dealer Information

Code	[redacted]	**Name**		**Zone**	66 ORLANDO
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	59	INTERNAL LEAK	68143491AA	CONTROL	1	X	564.30	$125.36
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	59	INTERNAL LEAK	68347098AB	MODULE	1		242.55	$125.36
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	59	INTERNAL LEAK	04318080AD	FLUID	2		13.53	$125.36
A	08191002	Module, anti-lock brake control ; All others			68143491AA	CONTROL	1	X	564.30	$0.00
A	08191002	Module, anti-lock brake control ; All others			68347098AB	MODULE	1		242.55	$0.00
A	08191002	Module, anti-lock brake control ; All others			04318080AD	FLUID	2		13.53	$0.00

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUST STATES WHILE DRIVING- SERV ELECTRONIC BRAKE SYSTEM MESSAGE CAME ON DASH CUST STATES WHILE DRIVING- SERV ELECTRONIC BRAKE SYSTEM MESSAGE CAME ON DASH

(Claim) Cause:

ABS PUMP / MODULES FAILURE CODE C0020-01

(Claim) Correction:

[redacted] / MODULES FAILURE CODE C0020-01 80 VERIFY POWERS AND GROUNDS T

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted]
Build Date	0 0 017	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	0 07 017
Claim Type	afet (Recall)	**Repair Date**	07 0 01
Claim Status	Paid	**Mileage (Miles)**	0 766

Expense

Labor	$19 99	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$19 99

Dealer Information

Code	[redacted]	**Name**	ELM OOD DODGE INC	**Zone**	NE YORK
Address	6 T UNTON E E PRO IDENCE RI 0 914				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	1 U610	afet Recall U61 Reprogram Powertrain Control Module In pect PCM oftware Le el and Perform oftware Update	U	UNCOD BLE (N RR TI E REQUIRED)						$19 99

RO Narratives

(RO) Customer Concern

N

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

N

(Claim) Cause

N

(Claim) Correction

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 ST CREW CAB 4X4
Build Date	04/21/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11/28/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	07/20/2018
Claim Status	Paid	**Mileage (Miles)**	5,995

Expense

Labor	$50.94	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$50.94

Dealer Information

Code	[redacted]	**Name**	GREENWAY CHRYSLER-JEEP-DODGE, INC.	**Zone**	66 ORLANDO
Address	9051 EAST COLONIAL DRIVE , ORLANDO, FL 32817				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19U11182	Safety Recall U11 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update (2017 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$50.94

RO Narratives

(RO) Customer Concern:

MULTI POINT VEHICLE INSPECTION CUSTOMER REQUESTS ALTERNATE TRANSPORTATION U11 BRAKE TRANSMISSION SHIFT INTERLOCK CUSTOMER STATES CHECK ENGINE LIGHT ABS AND TRAC LIGHT ON CUSTOMER STATES CRUISE CONTROL INOP

(RO) Cause:

RENTAL RECALL ACTIVE FAULT IN MODULE, PER SERVICE INFORMATION BOTH HCU AND MODULE NEED REPLACEMENT FAILED SPEED CONTROL SWITCH

(RO) Correction:

PERFORM MULTI POINT VEHICLE INSPECTION RENTAL SUPPLIED INSPECT BTSI FUNCTIONALITY AND 19-U1-11-82 0.4 HOURS PERFORM BCM SOFTWARE UPDATE (2017 MODEL YEAR ONLY) REPLACED ABS MODULE AND HCU, FILLED AND BLED BASE BRAKES AND ABS, DROVE AND VERIFIED REPAIR REPLACE SPEED CONTROL SWITCH

(RO) Technical Notes:

INTERNAL FAILURE IN THE MODULE

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT ABS AND TRAC LIGHT ON CUSTOMER STATES CRUISE CONTROL INOP

(Claim) Cause:

ACTIVE FAULT IN MODULE, PER SERVICE INFORMATION BOTH HCU AND MODULE NEED REPLA FAILED SPEED CONTROL SWITCH CEMENT

(Claim) Correction:

REPLACE SPEED CONTROL SWITCH REPLACED ABS MODULE AND HCU, FILLED AND BLED BASE BRAKES AND ABS, DROVE AND VE RIFIED REPAIR

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 3500 ST CREW CAB 4X4
Build Date	04/21/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11/28/2017
Claim Type	W - Warranty	**Repair Date**	07/20/2018
Claim Status	Paid	**Mileage (Miles)**	5,995

Expense

Labor	$267.44	**Sublet**	$1,174.12	**Part**	$40.00	**Total Paid**	$1,481.57

Dealer Information

Code	[redacted]	**Name**	GREENWAY CHRYSLER-JEEP-DODGE, INC.	**Zone**	66 ORLANDO
Address	9051 EAST COLONIAL DRIVE , ORLANDO, FL 32817				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	UC	UNCODABLE (NARRATIVE REQUIRED)	68143491AA	CONTROL	1	X	759.58	$140.09
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	UC	UNCODABLE (NARRATIVE REQUIRED)	68347098AB	MODULE	1		326.49	$140.09
A	08191002	Module, anti-lock brake control ; All others			68143491AA	CONTROL	1	X	759.58	$76.41
A	08191002	Module, anti-lock brake control ; All others			68347098AB	MODULE	1		326.49	$76.41
A	95400142	Loaner Car ; High Line Vehicles			68143491AA	CONTROL	1	X	759.58	$40.00
A	95400142	Loaner Car ; High Line Vehicles			68347098AB	MODULE	1		326.49	$40.00
B	08808202	Switch, steering wheel mounted ; Speed control-Right side	18	CIRCUIT OPEN	56046252AE	SWITCH	1	X	88.06	$50.94

RO Narratives

(RO) Customer Concern:

MULTI POINT VEHICLE INSPECTION CUSTOMER REQUESTS ALTERNATE TRANSPORTATION U11 BRAKE TRANSMISSION SHIFT INTERLOCK CUSTOMER STATES CHECK ENGINE LIGHT ABS AND TRAC LIGHT ON CUSTOMER STATES CRUISE CONTROL INOP

(RO) Cause:

RENTAL RECALL ACTIVE FAULT IN MODULE, PER SERVICE INFORMATION BOTH HCU AND MODULE NEED REPLACEMENT FAILED SPEED CONTROL SWITCH

(RO) Correction:

PERFORM MULTI POINT VEHICLE INSPECTION RENTAL SUPPLIED INSPECT BTSI FUNCTIONALITY AND 19-U1-11-82 0.4 HOURS PERFORM BCM SOFTWARE UPDATE (2017 MODEL YEAR ONLY) REPLACED ABS MODULE AND HCU, FILLED AND BLED BASE BRAKES AND ABS, DROVE AND VERIFIED REPAIR REPLACE SPEED CONTROL SWITCH

(RO) Technical Notes:

INTERNAL FAILURE IN THE MODULE

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT ABS AND TRAC LIGHT ON CUSTOMER STATES CRUISE CONTROL INOP

(Claim) Cause:

ACTIVE FAULT IN MODULE, PER SERVICE INFORMATION BOTH HCU AND MODULE NEED REPLA FAILED SPEED CONTROL SWITCH CEMENT

(Claim) Correction:

REPLACE SPEED CONTROL SWITCH REPLACED ABS MODULE AND HCU, FILLED AND BLED BASE BRAKES AND ABS, DROVE AND VE RIFIED REPAIR

Warranty Claim Report

Vehicle Information

VIN	[redacted]	Year	017	Body	[redacted]
Build Date	0 07 017	Plant	LTILLO TRUCK EMBLY PL NT	Coverage Code	[redacted]

Claim Information

Claim #	[redacted]	In Service Date	0 01 017
Claim Type	arrant	Repair Date	07 0 01
Claim Status	Paid	Mileage (Miles)	1 917

Expense

Labor	Sublet	Part	Total Paid
$4 1	$0 00	$0 00	$4 1

Dealer Information

Code	[redacted]	Name		Zone	71 LO NGELE
Address					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	411400	Fuel Trouble Not Found	OD							$4 1

RO Narratives

(RO) Customer Concern

NA

(RO) Cause:

N

(RO) Correction

N

(RO) Technical Notes

THROTTL BODY LIGHT I ON NPF

GCS Narratives

(Claim) Customer Concern

CU TOMER T TE THROTTLE BODY LIGHT C ME ON HILE DRI ING CHECK ND D I E

(Claim) Cause

ERIFIED CU TOMER COMPL INT B TR CTION LIGHT ON

(Claim) Correction

PERFORMED B ERIFIC TION RO D TE TED EHICLE ND RECHECKED NO CODE IN Y TEM EHICLE OPER TING DE IGNED

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 SLT CREW CAB 4X4
Build Date	03/05/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	08/07/2017
Claim Type	W - Warranty	**Repair Date**	07/20/2018
Claim Status	Paid	**Mileage (Miles)**	20,766

Expense

Labor	$99.94	**Sublet**	$418.63	**Part**	$0.00	**Total Paid**	$518.57

Dealer Information

Code	[redacted]	**Name**	ELMWOOD DODGE INC	**Zone**	32 NEW YORK
Address	625 TAUNTON AVE , E PROVIDENCE, RI 02914				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19852502	Clockspring/Steering column control module (SCCM)	18	CIRCUIT OPEN	68110740AE	SCCM	1	X	418.63	$49.97
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68110740AE	SCCM	1	X	418.63	$49.97

RO Narratives

(RO) Customer Concern:

90 - Description UnAvailable FREE MULTI POINT INSPECTION: 26 - Description UnAvailable CUSTOMER STATES SERVICE ELECTRONIC BRAKE SYSTEM WARNING LIGHT ON DASH ALSO TRACTION CONTROL LIGHT, 4 WDRIVE LIGHT ADN TRAILER BRAKE CONTROL LIGHTS COMES ON. CHECK AND ADVISE 99 - Description UnAvailable RECALL U61 REPROGRAM POWERTRAIN CONTROL MODULE

(RO) Cause:

TECH PERFORMED DIAGNOSTIC FOUND STEERING ANGLE SENSOR INTERNAL FAILURE

(RO) Correction:

COMPLETED MULTI POINT INSPECTION (ACCORDING TO MAINTENANCE INTERVAL) REPLACED STEERING ANGLE SENSOR/CLOCKSPRING ROADTESTED OK REPROGRAMED PCM COMPLETED RECALL

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

WARNING LITES ON DASH

(Claim) Cause:

STEERING ANGLE SENSOR SHORTED

(Claim) Correction:

REPLACE STEERING ANGLE SENSOR

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 3500 LARAMIE CREW CAB 4X4
Build Date	06/22/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/23/2017
Claim Type	W - Warranty	**Repair Date**	07/20/2018
Claim Status	Paid	**Mileage (Miles)**	26,736

Expense

Labor	$180.49	**Sublet**	$76.45	**Part**	$0.00	**Total Paid**	$256.94

Dealer Information

Code	[redacted]	**Name**	RAIRDON'S DODGE CHRYSLER OF BELLINGHAM	**Zone**	70 PHOENIX
Address	1615 IOWA ST , BELLINGHAM, WA 98229				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08661501	Relay, intake manifold heater air temperature ; 6.7 liter diesel engine	ML	CHECK ENGINE/SERVICE ENGINE SO	05187880AC	RELAY	1	X	76.45	$33.84
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			05187880AC	RELAY	1	X	76.45	$146.65

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CHECK ENGINE LAMP IS ON

(Claim) Cause:

VERIFIED THE CEL IS ON WITH CODE P2609 INTAKE AIR HEATER PERFORMANCE. CHECKED FOR ANY LOOSE BATTERY CONNECTIONS THERE ARE NO LOOSE CONNECTIONS FOUND. CHECKE D OUT PUT OF INTAKE AIR HEATER RELAY. CYCLED INTAKE AIR HEATER RELAY ON AND OF F AND INTERMITTENTLY THE INTAKE AIR HEATER RELAY WILL NOT PUT OUT POWER TO THE HEATER GRID SIDE OF THE CIRCUIT.

(Claim) Correction:

RECOMMEND REMOVING AND REPLACING INTAKE AIR HEATER RELAY. REMOVED AIR BOX FOR ACCESS TO INTAKE AIR HEATER RELAY REMOVED BOTH BATTERY NEGATIVE CABLES REMOVED CABLES FOR INTAKE AIR HEATER RELAY, REMOVED AND REPLACED INTAKE AIR HEATER RE LAY. INSTALLED CABLES ONTO RELAY, INSTALLED AIR BOX RETESTED RELAY FOR INTERMI TTENT CONDITION. THERE IS NO LONGER AN INTERMITTENT CONDITION

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted] RAM 500 LARAMIE CREW CAB 4 4
Build Date	06/ / 017	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/ / 017
Claim Type	arrant	**Repair Date**	07 0 01
Claim Status	Paid	**Mileage (Miles)**	6 7 6

Expense

Labor	$45 1	**Sublet**	$41 09	**Part**	$0 00	**Total Paid**	$86 1

Dealer Information

Code	[redacted]	**Name**	R IRDON' DODGE CHRY LER OF BELLINGH M	**Zone**	70	PHOENI
Address	161 IO T BELLINGH M 9 9					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08508096	Lamp, Clearance ; Lamp, Clearance Replace ll		ERVICE CTION	68 61677AC	LAMP	5		41 09	$45 1

RO Narratives

(RO) Customer Concern

N

(RO) Cause

NA

(RO) Correction:

NA

(RO) Technical Notes:

N

GCS Narratives

(Claim) Customer Concern:

[redacted]

(Claim) Cause:

[redacted] COMPLETED EHICLE IN I LI TED FOR RRT

(Claim) Correction

REMO ED ND REPL CED CLE R NCE LIGHT

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 LARAMIE CREW CAB 4X4
Build Date	03/24/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/10/2017
Claim Type	W - Warranty	**Repair Date**	07/22/2018
Claim Status	Paid	**Mileage (Miles)**	23,493

Expense

Labor	$37.56	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$37.56

Dealer Information

Code	[redacted]	**Name**	MILLER MOTOR SALES INC	**Zone**	51 CHICAGO
Address	1196 MILWAUKEE AVE , BURLINGTON, WI 53105				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
B	23190303	Door - Buzz Squeaks Rattles ; Right Rear	UC	UNCODABLE (NARRATIVE REQUIRED)						$18.78
A	23402000	Hinge, door / liftgate / decklid ; Includes inner and outer hinge halfs where required	07	BINDS, STICKS, OR SEIZED						$18.78

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES ABS LIGHT HAS BEEN ON 4-5 TIM ES OFF NOW ABS LIGHT OFF ON ARRIVAL ADVISED CUSTOMER TO RETURN TO CONTINUE DIAGNO SING [redacted] DIESEL ENGINE LUBE OIL AND FILTER (04-4281 ANDY-) ROTATE TIRES [redacted] ,CUSTOMER STATES TPMS LIGHT COMES ON AT TIMES RELATED TO LINE 1 [redacted] CUSTOMER STATES DRIVERS DOOR IS MAKING NOISE WHEN OPENING LUBRICATED HINGE [redacted] FUEL FILTER REPLACEMENT [redacted] REPLACE CABIN AIR FILTER [redacted] CUSTOMER STATES CHECK DEF GAUGE HAS BEEN SEVR AL MONTHS SINCE FILLING [redacted] MOPAR SAFETY CHECK [redacted]

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

LUBRICATED HINGE LUBRICAT DRY HINGE FOR NOISY

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES ABS LIGHT HAS BEEN ON 4-5 TIMES. OFF NOW CUSTOMER STATES DRIVER DOOR MAKING NOISE WHEN OPENING

(Claim) Cause:

DIAG ABS LIGHT CHECK WIRING, FUSES, CONNECTIONS UNDERBODY HARNESS HINGE NEEDS LUBRICATING

(Claim) Correction:
ALL LOOKS OK, OPERATING AS DESIGNED CURRENTLY. CUSTOMER TO MONITOR LUBRICATED HINGES AND TEST, OK

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 ST CREW CAB 4X4
Build Date	07/13/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	09/28/2017
Claim Type	W - Warranty	**Repair Date**	07/23/2018
Claim Status	Paid	**Mileage (Miles)**	13,075

Expense

Labor	$148.67	**Sublet**	$424.34	**Part**	$0.00	**Total Paid**	$573.01

Dealer Information

Code	[redacted]	**Name**		**Zone**	66 ORLANDO
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	02130650	Universal joint, front axle shaft ; Related operation for U joint-Right side			68185437AD	HUB	1	X	424.34	$45.74
A	05210902	Hub and Bearing, front ; Right or left	68	NOISY	68185437AD	HUB	1	X	424.34	$91.49
A	05210961	Hub and Bearing, front ; AWD/4WD equipped			68185437AD	HUB	1	X	424.34	$11.44

RO Narratives

(RO) Customer Concern:

C/S THE ABS LIGHT COMES ON AND GOESOFF PERIODICALLY...CHK/ADV PERFORM MULTI-POINT INSPECTION

(RO) Cause:

F

(RO) Correction:

13075 right front hub making noise also teethin bearing broke wheel speed sensor.[redacted]130 replacedright front hub and wheel speed sensor[redacted]REPLACE RIGHT FRONT HUB BEARING [redacted]complete PERFORM MULTI-POINT INSPECTION BATTERY TESTS GOOD AT THIS TIME - NO ATTENTION NEEDED AT THIS TIME GOOD BRAKES OVER 5MM OR 7/32 (DISC) OR OVER 2MM OR 3/32 (DRUM) GOOD TIRE ABOVE 7/32 PERFORM MULTI-POINT INSPECTION BATTERY TESTS GOOD AT THIS TIME - NO ATTENTION NEEDED AT THIS TIME GOOD BRAKES OVER 5MM OR 7/32 (DISC) OR OVER 2MM OR3/32 (DRUM) GOOD TIRE ABOVE 7/32

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C/S THE ABS LIGHT COMES ON AND GOES OFF PERIODICALLY...CHK/ADV

(Claim) Cause:

RIGHT FRONT HUB MAKING NOISE ALSO TEETH IN BEARING BROKE WHEEL SPEED SENSOR..

(Claim) Correction:
REPLACED RIGHT FRONT HUB AND WHEEL SPEED SENSOR

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - RAM 2500 LONGHORN CREW CAB 4X4
Build Date	10/04/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06/29/2018
Claim Type	W - Warranty	**Repair Date**	07/24/2018
Claim Status	Paid	**Mileage (Miles)**	2,229

Expense

Labor	$240.08	**Sublet**	$0.00	**Part**	$80.00	**Total Paid**	$320.08

Dealer Information

Code	[redacted]	**Name**	FLETCHER CHRY PRODUCTS IN	**Zone**	42 DETROIT
Address	3099 NORTH MORTON , FRANKLIN, IN 46131				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	0891KCU2	Visor Vanity/Map/Reading Lamps	4W	WIRES BURNED/DAMAGED						$240.08
A	95400142	Loaner Car ; High Line Vehicles								$80.00

RO Narratives

(RO) Customer Concern:

General Concern #1 [Customer StatesLEFT SIDE RAM BOX IS MISALIGNED] Multi-point inspection (according to maintenance interval) GLASS COAT CUSTOMER STATES VANITY MIRROR LIGHTS IN VISORS DO NOT WORK TOP OFF DEF PER SARAH RENTAL CAR

(RO) Cause:

. . . .

(RO) Correction:

SENT TO B/S FOR REPAIR ADD DESCRIPTION Multi-point inspection (according to maintenanceinterval) 16 POINT COURTESY INSPECTION ADD DESCRIPTION 2226 perform diag both vanity lights inop ,not getting power or ground to lights invisor perform electrical diag , checkedfuses and ground, both checked good, removeheadliner and found chaffed wiring in leftrear corner of cab, repair wiring atconnector, reinstall headliner . verifiedrepair , both lights working at this time ELECTRICAL SYSTEM DIAGNOSIS RENTAL ELECTRICAL SYSTEM DIAGNOSIS MISC. SHOP CHARGES ADD DESCRIPTION RENTAL CAR

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES VANITY MIRROR LIGHTS IN VISORS DO NOT WORK

(Claim) Cause:

PERFORM DIAG BOTH VANITY LIGHTS INOP , NOT GETTING POWER OR GROUND TO LIGHTS I N VISOR

(Claim) Correction:

PERFORM ELECTRICAL DIAG , CHECKED FUSES AND GROUND, BOTH CHECKED GOOD, REMOVE HEADLINER AND FOUND CHAFFED WIRING IN LEFT REAR CORNER OF CAB, REPAIR WIRING AT CONNECTOR, REINSTALL HEADLINER . VERIFIED REPAIR , BOTH LIGHTS WORKING AT THIS TIME

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted] RAM 500 LT CREW CAB 4 4
Build Date	0 0 017	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/ / 017
Claim Type	arrant	**Repair Date**	07 4 01
Claim Status	Paid	**Mileage (Miles)**	6 7

Expense

Labor	$6 0	**Sublet**	$60 69	**Part**	$ 50 00	**Total Paid**	$47 71

Dealer Information

Code	[redacted]	**Name**	KING COTTON MOTOR CO OF CO INGTON	**Zone**	6 D LL
Address	9 9 HIGH Y 1 NORTH CO INGTON TN 019				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	0 190701	Module tran fer ca e dri etrain control		INTERN L DEFECT	6 01 7 B	MODULE	1		60 69	$6 0
A	95400141	Loaner Car tandard Line ehicle			68 501 7AB	MODULE	1		60 69	$ 50 00

RO Narratives

(RO) Customer Concern

IN PECTION KING COTTON MULTIPOINT IN PECTION ITH REPORT C [redacted]

(RO) Cause

NA

(RO) Correction:

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern:

[redacted]

(Claim) Cause

FOUND INTERN L HORT IN CONTROL MODULE

(Claim) Correction

REPL CE DRI ETR IN CONTROL MODULE ND E ERYTHING I ORKING PROPERLY T THI T IME

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	018	**Body**	[redacted] RAM 500 LT CREW CAB 4 4
Build Date	10/09/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	03/01/2018
Claim Type	S Safety (Recalls)	**Repair Date**	07/25/2018
Claim Status	Paid	**Mileage (Miles)**	5,481

Expense

Labor	$23 58	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$23 58

Dealer Information

Code	[redacted]	**Name**		**Zone**	32 NEW YORK
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U61083	afety Recall U61 Reprogram Powertrain Control Module ; Inspect PCM Software Level and Perform oftware Update (018 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$23 58

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 2500 SLT CREW CAB 4X4
Build Date	10/09/ 017	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	03/01/2018
Claim Type	W Warranty	**Repair Date**	07/ 5/ 018
Claim Status	Paid	**Mileage (Miles)**	5,480

Expense

Labor	$23 58	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$23 58

Dealer Information

Code	[redacted]	**Name**		**Zone**	NEW YORK
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85410500	Brakes, Trouble Not Found ; Brake	OD							$ 58

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

WHEN PRESSING BRAKES TRUCK DOES NOT STOP LIKE IT SHOULD MORE UNDER A PANIC

(Claim) Cause:

ROAD TE T DID NOT DUPLICATE

(Claim) Correction:

HYDROBOO TER BRAKE POWER TEERING AND BRAKE HARE BOO TER CHECK BOO TER O

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 SLT CREW CAB 4X4
Build Date	05/02/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/23/2017
Claim Type	S Safety (Recalls)	**Repair Date**	07/25/2018
Claim Status	Paid	**Mileage (Miles)**	26,753

Expense

Labor	$21.01	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$21.01

Dealer Information

Code	[redacted]	**Name**	KING COTTON MOTOR CO OF COVINGTON	**Zone**	63 DALLAS
Address	959 HIGHWAY 51 NORTH , COVINGTON, TN 38019				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U61082	Safety Recall U61 - Reprogram Powertrain Control Module ; Inspect PCM Software Level and Perform Software Update	UC	UNCODABLE (NARRATIVE REQUIRED)						$21 01

RO Narratives

(RO) Customer Concern:

INSPECTION KING COTTON MULTIPOINT INSPECTION WITH REPORT CARD (99 HOUSE)

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOEMR STATES SERVICE 4DW LIGHT COMES ON RANDOMLY

(Claim) Cause:

FOUND INTERNAL SHORT IN CONTROL MODULE.

(Claim) Correction:

REPLACE DRIVETRAIN CONTROL MODULE AND EVERYTHING IS WORKING PROPERLY AT THIS T IME

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 SLT CREW CAB 4X4
Build Date	12/23/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	03/21/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	07/25/2018
Claim Status	Paid	**Mileage (Miles)**	19,198

Expense

Labor	$53.50	**Sublet**	$0.00	**Part**	$105.00	**Total Paid**	$158.50

Dealer Information

Code	[redacted]	**Name**	ASTORG DODGE CHRYSLER JEEP	**Zone**	35 WASHINGTON
Address	1501 7TH ST , PARKERSBURG, WV 26101				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
B	18U61082	Safety Recall U61 - Reprogram Powertrain Control Module ; Inspect PCM Software Level and Perform Software Update	UC	UNCODABLE (NARRATIVE REQUIRED)						$17.83
A	19T79182	Safety Recall T79 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update	UC	UNCODABLE (NARRATIVE REQUIRED)						$35.67
B	95400141	Loaner Car ; Standard Line Vehicles								$105.00

RO Narratives

(RO) Customer Concern:

Recall / [redacted] Safety Recall T79 - Brake Transmission Shift Interlock** Recall / [redacted] Safety Recall U61 - Reprogram Powertrain Control Module** Indicator/Warning Lights Concern WHILE DRIVING THE MESSAGES FOR; SERVICE ABS AND TRAILER BRAKE SYSTEM. SPEEDOMETER INOPERABLE Engine Performance Concern VEHICLE IDLE HAS BEEN ERRATIC. FELT LIKE IT WANTED TO LUNGE WHILE SITTING AT A STOP LIGHT. PERFORM YEARLY WEST VIRGINIA STATE INSPECTION - ESTIMATED PRICE IS $14.77 Multi-point inspection 16 Wrangler Green Date out: 07/23/2018 Miles out: 1461 Fuel 1/2 Date in: 07/26/2018 Miles in: 14,804

(RO) Cause:

STICKER#_____ LOANER VIN# 1C4BJWEG5GL304660

(RO) Correction:

COMPLETE RECALL T79. TETW OP [redacted] COMPLETE RECALL U61. TETW OP [redacted] VERIFIED CONCERN. TESTED AND REPLACED/PROGRAMMED NEW ABS MODULE. CHECKED FOR PROPER OPERATION AFTER REPAIRS. TETW. OP 08191002 0.6 OPERATING AS DESIGNED AT THIS TIME. TETW OP 85411001 0.5 INSPECTED AND REJECTED - AFTERMARKET WHEEL/TIRE COMBO EXTEND OUT PAST FENDER FLARES. INSPECTION RESULTS -- MULTIPOINT INSPECTION COMPLETE. #DAYS:_____@$35.00 PER DAY=_____TOTAL_____ASTORG LOANER CENTER PHONE [redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

WHILE DRIVING THE MESSAGES FOR SERVICE ABS AND TRAILER BRAKE SYSTEM CAME ON AN D SPEEDOMETER BECAME INOPERABLE

(Claim) Cause:

VERIFIED CONCERN. TESTED ANTILOCK BRAKE MODULE. (BAD)

(Claim) Correction:

REPLACED / PROGRAMMED NEW ABS MODULE. CHECKED FOR PROPER OPERATION AFTER REPAI RS

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 SLT CREW CAB 4X4
Build Date	12/23/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	03/21/2017
Claim Type	W - Warranty	**Repair Date**	07/25/2018
Claim Status	Paid	**Mileage (Miles)**	19,198

Expense

Labor	$53.50	**Sublet**	$239.80	**Part**	$0.00	**Total Paid**	$293.30

Dealer Information

Code	[redacted]	**Name**	ASTORG DODGE CHRYSLER JEEP	**Zone**	35 WASHINGTON
Address	1501 7TH ST , PARKERSBURG, WV 26101				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08191002	Module, anti-lock brake control : All others	DE	I/M TEST FAILURE	68347098AB	MODULE	1	X	239.80	$53.50

RO Narratives

(RO) Customer Concern:

Recall / [redacted] Safety Recall T79 - Brake Transmission Shift Interlock** Recall / [redacted] Safety Recall U61 - Reprogram Powertrain Control Module** Indicator/Warning Lights Concern WHILE DRIVING THE MESSAGES FOR; SERVICE ABS AND TRAILER BRAKE SYSTEM. SPEEDOMETER INOPERABLE Engine Performance Concern VEHICLE IDLE HAS BEEN ERRATIC. FELT LIKE IT WANTED TO LUNGE WHILE SITTING AT A STOP LIGHT. PERFORM YEARLY WEST VIRGINIA STATE INSPECTION - ESTIMATED PRICE IS $14.77 Multi-point inspection 16 Wrangler Green Date out: 07/23/2018 Miles out: 1461 Fuel 1/2 Date in: 07/26/2018 Miles in: 14,804

(RO) Cause:

STICKER#_____ LOANER VIN# 1C4BJWEG5GL304660

(RO) Correction:

COMPLETE RECALL T79. TETW OP [redacted] COMPLETE RECALL U61. TETW OP [redacted] VERIFIED CONCERN. TESTED AND REPLACED/PROGRAMMED NEW ABS MODULE. CHECKED FOR PROPER OPERATION AFTER REPAIRS. TETW. OP [redacted] OPERATING AS DESIGNED AT THIS TIME. TETW OP [redacted] INSPECTED AND REJECTED - AFTERMARKET WHEEL/TIRE COMBO EXTEND OUT PAST FENDER FLARES. INSPECTION RESULTS -- MULTIPOINT INSPECTION COMPLETE. #DAYS:_____@$35.00 PER DAY=_____TOTAL_____ ASTORG LOANER CENTER PHONE [redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

WHILE DRIVING THE MESSAGES FOR SERVICE ABS AND TRAILER BRAKE SYSTEM CAME ON AN D SPEEDOMETER BECAME INOPERABLE

(Claim) Cause:

VERIFIED CONCERN. TESTED ANTILOCK BRAKE MODULE. (BAD)

(Claim) Correction:
REPLACED / PROGRAMMED NEW ABS MODULE. CHECKED FOR PROPER OPERATION AFTER REPAI RS

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 SLT CREW CAB 4X4
Build Date	12/23/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	03/21/2017
Claim Type	W - Warranty	**Repair Date**	07/25/2018
Claim Status	Paid	**Mileage (Miles)**	19,198

Expense

Labor	$44.59	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$44.59

Dealer Information

Code	[redacted]	**Name**	ASTORG DODGE CHRYSLER JEEP	**Zone**	35 WASHINGTON
Address	1501 7TH ST , PARKERSBURG, WV 26101				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85411001	Engine Driveability, Trouble Not Found ; Driveability	OD							$44.59

RO Narratives

(RO) Customer Concern:

Recall / [redacted] Safety Recall T79 - Brake Transmission Shift Interlock** Recall / [redacted] Safety Recall U61 - Reprogram Powertrain Control Module** Indicator/Warning Lights Concern WHILE DRIVING THE MESSAGES FOR; SERVICE ABS AND TRAILER BRAKE SYSTEM. SPEEDOMETER INOPERABLE Engine Performance Concern VEHICLE IDLE HAS BEEN ERRATIC. FELT LIKE IT WANTED TO LUNGE WHILE SITTING AT A STOP LIGHT. PERFORM YEARLY WEST VIRGINIA STATE INSPECTION - ESTIMATED PRICE IS $14.77 Multi-point inspection 16 Wrangler Green Date out: 07/23/2018 Miles out: 1461 Fuel 1/2 Date in: 07/26/2018 Miles in: 14,804

(RO) Cause:

STICKER#_____ LOANER VIN# 1C4BJWEG5GL304660

(RO) Correction:

COMPLETE RECALL T79. TETW OP [redacted] COMPLETE RECALL U61. TETW OP [redacted] VERIFIED CONCERN. TESTED AND REPLACED/PROGRAMMED NEW ABS MODULE. CHECKED FOR PROPER OPERATION AFTER REPAIRS. TETW. OP [redacted] OPERATING AS DESIGNED AT THIS TIME. TETW OP 85411001 0.5 INSPECTED AND REJECTED - AFTERMARKET WHEEL/TIRE COMBO EXTEND OUT PAST FENDER FLARES. INSPECTION RESULTS -- MULTIPOINT INSPECTION COMPLETE. #DAYS:_____@$35.00 PER DAY=_____TOTAL_____ASTORG LOANER CENTER PHONE [redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

VEHICLE IDLE HAS BEEN ERRATIC. FELT LIKE IT WANTED TO LUNGE WILE SITTING AT A STOP LIGHT

(Claim) Cause:

HOOKED TO WITECH. FOUND NO CODES STORED OR ACTIVE.

(Claim) Correction:

TEST DROVE VEHICLE COULD NOT DUPLICATE CONCERN. OPERATING AS DESIGNED AT THIS TIME

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	01	**Body**	[redacted]
Build Date	10/05/ 017	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	1 / 7/ 017
Claim Type	W Warranty	**Repair Date**	07/ 5/ 018
Claim Status	Paid	**Mileage (Miles)**	1 1 9

Expense

Labor	$84 16	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$84 16

Dealer Information

Code	[redacted]	**Name**	HOBLIT CHRY LER JEEP DODGE, INC	**Zone**	71 LO ANGELE
Address	01 M IN TREET OODL ND C 9 69				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	1 1904HD	Module Engine Control (ECM) Module, Engine Control (ECM) Reprogram, Quicklearn 68RFE Onl (T)	CC	ENDING UNIT / EN OR						$ 4 16

RO Narratives

(RO) Customer Concern:

CU TOMER T TE TEERING I ERY LOPPY OBBLE E TREMLEY B D PULL TO THE RIGHT ND EEM TO G TO CU TOEMR TATE THEY FEEL A HE TITATION WHEN TRY TOACCELERATE WHEN PA ING AHIGHWAY PEED

(RO) Cause:

NA

(RO) Correction:

THE RIGHTIN T LLED IBR TION N LY ER ND RO D TE T COME UP 1 H HICH I TIRE HEEL H R HNE ON ROAD CAU ED BY DID NOT FEEL I UE BUT THERE I NEW PCM OFTWARE OUTFOR IMPROVED PERFORMANCE REPROGRAMMED PCM [redacted]

(RO) Technical Notes:

N

GCS Narratives

(Claim) Customer Concern:

VEHICLE HE ITATE WHEN TRYING TO ACCELRATE

(Claim) Cause:

FOUND 1 040 1

(Claim) Correction

PROGRAM PCM

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	01	**Body**	[redacted]
Build Date	10 0 017	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	1 7 017
Claim Type	arrant	**Repair Date**	07 01
Claim Status	Paid	**Mileage (Miles)**	1 1 9

Expense

Labor	$0 00	**Sublet**	$0 00	**Part**	$40 00	**Total Paid**	$40 00

Dealer Information

Code	[redacted]	**Name**	HOBLIT CHRY LER JEEP DODGE INC	**Zone**	71	LO NGELE	
Address	01 M IN TREET OODL ND C 9 69						

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	1 1904HD	Module Engine Control (ECM) Module Engine Control (ECM) Reprogram Quickleam 6 RFE Onl (T)	CC	ENDING UNIT EN OR						$0 00
	9 40014	Loaner Car High Line ehicle								$40 00

RO Narratives

(RO) Customer Concern

N

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

UPPLY CU TOMER ITH RENT L

(Claim) Cause

UPPLY CU TOMER ITH RENT L

(Claim) Correction

UPPLY CU TOMER ITH RENT L

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - RAM 2500 POWER WAGON CREW CAB
Build Date	10/24/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	03/26/2018
Claim Type	F Service Contract	**Repair Date**	07/25/2018
Claim Status	Paid	**Mileage (Miles)**	6,544

Expense

Labor	$0.00	**Sublet**	$0.00	**Part**	$35.00	**Total Paid**	$35.00

Dealer Information

Code	[redacted]	**Name**	JEEP CHRYSLER OF ONTARIO, INC	**Zone**	71 LOS ANGELES
Address	1202 AUTO CENTER DR , ONTARIO, CA 91761				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85412400	Air Conditioning & Heater, Trouble Not Found	OD							$0 00
A	95400042	Loaner Car ; First Day Rental								$35 00

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 LARAMIE CREW CAB 4X4
Build Date	04/ / 017	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	07/14/2017
Claim Type	afety (Recall)	**Repair Date**	07/ 6/ 018
Claim Status	Paid	**Mileage (Miles)**	7,156

Expense

Labor	$34 75	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$34 75

Dealer Information

Code	[redacted]	**Name**	JACK GIAMBALVO JEEP	**Zone**	5 WA HINGTON
Address	179 WHITEFORD ROAD , YORK, PA 1740				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19U1118	Safety Recall U11 Brake Tran mi ion hift Interlock ; In pect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM oftware Update (017 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$ 4 75

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
RECALL U11

(Claim) Cause:
RECALL U11

(Claim) Correction:
REFLSHED BCM OLD [redacted]

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted] R M 00 L R MIE CRE C B 4 4
Build Date	04 017	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	07 14 017
Claim Type	arrant	**Repair Date**	0 6 018
Claim Status	Paid	**Mileage (Miles)**	7 1 6

Expense

Labor	$ 4 7	**Sublet**	$ 7 6	**Part**	$0 00	**Total Paid**	$7 01

Dealer Information

Code	[redacted]	**Name**	J K GI MB L O JEEP	**Zone**	35	HINGTON	
Address	179 HITEFORD RO D YORK P 1740						

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	0 0 096	Lamp Clearance Lamp Clearance Replace ll		ER ICE CTION	6 61677 C	L MP			7 6	$ 4 7

RO Narratives

(RO) Customer Concern

N

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

N

(Claim) Cause

N

(Claim) Correction

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	018	**Body**	[redacted]
Build Date	0 0 018	**Plant**	LTILLO TRU K EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	03 018
Claim Type	arrant	**Repair Date**	0 6 018
Claim Status	Paid	**Mileage (Miles)**	9 8 8

Expense

Labor	$483 08	**Sublet**	$1 96 91	**Part**	$3 0 00	**Total Paid**	$ 65 99

Dealer Information

Code	[redacted]	**Name**	PETER ON T MPEDE DODGE HRY JEEP LL	**Zone**	0	PHOENI
Address	5801 E T G TE BL D N MP ID 8368					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	06 00119	Disc clutch G56 equipped ith 6 liter diesel engine		R TTLE IN GE R	5 104855 B	LUT H KI	1		605 0	$364 99
	06 00119	Disc clutch G56 equipped ith 6 liter diesel engine		R TTLE IN GE R	5 104 1 G	FLY HEEL	1		9 4 80	$364 99
	06 00119	Disc clutch G56 equipped ith 6 liter diesel engine		R TTLE IN GE R	5 08 514	BE RING	1		16 11	$364 99
	06 00119	Disc clutch G56 equipped ith 6 liter diesel engine		R TTLE IN GE R	5 08 515	LE ER	1		80 9	$364 99
	06 00119	Disc clutch G56 equipped ith 6 liter diesel engine		R TTLE IN GE R	5 104 0 E	PL TE	1		91	$364 99
	06 00119	Disc clutch G56 equipped ith 6 liter diesel engine		R TTLE IN GE R	0508596	BOLT	8		55 08	$364 99
	06 00119	Disc clutch G56 equipped ith 6 liter diesel engine		R TTLE IN GE R	06511646	BOLT	8		38 08	$364 99
	06 0016	Disc clutch T piece pr peller shaft equipped			5 104855 B	LUT H KI	1		605 0	$ 1 4
	06 0016	Disc clutch T piece pr peller shaft equipped			5 104 1 G	FLY HEEL	1		9 4 80	$ 1 4
	06 0016	Disc clutch T piece pr peller shaft equipped			5 08 514	BE RING	1		16 11	$ 1 4
	06 0016	Disc clutch T piece pr peller shaft equipped			5 08 515	LE ER	1		80 9	$ 1 4
	06 0016	Disc clutch T piece pr peller shaft equipped			5 104 0 E	PL TE	1		91	$ 1 4
	06 0016	Disc clutch T piece pr peller shaft equipped			0508596	BOLT	8		55 08	$ 1 4
	06 0016	Disc clutch T piece pr peller shaft equipped			06511646	BOLT	8		38 08	$ 1 4
	06 00163	Disc clutch 4x4 equipped			5 104855 B	LUT H KI	1		605 0	$ 5 15
	06 00163	Disc clutch 4x4 equipped			5 104 1 G	FLY HEEL	1		9 4 80	$ 5 15
	06 00163	Disc clutch 4x4 equipped			5 08 514	BE RING	1		16 11	$ 5 15
	06 00163	Disc clutch 4x4 equipped			5 08 515	LE ER	1		80 9	$ 5 15
	06 00163	Disc clutch 4x4 equipped			5 104 0 E	PL TE	1		91	$ 5 15
	06 00163	Disc clutch 4x4 equipped			0508596	BOLT	8		55 08	$ 5 15
	06 00163	Disc clutch 4x4 equipped			06511646	BOLT	8		38 08	$ 5 15
	06400515	Bearing clutch release ummins Engine Equippped			5 104855 B	LUT H KI	1		605 0	$0 00
	06400515	Bearing clutch release ummins Engine Equippped			5 104 1 G	FLY HEEL	1		9 4 80	$0 00
	06400515	Bearing clutch release ummins Engine Equippped			5 08 514	BE RING	1		16 11	$0 00
	06400515	Bearing clutch release ummins Engine Equippped			5 08 515	LE ER	1		80 9	$0 00
	06400515	Bearing clutch release ummins Engine Equippped			5 104 0 E	PL TE	1		91	$0 00

A	06400515	Bearing, clutch release ; Cummins Engine Equippped			05085962AA	BOLT	8		55.08	$0.00
A	06400515	Bearing, clutch release ; Cummins Engine Equippped			06511646AA	BOLT	8		38.08	$0.00
A	09254550	Flywheel, w/ring gear manual transmission ; Flywheel w/ring gear assembly-Replace			52104855AB	CLUTCH KI	1	X	605.20	$21.47
A	09254550	Flywheel, w/ring gear manual transmission ; Flywheel w/ring gear assembly-Replace			52104721AG	FLYWHEEL	1		924.80	$21.47
A	09254550	Flywheel, w/ring gear manual transmission ; Flywheel w/ring gear assembly-Replace			52087514	BEARING	1		167.11	$21.47
A	09254550	Flywheel, w/ring gear manual transmission ; Flywheel w/ring gear assembly-Replace			52087515	LEVER	1		80.92	$21.47
A	09254550	Flywheel, w/ring gear manual transmission ; Flywheel w/ring gear assembly-Replace			52104720AE	PLATE	1		91.72	$21.47
A	09254550	Flywheel, w/ring gear manual transmission ; Flywheel w/ring gear assembly-Replace			05085962AA	BOLT	8		55.08	$21.47
A	09254550	Flywheel, w/ring gear manual transmission ; Flywheel w/ring gear assembly-Replace			06511646AA	BOLT	8		38.08	$21.47
A	95400142	Loaner Car ; High Line Vehicles			52104855AB	CLUTCH KI	1	X	605.20	$320.00
A	95400142	Loaner Car ; High Line Vehicles			52104721AG	FLYWHEEL	1		924.80	$320.00
A	95400142	Loaner Car ; High Line Vehicles			52087514	BEARING	1		167.11	$320.00
A	95400142	Loaner Car ; High Line Vehicles			52087515	LEVER	1		80.92	$320.00
A	95400142	Loaner Car ; High Line Vehicles			52104720AE	PLATE	1		91.72	$320.00
A	95400142	Loaner Car ; High Line Vehicles			05085962AA	BOLT	8		55.08	$320.00
A	95400142	Loaner Car ; High Line Vehicles			06511646AA	BOLT	8		38.08	$320.00

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER WAS IN JULY 2ND REGARDING CONCERN OF VEHICLE HAVING BAD VIBRATION IN THE CLUTCH WHEN DRIVING. THE VEHICLE HAS HAD FLY WHEEL, FLEX PLATE AND THROW OUT BEARING REPLACED ALREADY. WE VERIFIED CONCERN AND CUSTOMER IS RETURNING FOR FURTHER DIAGNOSIS AT THIS TIME. THERE IS A CASE WITH CHRYSLER, CASE [redacted] [redacted]ASK ADVISOR OR SERVICE MANAGER FOR MORE DETAILS IF NEEDED.

(Claim) Cause:

ROAD TESTED FOR BUZZ/NOISE WHEN DEPRESSING CLUTCH PEDAL. MAKES NOISE AT APPRO X 200RPM WHEN SHIFTING GEARS. YOU CAN MAKE THIS HAPPEN WHEN YOU ARE STATIONAR Y. REMOVED TRANS(4X4 W/ SKID PLATE AND 2 PIECE DRIVE LINE CONTACTED BRIAN @S TAR. TOOK VIDEO AND PICTURES OF CLUTCH PARTS AND E MAILED TO BRIAN.

(Claim) Correction:

THEY HAD ME REPLACE CLUTCH ADAPTER PLATE, FLYWHEEL, CLUTCH DISC, PRESSURE PLA TE, T.O. BEARING AND CLUTCH RELEASE FORK. I ALSO REPLACED THE BOLTS FOR THE A DAPTER PLATE AND THE BOLTS THE BOLT THE CLUTCH ASSEMBLY TO THE FLYWHEEL BECAU SE THEY ARE A ONE TIME USE BOLT. INSTALLED TRANSMISSION AND ROAD TESTED OK

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 SLT CREW CAB 4X4
Build Date	05/02/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/23/2017
Claim Type	W - Warranty	**Repair Date**	07/26/2018
Claim Status	Paid	**Mileage (Miles)**	27,389

Expense

Labor	$0.00	**Sublet**	$0.00	**Part**	$89.30	**Total Paid**	$89.30

Dealer Information

Code	[redacted]	**Name**	SIEMENS VDO AUTO. ELECTRONICS	**Zone**	42	DETROIT
Address	100 ELECTRONICS BLVD. , HUNTSVILLE, AL 35824					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08600270	Radio/Telematics Gateway Module ; Exchange unit	UC	UNCODABLE (NARRATIVE REQUIRED)	Z8365210AB	RADIO	1	X	0.00	$0.00
A	95086002	Supplier Radio Repair Payment			Z8365210AB	RADIO	1	X	0.00	$89.30

RO Narratives

(RO) Customer Concern:

CS RADIO WILL NOT SYNC TO PLAY YOUTUBE MUSIC. WILL ONLY PLAY FROM ITUNES SCREEN STATES FILE NOT SUPPORTED CHECKED FOR RADIO NOPT PLAYING AT TIMES ON YOUTUBE AND WITH IPOD. FOUND RADIO INTERMITTENT SHORTING OUT AT THE TIME REMOVED AND RELACED RADIO AND OBTAINED ESN. EVERYTHING OPERATES AS DESIGNED AT THIS TIME[redacted] [redacted] RENTAL OPERATION RENTAL GIVEN AS GOODWILL WHILE WORK WAS PREFO RMED AND WAITING ON STARS TO CONTACT US BACK WE PUT CUSTOMER IN RENTAL WHILE REPAIRS WERE BRING DONE AND EXTRA TIME IS BECAUSE WE OPENE D A STAR CASE AND FOLLOWING THE STEPS 7-25-20 18 TO 8-13-2018 IN VEH[redacted] FOR $30 PER DAY (99- HOUSE-) CUSTOMER STATES 4WD LIGHT IS ON FOUND DRIVETRAIN CONTROL MODULE SHORTED OUT AND CONNECTOR AT TRANSFER CASE MOTOR HAD LOOSE PINS. REMOVED AND REPLACED WIRING CONNECTOR ON THE TRANSFER CASE MOTOR (01-2144 WILL-) INSPECTION KING COTTON MULTIPOINT INSPECTION WITH REPORT CARD PERFORMED INSPECTION (01-2144 WILL-)

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 2500 ST CREW CAB 4X4
Build Date	02/20/2018	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	03/22/2018
Claim Type	W - Warranty	**Repair Date**	07/26/2018
Claim Status	Paid	**Mileage (Miles)**	9,878

Expense

Labor	$0.00	**Sublet**	($91.72)	**Part**	$0.00	**Total Paid**	($91.72)

Dealer Information

Code	[redacted]	**Name**	PETERSON'S STAMPEDE DODGE-CHRY- JEEP LLC	**Zone**	70 PHOENIX
Address	5801 EAST GATE BLVD , NAMPA, ID 83687				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	06200119	Disc, clutch ; G56 equipped with 6.7 liter diesel engine	V2	RATTLE IN GEAR	52104720AE	PLATE	1		-91.72	$0.00

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER WAS IN JULY 2ND REGARDING CONCERN OF VEHICLE HAVING BAD VIBRATION IN THE CLUTCH WHEN DRIVING. THE VEHICLE HAS HAD FLY WHEEL, FLEX PLATE AND THROW OUT BEARING REPLACED ALREADY. WE VERIFIED CONCERN AND CUSTOMER IS RETURNING FOR FURTHER DIAGNOSIS AT THIS TIME. THERE IS A CASE WITH CHRYSLER, CASE [redacted] ASK ADVISOR OR SERVICE MANAGER FOR MORE DETAILS IF NEEDED.

(Claim) Cause:

ROAD TESTED FOR BUZZ/NOISE WHEN DEPRESSING CLUTCH PEDAL. MAKES NOISE AT APPRO X 200RPM WHEN SHIFTING GEARS. YOU CAN MAKE THIS HAPPEN WHEN YOU ARE STATIONAR Y. REMOVED TRANS(4X4 W/ SKID PLATE AND 2 PIECE DRIVE LINE CONTACTED BRIAN @S TAR. TOOK VIDEO AND PICTURES OF CLUTCH PARTS AND E MAILED TO BRIAN.

(Claim) Correction:

THEY HAD ME REPLACE CLUTCH ADAPTER PLATE, FLYWHEEL, CLUTCH DISC, PRESSURE PLA TE, T.O. BEARING AND CLUTCH RELEASE FORK. I ALSO REPLACED THE BOLTS FOR THE A DAPTER PLATE AND THE BOLTS THE BOLT THE CLUTCH ASSEMBLY TO THE FLYWHEEL BECAU SE THEY ARE A ONE TIME USE BOLT. INSTALLED TRANSMISSION AND ROAD TESTED OK

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - RAM 3500 ST CREW CAB 4X4
Build Date	11/03/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	03/30/2018
Claim Type	W - Warranty	**Repair Date**	07/26/2018
Claim Status	Paid	**Mileage (Miles)**	2,213

Expense

Labor	$94.23	**Sublet**	$266.63	**Part**	$0.00	**Total Paid**	$360.86

Dealer Information

Code	[redacted]	**Name**	BILLION DODGE-CHRYSLER JEEP	**Zone**	74 DENVER
Address	1 AUTO PLAZA DR , BOZEMAN, MT 59715				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08191002	Module, anti-lock brake control ; All others	18	CIRCUIT OPEN	68347098AB	MODULE	1	X	266.63	$70.67
A	08191063	Module, anti-lock brake control ; 6.7L diesel equipped			68347098AB	MODULE	1	X	266.63	$23.56

RO Narratives

(RO) Customer Concern:

Body Electrical Concern Abs, trac, check engine lights are on advise Body Electrical Concern Service 4wd warning light comes on Body Electrical Concern Service trailer brake message on advise 30 Day car wash code

(RO) Cause:

[redacted] - Right Front Wheel Speed Sensor-Circuit Current Out of Range. [redacted] - Implausible Wheel Speed Signals Received. [redacted] - Invalid Data Received from Anti-Lock Brake System (ABS) Control Module A . This DTC is set with vehicle stopped in park. (circuit issue not related to speed.) See attached dtc event report. Recheck connections and wiring to R.F. speed sensor. Discovered that intermittently the ABS module is not actively communicating in the bus network. Checking connections at the ABS module. No visible sign of loose pins or wires at ABS and connector was seated completely. Check power and ground feed to ABS. Checked power circuits [redacted] no loose connections. Check connection for bus and R.F. speed sensor in Connector [redacted] (Speed sensor) and bus [redacted] (Can C bus) no faults found, no loose connections. Suspect the ABS module to be defective. [redacted] - Invalid Data Received from Anti-Lock Brake System (ABS) Control Module A related to ABS wheelspeed sensor issue. Related to ABS issue.

(RO) Correction:

Replaced and initialised new ABS module. See job A See Job A [redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

ABS, TRAC, CHECK ENGINE LIGHT

(Claim) Cause:

[redacted] THIS DTC IS SET WITH VEHICLE STOPPED IN PARK. CIRCUIT ISS UE NOT RELATED TO SPEED. RECHEK CONNECTIONS AND WIRING TO RF SPEED SENSOR. D ISCOVERED THAT INTERMITTENTLY THE ABS MODULE IS NOT ACTIVELY COMMUNICATING IN THE BUS NETWORK. CHECKING CONNECTIONS AT THE ABS MODULE. NO VISIBLE SIGN OF LOOSE PINS OR WIRES AT ABS AND CONNECTOR WAS SEATED COMPLETELY. CHECK POWER AND GROUND FEED TO ABS. CHECKED POWER CIRCUITS NO LOOSE CONNECTIONS. CHECKED CONNECTION FOR BUS ADN RF SPEED SENSOR IN CONNECTOR [redacted] AND BUS SENOSR [redacted] NO FAULTS FOUND, NO LOOSE CONNECTIONS. SUSPECT THE ABDAS MODULE TO BE D FECTIVE

(Claim) Correction:

REPLACED AND INITIALIZED NEW ABS MODULE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted]
Build Date	07 16 017	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	09 8 01
Claim Type	arrant	**Repair Date**	07 6 01
Claim Status	Paid	**Mileage (Miles)**	1 9

Expense

Labor	$3 0 04	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$3 0 04

Dealer Information

Code	[redacted]	**Name**	T TE' UTO CENTER OF G LLUP INC	**Zone**	70	PHOENI
Address	1 00 JEFFER ON E G LLUP NM 7 01					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	411001	Engine Dri eabilit Trouble Not Found Dri eabilit	UC	UNCOD BLE (N RR TI E REQUIRED)						$ 0 04

RO Narratives

(RO) Customer Concern

EL TR TION ONTROL LIGHT ND B LIGHT LL ME ON ELE TRI L BR KING Y TEM ME GE PPE RED ON D H ELL PLE E CHECK ND D I E PERFORM MULTI POINT IN PECTION TE T DRI E REPROGR M PO ERTR IN CONTROL MODULE

(RO) Cause

E H E OMPLETED MULTI POINT IN PE TION OF YOUR EHI LE E HOPE TH T THI ILL E YOU TIME IFYOU H E NY UGGE TION TH T C N HELP U TRENGTHEN OUR PROCE E PLE E EM IL OUR ER ICE M N GER ED MEDR NO@T TE UTOCENTER COM B ED ON YOUR EHICLE I IT E H E H D TECHNICI N TE T DRI E YOUR EHICLE PER THE DUR TION( ) RE ULT( ) OB ER TION( ) LI TED HERE

(RO) Correction

[redacted] EL TR CTION CONTROL LIGHT ND B LIGHT LL C ME ON ELECTRIC L BR KING Y TEM ME GE PPE RED ON D H ELL ERIFY CHECK ENGINE LIGHT ON DTC [redacted] M H FT PO ITION EN OR INTERMITTENT B NK 1 EN OR 1 [redacted] M H FT PO ITION EN ORCIRCUIT B NK 1 EN OR 1 RE BOTH TORED INTHE PCM [redacted] TORQUE REQUE T IGN LDENIED I TORED IN THE B CHECK FORREL TED ER ICE BULLETIN T B THERE RENONE REL TING TO U TOMER ON ERN I U LIN PE TION OF M EN OR ENGINE H RNE NDP M EE NO CONCERN UNPLUGGED PCMCONNECTOR ND IN T LL GPEC T RT H MONITOR C M EN OR IGN L ITH L B COPE EE NO DROP OUT IN IGN L HILE H RUNNING ND MO ING H RNE ND REF I THERE U EDGPEC TO M KE URE IGN L NOT HORTED TO OLT GE OR GROUND LE R ODE ND TE T DRI E OULD NOT DUPLI TE CONCERN POKE CU TOMER ND THEY T TED H PPEN HEN OFFRO DING TE T DRO E H IN OFF RO D CONDITION H BOGGED CEL C ME ON ND ER ICEELECTRONIC BR KING Y TEM ME GE CTI E DTCFOR C M EN OR B CK POKE T R TECH I T NCE THEY UGGE TED PERFORMINGC M CR NK RE LE RN ND RE ET FUEL D PTI E PERFORM C M CR NK RELE RN (COULD NOT FINDFUEL D PTI E RE ET IN PCM MI C FUNCTION) TE T DRI E H G IN IN OFF RO D ONDITION HEN H I DRI EN ON BUMPY DIRT RO D IT BOG ND HE K ENGINE LIGHT OME ON H EMULTIPLE DTC [redacted] H FT PO ITION EN OR CIRCUIT B NK 1 EN OR 1 ND [redacted] PRE URE

(RO) Technical Notes

EHICLE H D E ER L CODE [redacted] I E DI G TO F I G

GCS Narratives

(Claim) Customer Concern:

C/S EL, TRACTION CONTROL LIGHT, AND ABS LIGHT ALL CAME ON. ELECTRICAL BRAKING SYSTEM MESSAGE APPEARED ON DASH AS WELL. PLEASE CHECK AND ADVISE.

(Claim) Cause:

C/S EL, TRACTION CONTROL LIGHT, AND ABS LIGHT ALL CAME ON. ELECTRICAL BRAKING SYSTEM MESSAGE APPEARED ON DASH AS WELL. VERIFY CHECK ENGINE LIGHT ON. DTCS P0344 CAMSHAFT POSITION SENSOR INTERMITTENT BANK 1 SENSOR 1 AND [redacted] CAMSHA FT POSITION SENSOR CIRCUIT BANK 1 SENSOR 1 ARE BOTH STORED IN THE PCM. [redacted] TORQUE REQUEST SIGNAL DENIED IS STORED IN THE ABS. VISUAL INSPECTION OF CA M SENSOR - ENGINE HARNESS AND PCM - SEE NO CONCERNS. UNPLUGGED PCM CONNECTOR AND INSTALL GPEC. START VH - MONITOR CAM SENSOR SIGNAL WITH A LAB SCOPE. SEE NO DROP OUTS IN SIGNAL WHILE VH RUNNING AND MOVING HARNESS AND 5V REF IS THER E. USED GPEC TO MAKE SURE SIGNAL NOT SHORTED TO VOLTAGE OR GROUND. CLEAR CODE S AND TEST DRIVE - COULD NOT DUPLICATE CONCERN. SPOKE W/CUSTOMER AND THEY STA TED HAPPENS WHEN OFF ROADING. TEST DROVE VH IN OFF ROAD CONDITIONS - VH BOGGE D, CEL CAME ON AND SERVICE ELECTRONIC BRAKING SYSTEM MESSAGE ACTIVE. DTC FOR CAM SENSOR BACK. SPOKE W/STAR TECH ASSISTANCE - THEY SUGGESTED PERFORMING CA M/CRANK RE-LEARN AND RESET FUEL ADAPTIVES. PERFORM CAM/CRANK RELEARN

(Claim) Correction:

C/S EL, TRACTION CONTROL LIGHT, AND ABS LIGHT ALL CAME ON. ELECTRICAL BRAKING SYSTEM MESSAGE APPEARED ON DASH AS WELL. VERIFY CHECK ENGINE LIGHT ON. DTCS [redacted] CAMSHAFT POSITION SENSOR INTERMITTENT BANK 1 SENSOR 1 AND [redacted] CAMSHAF T POSITION SENSOR CIRCUIT BANK 1 SENSOR 1 ARE BOTH STORED IN THE PCM. [redacted] TORQUE REQUEST SIGNAL DENIED IS STORED IN THE ABS. CHECK FOR RELATED SERVIC E BULLETINS/TSBS - THERE ARE NONE RELATING TO CUSTOMER CONCERN. VISUAL INSPEC TION OF CAM SENSOR - ENGINE HARNESS AND PCM - SEE NO CONCERNS. UNPLUGGED PCM CONNECTOR AND INSTALL GPEC. START VH - MONITOR CAM SENSOR SIGNAL WITH A LAB SCOPE. SEE NO DROP OUTS IN SIGNAL WHILE VH RUNNING AND MOVING HARNESS AND [redacted] REF IS THERE. USED GPEC TO MAKE SURE SIGNAL NOT SHORTED TO VOLTAGE OR GROUND. CLEAR CODES AND TEST DRIVE - COULD NOT DUPLICATE CONCERN. SPOKE W/CUSTOMER AN D THEY STATED HAPPENS WHEN OFF ROADING. TEST DROVE VH IN OFF ROAD CONDITIONS - VH BOGGED, CEL CAME ON AND SERVICE ELECTRONIC BRAKING SYSTEM MESSAGE ACTIVE . DTC FOR CAM SENSOR BACK. SPOKE W/STAR TECH ASSISTANCE - THEY SUGGESTED PERF ORMING CAM/CRANK RE-LEARN AND RESET FUEL ADAPTIVES. PERFORM CAM/CRANK RELEARN (COULD NOT FIND FUEL ADAPTIVE RESET IN PCM MISC FUNCTIONS). TEST DRIVE VH A GAIN IN OFF ROAD CONDITIONS. WHEN VH IS DRIVEN ON BUMPY/DIRT ROADS IT BOGS AN D CHECK ENGINE LIGHT COMES ON. HAVE MULTIPLE DTCS - [redacted] CAMSHAFT POSITION S ENSOR CIRCUIT - BANK 1 SENSOR 1 AND P0934 LINE PRESSURE LOW BOTH PENDING. SP OKE W/STAR AND THEY SUGGESTED CHECKING OIL LEVEL, AND CHECKING 5 VOLTS AT THE CAM SENSOR. ALSO THEY ASKED TO INSPECT FOR RUB THROUGH IN WIRING HARNESS AND TRANS FLUID LEVEL. ENGINE AND TRANS OIL LEVEL GOOD. SEE NO SIGNS OF RUB THRO UGH ON ENGINE HARNESS. VERIFY 5 VOLTS AT CAME SENSOR. HOOKED GPEC IN LINE TO C2 PCM CONNECTOR. MONITORED 5 VOLT REFERENCE, GROUND AND CAM SIGNAL. WIGGLED WIRING HARNESS AND NOTICED CAM SIGNAL DROPPED/WAS INTERMITTENT. 5V REF STAYED AT 5. SAW NO INCREASE IN GROUND SIGNAL. VH ALSO STARTED TO BOG AND CAM SENSO R CODE BACK. OPENED UP WIRING HARNESS AND INSPECTED ALL 3 WIRES FROM CAM SEN SOR TO PCM AND ITS SPLICES - SAW NO ISSUES. LIGHTLY TUGGED ON CAM SIGNAL WIRE AND IT HELD STRONG IN MULTIPLE PLACES. RETAPED HARNESS AND RETEST - THERE AR E NO MORE DROP OUTS IN THE CAM SIGNAL, NO MORE BOGGING OR CEL. STAR SUGGESTED USING HALOGEN BULB TO LOAD TEST PINS [redacted] AND WIGGLE HARNESS. BULB NEVER LIT. ALSO USED GPEC IN C1 CONNECTOR AND MONITOR TRANSMIS SION LINE PRESSURE SIGNAL AND TUG ON HARNESS - NO DROP OUTS. INFORMED STAR AN D THEY STATED IF ANOTHER ROAD TEST VEHICLE AND VERIFY NO MORE CONCERNS. IF CE L COMES BACK ON FOR CAM SIGNAL AGAIN TO NOTE THE STAR CASE STARTED. TEST DROV E VEHICLE IN VARIOUS OFF ROAD CONDITIONS. COULD NOT DUPLICATE CONCERN. VEHICL E DROVE AND OPERATED AS DESIGNED, VH NEVER BOGGED, NO CHECK ENGINE LIGHT. AT THIS TIME THERE IS INSUFFICIENT DATA TO REPLACE ENGINE HARNESS AS THERE COUL D ALSO BE A BAD SENSOR/SPLICE THAT MAY HAVE BEEN AFFECTING CAM SENSOR SIGNAL (CAM 5V REFERENCE ALSO GOES TO MULTIPLE SENSORS IN THE ENGINE AS WELL AS GROU ND).

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 ST CREW CAB 4X4
Build Date	09/20/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	03/07/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	07/27/2018
Claim Status	Paid	**Mileage (Miles)**	25,531

Expense

Labor	$21.00	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$21.00

Dealer Information

Code	[redacted]	**Name**	MIKE BROWN CHRY-DODGE JEEP	**Zone**	63 DALLAS
Address	4960 E HIGHWAY 377 , GRANBURY, TX 76049				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U61082	Safety Recall U61 - Reprogram Powertrain Control Module ; Inspect PCM Software Level and Perform Software Update	UC	UNCODABLE (NARRATIVE REQUIRED)						$21.00

RO Narratives

(RO) Customer Concern:

CUST STATES ABS,TRACTION CONTROL LIGHTS NO 4X4 AND CRUISE CONTROL INOP INSPECT, FOUND CODES FOR RF ABS SENSOR, TEST WIRING FROM ABS MODULE TO SENSOR, TEST OK, REPLACED SENSOR, NO CHANGE, NEXT IN DIAGNOSTI CS IS TO REPLACE ABS MODULE, REPLACED, NOW HAS INTERNAL FAILURE CODES FOR ABS, REPLACED A 2ND TIME, NO CHANGE, RF ABS CODES STILL ACTIVE, START STARS CASE, AFTER CHECK OTHER CONNTIONS AND RETESTING WIRING, MADE NEW ABS HARNESS AND OVERLAID CIRCUIT FOR RF ABS, TEST DROVE, NO ABS LIGHTS ON AT THIS TIME. [redacted] TSESSOMS-) ENGINE OIL IS LOW FULL OIL IS INBETWEEN HASH MARKS ON DIPSTICK. OIL LEVEL IS FULL AND CLEAN. [redacted] TSESSOMS-) T79: Safety Recall T79 - Brake Transmission SHIFTINTERLOCK T79 INSPECTED BTSI AND FLASHED BCM TO LATEST SOFTWARE LEVEL, FROM [redacted] TO [redacted] TSESSOMS-) Safety Recall U61 - Reprogram Powertrain Cont MODULE U61 PCM FLASH FLASHED PCM TO THE LATEST SOFTWARE LEVEL PER RECALL U61, FROM [redacted] TO [redacted] TSESSOMS-) RENTAL UNIT VIN # [redacted] RENTAL VEHICLE [redacted]

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	Year	018	Body	[redacted]
Build Date	10 0 01	Plant	LTILLO TRU K EMBLY PL NT	Coverage Code	[redacted]

Claim Information

Claim #	[redacted]	In Service Date	0 8 018
Claim Type	F er ice ntract	Repair Date	0 018
Claim Status	Paid	Mileage (Miles)	4 8 3

Expense

Labor	Sublet	Part	Total Paid
$0 00	$0 00	$110 00	$110 00

Dealer Information

Code	[redacted]	Name	UR E DODGE HRY JEEP	Zone	35 HINGTON
Address	14 TYG RT M LL LOOP HITE H LL 6554				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	6860303	Maintenance Inter al chedule B T be used e er 3 000 Inter als	M	M INTEN N E RE						$0 00
	95 60001	Maintenance ll ance Fixed st Maintenance								$110 00

RO Narratives

(RO) Customer Concern

OIL ND FILTER H NGE PERFORM MULTI PT IN PE TION ITH TIRE DEPTH

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

N

(Claim) Cause

N

(Claim) Correction

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	Year	201	Body	[redacted]
Build Date	04 4 01	Plant	LTILLO TRU K EMBLY PL NT	Coverage Code	[redacted]

Claim Information

Claim #	[redacted]	In Service Date	04 6 01
Claim Type	arrant	Repair Date	0 018
Claim Status	Paid	Mileage (Miles)	38 1 0

Expense

Labor	Sublet	Part	Total Paid
$39 19	$390 60	$0 00	$4 9 9

Dealer Information

Code	[redacted]	Name	BERT OGDEN HRY LER DODGE JEEP R M	Zone	63 D LL
Address	8421 EST EXPRESS 83 FR NT GE H RLINGEN TX 8552				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	25081001	S n r N X D n tr am 6 liter diesel	ML	HE K ENGINE SER I E ENGINE O	6822 486	SENS R	1	X	390 60	$39 19

RO Narratives

(RO) Customer Concern

U TOMER T TE TH T HE K ENGINE LIGHT I ON (DIE EL) LL NON RR NTY I UE ILL BE H RGE $190 00 DI G FEE

(RO) Cause

[redacted] N X SENS R UT F R NGE

(RO) Correction

PERFORM DI G INTERNEL D M GE TO EN OR REPL E LE R ODE ND RE TE T GOOD

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

U TOMER T TE TH T HE K ENGINE LIGHT I ON

(Claim) Cause

INSPE TED ND F UND DT D [redacted] X SENS R UT F R NGE

(Claim) Correction

REPL ED ND LE RED DES

Warranty Claim Report

Vehicle Information

VIN	[redacted]	Year	017	Body	[redacted]
Build Date	0 /04/ 017	Plant	ALTILLO TRUCK A EMBLY PLANT	Coverage Code	[redacted]

Claim Information

Claim #	[redacted]	In Service Date	0 17 017
Claim Type	W Warranty	Repair Date	07/ 7/ 018
Claim Status	Paid	Mileage (Miles)	19,05

Expense

Labor	Sublet	Part	Total Paid
$ 66 9	$ 6 17	$0 00	$ 9 1

Dealer Information

Code	[redacted]	Name	MEDINA AUTO MALL	Zone	4 DETROIT
Address	05 MEDINA RD , MEDINA, OH 44 56				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	0 94 PB	Di tance en or	T	TERMIN L( ) CORRODED	6 4 97	IRING	1		6 17	$ 14 0
B	1 1904HR	Module Engine Control (ECM) ; Module, Engine Control (ECM) Reprogram, Quicklearn 6 RFE Onl (T)	CC	ENDING UNIT / EN OR						$71
C	18600 TB	Radio ; Radio, Check oftware Le el and Perform oftware Update RA Radio	CC	ENDING UNIT / EN OR						$50 97
D	18600 TD	Radio ; Radio, oftware Create U B Jump Dri e From CD or Uconnect Web ite (One Time Only)	CC	ENDING UNIT EN OR						$ 0 58

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

N

(RO) Correction

[redacted] HIGH RE I T NCE IN CIRCUIT B6 R F HEEL PEED EN OR PERFORM DI GNO TIC FOR DTC [redacted] RIGHT FRONT WHEEL PEED EN OR CIRCUIT CURRENT OUT OF RANGE AND FOUNDHIGH RE I TANCE IN THE B6 EN OR CIRCUIT TR CED CIRCUIT TO THE I 60 CONNECTOR NDFOUND LIGHT CORRO ION IN THE CONNECTOR REP IR THE BODY HARNE IDE OF THE CONNECTOR(TIME TAMP 1 4HR) REPLACE THE FRONT A LEACTUATOR WIRE HARNE , ERA E ALL FAULT ANDROAD TE T 11 MILE AND NO FAULT RETURN ANDAB FUNCTION A DE IGNED AT THI TIME 1905 ERVICE BULLETIN CUMMIN ECU OFT REUPD TE NO F ULT IN CUMMIN ECU PERFORM OFT RE UPD TE LO 1 [redacted] 7HR , CC, ENGINEFUNCTION A DE IGNED AT THI TIME 1905 RADIO OFTWARE UPDATE PERFORM T BRADIO OFT RE UPD TE LO 1[redacted] HR CRE TE U B JUMP DRI [redacted] TD HR

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern:

ABS AND TRAC LTS ON HESITATE ON ACCEL RADIO OPERATION INTERMITTENT SOFTWARE UPDATE

(Claim) Cause:

FLASH RADIO SOFTWARE UPDATE WIRING HARNESS OPEN

(Claim) Correction:

DIAG CODES AND RENEW HARNESS, RETEST FLASH ECM AND RETEST FLASH RADIO SOFTWARE UPDATE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 LONGHORN CREW CAB 4X4
Build Date	04/19/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	04/23/2018
Claim Type	W - Warranty	**Repair Date**	07/28/2018
Claim Status	Paid	**Mileage (Miles)**	10,563

Expense

Labor	$266.57	**Sublet**	$967.69	**Part**	$0.00	**Total Paid**	$1,234.26

Dealer Information

Code	[redacted]	**Name**		**Zone**	66 ORLANDO
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08191002	Module, anti-lock brake control ; All others	18	CIRCUIT OPEN	68347098AB	MODULE	1	X	273.85	$69.54
A	08191063	Module, anti-lock brake control ; 6.7L diesel equipped			68347098AB	MODULE	1	X	273.85	$23.18
B	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	65	LEAKS	68143491AA	CONTROL	1	X	637.11	$127.49
B	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	65	LEAKS	04318080AD	FLUID	2		15.28	$127.49
C	08508096	Lamp, Clearance ; Lamp, Clearance - Replace All	ZZ	SERVICE ACTION	68261677AC	LAMP	5	X	41.45	$46.36

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C/S ABS LIGHT IS ON COMPLETED RRT

(Claim) Cause:

ABS DEFECTIVE COMPLETED RRT REMOVE AND REPLACE

(Claim) Correction:

COMPLETED RRT REMOVE AND REPLACE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 3500 LARAMIE CREW CAB 4X4
Build Date	06/07/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/10/2017
Claim Type	F Service Contract	**Repair Date**	07/28/2018
Claim Status	Paid	**Mileage (Miles)**	57,561

Expense

Labor	$0 00	**Sublet**	$0 00	**Part**	$75 00	**Total Paid**	$75 00

Dealer Information

Code	[redacted]	**Name**	BAYSHORE CHRYSLER JEEP DODGE	**Zone**	63 DALLAS
Address	5225 I 10 EAST , BAYTOWN, TX 77521				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26860303	Maintenance Interval Schedule B ; To be used every 3,000 Intervals	MC	MAINTENANCE CARE						$0 00
A	95260001	Maintenance Allowance ; Fixed Cost Maintenance								$75 00

RO Narratives

(RO) Customer Concern:

[redacted]Multi point inspection (according to maintenance interval) Lubricate front drive shaft fitting

(RO) Cause:

EXPRESS SERVICE CONTRACT OIL AND FILTER SERVICE

(RO) Correction:

EXPRESS SERVICE CONTRACT OIL AND FILTER SERVICE[redacted]Multi point inspection (according to maintenanceinterval) Mopar Express Lane Inspection Lubricate front drive shaft fitting MISC SERVICES

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted] RAM 500 T CREW CAB 4 4
Build Date	04/ 1/ 017	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11/ 8/ 017
Claim Type	arrant	**Repair Date**	07 0 01
Claim Status	Paid	**Mileage (Miles)**	996

Expense

Labor	$140 09	**Sublet**	$759 58	**Part**	$0 00	**Total Paid**	$899 67

Dealer Information

Code	[redacted]	**Name**	GREEN Y CHRY LER JEEP DODGE INC	**Zone**	66	ORL NDO
Address	90 1 E T COLONI L DRI E ORL NDO FL 17					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	0 400701	Control unit, Brake anti lock h draulic (HCU ICU) ; All other	UC	UNCODABLE (N RR TI E REQUIRED)	6 14 491	CONTROL	1		7 9	$140 09

RO Narratives

(RO) Customer Concern:

CU T T TE B LIGHT ON D H P RT RR NTY FROM RO#4 0

(RO) Cause

F ULTY HYDR ULIC CONTROL UNIT NE P RT DEFECT

(RO) Correction

REPLACED HYDRAULIC CONTROL UNIT, DROVE AND VERIFIED CODE DID NOT RETURN

(RO) Technical Notes:

INTERNAL DEFECT DOCUMENT

GCS Narratives

(Claim) Customer Concern

CU T TATE AB LIGHT ON DA H PART WARRANTY FROM RO#4 0

(Claim) Cause:

FAULTY HYDRAULIC CONTROL UNIT, NEW PART DEFECT

(Claim) Correction:

REPL CED HYDR ULIC CONTROL UNIT DRO E ND ERIFIED CODE DID NOT RETURN

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 ST CREW CAB 4X4
Build Date	03/08/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	09/19/2017
Claim Type	W - Warranty	**Repair Date**	07/31/2018
Claim Status	Paid	**Mileage (Miles)**	9,021

Expense

Labor	$148.27	**Sublet**	$93.98	**Part**	$0.00	**Total Paid**	$242.25

Dealer Information

Code	[redacted]	**Name**	LITHIA CHRYSLER DODGE OF MISSOULA	**Zone**	74 DENVER
Address	5001 GRIZZLY COURT , MISSOULA, MT 59802				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08452201	Sensor, transmission pressure transducer	15	CALIBRATION	04799758AF	TRANSDUCE	1	X	93.98	$34.22
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			04799758AF	TRANSDUCE	1	X	93.98	$114.05

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT IS ON, PLEASE CHECK PERFORM COURTESY VEHICLE INSPECTION. INCLUDES: VISUAL INSPECTION OF VEHICLE, TIRES, AND SET TIRE PRESSURE TO SPEC'S. CUSTOMER STATES THERE IS A SQUEAK NOISE COMING FROM THE CENTER DASH AREA WHEN THE WEIGHT OF THE VEHICLESHIFTS, PLEASE CHECK

(RO) Cause:

P0868 PRESENT, TRANSPRESSURE SENSOR BAD

(RO) Correction:

[redacted]VERIFIED CUSTOMER CONCERN, FOUND CODEP0868 LINE PRESSURE LOW STORED IN PCM, INEVENT DATA THIS CODE HAS BEEN SET 6 TIMES INTHE LAST 900 MILES OF DRIVING, CONNECTEDPRESSURE GAUGE TO MONITOR TRANS LINE PRESSUREON GAUGE AND SCAN TOOL, FOUND LINE PRESSUREIS OFF BY ABOUT 25-30 PSI, SPEC IS 5 PSIVARIANCE, ON SCAN TOO LACTUAL AND DESIRED AREOFF BY ABOUT 15PSI, TESTED ALL 3 CIRCUITSRELATED TO LINE PRESSURE SENSOR FOR SHORTSAND OPENS, FOUND ALL CIRCUITS GOOD, TESTED 5VSUPPLY FROM PCM, FOUND TO BE GOOD, RECOMMENDREPLACING TRANSMISSION LINE PRESSURE SENSORPER DIAG, REPLACED TRANS PRESSURE SENSOR ANDTOPPED OFF FLUID, TEST DROVE VEHICLE ATPERIMETERS WHERE CODE SET IN SCAN REPORT, DTCDID NOT RETURN AND VEHICLE IS OPERATINGPROPERLY Sensor, transmission pressure transducer - Test and Replace (2 - Skilled) Operation Diagnostics - With repair SENSOR, TRANSMISSION PRESSURE (45RFE)-Test and replace (A) Operation Diagnostics - With repair PERFORM COURTESY VEHICLE INSPECTION. INCLUDES: VISUAL INSPECTION OF VEHICLE, TIRES, AND SET TIRE PRESSURE TO SPEC'S.[redacted]COULD NOT VERIFY CUSTOMER CONCERN ATTHIS TIME, TEST DROVE VEHICLE WITH HARDACCELERATION AND BRAKING, ALSO WHILE TURNINGAND NO SQUEAK COULD BE HEARD BODY MISC. REPAIR

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C/SCHECK ENGINE LIGHT IS ON

(Claim) Cause:

[redacted]PRESENT, LINE PRESSURE LOW, LINE PRESSURE OFF BY 25-30 PSI

(Claim) Correction:

REPLACED RANS PRESSURE SENSOR

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted]- RAM 3500 LARAMIE CREW CAB 4X4
Build Date	04/12/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/01/2017
Claim Type	F - Service Contract	**Repair Date**	07/31/2018
Claim Status	Paid	**Mileage (Miles)**	37,612

Expense

Labor	$243.88	**Sublet**	$100.24	**Part**	$170.63	**Total Paid**	$322.02

Dealer Information

Code	[redacted]	**Name**	JOHN L. SULLIVAN DODGE CHRYSLER, INC.	**Zone**	71 LOS ANGELES
Address	529 5TH ST , MARYSVILLE, CA 95901				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08141806	Sensor, wheel speed-Anti-lock brakes ; front-right	14	BURNED OR BURNED OUT	68164661AA	RING	2		18.06	$69.68
A	08141806	Sensor, wheel speed-Anti-lock brakes ; front-right	14	BURNED OR BURNED OUT	04779981AC	SENSOR	1	X	41.09	$69.68
A	08141807	Sensor, wheel speed-Anti-lock brakes ; front - left			68164661AA	RING	2		18.06	$69.68
A	08141807	Sensor, wheel speed-Anti-lock brakes ; front - left			04779981AC	SENSOR	1	X	41.09	$69.68
A	08141861	Sensor, wheel speed-Anti-lock brakes ; 2500-3500 equipped			68164661AA	RING	2		18.06	$34.84
A	08141861	Sensor, wheel speed-Anti-lock brakes ; 2500-3500 equipped			04779981AC	SENSOR	1	X	41.09	$34.84
A	23600101	Basic paint preparation ; paint preparation			68164661AA	RING	2		18.06	$0.00
A	23600101	Basic paint preparation ; paint preparation			04779981AC	SENSOR	1	X	41.09	$0.00
A	23600301	Semi-concealed area			68164661AA	RING	2		18.06	$0.00
A	23600301	Semi-concealed area			68164661AA	RING	2		18.06	$0.00
A	23600301	Semi-concealed area			04779981AC	SENSOR	1	X	41.09	$0.00
A	23600301	Semi-concealed area			04779981AC	SENSOR	1	X	41.09	$0.00
A	85333333	Sublet processing allowance			68164661AA	RING	2		18.06	$34.84
A	85333333	Sublet processing allowance			04779981AC	SENSOR	1	X	41.09	$34.84
A	97756555	Sublet Repair			68164661AA	RING	2		18.06	$170.63
A	97756555	Sublet Repair			04779981AC	SENSOR	1	X	41.09	$170.63
B	08141809	Sensor, wheel speed-Anti-lock brakes ; rear - left	ML	CHECK ENGINE/SERVICE ENGINE SO	04779981AC	SENSOR	1	X	41.09	$34.84

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THAT THE CHECK ENGINE LIGHT IS ON AND THE TRACTION CONTROL LIG CUSTOMER STATES THAT THE SERVICE FRONT PARK SENSORS LIGHT IS ON HT IS ON GOING ISSUE. C/S THAT THE CK ENGINE LIGHT IS ON AND THE TRACTION CONTROL LIGHT ON GOING ISS C/S THAT THE SERVICE FRONT PARK SENSORS LIGHT IS ON UE

(Claim) Cause:

FOUND THE SENSOR 5 IS MISSING THE OUTER CLEAR O-RING. VERIFY CONCERNS, FOUND DTC [redacted] STORED LEFT REAR SPEED SENSOR VERIFIY CUSTOMER CONCERNS, PREVIOUS DIAGNOSTIC RECOMMEND REPLACING FRONT PARKI FAULT IN SPEED SENSOR NG BRAKE SENSOR 1 &5

(Claim) Correction:

REPLACED FRONT PARK SENSORS 1 AND 5 REPLACED THE LEFT REAR SPEED SENSOR. REPLACED FRONT PARK SENSORS SENSOR 1 & 5 REPLACED THE LEFT REAR SPEED SENSOR

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	01	**Body**	[redacted] R M 500 LONGHORN RE B4 4
Build Date	06 1 017	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	6

Claim Information

Claim #	[redacted]	**In Service Date**	11 9 017
Claim Type	arrant	**Repair Date**	07 1 01
Claim Status	Paid	**Mileage (Miles)**	8 555

Expense

Labor	$0 00	**Sublet**	$676 0	**Part**	$ 9 40	**Total Paid**	$1 74 4

Dealer Information

Code	[redacted]	**Name**	R LPH ELLER CHRY LER DODGE JEEP	**Zone**	6 D LL
Address	14 15 N IRLINE H Y GON LE L 0 3				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	40 00	Hinge d r liftgate decklid Front door Upper Right or left	UC	UN OD BLE (N RR TI E REQUIRED)	6 0 1 B	HINGE	1		69	$0 00
	340 00	Hinge door liftgate decklid Fr nt d r Upper Right or left	U	UNCOD BLE (N RR TI E REQUIRED)	68058514	HINGE	1		64 46	$0 00
	40 004	Hinge d r liftgate decklid Front door Lower Right or left			6 0 1 B	HINGE	1		69	$0 00
	340 004	Hinge door liftgate decklid Fr nt d r Lower Right or left			68058514	HINGE	1		64 46	$0 00
	700101	Basic paint preparati n paint preparation			6 0 1 B	HINGE	1		69	$0 00
	3 00101	Basic paint preparati n paint preparation			68058514	HINGE	1		64 46	$0 00
	706 0	Hinge Door Liftgate one front or rear Right or left			6 0 1 B	HINGE	1		69	$0 00
	3 0630	Hinge D r Liftgate ne fr nt r rear Right r left			68058514	HINGE	1		64 46	$0 00
	85333333	ublet proce ing allowance			68058518 B	HINGE	1		69 33	$0 00
	85333333	ublet proce ing all ance			68058514	HINGE	1		64 46	$0 00
	977 6	ublet Repair			6 0 1 B	HINGE	1		69	$71 40
	977 6	ublet Repair			6 0 14	HINGE	1		64 46	$71 40
B	40 00	Hinge d r liftgate decklid Front door Upper Right r left	UC	UN OD BLE (N RR TI E REQUIRED)	6 0 19 B	HINGE	1		77 06	$0 00
B	340 003	Hinge door liftgate decklid Fr nt d r Upper Right or left	U	UNCOD BLE (N RR TI E REQUIRED)	68058515	HINGE	1		6 99	$0 00
B	40 00	Hinge d r liftgate decklid Front door L er Right r left			6 0 19 B	HINGE	1		77 06	$0 00
B	340 005	Hinge door liftgate decklid Fr nt d r Lower Right or left			68058515	HINGE	1		6 99	$0 00
B	706 0	Hinge D r Liftgate one front or rear Right or left			6 0 19 B	HINGE	1		77 06	$0 00
B	706 0	Hinge Door Liftgate ne fr nt r rear Right r			6 0 1	HINGE	1		67 99	$0 00

		left								
C	23402006	Hinge, door / liftgate / decklid ; Rear door-Upper-Right or left	UC	UNCODABLE (NARRATIVE REQUIRED)	68058522AA	HINGE	1	X	62.78	$0.00
C	23402006	Hinge, door / liftgate / decklid ; Rear door-Upper-Right or left	UC	UNCODABLE (NARRATIVE REQUIRED)	68058532AC	HINGE	1		71.94	$0.00
C	23402008	Hinge, door / liftgate / decklid ; Rear door-Lower-Right or left			68058522AA	HINGE	1	X	62.78	$0.00
C	23402008	Hinge, door / liftgate / decklid ; Rear door-Lower-Right or left			68058532AC	HINGE	1		71.94	$0.00
C	23706302	Hinge ; Door/Liftgate-one-front or rear-Right or left			68058522AA	HINGE	1	X	62.78	$0.00
C	23706302	Hinge ; Door/Liftgate-one-front or rear-Right or left			68058532AC	HINGE	1		71.94	$0.00
D	23402007	Hinge, door / liftgate / decklid ; Rear door-Upper-Right or left	UC	UNCODABLE (NARRATIVE REQUIRED)	68058523AA	HINGE	1	X	62.78	$0.00
D	23402007	Hinge, door / liftgate / decklid ; Rear door-Upper-Right or left	UC	UNCODABLE (NARRATIVE REQUIRED)	68058533AC	HINGE	1		71.94	$0.00
D	23402009	Hinge, door / liftgate / decklid ; Rear door-Lower-Right or left			68058523AA	HINGE	1	X	62.78	$0.00
D	23402009	Hinge, door / liftgate / decklid ; Rear door-Lower-Right or left			68058533AC	HINGE	1		71.94	$0.00
D	23706303	Hinge ; Door/Liftgate-one-front or rear-Right or left			68058523AA	HINGE	1	X	62.78	$0.00
D	23706303	Hinge ; Door/Liftgate-one-front or rear-Right or left			68058533AC	HINGE	1		71.94	$0.00
D	95400140	Loaner Car ; Competitive Vehicles			68058523AA	HINGE	1	X	62.78	$180.00
D	95400140	Loaner Car ; Competitive Vehicles			68058533AC	HINGE	1		71.94	$180.00
E	23410103	Latch, Door ; Front door-Right or left	07	BINDS, STICKS, OR SEIZED	04589417AI	LATCH	1	X	127.74	$0.00

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES ALL 4 DOOR MAKES NOISE WHEN HITTING BUMPS ENTERPRISE RENTAL

(RO) Cause:

NOISY .

(RO) Correction:

[redacted]NOISY INSPECTED VEHICLE AND FOUND ALL4 DOOR HINGES NOISY. SUBLET TO PERFORMANCEAUTO TO PAINT AND REPLACE ALL 4 DOOR HINGES. Hinge, door / liftgate / decklid - Replace Front door-Upper-Right (1 - Semi-Skilled) Hinge, door / liftgate / decklid - Replace Front door-Upper-Left (1 - Semi-Skilled) Hinge, door / liftgate / decklid - Replace Front door-Lower-Right (1 - Semi-Skilled) Hinge, door / liftgate / decklid - Replace Front door-Lower-Left (1 - Semi-Skilled) Hinge, door / liftgate / decklid - Replace Rear door-Upper-Right (1 - Semi-Skilled) Hinge, door / liftgate / decklid - Replace Rear door-Upper-Left (1 - Semi-Skilled) Hinge, door / liftgate / decklid - Replace Rear door-Lower-Right (1 - Semi-Skilled) Hinge, door / liftgate / decklid - Replace Rear door-Lower-Left (1 - Semi-Skilled) Basic paint preparation paint preparation Hinge - Refinish Door/Liftgate-one-front or rear-Right Hinge - Refinish Door/Liftgate-one-front or rear-Right Hinge - Refinish Door/Liftgate-one-front or rear-Left Hinge - Refinish Door/Liftgate-one-front or rear-Left SUBLET PROCESSING PERFORMANCE AUTO INV[redacted]HINGE, DOOR-Replace (B) HINGE, DOOR-Replace (B) HINGE, DOOR-Replace (B) HINGE, DOOR-Replace (B) HINGE, DOOR-Replace (B) HINGE, DOOR-Replace (B) HINGE, DOOR-Replace (B) BASIC PAINT PREPARATION HINGE-Refinish (A) HINGE-Refinish (A) HINGE-Refinish (A) HINGE-Refinish (A) SUBLET PROCESSING SUBLET REPAIRS ENTERPRISE RENTAL ENTERPRISE RENTAL[redacted]ENTERPRISE RENTAL SUBLET REPAIRS

(RO) Technical Notes:

ALL DOOR HINGES NOISY ALL HINGES NOISY ALL DOOR HINGES NOISY ALL HINGES ARE NOISY

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THAT ALL 4 DOOR HINGES ARE NOISY WHEN HITTING BUMPS CUSTOMER STATES THAT THE LEFT FRONT DOOR LATCH STICKS

(Claim) Cause:

NOISY STICKING

(Claim) Correction:

INSPECTED AND REPLACED LEFT FRONT DOOR LATCH NOISY INSPECTED VEHICLE AND FOUND ALL 4 DOOR HINGES NOISY. SUBLET TO PERFORMA NCE AUTO TO PAINT AND REPLACE ALL 4 DOOR HINGES.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted] RAM 500 LARAMIE CREW CAB 4 4
Build Date	04/1 / 017	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/01/ 017
Claim Type	F ervice Contract	**Repair Date**	07/ 1/ 018
Claim Status	Paid	**Mileage (Miles)**	7,61

Expense

Labor	$0 00	**Sublet**	$0 00	**Part**	$ 00 00	**Total Paid**	$ 00 00

Dealer Information

Code	[redacted]	**Name**	JOHN L ULLIVAN DODGE CHRY LER, INC	**Zone**	71 LO ANGELE
Address	5 9 5TH T , MARY VILLE, CA 95901				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08141806	en or, wheel peed Anti lock brake ; front right	14	BURNED OR BURNED OUT						$0 00
A	95 5 401	ervice Contract Deductible Reimbur ement ; Deductible reimbur ement								$ 00 00

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 LARAMIE CREW CAB 4X4
Build Date	04/12/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/01/2017
Claim Type	F Service Contract	**Repair Date**	07/31/2018
Claim Status	Paid	**Mileage (Miles)**	37,612

Expense

Labor	($243.88)	**Sublet**	($100.24)	**Part**	($170.63)	**Total Paid**	($322.02)

Dealer Information

Code	[redacted]	**Name**	JOHN L SULLIVAN DODGE CHRYSLER, INC	**Zone**	71 LOS ANGELES
Address	529 5TH ST , MARYSVILLE, CA 95901				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08141806	Sensor, wheel speed-Anti lock brakes ; front right	14	BURNED OR BURNED OUT	68164661AA	RING	2		18 06	($69 68)
A	08141806	Sensor, wheel speed Anti-lock brakes ; front right	14	BURNED OR BURNED OUT	04779981AC	SENSOR	1	X	-41.09	($69.68)
A	08141807	Sensor, wheel speed-Anti lock brakes ; front - left			68164661AA	RING	2		18 06	($69 68)
A	08141807	Sensor, wheel speed Anti-lock brakes ; front left			04779981AC	SENSOR	1	X	-41.09	($69.68)
A	08141861	Sensor, wheel speed-Anti lock brakes ; 2500-3500 equipped			68164661AA	RING	2		18 06	($34 84)
A	08141861	Sensor, wheel speed Anti-lock brakes ; 2500 3500 equipped			04779981AC	SENSOR	1	X	-41.09	($34.84)
A	23600101	Basic paint preparation ; paint preparation			68164661AA	RING	2		18 06	$0 00
A	23600101	Basic paint preparation ; paint preparation			04779981AC	SENSOR	1	X	-41.09	$0.00
A	23600301	Semi-concealed area			68164661AA	RING	2		-18.06	$0.00
A	23600301	Semi concealed area			68164661AA	RING	2		-18.06	$0.00
A	23600301	Semi concealed area			04779981AC	SENSOR	1	X	-41.09	$0.00
A	23600301	Semi concealed area			04779981AC	SENSOR	1	X	41 09	$0 00
A	85333333	Sublet processing allowance			68164661AA	RING	2		18 06	($34 84)
A	85333333	Sublet processing allowance			04779981AC	SENSOR	1	X	41 09	($34 84)
A	97756555	Sublet Repair			68164661AA	RING	2		-18.06	($170.63)
A	97756555	Sublet Repair			04779981AC	SENSOR	1	X	41 09	($170 63)
B	08141809	Sensor, wheel speed Anti-lock brakes ; rear left	ML	CHECK ENGINE/SERVICE ENGINE SO	04779981AC	SENSOR	1	X	-41.09	($34.84)

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THAT THE CHECK ENGINE LIGHT IS ON AND THE TRACTION CONTROL LIG CUSTOMER STATES THAT THE SERVICE FRONT PARK SENSORS LIGHT IS ON HT IS ON GOING ISSUE. C/S THAT THE CK ENGINE LIGHT IS ON AND THE TRACTION CONTROL LIGHT ON GOING ISS C/S THAT THE SERVICE FRONT PARK SENSORS LIGHT IS ON UE

(Claim) Cause:

FOUND THE SENSOR 5 IS MISSING THE OUTER CLEAR O-RING. VERIFY CONCERNS, FOUND DTC C00371D STORED LEFT REAR SPEED SENSOR VERIFIY CUSTOMER CONCERNS, PREVIOUS DIAGNOSTIC RECOMMEND REPLACING FRONT PARKI FAULT IN SPEED SENSOR NG BRAKE SENSOR 1 &5

(Claim) Correction:

REPLACED FRONT PARK SENSORS 1 AND 5 REPLACED THE LEFT REAR SPEED SENSOR. REPLACED FRONT PARK SENSORS SENSOR 1 & 5 REPLACED THE LEFT REAR SPEED SENSOR

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 LARAMIE CREW CAB 4X4
Build Date	04/12/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/01/2017
Claim Type	F - Service Contract	**Repair Date**	07/31/2018
Claim Status	Paid	**Mileage (Miles)**	37,612

Expense

Labor	$243.88	**Sublet**	$262.71	**Part**	$170.63	**Total Paid**	$696.27

Dealer Information

Code	[redacted]	**Name**	JOHN L. SULLIVAN DODGE CHRYSLER, INC.	**Zone**	71 LOS ANGELES
Address	529 5TH ST , MARYSVILLE, CA 95901				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08141806	Sensor, wheel speed-Anti-lock brakes ; front-right	14	BURNED OR BURNED OUT	1EW63TZZAA	SENSOR	2	X	203.56	$69.68
A	08141806	Sensor, wheel speed-Anti-lock brakes ; front-right	14	BURNED OR BURNED OUT	68164661AA	RING	2		18.06	$69.68
A	08141807	Sensor, wheel speed-Anti-lock brakes ; front - left			1EW63TZZAA	SENSOR	2	X	203.56	$69.68
A	08141807	Sensor, wheel speed-Anti-lock brakes ; front - left			68164661AA	RING	2		18.06	$69.68
A	08141861	Sensor, wheel speed-Anti-lock brakes ; 2500-3500 equipped			1EW63TZZAA	SENSOR	2	X	203.56	$34.84
A	08141861	Sensor, wheel speed-Anti-lock brakes ; 2500-3500 equipped			68164661AA	RING	2		18.06	$34.84
A	23600301	Semi-concealed area			1EW63TZZAA	SENSOR	2	X	203.56	$0.00
A	23600301	Semi-concealed area			1EW63TZZAA	SENSOR	2	X	203.56	$0.00
A	23600301	Semi-concealed area			1EW63TZZAA	SENSOR	2	X	203.56	$0.00
A	23600301	Semi-concealed area			68164661AA	RING	2		18.06	$0.00
A	23600301	Semi-concealed area			68164661AA	RING	2		18.06	$0.00
A	23600301	Semi-concealed area			68164661AA	RING	2		18.06	$0.00
A	85333333	Sublet processing allowance			1EW63TZZAA	SENSOR	2	X	203.56	$34.84
A	85333333	Sublet processing allowance			68164661AA	RING	2		18.06	$34.84
A	97756555	Sublet Repair			1EW63TZZAA	SENSOR	2	X	203.56	$170.63
A	97756555	Sublet Repair			68164661AA	RING	2		18.06	$170.63
B	08141809	Sensor, wheel speed-Anti-lock brakes ; rear - left	ML	CHECK ENGINE/SERVICE ENGINE SO	04779981AC	SENSOR	1	X	41.09	$34.84
B	85434343	Goodwill Authorization ; Goodwill Authorization			04779981AC	SENSOR	1	X	41.09	$0.00

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THAT THE CHECK ENGINE LIGHT IS ON AND THE TRACTION CONTROL LIG CUSTOMER STATES THAT THE SERVICE FRONT PARK SENSORS LIGHT IS ON HT IS ON GOING ISSUE. C/S THAT THE CK ENGINE LIGHT IS ON AND THE TRACTION CONTROL LIGHT ON GOING ISS C/S THAT THE SERVICE FRONT PARK SENSORS LIGHT IS ON UE

(Claim) Cause:

FOUND THE SENSOR 5 IS MISSING THE OUTER CLEAR O-RING. VERIFY CONCERNS, FOUND DTC C00371D STORED LEFT REAR SPEED SENSOR VERIFIY CUSTOMER CONCERNS, PREVIOUS DIAGNOSTIC RECOMMEND REPLACING FRONT PARKI FAULT IN SPEED SENSOR NG BRAKE SENSOR 1 &5

(Claim) Correction:

REPLACED FRONT PARK SENSORS 1 AND 5 REPLACED THE LEFT REAR SPEED SENSOR. REPLACED FRONT PARK SENSORS SENSOR 1 & 5 REPLACED THE LEFT REAR SPEED SENSOR

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	01	**Body**	[redacted]
Build Date	07 1 01	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	0 7 01
Claim Type	K Road Read (PREPN)	**Repair Date**	0 01 01
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$17 4	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$17 4

Dealer Information

Code	[redacted]	**Name**	TRONC LLI CHRY JEEP DODGE	**Zone**	66 ORL NDO
Address	1 TL NT RD CUMMING G 0040				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	900040	Road Read Ba ic Prep	NU	NE EHICLE PREP						$1 1 9
	9000 9	Road Read Rear heel Flare Both								$4 6

RO Narratives

(RO) Customer Concern

N

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

N

(Claim) Cause

N

(Claim) Correction

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 LARAMIE CREW CAB 4X4
Build Date	04/28/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/06/2017
Claim Type	W - Warranty	**Repair Date**	08/01/2018
Claim Status	Paid	**Mileage (Miles)**	18,357

Expense

Labor	$103.37	**Sublet**	$484.54	**Part**	$0.00	**Total Paid**	$587.91

Dealer Information

Code	[redacted]	**Name**	STALLINGS MOTORS INC	**Zone**	66 ORLANDO
Address	1245-38TH BOULEVARD, N.E. , CAIRO, GA 39828				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	ML	CHECK ENGINE/SERVICE ENGINE SO	68143491AA	CONTROL	1	X	478.80	$81.22
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	ML	CHECK ENGINE/SERVICE ENGINE SO	04318080AD	FLUID	1		5.74	$81.22
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68143491AA	CONTROL	1	X	478.80	$22.15
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			04318080AD	FLUID	1		5.74	$22.15

RO Narratives

(RO) Customer Concern:

CUST STATES ABS, TRACTION CONTROL LIGHT AND TRAILER BRAKE MESSAGE DISPLAYED WHILE DRIVING DTC C0020-01 ACTIVE FOR ABS MODULE DIAGNOSED INTERNAL HCU UNIT WITH MODULE REPLACED HCU UNIT PER PROCEDURE [redacted] GRIFFIN-)

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUST STATES ABS & TRACTION CONTROL LIGHTS ARE ON

(Claim) Cause:

AFTER DIAGNOSIS OF HARNESS AND VOLTAGE SUPPLY. FOUND INTERNAL COMPLETE HCU UNI T WITH MODULE

(Claim) Correction:

REPLACED HCU UNIT

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted] RAM 500 LT CREW CAB 4 4
Build Date	0 / 8/ 017	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	09/1 / 017
Claim Type	W Warranty	**Repair Date**	08/01/ 018
Claim Status	Paid	**Mileage (Miles)**	19,774

Expense

Labor	$ 7 78	**Sublet**	$ 9	**Part**	$0 00	**Total Paid**	$41 70

Dealer Information

Code	[redacted]	**Name**	DAN HATFIELD CHRY DODGE JEEP	**Zone**	4 DETROIT
Address	245 LAFAYETTE STREET , LONDON, OH 43140				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	4 00	Clip, door gla ; Front door Left one or both	11	BROKEN OR CRACKED	55 7 961AD	CLIP			9	$ 7 78

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
DRIVER WINDOW FALL DOWN

(Claim) Cause:
FOUND CLIP BROKEN

(Claim) Correction:
REPLACED WINDOW CLIP

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted] RAM 500 LARAMIE CREW CAB 4 4
Build Date	08/18/ 016	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/1 / 016
Claim Type	W Warranty	**Repair Date**	08/01/ 018
Claim Status	Paid	**Mileage (Miles)**	4 674

Expense

Labor	$159 50	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$159 50

Dealer Information

Code	[redacted]	**Name**		**Zone**	71 LO ANGELE
Address					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85410500	Brake Trouble Not Found ; Brake	OD							$159 50

RO Narratives

(RO) Customer Concern

CU TOMER TATE BRAKE CONCERN CHECK AND ADVI E

(RO) Cause:

ROAD TE TED VEHICLE TIME OVER VARIED ROAD CONDITION BRAKE OPERATED COORECTLY IN REVIEWING HI TORY IT PPE R CONCERN R TTLE REL TED TO BR KE P D DURING RO D TE T TECH UN BLE TO ERIFY NY RATTLE IN VEHICLE RACKED VEHICLE AND IN PECTED U PEN ION AND BRAKE , NOTHING ABNORMAL WA FOUND

(RO) Correction:

UNABLE TO VERIFY CONCERN, VEHICLE I OPERATING A DE IGNED

(RO) Technical Notes:

BR KE CONCERN

GCS Narratives

(Claim) Customer Concern:

BUYBACK BRAKE CONCERN

(Claim) Cause:

NO I UE FOUND

(Claim) Correction

NO REPAIR

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - RAM 2500 SLT CREW CAB 4X4
Build Date	05/10/2018	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	07/25/2018
Claim Type	W - Warranty	**Repair Date**	08/01/2018
Claim Status	Paid	**Mileage (Miles)**	329

Expense

Labor	$0.00	**Sublet**	$30.29	**Part**	$59.42	**Total Paid**	$89.71

Dealer Information

Code	[redacted]	**Name**	KENDALL DODGE CHRYSLER JEEP RAM	**Zone**	66 ORLANDO
Address	13355 SW 137TH AVE , MIAMI, FL 33186				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	25080140	DEF Fluid Top Off ; Vehicle Delivery Fill - See LOP note for vehicle specific allowances.	40	FLUID HIGH OR LOW	68056278AC	FLUID	1	X	30.29	$0.00
A	95400142	Loaner Car ; High Line Vehicles			68056278AC	FLUID	1	X	30.29	$59.42

RO Narratives

(RO) Customer Concern:

Multi-point inspection (according to maintenance interval) General Concern #1 [Customer Statesupon sales delivery vehicle had lotdamage] REPAIR AND PAINT RIGHT BED OUTTER TOOL BOX LID REMOVE ALL VALUABLES AND PERSONAL BELONGINGS- KENDALL DODGE CHRYSLER JEEP RAM WILL NOT BE RESPONSIBLE FOR ITEMS LEFT IN VEHICLE. Thank you for being a Kendall DodgeChrysler Jeep Ram VIP Rewards Benefits 3% Loyalty Cash on paid services customer. CUSTOMER BEING PROVIDED WITH ALTERNATE TRANSPORTATION COVERED UPTO 5 DAYS BY THERE SERVICE CONTRACT/WARRANTY GUIDELINES. SEE ADVISOR FOR DETAILS. _____ ADD DEF FLUID

(RO) Cause:

F DONE

(RO) Correction:

329 COMPLETE Multi-point inspection (according to maintenanceinterval) PERFORM FREE MULTI-POINT INSPECTION 329 COMPLETE General Concern #1 [Customer States upon sales delivery vehicle had lot damage] REMOVE ALL VALUABLES AND PERSONAL BELONGINGS- KENDALL DODGE CHRYSLER JEEP RAM WILL NOT BE RESPONSIBLE FOR ITEMS LEFT IN VEHICLE. REMOVE ALL VALUABLES AND PERSONAL ITEMS-KENDALL DODGE CHRYSLER JEEP RAM IS NOT RESPONSIBLE FOR ITEMSLEFT IN VEHICLE. Thank you for being a Kendall Dodge Chrysler Jeep Ram VIP Rewards Benefits 3% Loyalty Cash on paid services customer. 329 CUSTOMER PROVIDED WITH RENTAL CUSTOMER BEING PROVIDED WITH ALTERNATE TRANSPORTATION COVERED UPTO 5 DAYS BY THERE SERVICE CONTRACT/WARRANTYGUIDELINES. SEE ADVISOR FOR DETAILS. _____ [redacted] CUSTOMER BEING PROVIDED WITH ALTERNATE TRANSPORTATION COVERED UP TO 5 DAYS BY THERE SERVICE CONTRACT/WARRANTY GUIDELINES. SEEADVISOR FOR DETAILS. _____ SUBLET REPAIRS 329 COMPLETE TOPPED OFF FLUID

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 ST CREW CAB 4X4
Build Date	05/23/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06/30/2017
Claim Type	W - Warranty	**Repair Date**	08/01/2018
Claim Status	Paid	**Mileage (Miles)**	14,041

Expense

Labor	$35.13	**Sublet**	$42.61	**Part**	$0.00	**Total Paid**	$77.74

Dealer Information

Code	[redacted]	**Name**	BLUEBONNET CHRY-DODGE	**Zone**	63	DALLAS
Address	547 S SEGUIN , NEW BRAUNFELS, TX 78130					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08141808	Sensor, wheel speed-Anti-lock brakes ; rear - right	ML	CHECK ENGINE/SERVICE ENGINE SO	04779980AC	SENSOR	1	X	42.61	$35.13

RO Narratives

(RO) Customer Concern:

Perform DTC Inspection [CHECK ENGINE LIGHT ON CHECK FAULT CODES. WHEEL SPEED SENSORS] Battery Concern [Customer States ABS AND TRACTION CONTROL LIGHTS AREON] SERVICE LOANER [redacted] MULTI POINT INSPECTION PERFORMED TIRE INSPECTION

(RO) Cause:

E E

(RO) Correction:

[redacted] C/S CHECK ENGINE LIGHT IS ON.FOUND DTCS [redacted] FOLLOWEDDIAGNOSTICS. FOUND RIGHT REAR WHEEL SPEEDSENSOR OPEN INTERNALLY. R&R SENSOR. CLEAREDDTCS. TEST DROVE TO VERIFY REPAIR. Perform DTC Inspection [CHECK ENGINE LIGHT ON CHECK FAULT CODES. WHEEL SPEED SENSORS] CHECK ENGINE LIGHT ON [redacted] RELATED CONCERN. SEE LINE A. Battery Concern [CustomerStates ABS AND TRACTION CONTROL LIGHTS ARE ON] BODY ELECTRICAL RENTAL CAR SERVICE LOANER RENTAL CAR MISC. SHOP CHARGES [redacted] TECH PERFORMED COURTESY VISUALMULTI-POINT SAFETY INSPECTION... CHECKED ALLSAFETY ITEMS & RELATED CONDITIONS + TOPPEDOFF FLUIDS AS NECESSARY MULTI POINT INSPECTION [redacted] TECH PERFORMED VISUAL SAFETYINSPECTION OF TIRES...********** LT-FRT_____/32"------DOT_____******* RT-FRT_____/32" ------DOT_____ ******* LT-RR_____/32" -------DOT_____ ******* RT-RR_____/32" -------DOT_____YOUR VEHICLES TIRES HAVE BEEN INSPECTED BY OUR SERVICE STAFF. BLUEBONNETCHRYSLER DODGE RECOMMENDSTHAT YOUR TIRES SHOULD BEREPLACED WHEN THE TIRE AGE REACHES OR EXCEEDS 5 YEARS REGARDLESS OF TREADDEPTH OR APPEARANCE. YOUR VEHICLES TIRES HAVE BEEN INSPECTED BY OUR SERVICE STAFF. BLUEBONNET CHRYSLER DODGE RECOMMENDS THAT YOUR TIRES SHOULD BE REPLACED WHEN THE TIRE AGE REACHES OR EXCEEDS 5 YEARS REGARDLESS OF TREAD DEPTH OR APPEARANCE.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT ON

(Claim) Cause:

REAR SPEED SENSOR OPEN INTERNALLY

(Claim) Correction:

REPLACE RIGHT REAR WHEEL SPEED SENSOR

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	01	**Body**	[redacted]
Build Date	04 1 01	**Plant**	LTILLO TRU K EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05 01 01
Claim Type	F er ice Contract	**Repair Date**	0 01 01
Claim Status	Paid	**Mileage (Miles)**	3 6

Expense

Labor	$ 3 8	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$ 3 8

Dealer Information

Code	[redacted]	**Name**	JOHN L ULLI N DODGE CHRY LER INC	**Zone**	71 LO NGELE
Address	5 9 5TH T M RY ILLE 95901				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	0891 FD5	Transmissi n Transfer ase DT M	T	TERMIN L( ) BROKEN FR TURED						$ 3 8

RO Narratives

(RO) Customer Concern

N

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

TH T THE EL I B K ON

(Claim) Cause

FOUND PRE D TERMIN L NUMBER 1 REP IR PIN FITMENT FOUND ODE [redacted] H EEL PEED EN OR PERFORM N E

(Claim) Correction

PERFORMED DI G PER ODE LIFTED EHI LE ON R K ND DRI E IGGLE TE T IRI NG LONG THE DRI ER IDE TO EE IF IGN L OULD DROP HEN RE HED THE INLI NE H I ENGINE TR N H RNE IGN L DROPPED DI ONNE TED H RNE ND FOU ND PRE D TERMIN L NUMBER 1 REP IR [IN FITMENT ND RE HE K OPER TION

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	01	**Body**	[redacted]
Build Date	0 / 4/ 018	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	0 0 01
Claim Type	afety (Recall)	**Repair Date**	08/0 / 018
Claim Status	Paid	**Mileage (Miles)**	970

Expense

Labor	$	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$

Dealer Information

Code	[redacted]	**Name**	ALE ANDER DODGE CHRY LER JEEP, INC	**Zone**	66 ORLANDO
Address	6764 U H Y 4 1 LBERT ILLE L 9 0				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U6108	afet Recall U61 Reprogram Powertrain Control Module In pect PCM oftware Level and Perform oftware Update (01 Model Year Only)	UC	UNCOD BLE (NARRATIVE REQUIRED)						$ 88

RO Narratives

(RO) Customer Concern

NA

(RO) Cause:

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

N

(Claim) Cause

N

(Claim) Correction

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 ST CREW CAB 4X4
Build Date	04/18/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06/29/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	08/02/2018
Claim Status	Paid	**Mileage (Miles)**	14,455

Expense

Labor	$21.22	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$21.22

Dealer Information

Code	[redacted]	**Name**		**Zone**	63 DALLAS
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U61082	Safety Recall U61 - Reprogram Powertrain Control Module ; Inspect PCM Software Level and Perform Software Update	UC	UNCODABLE (NARRATIVE REQUIRED)						$21.22

RO Narratives

(RO) Customer Concern:

Recall / CSN 2 U61: Safety Recall U61 - Reprogram Powertrain Control Module** Recall / CSN 1 U11: Safety Recall U11 - Brake Transmission Shift Interlock** RRT [redacted]DJ/DD/DF/D2/DP/DX) CRACKED CLEARANCE LA** General Concern #1 AIR CONDITIONER WAS INOP ON HIGH TILL CUSTOMER WENT OVER RAILROAD AND STARTED WORKING

(RO) Cause:

perform recall perform recall cold not duplicate concern of ac on high inop

(RO) Correction:

Safety Recall U61 - Reprogram Powertrain Control Module - Reprogram Inspect PCM Software Level and Perform Software Update Safety Recall U11 - Brake Transmission Shift Interlock - Reprogram Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update (2017 Model Year Only) (1 - Semi-Skilled) SOP PART tested wires found 12.77 volts on all fan speeds and wiggled wires and no problem when wiggling wires and found that the cabin air filter is dirty reccomend replacement tk A20 CUSTOMER DECLINED CABIN AIR FILTER

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 ST CREW CAB 4X4
Build Date	04/18/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06/29/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	08/02/2018
Claim Status	Paid	**Mileage (Miles)**	14,456

Expense

Labor	$42.44	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$42.44

Dealer Information

Code	[redacted]	**Name**		**Zone**	63 DALLAS
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19U11182	Safety Recall U11 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update (2017 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$42.44

RO Narratives

(RO) Customer Concern:

Recall / [redacted] Safety Recall U61 - Reprogram Powertrain Control Module** Recall / CSN 1 U11: Safety Recall U11 - Brake Transmission Shift Interlock** [redacted] (DJ/DD/DF/D2/DP/DX) CRACKED CLEARANCE LA** General Concern #1 AIR CONDITIONER WAS INOP ON HIGH TILL CUSTOMER WENT OVER RAILROAD AND STARTED WORKING

(RO) Cause:

perform recall perform recall cold not duplicate concern of ac on high inop

(RO) Correction:

[redacted] Reprogram Powertrain Control Module - Reprogram Inspect PCM Software Level and Perform Software Update Safety Transmission Shift Interlock - Reprogram Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update (2017 Model Year Only) (1 - Semi-Skilled) SOP PART tested wires found 12.77 volts on all fan speeds and wiggled wires and no problem when wiggling wires and found that the cabin air filter is dirty reccomend replacement tk A20 CUSTOMER DECLINED CABIN AIR FILTER

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted] RAM 500 LARAMIE CREW CAB 4 4
Build Date	01/16/ 017	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	04/17/ 017
Claim Type	W Warranty	**Repair Date**	08/0 / 018
Claim Status	Paid	**Mileage (Miles)**	9 9

Expense

Labor	$151 89	**Sublet**	$119 91	**Part**	$ 5 00	**Total Paid**	$ 06 80

Dealer Information

Code	[redacted]	**Name**		**Zone**	70	PHOENI	
Address							

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08805401	witch and be el front door ; Front, driver ide or center	48	GROUNDED OR HORTED	560468 6AE	WITCH	1		114 0	$ 7 97
	9 400141	Loaner Car ; tandard Line Vehicle			6046 6 E	ITCH	1		114 0	$ 00
C	05500505	Bu hing, brake pedal ; upport haft W/automatic tran mi ion	07	BIND TICK OR EI ED	5 010 09AB	BU HING			5 88	$6 9
B	09 0 00	Plug , Cylinder Block Core Hole	1	IMPROPERLY IN TALLED						$ 0 6

RO Narratives

(RO) Customer Concern:

CU TOMER TATE ONE TOUCH ROLL UP WILL NOT WORK UNLE YOU HOLD THE WITCH DRIVER DOOR CU TOMER T TE THERE I N OIL LE K BY OIL P N ONN P ENGER IDE CU TOMER T TE BR KE PED L R TTLE HILE DRI ING AND HITTING BUMP PERFORM COURTE Y VEHICLE IN PECTION INCLUDE VI UAL IN PECTION OF VEHICLE, TIRE , AND ET TIRE PRE URE TO PEC RENT L FOR CU TOMER

(RO) Cause

(RO) Correction:

[redacted] the ma ter window witch wont rollup the widow internal witch failure replacedthe ma ter window witch verified windowwork proper witch and be el front door Te t and Replace Front dri er ide or center (1 emi killed) ITCH ELECTRIC INDO MA TER Te t and replace (B) [redacted] found oil leak at the left ide ofengine the mall oft plug i half way outcau ing leak re ealed and rein talled the oft plug verified no more leak found at thi time plug [redacted] he brake pedal upport bu hing areworn cau ing pedal to rattle replaced thebrake pedal bu hing to top rattle Bu hing brake pedal Replace upport haft automatic tran mi ion (killed) BU HING , BRAKE PEDAL Replace (B) [redacted] the brake pedal upport bu hing areworn cau ing pedal to rattle replaced thebrake pedal upport bu hing to top rattle PERFORM COURTE Y VEHICLE IN PECTION INCLUDE VI UAL IN PECTION OF VEHICLE, TIRE , ND ET TIRE PRE URE TO PEC RENT L FOR CU TOMER lithia rental RENT L FOR CU TOMER MI C HOP CH RGE

(RO) Technical Notes

L IDE PLUG IN TALLED ONLY 1/ WAY DYE FOUND I UE,R&I,OK

GCS Narratives

(Claim) Customer Concern:

C.ST. OIL LEAK CUSTOMER STATES BRAKE PEDAL RATTLES WHILE DRIVING AND HITTING BUMPS CUSTOMER STATES ONE TOUCH ROLL UP WILL NOT WORK UNLESS YOU HOLD THE SWITCH DRI VERS DOOR

(Claim) Cause:

LSIDE SOFT PLUG INSTALLED ONLY 1/2 WAY.DYE FOUND ISSUE,R&I,OK THE BRAKE PEDAL SUPPORT BUSHINGS ARE WORN CAUSING PEDAL TO RATTLE THE MASTER WINDOW SWITCH WONT ROLL UP THE WIDOW INTERNAL SWITCH FAILURE

(Claim) Correction:

R&I PLUG,OK REPLACED THE BRAKE PEDAL BUSHINGS TO STOP RATTLE REPLACED THE MASTER WINDOW SWITCH VERIFIED WINDOW WORKS PROPER

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 3500 ST CREW CAB 4X4
Build Date	10/30/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	07/02/2018
Claim Type	W Warranty	**Repair Date**	08/02/2018
Claim Status	Paid	**Mileage (Miles)**	1, 18

Expense

Labor	$142 65	**Sublet**	$0 00	**Part**	$35 00	**Total Paid**	$177 65

Dealer Information

Code	[redacted]	**Name**	JEFF WYLER CHRYSLER JEEP	**Zone**	42 DETROIT
Address	1117 TATE ROUTE , BATAVIA, OH 4510				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	0891PNE4	Anti lock brake system	6T	TERMINAL( ) SPREAD						$142 65
A	95400141	Loaner Car ; tandard Line Vehicles								$35 00

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES THE ABS/TRACTION CONTROL/STABILITY CONTROL LIGHTS ALL CAME BACK ON DISABLES 4WD SERVICE RENTAL CAR

(RO) Cause:

LOO E TERMINAL

(RO) Correction:

LOCATE AND REPAIRED LOOSE TERMINAL IN CHASSIS CONNECTOR RENTAL CAR

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

ABS AND TRACK LIGHTS ARE ON

(Claim) Cause:

TERMINAL LOOSE IN CHASSIS CONNECTOR

(Claim) Correction:

LOCATED AND REPAIRED LOO E TERMINAL

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 3500 SLT CREW CAB 4X4
Build Date	03/26/2018	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	04/25/2018
Claim Type	W - Warranty	**Repair Date**	08/02/2018
Claim Status	Paid	**Mileage (Miles)**	4,315

Expense

Labor	$36.85	**Sublet**	$0.00	**Part**	$35.00	**Total Paid**	$71.85

Dealer Information

Code	[redacted]	**Name**	NATIONAL DODGE INC	**Zone**	66 ORLANDO
Address	2223 N MARINE BLVD , JACKSONVILLE, NC 28546				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85410500	Brakes, Trouble Not Found ; Brakes	UC	UNCODABLE (NARRATIVE REQUIRED)						$36 85
A	95400142	Loaner Car ; High Line Vehicles								$35 00

RO Narratives

(RO) Customer Concern:

Customer States parksense unavailable Service electric brake system keeps flashing back and forth Traction control light is on Advise (IndicatorWarning Lights Concern) (Multi point inspection according to maintenance interval) OWNER REQUST RENTAL

(RO) Cause:

CHECK FOR NEEDED SERVICE DUE TO CAR DOWN

(RO) Correction:

COMPLETED 23 POINT VEHICLE CHECKUP PUT OWNER IN RENTAL CAR

(RO) Technical Notes:

TEST DROVE 3 TIMES AND COULD NOT DUPLICATE CONCERNS

GCS Narratives

(Claim) Customer Concern:

Customer States parksense unavailable Service electric brake system keeps flas

(Claim) Cause:

COULD NOT DUPLICATE

(Claim) Correction:

TEST DROVE VEHICLE 3 TIMES AND COULD NOT DUPLICATE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	01	**Body**	[redacted]
Build Date	09/ / 017	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	1 / / 017
Claim Type	F ervice Contract	**Repair Date**	08/0 / 018
Claim Status	Paid	**Mileage (Miles)**	97

Expense

Labor	$0 00	**Sublet**	$0 00	**Part**	$60 00	**Total Paid**	$60 00

Dealer Information

Code	[redacted]	**Name**	HAYE CHRY LER PLYMOUTH DODGE INC	**Zone**	66 ORLANDO
Address	11 FRONT GE RO D G INE ILLE G 0 04				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	6 60 0	Maintenance Inter al chedule B To be u ed e er ,000 Interval	MC	MAINTENANCE C RE						$0 00
	9 60001	Maintenance Allowance ; Fixed Co t Maintenance								$ 0 00
	9 6000	Maintenance Allowance ; TIRE ROT TION								$10 00

RO Narratives

(RO) Customer Concern:

(Change die el engine oil and filter nthetic oil ma be re quired ba ed on geographic location) (Multi point in pection according to maintenance inter al) (Rotate tire)

(RO) Cause

"WE ERVICE ALL MAKE AND MODEL " PERIODIC CHECK UP ROUTINE CHEDULED MAINTENANCE

(RO) Correction:

REQUIRED M INTEN NCE 16 Point In pection ll COMPLETED TIRE ROT TION

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern:

(Change die el engine oil and filter nthetic oil ma be re quired ba ed on g

(Claim) Cause

" E ER ICE LL M KE ND MODEL "

(Claim) Correction

REQUIRED MAINTENANCE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	018	**Body**	[redacted]
Build Date	03 018	**Plant**	LTILLO TRU K EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06 14 01
Claim Type	afet (Recalls)	**Repair Date**	08 0 018
Claim Status	Paid	**Mileage (Miles)**	80

Expense

Labor	$ 9 3	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$ 9 3

Dealer Information

Code	[redacted]	**Name**	HERID N MOTOR IN	**Zone**	4 DEN ER
Address	1858 OFFEEN E HERID N Y 8 801				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	18U61083	afet Recall U61 Repr gram P ertrain ntr l M dule Inspect P M ft are Le el and Perf rm ft are Update (018 M del Years Onl)	U	UN OD BLE (N RR TI E REQUIRED)						$ 9 3

RO Narratives

(RO) Customer Concern

RE LL

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

N

(Claim) Cause

N

(Claim) Correction

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	201	**Body**	[redacted]
Build Date	0 18 01	**Plant**	LTILLO TRU K EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	04 04 01
Claim Type	S Saf t (R all)	**Repair Date**	08 02 2018
Claim Status	Paid	**Mileage (Miles)**	13 329

Expense

Labor	$165 84	**Sublet**	$4 33	**Part**	$40 00	**Total Paid**	$ 48 1

Dealer Information

Code	[redacted]	**Name**	LITHI HR SLER JEEP D DGE F GR ND F RKS	**Zone**	4 DEN ER
Address	3401 G TE DR GR ND F RKS ND 58203				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
B	0 T51182	Saf t R all T51 Di l at r Pump In p t f r ent and Replace ater Pump	U	UN OD BLE (N RR TI E REQUIRE)	S2HT512	MP IGN	1	X	42 33	$118 46
	19U11182	Saf t R all U11 Brak Tran mi i n Shift Int rl k Inspect Brake Transmissi n Shift Int rl k (BTSI) Fun ti nalit and P rf rm B M ft are Update (01 M d l ar nl)	U	UN OD BLE (N RR TI E REQUIRE)						$4 38
	9540014	L an r ar High Lin hi l								$40 00

RO Narratives

(RO) Customer Concern

ELE TRI L [UST MER ST TES RUISE S STEM INTERMITTENTL N T RK N T E EN TURN N T TIMES] BR KE TR N MI ION HIFT INTERLO K [BR KE TR N MI ION HIFT INTERLO K] DIE EL TER PUMP [DIE EL TER PUMP] Multi p int in p ti n (a rding t maint nan int r al)

(RO) Cause

INTERN L F ULT

(RO) Correction

[redacted] ONFIRMED RUI E IT H INTERMITTENTOPER TION FOUND ODE[redacted] peed ntr l itch 1 Perf rmance TO BE PRESENT INS STEM F UND T BE INTERN L F ULT IN RIGHTSTEERING HEEL S IT H REPL ED S IT H NFIRMED REP IR S IT H STEER [redacted] NFIRMED ELIGIBLE F R RE LL U11In p t BTSI Fun ti nalit and [redacted] ur Perf rm B M ft are Update (01 M del Year Onl) B M current [redacted] B t targeted part number [redacted] U11 tp U11 MIS SH P H [redacted] NFIRMED ELIGIBLE F R RE LL T51In p t f r nt H l and R pla t r Pump0 T5 [redacted] int in p ti n (a rding t maint nan int r al) PERF RM URTES EHI LE INSPE TI N IN LUDES ISU L INSPE TI N F EHI LE TIRES ND SET TIRE PRESSURE T SPE S

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern:

SWITCH WORKS INTERMITTENLY

(Claim) Cause:

FOUND TO HAVE AN INTERNAL FAULT

(Claim) Correction:

REPLACED THE SPEED CRUISE SWITCH

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 SLT CREW CAB 4X4
Build Date	02/18/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	04/04/2017
Claim Type	W - Warranty	**Repair Date**	08/02/2018
Claim Status	Paid	**Mileage (Miles)**	13,329

Expense

Labor	$71.08	**Sublet**	$70.97	**Part**	$0.00	**Total Paid**	$142.05

Dealer Information

Code	[redacted]	**Name**	LITHIA CHRYSLER JEEP DODGE OF GRAND FORKS	**Zone**	74 DENVER
Address	3401 GATEWAY DR , GRAND FORKS, ND 58203				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08808202	Switch, steering wheel mounted ; Speed control-Right side	07	BINDS, STICKS, OR SEIZED	56046252AE	SWITCH	1	X	70.97	$71.08

RO Narratives

(RO) Customer Concern:

ELECTRICAL [CUSTOMER STATES CRUISE SYSTEM INTERMITTENTLY WON'T WORK. WON'T EVEN TURN ON AT TIMES.] BRAKE TRANSMISSION SHIFT INTERLOCK [BRAKE TRANSMISSION SHIFT INTERLOCK] DIESEL WATER PUMP [DIESEL WATER PUMP] Multi-point inspection (according to maintenance interval)

(RO) Cause:

INTERNAL FAULT

(RO) Correction:

[redacted]CONFIRMED CRUISE SWITCH INTERMITTENTOPERATION, FOUND CODE[redacted]- SpeedControl Switch 1 Performance TO BE PRESENT INSYSTEM, FOUND TO BE INTERNAL FAULT IN RIGHTSTEERING WHEEL SWITCH, REPLACED SWITCH CONFIRMED REPAIR SWITCH, STEER WHEEL[redacted]CONFIRMED ELIGIBLE FOR RECALL U11Inspect BTSI Functionality and [redacted]4 hours Perform BCM Software Update (2017Model Year Only) BCM current part number[redacted] to targeted part number[redacted] ctp U11 MISC. SHOP CHARGES[redacted]CONFIRMED ELIGIBLE FOR RECALL T51Inspect for Vent Hole and Replace Water Pump[redacted] [redacted]1.0 hours T51 Multi-point inspection (according to maintenanceinterval) PERFORM COURTESY VEHICLE INSPECTION. INCLUDES: VISUAL INSPECTION OF VEHICLE, TIRES, AND SET TIRE PRESSURE TO SPEC'S.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

SWITCH WORKS INTERMITTENLY

(Claim) Cause:

FOUND TO HAVE AN INTERNAL FAULT

(Claim) Correction:

REPLACED THE SPEED CRUISE SWITCH

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 2500 SLT CREW CAB 4X4
Build Date	08/26/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/03/2018
Claim Type	S Safety (Recalls)	**Repair Date**	08/02/2018
Claim Status	Paid	**Mileage (Miles)**	14

Expense

Labor	$19 71	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$19 71

Dealer Information

Code	[redacted]	**Name**	BURDICK DODGE CHRYSLER JEEP	**Zone**	32 NEW YORK
Address	5885 E CIRCLE DR , CICERO, NY 1 0 9				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	25U15182	Emi ion Recall U15 VECI Label ; Install VECI Label	UC	UNCODABLE (NARRATIVE REQUIRED)						$19 71

RO Narratives

(RO) Customer Concern:
U15

(RO) Cause:
U15

(RO) Correction:
[redacted]

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted]- RAM 2500 SLT CREW CAB 4X4
Build Date	04/26/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/18/2017
Claim Type	W - Warranty	**Repair Date**	08/02/2018
Claim Status	Paid	**Mileage (Miles)**	20,719

Expense

Labor	$339.74	**Sublet**	$1,106.93	**Part**	$150.00	**Total Paid**	$1,596.67

Dealer Information

Code	[redacted]	**Name**	BAY DODGE	**Zone**	66 ORLANDO
Address	641 WEST 15TH STREET , PANAMA CITY, FL 32401				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	23204510	Headliner ; Quad cab	69	DISCOLORED	6KB77BD1AB	HEADLINER	1	X	1106.93	$308.85
A	23305000	Glass, windshield			6KB77BD1AB	HEADLINER	1	X	1106.93	$0.00
A	85333333	Sublet processing allowance			6KB77BD1AB	HEADLINER	1	X	1106.93	$30.89
A	85434343	Goodwill Authorization ; Goodwill Authorization			6KB77BD1AB	HEADLINER	1	X	1106.93	$0.00
A	97756555	Sublet Repair			6KB77BD1AB	HEADLINER	1	X	1106.93	$150.00

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES MULTI-POINT INSPECTION CUSTOMER STATES CUSTOMER STATES ROTATE FOUR TIRES CUSTOMER STATES INSTALL HEADLINER SOP

(RO) Cause:

NA

(RO) Correction:

PERFORMED MULTI-POINT INSPECTION ROTATED FOUR TIRES HEADLINER HAS STAINING FROM CAB ;LIGHT LEAKING REPLACEDHEADLINER REPAIR COMPLETE

(RO) Technical Notes:

SUBLET FOR R & I OF WINDSHIELD. UND HEADLINER STAINED FROM CAB LIGHT LEAKING. ORDERED HEADLINER. REPLACED HEADLINER AND HAD PRECISION GLASS (SUBLET) TO REMOVE AND REINSTALL WINDSHIELD SO AS TO REPLACE HEADLINER. JOB COMPLETED.

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES INSTALL HEADLINER. DISCOLORED FROM LEAK.

(Claim) Cause:

VERIFIED HEADLINER HAS STAINS FROM CAB LIGHT LEAKING.

(Claim) Correction:
REPLACED HEADLINER. SUBLET REPAIR FOR WINDSHIELD TO BE REMOVED AND RE-INSTALLE D.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 ST CREW CAB 4X4
Build Date	05/17/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/31/2017
Claim Type	S Safety (Recalls)	**Repair Date**	08/03/2018
Claim Status	Paid	**Mileage (Miles)**	7,841

Expense

Labor	$23 99	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$23 99

Dealer Information

Code	[redacted]	**Name**	RON CARTER CHRYSLER JEEP DODGE OF TEXAS CITY	**Zone**	63 DALLAS
Address	601 PALMER HWY , TE A CITY, T 77590				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U61082	Safety Recall U61 Reprogram Powertrain Control Module ; Inspect PCM Software Level and Perform Software Update	UC	UNCODABLE (NARRATIVE REQUIRED)						$23 99

RO Narratives

(RO) Customer Concern:

Recall / CSN 1 [U61 Safety Recall U61 Reprogram Powertrain Control Module**] CHECK FOR5 FREE DETAILS

(RO) Cause:

U61

(RO) Correction:

[redacted]COMPLETE, Inspect PCM SoftwareLevel and Perform Software Update Updatedfrom old part number [redacted] to new partnumbe [redacted] INSPECT PCM PER RECALL 1 COMPLETE GENERAL REPAIR

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted] RAM 500 POWER WAGON CREW CAB
Build Date	04 9/ 017	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	08/11/ 017
Claim Type	afety (Recall)	**Repair Date**	08/0 / 018
Claim Status	Paid	**Mileage (Miles)**	5, 15

Expense

Labor	$19 7	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$19 7

Dealer Information

Code	[redacted]	**Name**	GATOR CHRY LER INC	**Zone**	66 ORLANDO
Address	00 E NA A BLVD , MELBOURNE, FL 901				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U6108	afety Recall U61 Reprogram Powertrain Control Module ; In pect PCM oftware Level and Perform oftware Update	UC	UNCODABLE (NARRATIVE REQUIRED)						$19 7

RO Narratives

(RO) Customer Concern:

Cu tomer tate ab and traction light come on while drivin g ab pump motor code tored (IndicatorWarning Light Concer n) AFETY RECALL U61 Reprogram Powertrain Control Module MULTI POINT IN PECTION FREE WITH ANY OTHER ERVICE

(RO) Cause:

FOUND HCU FAILED The fault handling trategy of the Powertrain Control Module oftware doe not remove po itive torque reque t from the engine controller if the CAN C bu top communicating while the crui e control i reque ting po itive torque

(RO) Correction:

ORDERED PART, WILL NOTIFY WHEN RECIEVED In pect PCM oftware Level and Perform oftware Update ([redacted] D /DJ/D /DD/DP/DF) LOP [redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

AFETY RECALL U61 Reprogram Powertrain Control Module

(Claim) Cause:

The fault handling trategy of the Powertrain Control Module oftware doe not

(Claim) Correction:

In pect PCM oftware Level and Perform oftware Update ([redacted] /DJ/D /DD/DP/DF

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	01	**Body**	[redacted]
Build Date	08 16 016	**Plant**	LTILLO TRU K EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11 0 016
Claim Type	afet (Recall)	**Repair Date**	0 0 01
Claim Status	Paid	**Mileage (Miles)**	1

Expense

Labor	$98 83	**Sublet**	$ 0 01	**Part**	$0 00	**Total Paid**	$168 84

Dealer Information

Code	[redacted]	**Name**	LLEN MUEL DODGE	**Zone**	6 D LL
Address	7740 NORTHE T LOOP 0 NORTH RICHL ND HILL T 7611				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	0 T5118	afet Recall T51 Die el ater Pump Inspect f r ent and Replace ater Pump	U	UN OD BLE (N RR TI E REQUIRED)	HT51	MP IGN	1		4 01	$98 83
	0 T5118	afet Recall T51 Die el ater Pump Inspect f r ent and Replace ater Pump	U	UN OD BLE (N RR TI E REQUIRED)	68163849 B	NTIFREE	1		3 00	$98 83

RO Narratives

(RO) Customer Concern

N

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

OIL LE K

(Claim) Cause

RE LL

(Claim) Correction

1 In pect for ent Hole and Replace ater Pump 07 T 11 1 0 hour

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	01	**Body**	[redacted]
Build Date	08 16 016	**Plant**	LTILLO TRU K EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11 0 016
Claim Type	F er ice ntract	**Repair Date**	08 03 018
Claim Status	Paid	**Mileage (Miles)**	138 535

Expense

Labor	$583 10	**Sublet**	$1 591	**Part**	$0 00	**Total Paid**	$ 05 61

Dealer Information

Code	[redacted]	**Name**	LLEN MUEL DODGE	**Zone**	63 D LL
Address	40 NORTHE T LOOP 8 0 NORTH RI HL ND HILL T 6118				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	096555D1	Tub train r il u ti n 6 liter diesel engine 3500 Pick up nl 4 h l Dri	11	BROKEN OR R KED	68038159 B	G SKET	1	X	59 24	$296 49
	096555D1	Tube strainer il sucti n 6 liter diesel engine 3500 Pick up nl 4 h l Dri	11	BROKEN OR R KED	05086856	G KET	1		6 6	$ 96 49
B	08193 01	M dule trailer t	18	IR UIT OPEN	68 88 60 B	MODULE	1		161 5	$39 53
	14500104	M dule Pump Fuel M dule Rear Tank	53	IMPROPER PRE URE	04560 B	MODULEKIT	1		683 84	$148 5
	14500104	M dul Pump Fu l M dule Rear Tank	53	IMPR PER PRE URE	68084 1	MODULEKIT	1		6 9 86	$148 5
	1450050	M dule Pump Diesel Fuel tank m unted 6 liter Diesel Midship Tank			04560 B	MODULEKIT	1		683 84	$98 83
	14500502	M dule Pump Diesel Fuel tank m unt d 6 lit r Diesel Midship Tank			68084 21	M DULEKIT	1		6 9 86	$98 83

RO Narratives

(RO) Customer Concern

N

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern:

C/S OIL LEAK C/S OIL LEAK

(Claim) Cause:

. OIL LEAK E

(Claim) Correction:

[redacted]TESTED AND REPLACED SHORTED TRAILER BRAKE MODULE CP TK [redacted] OIL PAN WAS THE CAUSE OF THE OIL LEAK [redacted]PERFORMED DIAG AND LOCATED LOW FUEL PRESSURE FR

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted]
Build Date	0 4 017	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10 10 017
Claim Type	arrant	**Repair Date**	0 0 01
Claim Status	Paid	**Mileage (Miles)**	4, 11

Expense

Labor	$ 44 09	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$ 44 09

Dealer Information

Code	[redacted]	**Name**	MILLER MOTOR LE INC	**Zone**	1	CHIC GO	
Address	1196 MILWAUKEE AVE , BURLINGTON, WI 5 105						

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	0 91BEE4	ir Bag upplemental re traint y tem	6T	TERMIN L( ) PREAD						$ 44 09

RO Narratives

(RO) Customer Concern

MOPAR E PRE LANE IN PECTION (04 4 81 ANDY) CU TOMER TATE AB LIGHT I ON REPLACED TERMINAL # [redacted] MODULE CONNECTOR [redacted]

(RO) Cause

N

(RO) Correction

NA

(RO) Technical Notes:

N

GCS Narratives

(Claim) Customer Concern

CU TOMER TATE AB LIGHT I ON

(Claim) Cause:

REPL CED TERMIN L #44 IN B MODULE CONNECTOR

(Claim) Correction

REPL CED TERMIN L #44 IN B MODULE CONNECTOR

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 3500 ST CREW CAB 4X4
Build Date	11/03/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	03/30/2018
Claim Type	W - Warranty	**Repair Date**	08/06/2018
Claim Status	Paid	**Mileage (Miles)**	2,523

Expense

Labor	$106.00	**Sublet**	$81.08	**Part**	$0.00	**Total Paid**	$187.08

Dealer Information

Code	[redacted]	**Name**	BILLION DODGE-CHRYSLER JEEP	**Zone**	74 DENVER
Address	1 AUTO PLAZA DR , BOZEMAN, MT 59715				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08141806	Sensor, wheel speed-Anti-lock brakes ; front-right	ML	CHECK ENGINE/SERVICE ENGINE SO	68165624AD	SENSOR	1	X	81.08	$70.67
A	08141861	Sensor, wheel speed-Anti-lock brakes ; 2500-3500 equipped			68165624AD	SENSOR	1	X	81.08	$35.33

RO Narratives

(RO) Customer Concern:

Body Electrical Concern Cust states cust states check engine light , trac control light and abs lights on advise Multi-point inspection (according to maintenance interval) 30 Day car wash code

(RO) Cause:

[redacted]-1d right front wheel speed sensor- circuit current out of range. tested both right front wheel speed sensors wire from sensor to abs module, both wire test good, not shorted to power , gound or other circuits. next step in diag chart is to replace the right front wheel speed sensor.

(RO) Correction:

replaced right front wheel speed sensor, cleared dtc and road tested. dtc did not return. [redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUST STATES CHECK ENGINE LIGHT, TRAC CONTROL LIGHT AND ABS LIGHT ON

(Claim) Cause:

[redacted], CIRCUIT OUT OF RANGE, TESTED BOTH RIGH FRONT WHEEL SPEED SENSORS WIRE FORN SENSOR TO ABS MODULE, BOTH WIRE TEST GOOD, NOT SHORTED TO POWER, GROUND OR OTHER CIRCUITS. NEXT STEP IS DIAG CHART IS TO REPALCE FRONT RIGHT WH EEL SPEED SENSOR

(Claim) Correction:
REPLACED SPEED SENSOR RF , CLEARED DTC AND ROAD TESTED. DTC DID NOT RETURN

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	018	**Body**	[redacted] RAM 500 LT CREW CAB 4 4
Build Date	10/11/ 017	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	07/0 / 018
Claim Type	W Warranty	**Repair Date**	08/06/ 018
Claim Status	Paid	**Mileage (Miles)**	, 79

Expense

Labor	$ 7 50	**Sublet**	$ 95	**Part**	$0 00	**Total Paid**	$61 45

Dealer Information

Code	[redacted]	**Name**	LAYTON HILL CHRY LER DODGE JEEP	**Zone**	70 PHOENI
Address	1 4 N MAIN T , LAYTON, UT 84041				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08141808	en or, wheel peed Anti lock brake ; rear right	ML	CHECK ENGINE/ ERVICE ENGINE O	04779980AC	EN OR	1		95	$ 7 50

RO Narratives

(RO) Customer Concern:

GENERAL CONCERN

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CU TOMER TATE THE CHECK ENGINE LIGHT I ON

(Claim) Cause:

FOUND CODE AB C00 A R/R WHEEL PEED EN OR CIRCUIT PERFORMED DIAG AND FOUND INTERNAL PROBLEM WITH THE EN OR

(Claim) Correction:

REPLACED RIGHT REAR PEED EN OR REPAIR COMPLETE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 SLT CREW CAB 4X4
Build Date	04/22/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	04/24/2018
Claim Type	W Warranty	**Repair Date**	08/07/2018
Claim Status	Paid	**Mileage (Miles)**	6,591

Expense

Labor	$41.78	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$41.78

Dealer Information

Code	[redacted]	**Name**	JACKSONVILLE CHRYSLER JEEP DODGE	**Zone**	66 ORLANDO
Address	11101 NURSERY FIELDS DRIVE , JACKSONVILLE, FL 32256				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	0894PNH2	Anti Lock Brake System	1C	CONNECTOR LOOSE NOT ATTACHED						$41.78

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES ABS LIGHT APPEARS OFTEN BUT INTERMITTENTLY M ORE FREQUENT LATELY CHECK AND ADVISE (General Concern 1) (Multi-point inspection according to maintenance interval)

(RO) Cause:

FOUND LOS OF COMMUNICATION WITH THE HCU/ABS PUMP MULTI POINT INSPECTION

(RO) Correction:

VERIFIED THE CUSTOMERS COMPLAINT OF A ABS LIGHT ON AND SCANNED AND FOUND LOSS OF POWER CAUSING THE LOSS OF COMM AFTER FIXING THE POWER WIRE TO THE ABS PUMP THE PUMP IS NOT TURNING ON WHEN COMMANDED ,SOMTHING INTERNAL IN THE PUMP/HCU NEEDS TO REPLACE THE PUMP/HCU PARTS ON BACK ORDER PERFORMED MULTI POINT INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES ABS LIGHT APPEARS OFTEN BUT INTERMITTENTLY M ORE FREQUENT LATE

(Claim) Cause:

FOUND LOS OF COMMUNICATION WITH THE HCU/ABS PUMP

(Claim) Correction:

VERIFIED THE CUSTOMERS COMPLAINT OF A ABS LIGHT ON AND SCANNED AND FOUND LOSS

Warranty Claim Report

Vehicle Information

VIN	[redacted]	Year	01	Body	[redacted]
Build Date	06 1 01	Plant	LTILLO TRUCK EMBLY PL NT	Coverage Code	[redacted]

Claim Information

Claim #	[redacted]	In Service Date	09 1 01
Claim Type	K Road Read (PREPN)	Repair Date	0 0 01
Claim Status	Paid	Mileage (Miles)	0

Expense

Labor	Sublet	Part	Total Paid
$71 6	$0 00	$0 00	$71 6

Dealer Information

Code	[redacted]	Name	TONY DOMI NO CHRY LER DODGE JEEP
Zone	HINGTON		
Address	RT 6 R NTON RBOND LE H Y EYNON P 18403		

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	900040	Road Read Ba ic Prep	NU	NE EHICLE PREP						$71 6

RO Narratives

(RO) Customer Concern

N

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

N

(Claim) Cause

N

(Claim) Correction

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted]
Build Date	04 017	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10 0 017
Claim Type	afet (Recall)	**Repair Date**	0 0 01
Claim Status	Paid	**Mileage (Miles)**	11, 8

Expense

Labor	$4	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$4

Dealer Information

Code	[redacted]	**Name**	B Y HORE CHRY LER JEEP DODGE	**Zone**	6 D LL
Address	5 5 I 10 EA T , BAYTOWN, T 775 1				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	19U111	afet Recall U11 Brake Tran mi ion hift Interlock In pect Brake Tran mi ion hift Interlock (BT I) Functionality and Perform BCM oftware Update (017 Model Year Onl)	UC	UNCOD BLE (N RR TI E REQUIRED)						$4

RO Narratives

(RO) Customer Concern

N

(RO) Cause

NA

(RO) Correction:

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern:

N

(Claim) Cause

N

(Claim) Correction

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 ST CREW CAB 4X4
Build Date	04/25/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/02/2017
Claim Type	W - Warranty	**Repair Date**	08/08/2018
Claim Status	Paid	**Mileage (Miles)**	11,238

Expense

Labor	$133.51	**Sublet**	$834.72	**Part**	$0.00	**Total Paid**	$968.23

Dealer Information

Code	[redacted]	**Name**	BAYSHORE CHRYSLER JEEP DODGE	**Zone**	63 DALLAS
Address	5225 I 10 EAST , BAYTOWN, TX 77521				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	63	LOW OR NO ASSIST	68143491AA	CONTROL	1	X	583.79	$133.51
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	63	LOW OR NO ASSIST	68347098AB	MODULE	1		250.93	$133.51

RO Narratives

(RO) Customer Concern:

Recall / CSN 1 [U11: Safety Recall U11 - Brake Transmission Shift Interlock**] General Concern #1 [CHECK ENGINE LIGHT ON] [Customer States THAT ABSLIGHT COMES ON WHILE DRIVING AT TIMES]

(RO) Cause:

RECALL ABS C002001 ABS MOTOR CONTROL GENERAL ELECTRICAL FAILURE

(RO) Correction:

[redacted] RECALL [redacted] INSPECTED BTSIFUNCTIONALITY AND FLASH BCM WITH LATESTSOFTWARE UPDATE TECH [redacted] Recall / CSN 1 [U11: Safety Recall U11 - BrakeTransmission Shift Interlock**] PERFORM MANUFACTURER RECALL [redacted] ABS [redacted] ABS MOTOR CONTROL GENERALELECTRICAL FAILURE [redacted] PERFORMED ABSELECTRICAL DIAG AND PIN OUT FOR ABS [redacted] MOTOR CONTROL CIRCUIT, REPLACED ABSMODULE, TEST DROVE VEHICLE, CODE RESET,REPLACED ABS HCU ASSEMBLY, BLEAD BRAKE SYSTEM, TEST DROVE VEHICLE TO VERIFY REPAIRSTECH [redacted] General Concern #1 [CHECKENGINE LIGHT ON] [Customer States THAT ABSLIGHT COMES ON WHILE DRIVING AT TIMES] MISC SERVICES

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STQATES CEL IS ON

(Claim) Cause:

PERFORMED ABS ELECTRICAL DIAG AND PIN OUT FOR ABS C002001 ABS MOTOR CONTROL CI RCUIT, REPLACED ABS MODULE, TEST DROVE VEHICLE, CODE RESET, REPLACED ABS HCU A SSEMBLY, BLEAD BRAKE SYSTEM , TEST DROVE

VEHICLE TO

(Claim) Correction:

PERFORMED ABS ELECTRICAL DIAG AND PIN OUT FOR ABS C002001 ABS MOTOR CONTROL CI RCUIT, REPLACED ABS MODULE, TEST DROVE VEHICLE, CODE RESET, REPLACED ABS HCU A SSEMBLY, BLEAD BRAKE SYSTEM , TEST DROVE VEHICLE TO VERIFY REPAIRS TECH[redacted]

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	018	**Body**	[redacted] RAM 500 LT CREW CAB 4 4
Build Date	0 / / 018	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	08/06/ 018
Claim Type	W Warranty	**Repair Date**	08/08/ 018
Claim Status	Paid	**Mileage (Miles)**	46

Expense

Labor	$0 00	**Sublet**	$18 76	**Part**	$0 00	**Total Paid**	$18 76

Dealer Information

Code	[redacted]	**Name**	IMI VALLEY CHRY LER DODGE JEEP	**Zone**	71 LO ANGELE
Address	50 1 T TREET , IMI VALLEY, CA 9 065				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	5080140	DEF Fluid Top Off ; Vehicle Delivery Fill ee LOP note for vehicle pecific allowance	40	FLUID HIGH OR LOW	680 5704AC	FLUID			18 76	$0 00

RO Narratives

(RO) Customer Concern:

E TERNAL BODY DIE EL

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

ADD DEF FLUID TO OLD TRUCK

(Claim) Cause:

ADD DEF FLUID TO OLD TRUCK

(Claim) Correction:

CORRECTION ADDED DEF FLUID

Warranty Claim Report

Vehicle Information

VIN	[redacted]	Year	01	Body	[redacted]
Build Date	07/17/ 018	Plant	ALTILLO TRUCK A EMBLY PLANT	Coverage Code	[redacted]

Claim Information

Claim #	[redacted]	In Service Date	08/ / 018
Claim Type	K Road Ready (PREPNV)	Repair Date	08/09/ 018
Claim Status	Paid	Mileage (Miles)	0

Expense

Labor	Sublet	Part	Total Paid
$158 0	$0 00	$0 00	$158 0

Dealer Information

Code	[redacted]	Name	BOB HOWARD CHRY LER JEEP DODGE	Zone	6 DALLA
Address	1 0 NORTH BRO D Y E TEN ION OKL HOM CITY OK 7 114				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Read Ba ic Prep	NU	NE EHICLE PREP						$158 0

RO Narratives

(RO) Customer Concern

NA

(RO) Cause:

NA

(RO) Correction:

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern:

N

(Claim) Cause

N

(Claim) Correction

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	018	**Body**	[redacted] RAM 500 T REG CAB 4 4
Build Date	09 7 017	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	04/10/ 018
Claim Type	afet (Recall)	**Repair Date**	0 09 01
Claim Status	Paid	**Mileage (Miles)**	8,850

Expense

Labor	$ 6 7	**Sublet**	$4 6	**Part**	$0 00	**Total Paid**	$41

Dealer Information

Code	[redacted]	**Name**	HUNT CHRY LER CENTER	**Zone**	1	CHIC GO	
Address	1000 MAIN , FRANKLIN, KY 4 1 4						

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
B	5U1518	Emi ion Recall U1 ECI Label ; In tall VECI Label	UC	UNCODABLE (NARRATIVE REQUIRED)	68 66 44AA	LABEL	1		4 6	$14 69
A	18U6108	afet Recall U61 Reprogram Powertrain Control Module ; In pect PCM oftware Level and Perform oftware Update (018 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$ 04

RO Narratives

(RO) Customer Concern

RECALL U61 COMPLETED RECALL U61 (69 JAY) RECALL U15 COMPLETED RECALL U15 (69 JAY)

(RO) Cause:

NA

(RO) Correction:

N

(RO) Technical Notes

NA

GCS Narratives

(Claim) Customer Concern:

N

(Claim) Cause

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 SLT CREW CAB 4X4
Build Date	04/26/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/18/2017
Claim Type	W - Warranty	**Repair Date**	08/09/2018
Claim Status	Paid	**Mileage (Miles)**	18,977

Expense

Labor	$113.25	**Sublet**	$825.14	**Part**	$0.00	**Total Paid**	$938.39

Dealer Information

Code	[redacted]	**Name**	BAY DODGE	**Zone**	66 ORLANDO
Address	641 WEST 15TH STREET , PANAMA CITY, FL 32401				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	UC	UNCODABLE (NARRATIVE REQUIRED)	68143491AA	CONTROL	1	X	577.09	$113.25
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	UC	UNCODABLE (NARRATIVE REQUIRED)	68347098AB	MODULE	1		248.05	$113.25

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES MULTI-POINT INSPECTION CUSTOMER STATES REPLACE SBA/HCU UNIT MOPAR WARRANTY

(RO) Cause:

NA

(RO) Correction:

PERFORMED MULTI-POINT INSPECTION COULD NOT PROGRAM ABS MODULE STAYED RED ON NETWORK.REPLACEDABS MODULE SAME THING HAPPENED. REPLACED HCU UNIT FINALLYABS UNIT ON NETWORK PROGRAMED TEST DROVE REPAIR COMPLETE

(RO) Technical Notes:

UNABLE TO PROGRAM ABS MODULE. REPLACED HCU UNIT. WAS REPLACED ON [redacted] 07/03/2018. PERFORMED DIAG. COULD NOT PROGRAM ABSMODULE, STAYED RED ON NETWORK. REPLACED ABS MODULE BUT SAME THING HAPPENED. REPLACED HCU UNIT AND FINALLY ABS MODULE ON NETWORK. PROGRAMMED, TEST DROVE. REPAIR COMPLETE.

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES REPLACE SBA/HCU UNIT. CONTROL UNIT WAS JUST REPLACED ON [redacted] 07/03/2018, MILEAGE [redacted]

(Claim) Cause:

PERFORMED DIAG. COULD NOT PROGRAM ABS MODULE, STAYED RED ON NETWORK.

(Claim) Correction:

REPLACED ABS MODULE AND SAME THING HAPPENED REPLACED HCU UNIT AND FINALLY AB S UNIT ON NETWORK PROGRAMMED, TEST DROVE. REPAIR COMPLETE.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - RAM 2500 ST REG CAB 4X4
Build Date	09/27/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	04/10/2018
Claim Type	W - Warranty	**Repair Date**	08/10/2018
Claim Status	Paid	**Mileage (Miles)**	8,850

Expense

Labor	$73.46	**Sublet**	$208.45	**Part**	$0.00	**Total Paid**	$281.92

Dealer Information

Code	[redacted]	**Name**	HUNT CHRYSLER CENTER	**Zone**	51 CHICAGO
Address	1000 S MAIN , FRANKLIN, KY 42134				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19206801	Solenoid/Bracket, BTSI (Brake Transmission Shift Interlock)/Gearshift ; Console mounted	06	BENT	05057506AF	BRACKET	1	X	91.49	$36.73
B	21752733	Cable, automatic gearshift selector ; Column mounted shifter	07	BINDS, STICKS, OR SEIZED	68261256AC	CABLE	1	X	116.97	$36.73

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES SHIFTER HARD TO GET OUT OF PARK FOUND SHIFT INTERLOCK BENT REPLACED SHIFT INTERLOCK (69-JAY-) CHECK SHIFTER BINDS DURING GEAR SELECTION FOUND CABLE DEFECTIVE CAUSING IT TO BIND AND STICK BETWEEN GEARS REPLACED SHIFTER CABLE (69- JAY-)

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

SHIFTER HARD TO GET OUT OF PARK SHIFTER HARD TO MOVE BETWEEN GEARS

(Claim) Cause:

CABLE DEFECTIVE CAUSING IT TO BIND AND STICK BETWEEN GEARS SHIFT INTERLOCK BENT

(Claim) Correction:

REPLACED SHIFT INTERLOCK REPLACED SHIFTER CABLE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - RAM 2500 ST CREW CAB 4X4
Build Date	10/06/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	02/05/2018
Claim Type	S - Safety (Recalls)	**Repair Date**	08/10/2018
Claim Status	Paid	**Mileage (Miles)**	13,458

Expense

Labor	$102.03	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$102.03

Dealer Information

Code	[redacted]	**Name**	AIRPARK CHRYSLER JEEP	**Zone**	70 PHOENIX
Address	15656 N HAYDEN ROAD , SCOTTSDALE, AZ 85260				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19U11183	Safety Recall U11 - Brake Transmission Shift Interlock ; Inspect BTSI Functionality, Replace Gearshift Bracket, and Verify BCM Software Level (2017-2018 Model Year)	UC	UNCODABLE (NARRATIVE REQUIRED)						$102.03

RO Narratives

(RO) Customer Concern:

Recall [U11: Safety Recall U11 - Brake Transmission Shift Interlock**] CHANGE OIL AND FILTER, CHECK TIRE PRESSURE AND PERFORM MULTI-POINT VEHICLE INSPECTION - DIESEL TRUCK PERFORM TIRE ROTATION, CHECK AIR PRESSURE AND SET TO FACTORY SPECS******NOTE, OVERSIZE TIRES NEED TO BE RE-TORQUED AFTER 50 MILES VEHICLE INSPECTION

(RO) Cause:

E . .

(RO) Correction:

[redacted]nspect BTSIFunctionality and [redacted]hoursPerform BCM Software Update RECALL U11 [redacted] LUBE OIL AND FILTER SERVICE CHANGE OIL AND FILTER, CHECK TIRE PRESSURE AND PERFORM MULTI-POINT VEHICLE INSPECTION - DIESEL TRUCK [redacted]MAINT 40 TIRE ROTATION PERFORM TIRE ROTATION, CHECK AIR PRESSURE AND SET TO FACTORY SPECS******NOTE, OVERSIZETIRES NEED TO BE RE-TORQUED AFTER 50 MILES PERFORM TIRE ROTATION, CHECK AIR PRESSURE AND SET TO FACTORY SPECS******NOTE, OVERSIZE TIRES NEED TOBE RE-TORQUED AFTER 50 MILES VEHICLE INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - RAM 2500 ST CREW CAB 4X4
Build Date	10/06/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	02/05/2018
Claim Type	F - Service Contract	**Repair Date**	08/10/2018
Claim Status	Paid	**Mileage (Miles)**	13,458

Expense

Labor	$0.00	**Sublet**	$0.00	**Part**	$85.00	**Total Paid**	$85.00

Dealer Information

Code	[redacted]	**Name**	AIRPARK CHRYSLER JEEP	**Zone**	70	PHOENIX
Address	15656 N HAYDEN ROAD , SCOTTSDALE, AZ 85260					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26860303	Maintenance Interval - Schedule B ; To be used every 3,000 Intervals	MC	MAINTENANCE CARE						$0.00
A	95260001	Maintenance Allowance ; Fixed Cost Maintenance								$75.00
A	95260002	Maintenance Allowance ; TIRE ROTATION								$10.00

RO Narratives

(RO) Customer Concern:

Recall [U11: Safety Recall U11 - Brake Transmission Shift Interlock**] CHANGE OIL AND FILTER, CHECK TIRE PRESSURE AND PERFORM MULTI-POINT VEHICLE INSPECTION - DIESEL TRUCK PERFORM TIRE ROTATION, CHECK AIR PRESSURE AND SET TO FACTORY SPECS******NOTE, OVERSIZE TIRES NEED TO BE RE-TORQUED AFTER 50 MILES VEHICLE INSPECTION

(RO) Cause:

E . .

(RO) Correction:

[redacted]Inspect BTSIFunctionality and [redacted]hoursPerform BCM Software Update RECALL U11 [redacted] LUBE OIL AND FILTER SERVICE CHANGE OIL AND FILTER, CHECK TIRE PRESSURE AND PERFORM MULTI-POINT VEHICLE INSPECTION - DIESEL TRUCK [redacted]MAINT 40 TIRE ROTATION PERFORM TIRE ROTATION, CHECK AIR PRESSURE AND SET TO FACTORY SPECS******NOTE, OVERSIZETIRES NEED TO BE RE-TORQUED AFTER 50 MILES PERFORM TIRE ROTATION, CHECK AIR PRESSURE AND SET TO FACTORY SPECS******NOTE, OVERSIZE TIRES NEED TOBE RE-TORQUED AFTER 50 MILES VEHICLE INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 LONGHORN CREW CAB 4X4
Build Date	11/12/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	01/02/2017
Claim Type	W - Warranty	**Repair Date**	08/10/2018
Claim Status	Paid	**Mileage (Miles)**	18,893

Expense

Labor	$94.80	**Sublet**	$98.72	**Part**	$3.80	**Total Paid**	$197.33

Dealer Information

Code	[redacted]	**Name**		**Zone**	E9 PUERTO RICO
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08190701	Module, transfer case/drivetrain control	DT	NO RESPONSE-DRB/MDS	68250127AB	MODULE	1	X	65.24	$47.40
B	08508002	Lamp, Clearance ; One	11	BROKEN OR CRACKED	68261677AC	LAMP	5	X	33.49	$15.80
B	08508050	Lamp, Clearance ; Each additional clearance lamp			68261677AC	LAMP	5	X	33.49	$7.90
B	08508050	Lamp, Clearance ; Each additional clearance lamp			68261677AC	LAMP	5	X	33.49	$7.90
B	08508050	Lamp, Clearance ; Each additional clearance lamp			68261677AC	LAMP	5	X	33.49	$7.90
B	08508050	Lamp, Clearance ; Each additional clearance lamp			68261677AC	LAMP	5	X	33.49	$7.90
B	95440401	Labor Tax Only ; Puerto Rico			68261677AC	LAMP	5	X	33.49	$3.80

RO Narratives

(RO) Customer Concern:

C/I UNIDAD SE QUEDA STARTEANDO , NO ENCIENDE SE REALIZO PRUEBA TECNICA DE TODOS LOS ASUNTOS TRABAJADOS PARA ASEGURAR LA CALIDAD DEL SERVICIO. CLIENTE INFORMA LUZ DE "CHECK ENGINE" ENCENDIDA C/I ENCIENDE LUZ ROJA EN PANEL Y NO ENCIENDE COMO UN PUNTO FOCOS DE LA CAPOTA CON HUMEDAD

(RO) Cause:

SE INSPECIONO UNIDAD CON WITECH SE ENCONTRO QUE HABIAN VARIOS MODULOS AL MOMENTO DE DUPLICAR LA CONDICION EN ROJO COMO EL DTCM, ABS, VGT, ITBM, SE PROCEDIO A VERIFICAR SENALES POSITIVA Y NEGATIVA Y LA MISMA ESTABA LLEGANDO A CADA UNO DE ESTOS MODULOS, EL PROBLEMA ES EN COMUNICACION ENTRE LOS MISMOS, TAMBIEN TENIA EN AMARILLO LOS SIGUIENTES MODULOS PCM, ORC, IPC, BCM, ESTOS SE VEIAN AFECTADOS POR LOS MODULOS QUE SE MENCIONARON ANTERIORMENTE QUE ESTABAN EN ROJO, SE PROCEDIOA AISLAR LOS MODULOS QUE ESTABAN EN ROJO Y AL MOMENTO DE AISLAR EL MODULO DE DTCM, SE PUDO APRECIAR DE QUE EL MISMO ESTABA SULFATADO, SE PROCEDIO A REALIZAR LIMPIEZA CON CONTACT CLEANER Y SE RECONECTO Y LOS MODULOS EMPESARON A COMUNICAR CAMBIANDO DE COLOR ROJO A AMARILLO Y LA UNIDAD ENCENDIO, SE BORRARON CODIGOS Y DESPUES DE UN RATO SE VOLVIO A VERIFICAR UNIDAD Y LA MISMA VOLVIO A DUPLICAR LA CONDICION, SE DESCONECTO NUEVAMENTE EL MODULO DE DTCM Y SE CONECTO Y VOLVIO A ENCENDER LA UNIDAD, CONDICION ES PROVOCADA POR CIRCUITO INTERNO INTERMITENTEMENTE ABIERTO EN EL MODULO DE DTCM, SE PROCEDIO A ORDENAR. CONDICION PROVOCADA POR LINEA 1 CONDICION PROVOCADA POR LINEA 1 SE PROCEDIO A INSPECCIONAR Y LA MISMA TIENE LOS FOCOS DE LA CAPOTA CON FISURA Y CON HUMEDAD Y AGUA DENTRO DE LOS MISMOS

(RO) Correction:

SE PROCEDIO A INSTALAR EL DTCM Y SE PROCEDIOA A REALIZAR PRUEBAS, HASTA EL MOMENTO ESTA TRABAJANDO BAJO LOS PARAMETROS DE FABRICANTE MILLAJE DE PRUEBA EN CARRETERA DE SALIDA FUE 18,893, MILLAJE DE REGRESO 18,900. SE PROCEDIO A REMPLAZAR LOS 5 FOCOS DE LA CAPOTA CORRIGIENDO CONDICION.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C/I UNIDAD SE QUEDA STARTEANDO , NO ENCIENDE FOCOS DE LA CAPOTA CON HUMEDAD FOCOS DE LA CAPOTA CON HUMEDAD FOCOS DE LA CAPOTA CON HUMEDAD FOCOS DE LA CAPOTA CON HUMEDAD

(Claim) Cause:

SE INSPECIONO UNIDAD CON WITECH SE ENCONTRO QUE HABIAN VARIOS MODULOS AL MOMEN SE PROCEDIO A INSPECCIONAR Y LA MISMA TIENE LOS FOCOS DE LA CAPOTA CON FISURA SE PROCEDIO A INSPECCIONAR Y LA MISMA TIENE LOS FOCOS DE LA CAPOTA CON FISURA SE PROCEDIO A INSPECCIONAR Y LA MISMA TIENE LOS FOCOS DE LA CAPOTA CON FISURA SE PROCEDIO A INSPECCIONAR Y LA MISMA TIENE LOS FOCOS DE LA CAPOTA CON FISURA

(Claim) Correction:

SE PROCEDIO A INSTALAR EL DTCM Y SE PROCEDIOA A REALIZAR PRUEBAS, HASTA EL MOM SE PROCEDIO A REMPLAZAR LOS 5 FOCOS DE LA CAPOTA CORRIGIENDO CONDICION. SE PROCEDIO A REMPLAZAR LOS 5 FOCOS DE LA CAPOTA CORRIGIENDO CONDICION. SE PROCEDIO A REMPLAZAR LOS 5 FOCOS DE LA CAPOTA CORRIGIENDO CONDICION. SE PROCEDIO A REMPLAZAR LOS 5 FOCOS DE LA CAPOTA CORRIGIENDO CONDICION.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 ST CREW CAB 4X4
Build Date	07/13/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	011450	**In Service Date**	08/21/2017
Claim Type	W Warranty	**Repair Date**	08/11/2018
Claim Status	Paid	**Mileage (Miles)**	,7

Expense

Labor	$19 20	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$19 20

Dealer Information

Code	[redacted]	**Name**		**Zone**	66 ORLANDO
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	05300599	Ho e, brake flexible ; Left ide Brake Hose Inspect Only	ZZ	ERVICE ACTION						$19 20

RO Narratives

(RO) Customer Concern:

(Multi point inspection according to maintenance interval) [redacted]DD DF DJ DX LEFT FRONT BRAKE HOSE WEEPAGE (RR T 2) [redacted]DJDDDFD2DPDX CRACKED CLEARANCE LA (RRT 1) U74 Safety Recall U74 Tailgate Latch (Recall CSN 1) (Four Wheel Alignment) CU TOMER REQUE T BALANCE ONLY

(RO) Cause:

TECHNICIAN REPORTS FINDINGS

(RO) Correction:

COMPLETED MULTIPOINT INSPECTION Completed Rapid Response Transmittal Service Action INSPECT LF BRAKE LINE AND WSS CLEARANCE [redacted] Completed Rapid Re pon e Tran mittal ervice Action E WILL LAUNCH RD QUARTER PERFORMED FOUR WHEEL ALIGNMENT 1 2 PERFORMED ALL REQUESTED WORK BALANCE WHEELS ONLY 9

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 2500 SLT CREW CAB 4X4
Build Date	01/29/2018	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	02/15/2018
Claim Type	W Warranty	**Repair Date**	08/11/2018
Claim Status	Paid	**Mileage (Miles)**	11,833

Expense

Labor	$41 74	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$41 74

Dealer Information

Code	[redacted]	**Name**	ROCKWALL DODGE	**Zone**	63 DALLAS
Address	970 E I30 , ROCKWALL, TX 75087				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08600270	Radio/Telematics Gateway Module ; Exchange unit	58	INTERNAL DEFECT						$41 74

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

[redacted] replaced radio do to ordered in prev RO

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CS ON PRIOR RO WHERE RADIO WAS ORDERED THAT SOMETIME MESSAGES WILL DISPLAY BRA KE SYSTEM MALFUNCTION, AIR BAG MALFUNCTION

(Claim) Cause:

INTERNAL FAILURE IN RADIO

(Claim) Correction:

REPLACE RADIO

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	018	**Body**	[redacted] RAM 500 LT CREW CAB 4 4
Build Date	01 9 01	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	0 /15/ 018
Claim Type	arrant	**Repair Date**	0 11 01
Claim Status	Paid	**Mileage (Miles)**	11

Expense

Labor	$0 00	**Sublet**	$0 00	**Part**	$ 5 00	**Total Paid**	$ 5 00

Dealer Information

Code	[redacted]	**Name**	ROCK LL DODGE	**Zone**	6 D LL
Address	970 E I 0 ROCK LL T 7 0 7				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08600 70	Radio/Telematic Gateway Module Exchange unit		INTERNAL DEFECT						$0 00
A	95400141	Loaner Car tandard Line ehicle								$ 5 00

RO Narratives

(RO) Customer Concern

N

(RO) Cause

NA

(RO) Correction:

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern:

C ON PRIOR RO HERE R DIO ORDERED TH T OMETIME ME GE ILL DI PL Y BR KE Y TEM M LFUNCTION IR B G M LFUNCTION

(Claim) Cause

INTERNAL FAILURE IN RADIO

(Claim) Correction:

REPLACE RADIO

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - RAM 2500 LONGHORN CREW CAB 4X4
Build Date	07/02/2018	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	08/22/2018
Claim Type	T - Transportation	**Repair Date**	08/12/2018
Claim Status	Paid	**Mileage (Miles)**	4

Expense

Labor	$0.00	**Sublet**	$0.00	**Part**	$985.00	**Total Paid**	$985.00

Dealer Information

Code	[redacted]	**Name**	COMMERCIAL VAN INTERIORS	**Zone**	51 CHICAGO
Address	8840 ST. CHARLES ROCK RD , ST.LOUIS, MO 63114				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	23772100	Panel, Hood ; Paintless Dent	32	DINGS OR DENTS						$0.00
A	23774100	Panel, Roof ; Paintless Dent								$0.00
A	23775100	Panel, Fender-One side ; Paintless Dent								$0.00
A	23775300	Panel, Front door-One side ; Paintless Dent								$0.00
A	97756555	Sublet Repair								$985.00

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 LARAMIE MEGA CAB 4X4
Build Date	04/20/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	02/02/2018
Claim Type	S - Safety (Recalls)	**Repair Date**	08/13/2018
Claim Status	Paid	**Mileage (Miles)**	6,581

Expense

Labor	$50.12	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$50.12

Dealer Information

Code	[redacted]	**Name**	AUTONATION CHRYSLER DODGE JEEP	**Zone**	74	DENVER
Address	7980 W TUFTS AVE , LITTLETON, CO 80123					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19U11182	Safety Recall U11 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update (2017 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$50.12

RO Narratives

(RO) Customer Concern:

Customer requested to have Multi Point Inspection performed this visit U11 U74 \C/S ABS LIGHT IS ON **Thank you for joining us in the fight against cancer. We've partnered with the BCRF to raise funds for the world's most promising research to eradicate breast cancer. 100% of your donation goes to BCRF. Please visitDrivePink.com for more info.**

(RO) Cause:

PERFORMED MULTI POINT INSPECTION

(RO) Correction:

[redacted] Customer requested to have Multi Point Inspection performed thisvisit BATTERY TESTS OK AT THIS TIME TIRES ARE GOOD AT THIS TIME -7/32 OR GREATER TREAD REMAINING BRAKE PADS AT 8mm OR GREATER REMAINING Customer requested to have Multi Point Inspection performed this visit BATTERY TESTS OK AT THIS TIME TIRES ARE GOOD AT THIS TIME -7/32 OR GREATER TREADREMAINING BRAKE PADS AT 8mm OR GREATER REMAINING [redacted] UPDATED BCM SOFTWARE PERFORM RECALL [redacted] PARTS NOT AVAIL YET NO PARTS AT THIS TIME MISCELLANEOUS ([redacted] ORDERED PARTS. SPECIAL ORDER PART-CUSTOMER TO RESCHEDULE WHEN PART ARRIVES AutoNation Supports BCRF...If you decide to donate at later time please visit www.drivepink.com. Thankyou for your support! AutoNation Supports BCRF...If you decide to donateat later time please visit www.drivepink.com. Thank you for your support!

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 LARAMIE CREW CAB 4X2
Build Date	05/02/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	07/13/2017
Claim Type	W - Warranty	**Repair Date**	08/13/2018
Claim Status	Paid	**Mileage (Miles)**	9,102

Expense

Labor	$185.85	**Sublet**	$701.82	**Part**	$0.00	**Total Paid**	$887.67

Dealer Information

Code	[redacted]	**Name**	ALLEN SAMUELS CHRYSLER DODGE JEEP	**Zone**	63 DALLAS
Address	877 SOUTH HIGHWAY 35 BYPASS , ARANSAS PASS, TX 78336				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	ML	CHECK ENGINE/SERVICE ENGINE SO	68347098AB	MODULE	1		205.80	$107.60
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	ML	CHECK ENGINE/SERVICE ENGINE SO	68143491AA	CONTROL	1	X	478.80	$107.60
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	ML	CHECK ENGINE/SERVICE ENGINE SO	04318080AD	FLUID	3		17.22	$107.60
A	08191002	Module, anti-lock brake control ; All others			68347098AB	MODULE	1		205.80	$58.69
A	08191002	Module, anti-lock brake control ; All others			68143491AA	CONTROL	1	X	478.80	$58.69
A	08191002	Module, anti-lock brake control ; All others			04318080AD	FLUID	3		17.22	$58.69
A	08191063	Module, anti-lock brake control ; 6.7L diesel equipped			68347098AB	MODULE	1		205.80	$19.56
A	08191063	Module, anti-lock brake control ; 6.7L diesel equipped			68143491AA	CONTROL	1	X	478.80	$19.56
A	08191063	Module, anti-lock brake control ; 6.7L diesel equipped			04318080AD	FLUID	3		17.22	$19.56

RO Narratives

(RO) Customer Concern:

MOPAR COMPREHENSIVE MULTI-POINT INSPECTION AN IN CUSTOMER REQUESTS BRAKES / STEERING / SUSPENSION

(RO) Cause:

MIL/CODE [redacted] ABS PUMP MOTOR CONTROL - GENERAL

(RO) Correction:

PERFORMED MULTI POINT INSPECTION; MPI - MOPAR COMPREHENSIVE MULTI-POINT INSPECTION AN IN MPI - DEPTH MULTI-POINT INSPECTION PROMOTING SAFETY AND MPI - RELIABILITY, MINIMIZING MECHANICAL FAILURE. [redacted]- HYDRAULIC CONTROL UNIT ANTI-LOCK-Test and replace [redacted]- MODULE/CONTROL, ANTI-LOCK BRAKE-Replace (A); [redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

BRAKE SYSTEMS CONCERN; THE CUSTOMER STATES THE SERVICE BRAKE LIGHT IS COMING O N.

(Claim) Cause:

CAUSE: MIL/CODE [redacted]-ABS PUMP MOTOR CONTROL - GENERAL ELECTRICAL FAILURE.

(Claim) Correction:

CORRECTION: CHECKED AND FOUND CODE C0020-01. TESTED AND REPLACED HCU AND ABS M ODULE AS PER TEST INSTRUCTIONS. BLED THE SYSTEM, CLEARED THE CODE, AND RETESTE D. THE SYSTEM IS OPERATING AS DESIGNED AT THIS TIME.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted] RAM 500 LONGHORN MEGA CAB 4 4
Build Date	04/19/ 017	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	07/ 5/ 017
Claim Type	afety (Recall)	**Repair Date**	08/14/ 018
Claim Status	Paid	**Mileage (Miles)**	46,989

Expense

Labor	$40 69	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$40 69

Dealer Information

Code	[redacted]	**Name**	ALL TAR DODGE INC	**Zone**	6	DALLA
Address	590 RANGE PARK DRIVE , DENHAM PRING , LA 707 6					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19U1118	afety Recall U11 Brake Tran mi ion hift Interlock ; In pect Brake Tran mi ion hift Interlock (BT I) Functionality and Perform BCM oftware Update (017 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$40 69

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

BRAKE TRAN MI ION HIFT INTERLOCK

(Claim) Cause:

RECALL

(Claim) Correction:

[redacted] ECU i up to date ucce fully fla hed ECU from old part number 68

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 SLT CREW CAB 4X4
Build Date	0 /05/ 017	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	08/07/2017
Claim Type	W Warranty	**Repair Date**	08/14/ 018
Claim Status	Paid	**Mileage (Miles)**	21,588

Expense

Labor	$49 97	**Sublet**	$0 00	**Part**	$40 00	**Total Paid**	$89 97

Dealer Information

Code	[redacted]	**Name**	ELMWOOD DODGE INC	**Zone**	NEW YORK
Address	625 TAUNTON AVE , E PROVIDENCE, RI 02914				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85410500	Brakes, Trouble Not Found ; Brakes	OD							$49 97
A	95400142	Loaner Car ; High Line Vehicle								$40 00

RO Narratives

(RO) Customer Concern:

Cu tomer tate THAT ELECTRONIC BRAKE Y TEM WARNING LIGHT I BACK ON AND TP LIGHT, TRACTION CONTROL LIGHT AND SERVICE 4 WHEEL DRIVE LIGHTS COME ON ALL AT THE SAME TIME FREE MULTI POINT INSPECTION one day rental covered by chrysler new vehicle RHODE ISLAND INSPECTION

(RO) Cause:

NA

(RO) Correction:

RECALIBRATED ELECTRONIC BRAKE SYSTEM ROADTESTED OK COMPLETED MULTI POINT INSPECTION (ACCORDING TO MAINTENANCE INTERVAL) COMPLETED RHODE ISLAND STATE 1 YEAR INSPECTION

(RO) Technical Notes:

CU T TATE E BRAKE WARNING L GHT I ON

GCS Narratives

(Claim) Customer Concern:

CUST STATES EBRAKE WARNING LIGHT IS ON

(Claim) Cause:

TECH UNABLE TO DUPLICATE CONCERN, CHECKED BRAKE Y TEM

(Claim) Correction:

RECALIBRATED TO VERIFY EVERYTHING IS GOOD

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	01	**Body**	[redacted]
Build Date	10 06 01	**Plant**	LTILLO TRU K EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	0 0 01
Claim Type	arrant	**Repair Date**	08 14 018
Claim Status	Paid	**Mileage (Miles)**	13 661

Expense

Labor	$160	**Sublet**	$ 0 4	**Part**	$0 00	**Total Paid**	$410 76

Dealer Information

Code	[redacted]	**Name**	IRP RK HRY LER JEEP	**Zone**	0	PHOENI
Address	15656 N H YDEN RO D OTT D LE 85 60					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	0 400 0	Master c linder brake ll thers	6	LE K	6 144664	M TR YL	1		6	$160
	0 400 0	Master c linder brake ll thers	6	LE K	04 496 E	FLUID	1		14 7	$160

RO Narratives

(RO) Customer Concern

LE KING BR KE M TER YLINDER OP HERE PER U TOMER KTEK PPLI TION NOTE KTEK PPLI TION NEED TO BE ET THROUGHOUR ER ICE DEP RTMENT [redacted] EHICLE IN PECTION E PRE E TERIOR C R H

(RO) Cause

F

(RO) Correction

[redacted] KING IN PE T ND REPL E BR KEM TER YLINDER ND BLEED Y TEM Master c linder brake Replace ll thers (killed) M TER CYLINDER Replace ( ) KTEK PPLIC TION NOTE KTEK PPLIC TION NEED TO BE ET THROUGH OUR ER I E DEP RTMENT [redacted] PERFORM KTEK P INT E L NT PPLI TION EHI LE IN PE TION E PRE E TERIOR R H

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

LE KING BR KE M TER YLINDER OP HERE PER U TOMER

(Claim) Cause

LE KING

(Claim) Correction

IN PE T ND REPL E BR KE M TER YLINDER ND BLEED Y TEM

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 ST CREW CAB 4X4
Build Date	09/20/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	03/07/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	08/14/2018
Claim Status	Paid	**Mileage (Miles)**	25,531

Expense

Labor	$42.00	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$42.00

Dealer Information

Code	[redacted]	**Name**	MIKE BROWN CHRY-DODGE JEEP	**Zone**	63 DALLAS
Address	4960 E HIGHWAY 377 , GRANBURY, TX 76049				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19T79182	Safety Recall T79 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update	UC	UNCODABLE (NARRATIVE REQUIRED)						$42.00

RO Narratives

(RO) Customer Concern:

CUST STATES ABS,TRACTION CONTROL LIGHTS NO 4X4 AND CRUISE CONTROL INOP INSPECT, FOUND CODES FOR RF ABS SENSOR, TEST WIRING FROM ABS MODULE TO SENSOR, TEST OK, REPLACED SENSOR, NO CHANGE, NEXT IN DIAGNOSTI CS IS TO REPLACE ABS MODULE, REPLACED, NOW HAS INTERNAL FAILURE CODES FOR ABS, REPLACED A 2ND TIME, NO CHANGE, RF ABS CODES STILL ACTIVE, START STARS CASE, AFTER CHECK OTHER CONNTIONS AND RETESTING WIRING, MADE NEW ABS HARNESS AND OVERLAID CIRCUIT FOR RF ABS, TEST DROVE, NO ABS LIGHTS ON AT THIS TIME.[redacted] TSESSOMS-) ENGINE OIL IS LOW FULL OIL IS INBETWEEN HASH MARKS ON DIPSTICK. OIL LEVEL IS FULL AND CLEAN.[redacted] TSESSOMS-) T79: Safety Recall T79 - Brake Transmission SHIFTINTERLOCK T79 INSPECTED BTSI AND FLASHED BCM TO LATEST SOFTWARE LEVEL, FROM[redacted]TSESSOMS-) Safety Recall U61 - Reprogram Powertrain Cont MODULE U61 PCM FLASH FLASHED PCM TO THE LATEST SOFTWARE LEVEL PER RECALL U61, FROM[redacted]TO[redacted]

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 ST CREW CAB 4X4
Build Date	09/20/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	03/07/2017
Claim Type	W - Warranty	**Repair Date**	08/14/2018
Claim Status	Paid	**Mileage (Miles)**	25,531

Expense

Labor	$241.52	**Sublet**	$257.95	**Part**	$0.00	**Total Paid**	$499.47

Dealer Information

Code	[redacted]	**Name**	MIKE BROWN CHRY-DODGE JEEP	**Zone**	63 DALLAS
Address	4960 E HIGHWAY 377 , GRANBURY, TX 76049				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08141806	Sensor, wheel speed-Anti-lock brakes ; front-right			68267479AB	SENSOR	1		52.15	$63.01
A	08141806	Sensor, wheel speed-Anti-lock brakes ; front-right			68347098AB	MODULE	1	X	205.80	$63.01
A	08141861	Sensor, wheel speed-Anti-lock brakes ; 2500-3500 equipped			68267479AB	SENSOR	1		52.15	$31.50
A	08141861	Sensor, wheel speed-Anti-lock brakes ; 2500-3500 equipped			68347098AB	MODULE	1	X	205.80	$31.50
A	08191001	Module, anti-lock brake control ; RWAL equipped	JF	CAB WHEEL SPEED SENSOR CONTINU	68267479AB	SENSOR	1		52.15	$21.00
A	08191001	Module, anti-lock brake control ; RWAL equipped	JF	CAB WHEEL SPEED SENSOR CONTINU	68347098AB	MODULE	1	X	205.80	$21.00
A	0891PNE4	Anti-lock brake system			68267479AB	SENSOR	1		52.15	$126.01
A	0891PNE4	Anti-lock brake system			68347098AB	MODULE	1	X	205.80	$126.01

RO Narratives

(RO) Customer Concern:

CUST STATES ABS,TRACTION CONTROL LIGHTS NO 4X4 AND CRUISE CONTROL INOP INSPECT, FOUND CODES FOR RF ABS SENSOR, TEST WIRING FROM ABS MODULE TO SENSOR, TEST OK, REPLACED SENSOR, NO CHANGE, NEXT IN DIAGNOSTI CS IS TO REPLACE ABS MODULE, REPLACED, NOW HAS INTERNAL FAILURE CODES FOR ABS, REPLACED A 2ND TIME, NO CHANGE, RF ABS CODES STILL ACTIVE, START STARS CASE, AFTER CHECK OTHER CONNTIONS AND RETESTING WIRING,

[redacted]

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
C/S ABS AND TRACTION CONTROL LIGHTS ON AND 4X4 AND CRUISE CONTROL INOP

(Claim) Cause:
INSPECTED AND FOUND DTC'S FOR RIGHT FRONT ABS SENSOR. TEST WIRING FROM ABS MOD ULE TO SENSOR, TEST OK.

(Claim) Correction:
REPLACED ABS SENSOR, NO CHANGE, NEXT IN DIAGNOSTICS IS TO REPLACE ABS MODULE, REPLACED MODULE, NOW HAS INTERNAL FAILURE CODES FOR ABS. REPLACED MODULE A 2ND TIME, NO CHANGE, RF ABS CODES STILL ACTIVE. STARTED STARS CASE. AFTER CHECKIN G OTHER CONNECTIONS AND RETESTING WIRING, MADE NEW ABS HARNESS AND OVERLAID CI RCUIT FOR RIGHT FRONT ABS. TEST DROVE AND NO ABS LIGHTS ON AT THIS TIME.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted]
Build Date	09 0 016	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	0 07 017
Claim Type	arrant	**Repair Date**	0 14 01
Claim Status	Paid	**Mileage (Miles)**	1

Expense

Labor	$0 00	**Sublet**	$0 00	**Part**	$400 00	**Total Paid**	$400 00

Dealer Information

Code	[redacted]	**Name**	MIKE BRO N CHRY DODGE JEEP	**Zone**	6 D LL
Address	4960 E HIGH Y 77 GR NBURY T 76049				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	0 141 06	en or, wheel peed Anti lock brake front right								$0 00
	0 141 61	en or wheel peed nti lock brake 00 00 equipped								$0 00
A	08191001	Module anti lock brake control R L equipped	JF	C B HEEL PEED EN OR CONTINU						$0 00
	0 91PNE4	nti lock brake tem								$0 00
	9 40014	Loaner Car High Line ehicle								$400 00

RO Narratives

(RO) Customer Concern:

CU T T TE B TR CTION CONTROL LIGHT NO 4 4 ND CRUI E CONTROL INOP IN PECT FOUND CODE FOR RF B EN OR TE T IRING FR M B MODULE TO EN OR TE T OK REPL CED EN OR NO CH NGE NE T IN DI GNO TI C I TO REPLACE AB MODULE, REPLACED, NOW HA INTERNAL FAILURE CODE FOR AB , REPLACED A ND TIME, NO CH NGE RF B CODE TILL CTI E T RT T R C E FTER CHECK OTHER CONNTION ND RETE TING IRING M DE NE B H RNE ND O ERL ID CIRCUIT FOR RF B TE T DRO E NO B LIGHT ON T THI TIME (107

[redacted]

(RO) Cause

NA

(RO) Correction:

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern:

C/S ABS AND TRACTION CONTROL LIGHTS ON AND 4X4 AND CRUISE CONTROL INOP

(Claim) Cause:

INSPECTED AND FOUND DTC'S FOR RF ABS SENSOR, TEST WIRING FROM ABS MODULE TO SE NSOR, TEST OK

(Claim) Correction:

REPLACED ABS SENSOR, NO CHANGE, REPLACED ABS MODULE, CODE STILL ACTIVE, STARTE D STAR CASE. AFTER CHECKING OTHER CONNECTIONS AND RETESTING WIRING, MADE NEW A BS HARNESS AND OVERLAID FOR RF ABS, TEST DROVE TO VERIFY REPAIR COMPLETE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted] RAM 500 LARAMIE CREW CAB 4 4
Build Date	01/10/ 017	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06/05/ 017
Claim Type	afety (Recall)	**Repair Date**	08/14/ 018
Claim Status	Paid	**Mileage (Miles)**	9,648

Expense

Labor	$10	**Sublet**	$ 1 1	**Part**	$0 00	**Total Paid**	$1 4 5

Dealer Information

Code	[redacted]	**Name**	POTAMKIN' PLANET DODGE	**Zone**	66	ORLANDO
Address	9975 N W 1 TH TREET , MIAMI, FL 17					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19U11184	afety Recall U11 Brake Tran mi ion hift Interlock ; In pect BT I Functionality, Replace Gear hift Bracket, and Perform BCM oftware Update (017 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	C HT791AA	BRACKET	1		1 1	$10

RO Narratives

(RO) Customer Concern:

Recall / C N 1 [U11 afety Recall U11 Brake Tran mi ion hift Interlock**] Recall / C N [U74 afety Recall U74 Tailgate Latch**] Interior Concern [Cu tomer tate DRIVER EAT I MAKING A QUEAKING NOI E] 1 ervice Contract Lube, Oil and Filter Automatic Tran mi ion Concern [Cu tomer tate FEEL HARD DOWN HIFT WHILE LOWING DOWN] Automatic Tran mi ion Concern [Cu tomer tate FEEL TRAN MI IONOVER LIGHT THROTTLE BETWEEN 15 TO 0 MPH FEEL TRAN BOUNCE BETWEEN GEAR] AC/Heating Concern [Cu tomer tate AC I NOT COOLING CORRECTLY] Indicator/Warning Light Concern [Cu tomer tate AB AND E C AND PARKING EN OR LIGHT COME ON] General Concern #1 [Cu tomer tate LIDING REAR GLA I LUGI H TO OPEN AND CLO E] JLOREN O@PLANETDODGE COM 786 6 1640 JOHNNY LOREN O

(RO) Cause:

AC LOW ON FREON C00 7 6 LEFT REAR WHEEL PEED EN OR ERRATIC

(RO) Correction:

[redacted] OP BRACKET, REPROGRAMBCM VEHICLE UN AFE TO DRIVE afety Recall U11 BrakeTran mi ion hift Interlock Replace In pect BT I Functionality, Replace Gear hift Bracket, and Perform BCM oftware Update (017 Model Year Only) (1 emi killed) [redacted] RECALL NOT AVAILABLE NO PART AVAILABLE AT THI TIME NO CHARGE [redacted] ervice Contract Lube, Oil and Filter OIL AND FILTER CHANGE/16 PT IN PECTION CHRY LER ERVIC TICKING TRAN BANG INTO GEAR ATINT TIME TE T DRIVE CAR W CAN NO DTC FLUID LEVEL OK TRAN BANG INTO GEAR COA TDOWN PERFORM FLA H UPDATE PCM FOR MULTIPLE TRAN AND HIFTING IMPROVEMENT THEN QUICKLEARN TE T DRIVE NOT IMPROVEMENT FOUND LIFTCAR UP REMOVE TRAN OIL PAN NO DEBRI FOUNDREMOVE V BODY PERFORM AIR PRE TE T PA REMOVE AND REPLACE V BODY TICKING VALVETRAN BANG INTO GEAR REIN TALL W NEW HOLDVALVE AND FILTER IN TALL NEW RE EAL PAN ADDFLUID TO LEVEL QUICK LEARN TE T DRIVE OK Pan, Oil Related Repair Remove and In tall (killed) Filter, oil Main ump and/or Cooler By pa Replace (Highly killed) Valve Body Valve body [redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES ABS/TRACTION LIGHT ON CUSTOMER STATES AC NOT COOLING CORRECTLY CUSTOMER STATES TRANS HAS A HARD DOWNSHIFT

(Claim) Cause:

CHECKED AC PRESSURE AND CHECKED FOR LEAKS AND NONE FOUND,SYSTEM SLIGHTY LOW C0037-62 LEFT REAR WHEEL SPEED SENSOR ERRATIC PERFORM ,CHECK WHEEL SPEEDD SIG V BODY STICKING TRANS BANG INTO GEAR AT INT TIMES TEST DRIVE CAR W SCAN NO D NAL FOUND SIGNAL ERRATIC TCS FLUID LEVEL OK TRANS BANG INTO GEAR COAST DOWN PERFORM FLASH UPDATE PCM FOR MULTIPLES TRANS AND SHIFTING IMPROVEMENTS THEN QUICK LEARN TEST DRIVE NO T IMPROVEMENT FOUND LIFT CAR UP REMOVE TRANS OIL PAN NO DEBRIS FOUND

(Claim) Correction:

RECHARGED AC TO PROPER LEVELS REPLACE WHEEL SPEED SENSOR REMOVE AND REPLACE V BODY STICKING VALVE TRANS BANG INTO GEAR REINSTALL W NE W HOLD VALVE AND FILTER INSTALL NEW RESEAL PAN ADD FLUID TO LEVEL QUICK LEAR N TEST DRIVE OK

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	01	**Body**	[redacted]
Build Date	01 10 01	**Plant**	LTILLO TRU K EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06 05 01
Claim Type	F S r i ntra t	**Repair Date**	08 14 2018
Claim Status	Paid	**Mileage (Miles)**	9 648

Expense

Labor	$0 00	**Sublet**	$0 00	**Part**	$65 00	**Total Paid**	$65 00

Dealer Information

Code	[redacted]	**Name**	P T MKIN S PL NET D DGE	**Zone**	66 RL ND
Address	99 5 N 1 TH TREET MI MI FL 331				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	26860303	Maintenance Inter al S h dul B T b u d r 3 000 Inter als	M	M INTEN N E RE						$0 00
	95 60001	Maint nan ll an Fi d st Maintenance								$65 00

RO Narratives

(RO) Customer Concern

Recall N 1 [U11 afet Recall U11 Brake Transmissi n hift Interl ck] Recall N [U 4 afet Recall U 4 Tailgate Latch] Interi r ncern [ust mer tates DRI ER E T I M KING QUE KING NOI E] 1 er ice ntract Lube Oil and Filter ut matic Transmissi n ncern [ust mer tates FEEL H RD DO N HIFT HILE LO ING DO N] ut matic Transmissi n ncern [ust mer tates FEEL TR N MI IONO ER LIGHT THROTTLE BET EEN 15 TO 0 MPH FEEL TR N BOUN E BET EEN GE RS] H ating n rn [u t m r Stat IS N T LING RRE TL] Indi at r arning Light n m [u t m r Stat B ND E ND P RKING EN OR LIGHT OME ON] General ncern #1 [ust mer tates LIDING RE R GL I LUGI H TO OPEN ND LO E] JLOREN O@PL NETDODGE OM [redacted] OHNNY LOREN O

(RO) Cause

L N FRE N [redacted] LEFT RE R HEEL SPEED SENS R ERR TI

(RO) Correction

[redacted] ft

TI KING TR N B NG INTO GE R TINT TIME TE T DRI E R N NO DI FLUID LE EL OK TR N B NG INTO GE R O TDO N PERFORM FL H UPD TE P M FOR MULTIPLE TR N ND HIFTING IMPRO EMENT THEN QUI KLE RN TE T DRI E NOT IMPRO EMENT FOUND LIFT R UP REMO E TR N OIL P N NO DEBRI FOUNDREMO E BODY PERFORM IR PRESS TEST P SSREM E ND REPL E B D STI KING L ETR NS B NG INT GE R REINST LL NE H LD L E ND FILTER IN T LL NE RE E L P N DDFLUID TO LE EL QUI K LE RN TE T DRI E OK Pan Oil Related Repairs Rem e and Install (killed) Filter il Main ump and r ler B pass Replace (3 Highl killed) al e B d al e b d 545RFE 65RFE

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES ABS/TRACTION LIGHT ON CUSTOMER STATES AC NOT COOLING CORRECTLY CUSTOMER STATES TRANS HAS A HARD DOWNSHIFT

(Claim) Cause:

CHECKED AC PRESSURE AND CHECKED FOR LEAKS AND NONE FOUND,SYSTEM SLIGHTY LOW [redacted]LEFT REAR WHEEL SPEED SENSOR ERRATIC PERFORM ,CHECK WHEEL SPEEDD SIG V BODY STICKING TRANS BANG INTO GEAR AT INT TIMES TEST DRIVE CAR W SCAN NO D NAL FOUND SIGNAL ERRATIC TCS FLUID LEVEL OK TRANS BANG INTO GEAR COAST DOWN PERFORM FLASH UPDATE PCM FOR MULTIPLES TRANS AND SHIFTING IMPROVEMENTS THEN QUICK LEARN TEST DRIVE NO T IMPROVEMENT FOUND LIFT CAR UP REMOVE TRANS OIL PAN NO DEBRIS FOUND

(Claim) Correction:

RECHARGED AC TO PROPER LEVELS REPLACE WHEEL SPEED SENSOR REMOVE AND REPLACE V BODY STICKING VALVE TRANS BANG INTO GEAR REINSTALL W NE W HOLD VALVE AND FILTER INSTALL NEW RESEAL PAN ADD FLUID TO LEVEL QUICK LEAR N TEST DRIVE OK

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	01	**Body**	[redacted]
Build Date	01 10 01	**Plant**	LTILLO TRU K EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06 05 201
Claim Type	arrant	**Repair Date**	08 14 018
Claim Status	Paid	**Mileage (Miles)**	9 648

Expense

Labor	$332 61	**Sublet**	$840 9	**Part**	$0 00	**Total Paid**	$1 1 3 40

Dealer Information

Code	[redacted]	**Name**	POT MKIN PL NET DODGE	**Zone**	66	ORL NDO	
Address	99 5 N 1 TH TREET MI MI FL 331						

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	1500150	Filter il main sump and r c ler b pass			RL033980 I	L E	1		599 56	$ 94
	21500150	Filter il main sump and r c ler b pass			051 926 D	FILTERPKG	1		30 52	$22 94
	1500150	Filter il main sump and r c ler b pass			050134 0 E	4 4 FILTE	1		48 6	$ 94
	1500150	Filter il main sump and r l r b pa			04 99681	L E	1		10 11	$ 94
	1500150	Filter il main sump and r c ler b pass			68 18058	OIL			89 90	$ 94
	1500150	Filter il main sump and r c ler b pass			05010884 D	E LER	1		8 94	$ 94
	21550231	Pan il R lat d R pair			RL033980 I	L E	1	X	599 56	$5 35
	1550 31	Pan Oil Related Repairs			051 9 6 D	FILTERPKG	1		30 5	$5 35
	1550 31	Pan Oil Related Repairs			050134 0 E	4 4 FILTE	1		48 6	$5 35
	1550 31	Pan Oil Related Repairs			04 99681	L E	1		10 11	$5 35
	21550231	Pan il R lat d R pair			68218058	IL	2		89 90	$5 35
	1550 31	Pan Oil Related Repairs			05010884 D	E LER	1		8 94	$5 35
	21950154	al e B d al e b d 545RFE 65RFE 66RFE 68RFE Replace(killed)	0	BIND STI KS R EI ED	RL033980 I	L E	1	X	599 56	$68 81
	1950154	al e B d al e b d 545RFE 65RFE 66RFE 68RFE Replace(killed)	0	BIND TI K OR EI ED	051 9 6 D	FILTERPKG	1		30 5	$68 81
	21950154	al e B d al e b d 545RFE 65RFE 66RFE 68RFE Replace(killed)	0	BIND STI KS R EI ED	050134 0 E	4X4 FILTE	1		48 6	$68 81
	1950154	al e B d al e b d 545RFE 65RFE 66RFE 68RFE Replace(killed)	0	BIND TI K OR EI ED	04 99681	L E	1		10 11	$68 81
	21950154	al e B d al e b d 545RFE 65RFE 66RFE 68RFE Replace(killed)	0	BIND STI KS R EI ED	68218058	IL	2		89 90	$68 81
	1950154	al e B d al e b d 545RFE 65RFE 66RFE 68RFE Replace(killed)	0	BIND TI K OR EI ED	05010884 D	E LER	1		8 94	$68 81
	85410000	Operati n diagn stics ith repair Mu t b u d in njun ti n ith appr priate repair Lab r Operati n			RL033980 I	L E	1		599 56	$103
	85410000	Operati n diagn stics ith repair Mu t b u d in njun ti n ith appr priate repair Lab r Operati n			051 9 6 D	FILTERPKG	1		30 5	$103

A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			05013470AE	4X4 FILTE	1		48.76	$103.22
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			04799681	VALVE	1		10.11	$103.22
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68218058AC	OIL	2		89.90	$103.22
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			05010884AD	SEALER	1		8.94	$103.22
C	08141809	Sensor, wheel speed-Anti-lock brakes ; rear - left	14	BURNED OR BURNED OUT	04779981AC	SENSOR	1	X	53.00	$34.41
B	24010101	A/C Performance Test and Recharge ; Front unit	53	IMPROPER PRESSURE						$45.88

RO Narratives

(RO) Customer Concern:

Recall / CSN 1 [U11: Safety Recall U11 - Brake Transmission Shift Interlock**] Recall / CSN 2 [U74: Safety Recall U74 - Tailgate Latch**] Interior Concern [Customer States DRIVER SEAT IS MAKING A SQUEAKING NOISE] 1-Service Contract Lube, Oil and Filter Automatic Transmission Concern [Customer States FEELS HARD DOWN SHIFT WHILE SLOWING DOWN] Automatic Transmission Concern [Customer States FEELS TRANSMISSIONOVER LIGHT THROTTLE BETWEEN 15 TO 20 MPH FEELS TRANS BOUNCES BETWEEN GEARS] AC/Heating Concern [Customer StatesAC IS NOT COOLING CORRECTLY] Indicator/Warning Lights Concern [Customer States ABS AND ESC AND PARKING SENSOR LIGHTS COMES ON] General Concern #1 [Customer StatesSLIDING REAR GLASS IS SLUGISH TO OPEN AND CLOSE] [redacted]

(RO) Cause:

. . . .AC LOW ON FREON [redacted] LEFT REAR WHEEL SPEED SENSOR ERRATIC

(RO) Correction:

[redacted]U 11 RECALL SOP BRACKET, REPROGRAMBCM..... VEHICLE UNSAFE TO DRIVE Safety Recall U11 - BrakeTransmission Shift Interlock - Replace Inspect BTSI Functionality, Replace Gearshift Bracket, and Perform BCM Software Update (2017 Model Year Only) (1 - Semi-Skilled)[redacted]U 74 RECALL NOT AVAILABLE NO PARTS AVAILABLE AT THIS TIME. NO CHARGE 29648 OIL/FILTER DONE 1-Service Contract Lube, Oil and Filter OIL AND FILTER CHANGE/16 PT INSPECTION-CHRYSLER SERVICE CONTRACT [redacted] V BODY STICKING TRANS BANG INTO GEAR ATINT TIMES TEST DRIVE CAR W SCAN NO DTCSFLUID LEVEL OK TRANS BANG INTO GEAR COASTDOWN PERFORM FLASH UPDATE PCM FOR MULTIPLESTRANS AND SHIFTING IMPROVEMENTS THEN QUICKLEARN TEST DRIVE NOT IMPROVEMENT FOUND LIFTCAR UP REMOVE TRANS OIL PAN NO DEBRIS FOUNDREMOVE V BODY PERFORM AIR PRESS TEST PASSREMOVE AND REPLACE V BODY STICKING VALVETRANS BANG INTO GEAR REINSTALL W NEW HOLDVALVE AND FILTER INSTALL NEW RESEAL PAN ADDFLUID TO LEVEL QUICK LEARN TEST DRIVE OK Pan, Oil - Related Repairs - Remove and Install (2 - Skilled) Filter, oil Main Sump and/or Cooler By-pass - Replace (3 - Highly Skilled) Valve Body Valve body - [redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES ABS/TRACTION LIGHT ON CUSTOMER STATES AC NOT COOLING CORRECTLY CUSTOMER STATES TRANS HAS A HARD DOWNSHIFT

(Claim) Cause:

CHECKED AC PRESSURE AND CHECKED FOR LEAKS AND NONE FOUND,SYSTEM SLIGHTY LOW C0037-62 LEFT REAR WHEEL SPEED SENSOR ERRATIC PERFORM ,CHECK WHEEL SPEEDD SIG V BODY STICKING TRANS BANG INTO GEAR AT INT TIMES TEST DRIVE CAR W SCAN NO D NAL FOUND SIGNAL ERRATIC TCS FLUID LEVEL OK TRANS BANG INTO GEAR COAST DOWN

PERFORM FLASH UPDATE PCM FOR MULTIPLES TRANS AND SHIFTING IMPROVEMENTS THEN QUICK LEARN TEST DRIVE NO T IMPROVEMENT FOUND LIFT CAR UP REMOVE TRANS OIL PAN NO DEBRIS FOUND

(Claim) Correction:

RECHARGED AC TO PROPER LEVELS REPLACE WHEEL SPEED SENSOR REMOVE AND REPLACE V BODY STICKING VALVE TRANS BANG INTO GEAR REINSTALL W NE W HOLD VALVE AND FILTER INSTALL NEW RESEAL PAN ADD FLUID TO LEVEL QUICK LEAR N TEST DRIVE OK

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted] RAM 500 LARAMIE CREW CAB 4 4
Build Date	01/10/ 017	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06/05/ 017
Claim Type	W Warranty	**Repair Date**	08/14/ 018
Claim Status	Paid	**Mileage (Miles)**	29,648

Expense

Labor	$80 8	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$80 8

Dealer Information

Code	[redacted]	**Name**	POTAMKIN' PLANET DODGE	**Zone**	66 ORLANDO
Address	9975 N W 12TH STREET , MIAMI, FL 33172				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	181904HR	Module, Engine Control (ECM) ; Module, Engine Control (ECM) Reprogram, Quicklearn 68RFE Only (A/T)	CC	ENDING UNIT / EN OR						$80 8

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CU TOMER TATE TRAN HA HARD HIFT

(Claim) Cause:

FOUND OFTWARE FLA H UPDATE FOR CONCERN

(Claim) Correction:

PERFORMED FLASH UPDATE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 SLT CREW CAB 4X4
Build Date	05/02/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/23/2017
Claim Type	W - Warranty	**Repair Date**	08/14/2018
Claim Status	Paid	**Mileage (Miles)**	27,389

Expense

Labor	$115.54	**Sublet**	$82.88	**Part**	$570.00	**Total Paid**	$768.42

Dealer Information

Code	[redacted]	**Name**	KING COTTON MOTOR CO OF COVINGTON	**Zone**	63 DALLAS
Address	959 HIGHWAY 51 NORTH , COVINGTON, TN 38019				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
B	08190701	Module, transfer case/drivetrain control	58	INTERNAL DEFECT	68040486AA	WIRING	1	X	82.88	$63.02
B	95400141	Loaner Car ; Standard Line Vehicles			68040486AA	WIRING	1	X	82.88	$570.00
A	08600251	Radio/Telematics Gateway Module ; Obtain ESN from radio								$10.50
A	08600270	Radio/Telematics Gateway Module ; Exchange unit	61	INTERMITTENT OPERATION						$42.02

RO Narratives

(RO) Customer Concern:

CS RADIO WILL NOT SYNC TO PLAY YOUTUBE MUSIC. WILL ONLY PLAY FROM ITUNES SCREEN STATES FILE NOT SUPPORTED CHECKED FOR RADIO NOPT PLAYING AT TIMES ON YOUTUBE AND WITH IPOD. FOUND RADIO INTERMITTENT SHORTING OUT AT THE TIME REMOVED AND RELACED RADIO AND OBTAINED ESN. EVERYTHING OPERATES AS DESIGNED AT THIS TIME [redacted]) RENTAL OPERATION RENTAL GIVEN AS GOODWILL WHILE WORK WAS PREFO RMED AND WAITING ON STARS TO CONTACT US BACK WE PUT CUSTOMER IN RENTAL WHILE REPAIRS WERE BRING DONE AND EXTRA TIME IS BECAUSE WE OPENE D A STAR CASE AND FOLLOWING THE STEPS 7-25-20 18 TO 8-13-2018 IN VEH [redacted] FOR $30 PER DAY (99- HOUSE-) CUSTOMER STATES 4WD LIGHT IS ON FOUND DRIVETRAIN CONTROL MODULE SHORTED OUT AND CONNECTOR AT TRANSFER CASE MOTOR HAD LOOSE PINS. REMOVED AND REPLACED WIRING CONNECTOR ON THE TRANSFER CASE MOTOR [redacted] WILL-) INSPECTION KING COTTON MULTIPOINT INSPECTION WITH REPORT CARD PERFORMED INSPECTION [redacted]

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THAT RADIO WILL NOT SYNC TO PLAY YOUTUBE MUSIC. WILL ONLY PLAY CUSTOMER STATES 4WD LIGHT IS ON. FROM ITUNES. SCREEN STATES FILE NOT SUPPORTED.

(Claim) Cause:

FOUND DRIVETRAIN CONTROL MODULE SHORTED OUT AND CONNECOR AT TRANSFER CASE MOTO CHECKED FOR RADIO. INOP PLAYING AT TIMES ON YOUTUBE AND IPOD. FOUND RADIO INTE R HAD LOOSE PINS. RMITTENTLY SHORTING OUT.

(Claim) Correction:

REMOVED AND REPLACED WIRING CONNECTOR ON THE TRANSFER CASE MOTOR. NO CONCERN A FTER REPAIR. REMOVED AND REPLACED RADIO AND OBTAINED ESN. EVERYTHING OPERATING PROPERLY AT THIS TIME.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 LARAMIE CREW CAB 4X4
Build Date	04/28/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/06/2017
Claim Type	W - Warranty	**Repair Date**	08/14/2018
Claim Status	Paid	**Mileage (Miles)**	20,150

Expense

Labor	$184.59	**Sublet**	$684.60	**Part**	$0.00	**Total Paid**	$869.19

Dealer Information

Code	[redacted]	**Name**	STALLINGS MOTORS INC	**Zone**	66 ORLANDO
Address	1245-38TH BOULEVARD, N.E. , CAIRO, GA 39828				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	ML	CHECK ENGINE/SERVICE ENGINE SO	68143491AA	CONTROL	1	X	478.80	$81.22
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68143491AA	CONTROL	1	X	478.80	$44.30
B	08191002	Module, anti-lock brake control ; All others	0X	WRONG PART	68347098AB	MODULE	1	X	205.80	$44.30
B	08191063	Module, anti-lock brake control ; 6.7L diesel equipped			68347098AB	MODULE	1	X	205.80	$14.77

RO Narratives

(RO) Customer Concern:

CUST STATES ABS, TRACTION CONTROL LIGHT AND TRAILER BRAKE MESSAGE DISPALYED DEAD ON BUS CIRCUIT- REPLACED ABS UNIT (11- STEVE ANDERSON-[redacted] REPLACED MODULE FOR HCU PER STAR AFTER DISCUSSION WITH STAR CONCLUDED WRONG MODULE ON HCU- REPLACED MODULE ON HCU TO CORRECT ONE (11- STEVE ANDERSON-[redacted]

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

ABS SYSTEM DEAD ON BUS CIRCUIT. STAR CASE OPENED THE ORIGINAL HCU UNIT WAS DEAD ON THE COMMUNICATION OR BUS CIRCUIT. ABS, TRACT ION LIGHT AND TRAILER BRAKE MESSAGE DISPLAYED

(Claim) Cause:

AFTER DISCUSSION WITH STAR AND TESTING ALL CIRCUITS GOING TO THE ABS MODULE. C INTERNAL FAULT WITH MODULE ON HCU. ONCLUDED WITH STAR THAT THE MODULE INCLUDED WITH THE HCU WAS INCORRECT

(Claim) Correction:

REPLACED ABS MODULE WITH THE CORRECT MODULE AND ALL WORKS GREAT. NO CODES REPLACED HCU AND OPENED STAR CASE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	01	**Body**	[redacted]
Build Date	04 18 01	**Plant**	LTILLO TRU K EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06 9 01
Claim Type	arrant	**Repair Date**	08 15 018
Claim Status	Paid	**Mileage (Miles)**	14 839

Expense

Labor	$40 35	**Sublet**	$31 15	**Part**	$0 00	**Total Paid**	$ 1 50

Dealer Information

Code	[redacted]	**Name**	FREE TONE HRY LER JEEP DODGE	**Zone**	63	D LL
Address	350 E T I H45 F IRFIELD T 5840					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	08508096	Lamp learance Lamp learance Replace ll		ER I E TION	68 616	L MP	5		31 15	$40 35

RO Narratives

(RO) Customer Concern

RR NTY RE LL

(RO) Cause

U T T TE PERFORM RRT [redacted]

(RO) Correction

[redacted] Lamp learance Replace ll

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

U T T TE PERFORM RRT [redacted]

(Claim) Cause

[redacted] KED LE R N E L MP

(Claim) Correction

PERFORMED RRT [redacted] REPL ED THE B LIGHT

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	01	**Body**	[redacted]
Build Date	04 19 01	**Plant**	LTILLO TRU K EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06 3 01
Claim Type	afet (Recalls)	**Repair Date**	08 15 018
Claim Status	Paid	**Mileage (Miles)**	16 453

Expense

Labor	$39 63	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$39 63

Dealer Information

Code	[redacted]	**Name**		**Zone**	63	D LL	
Address							

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	19U1118	afet Recall U11 Brake Tran mi i n Shift Int rl k In p t Brake Transmissi n hift Interl ck (BTSI) Fun ti nalit and P rf rm B M ft are Update (01 M del Year Onl)	U	UN D BLE (N RR TI E REQUIRED)						$39 63

RO Narratives

(RO) Customer Concern

ust mer tates Perf rm Recall u11 ust mer tates s metimes he hits a bump and the abs light c mes n ust mer Requests 3 P int In p ti n u t m r Stat pr f mr [redacted]

(RO) Cause

PREFORN RE LL Pref rm 3 p int inspecti n

(RO) Correction

OMPLETED RE LL aiting f r it t c me back n again mpleted 3 p int inspecti n RRT mpleted

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

N

(Claim) Cause

N

(Claim) Correction

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted] RAM 500 LT CREW CAB 4 4
Build Date	04 19 017	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06 017
Claim Type	arrant	**Repair Date**	0 1 01
Claim Status	Paid	**Mileage (Miles)**	16 4

Expense

Labor	$ 9 6	**Sublet**	$ 1 1	**Part**	$0 00	**Total Paid**	$70 7

Dealer Information

Code	[redacted]	**Name**		**Zone**	6	D LL	
Address							

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	0 0 096	Lamp, Clearance ; Lamp, Clearance Replace ll		ERVICE CTION	6 61677 C	L MP			1 1	$ 9 6

RO Narratives

(RO) Customer Concern:

Cu tomer tate Perform Recall u11 Cu tomer tate ometime he hit a bump and the ab light come on Cu tomer Reque t Point In pection Cu tomer tate prefomr [redacted]

(RO) Cause

PREFORN RECALL Preform point in pection

(RO) Correction:

COMPLETED REC LL waiting for it to come back on again Completed point in pection RRT Completed

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern:

N

(Claim) Cause

N

(Claim) Correction

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - RAM 2500 SLT CREW CAB 4X4
Build Date	09/23/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	12/22/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	08/15/2018
Claim Status	Paid	**Mileage (Miles)**	26,262

Expense

Labor	$50.64	**Sublet**	$0.00	**Part**	$70.00	**Total Paid**	$120.64

Dealer Information

Code	[redacted]	**Name**	HAYES CHRYSLER-PLYMOUTH-DODGE INC	**Zone**	66 ORLANDO
Address	3115 FRONTAGE ROAD , GAINESVILLE, GA 30504				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19U11185	Safety Recall U11 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update (2018 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$50.64
A	95400141	Loaner Car ; Standard Line Vehicles								$70.00

RO Narratives

(RO) Customer Concern:

PERFORM U11 RECALL C/S WHEN ACCELERATING AT 75MPH YOU CAN HEAR A BEARING NOISE, ONCE YOU LET OFF THE GAS IT GOES AWAY. CHECK AND ADVISE. C/S PASSENGER SIDE ROOF WEATHER STRIP IS COMING OFF, CHECK AND ADVISE. C/S AT TIMES NONE OF THE BUTTONS WILL WORK ON THE CENTER STACK, CHECK AND ADVISE. C/S AT TIMES THE RADIO WILL GO BLACK AND TURN BACK ON AS IF YOU JUST STARTED THE VEHICLE, CHECK AND ADVISE. C/S WHEN GETTING IN AND OUT OF VEHICLE THERE IS A LOUD SQUEAKING NOISE THAT COMES FROM THE LEFT REAR.

(RO) Cause:

NA

(RO) Correction:

INSPECTION AND BCM PROGRAM COMPLETE [redacted] TURBO NOISE AT HIGH SPEED ACCELERATION PARTS ORDERED. COULD NOT DUPLICATE AT THIS TIME. COULD NOT DUPLICATE AT THIS TIME. COULD NOT DUPLICATE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted] RAM 500 LONGHORN CREW CAB 4 4
Build Date	04/04/ 017	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06/05/ 017
Claim Type	W Warranty	**Repair Date**	08/15/ 018
Claim Status	Paid	**Mileage (Miles)**	9 60

Expense

Labor	$71 99	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$71 99

Dealer Information

Code	[redacted]	**Name**		**Zone**	71 LO ANGELE
Address					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85418604	B E P peed Control and ITBM Trouble Not Found ; peed Control	OD							$71 99

RO Narratives

(RO) Customer Concern

ELECTRICAL DIAGNO I CHECK TIRE PRE URE & ET TO FACTORY PEC (PER REG MULTI POINT IN PECTION

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

N

GCS Narratives

(Claim) Customer Concern:

CU T TATE WHILE U ING THE CRUI E CONTROL BUTTON TO GO FA TER THE TRUCK THROT TLE TUCK OPEN COULD NOT TOP VEH OR BRAKE TO TOP ENG REVED TO 00 AND T AYED THERE TURNED ON & OFF FOR 15 MIN

(Claim) Cause:

ROAD TE T WHILE U ING CRUI E CONTROL NORMAL OPERATION OF CRUI E INCLUDING OP ERATION OF ACCEL & OFF BUTTON CRUI E REM INED T ET PEED ITH NO OT CK FOR CODE NON PRE ENT NO T B' PROGR M LL UP TO DATE

(Claim) Correction:

NPF AT TIME OF DIAG AND TE TING ALL OPERATED PROPERLY

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 SLT CREW CAB 4X4
Build Date	04/26/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/18/2017
Claim Type	F - Service Contract	**Repair Date**	08/16/2018
Claim Status	Paid	**Mileage (Miles)**	21,019

Expense

Labor	$0.00	**Sublet**	$0.00	**Part**	$65.00	**Total Paid**	$65.00

Dealer Information

Code	[redacted]	**Name**	BAY DODGE	**Zone**	66	ORLANDO
Address	641 WEST 15TH STREET , PANAMA CITY, FL 32401					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26860303	Maintenance Interval Schedule B ; To be used every 3,000 Intervals	MC	MAINTENANCE CARE						$0 00
A	95260001	Maintenance Allowance ; Fixed Cost Maintenance								$65 00

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES MULTI POINT INSPECTION CUSTOMER STATES PERORM ESSENTIAL CARE LOF $65

(RO) Cause:

NA

(RO) Correction:

PERFORMED MULTI-POINT INSPECTION PERFORMED LOFLOP 26860303 FC-MC

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 ST CREW CAB 4X4
Build Date	04/18/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	01/11/2018
Claim Type	S - Safety (Recalls)	**Repair Date**	08/16/2018
Claim Status	Paid	**Mileage (Miles)**	19,162

Expense

Labor	$22.95	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$22.95

Dealer Information

Code	[redacted]	**Name**	WALKER CHRYSLER DODGE JEEP RAM	**Zone**	63	DALLAS
Address	5757 COLISEUM BOULEVARD , ALEXANDRIA, LA 71303					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19U11181	Safety Recall U11 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Verify BCM Software Level (2017-2018 Model Year)	UC	UNCODABLE (NARRATIVE REQUIRED)						$22.95

RO Narratives

(RO) Customer Concern:

U11 Safety Recall U11 - Brake Transmission Shift Interlock (Recall CSN 1) U74 Safety Recall U74 - Tailgate Latch (Recall CSN 2) Engine surges throttle light is on will shut down while driv ing (Engine Performance Concern Diesel) PERFORM COURTESY INSPECTION OF VEHICLE

(RO) Cause:

RECALL NO REPAIR FAULT WITH EGR VALVE

(RO) Correction:

INSPECTED BTSI FUNCTIONALITY AND VERIFIED BCM LEVEL 0.2HRS [redacted] NO REPAIR OUT YET CUSTOMER STATED ENGINE LIGHT ON AND THROTTLE LIGHT ON. HAD CODES [redacted] ACTIVE. DISCONNECTED EGR VALVE AND TESTED FOR VOLTAGE AT PIN 1 VERIFIED RECEIVING PROPER VOLTAGE DETERMINED INTERNAL SHORT WITH EGR VALVE REPLACED EGR VALVE AND GASKETS. CLEARED CODES AND TEST DROVE. VERIFIED PROPER OPERATION. 0.8HRS [redacted] FCUC UNCODABLE NARRATIVE REQUIRED FC1V EGR SYSTEM FAILURE [redacted] COMPLETED

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

ENGINE SURGES, THROTTLE LIGHT IS ON AND WILL SHUT DOWN WHILE DRIVING

(Claim) Cause:

[redacted] ACTIVE. DISCONNECTED EGR VALVE AND TESTED FOR VOLTAGE AT PI N 1, VERIFIED RECEIVING PROPER VOLTAGE, DETERMINED INTERNAL SHORT WITH EGR VAL VE.

(Claim) Correction:
REPLACED EGR VALVE AND GASKETS

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	018	**Body**	[redacted]	RAM 500 LONGHORN CREW CAB 4 4	
Build Date	07/0 / 018	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]		

Claim Information

Claim #	PREPNV	**In Service Date**	08/ / 018
Claim Type	K Road Ready (PREPNV)	**Repair Date**	08/16/ 018
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$96 88	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$96 88

Dealer Information

Code	[redacted]	**Name**	CHUCK CLANCY CHRY LER DODGE JEEP OF CARTER VILLE LLC	**Zone**	66 ORLANDO
Address	567 E MAIN T , CARTER VILLE, GA 01 1				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Ba ic Prep	NU	NE EHICLE PREP						$96 88

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

N

(RO) Technical Notes

NA

GCS Narratives

(Claim) Customer Concern:

N

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	201	**Body**	[redacted]
Build Date	09 20 2016	**Plant**	S LTILL TRU K SSEMBL PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	03 0 201
Claim Type	arrant	**Repair Date**	08 16 2018
Claim Status	Paid	**Mileage (Miles)**	25 535

Expense

Labor	$21 00	**Sublet**	$205 80	**Part**	$0 00	**Total Paid**	$226 80

Dealer Information

Code	[redacted]	**Name**	MIKE BR N HR D DGE JEEP	**Zone**	63	D LL S	
Address	4960 E HI H 3 R NBUR T 6049						

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	08191001	M ul anti l k brak ntr l R L quipp d	58	INTERN L DEFE T	6834 098 B	M DULE	1	X	205 80	$21 00

RO Narratives

(RO) Customer Concern

M P R L IM REF R [redacted] MILES FTER INST LL TI N F BS M DULE DT F R INTERN L BS F ILURE PPE RED FTER INST LL TI N F BS M DULE TI E DT F R INTERN L BS F ILURE PPE RED REM ED ND REPL ED BS M DULE LE RED DT ND R D TESTED T ERIF REP IR MPLETE [redacted] TSESS MS)

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

EHI LE ME IN ITH BS ND TR TI N NTR L LIGHTS N ND IN P 4X4 ND RUIS E NTR L

(Claim) Cause

DI GN SED EHI LE REPL ED BS M DULE ND TI E DT F R INTERN L F ILURE F BS PPE RED

(Claim) Correction

REM ED ND REPL ED BS M DULE LE RED DE ND R D TESTED T ERIF REP IR REFEREN E R #2 195 F R RIGIN L REPL EMENT F M DULE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	Year	2017	Body	[redacted] - RAM 2500 ST CREW CAB 4X4
Build Date	04/18/2017	Plant	SALTILLO TRUCK ASSEMBLY PLANT	Coverage Code	[redacted]

Claim Information

Claim #	[redacted]	In Service Date	01/11/2018
Claim Type	W - Warranty	Repair Date	08/16/2018
Claim Status	Paid	Mileage (Miles)	19,162

Expense

Labor	Sublet	Part	Total Paid
$68.86	$1,182.40	$0.00	$1,251 26

Dealer Information

Code	[redacted]	Name	WALKER CHRYSLER DODGE JEEP RAM	Zone 63 DALLAS
Address	5757 COLISEUM BOULEVARD ALEXANDRIA LA 71303			

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	25014511	Valve, EGR ; 6.7 liter diesel engine 2500-3500 pickup truck	1V	EGR system failure	68026995AB	VALVE	1	X	1182.40	$68.86

RO Narratives

(RO) Customer Concern:

U11 Safety Recall U11 - Brake Transmission Shift Interlock (Recall CSN 1) U74 Safety Recall U74 - Tailgate Latch (Recall CSN 2) Engine surges throttle light is on will shut down while driv ing (Engine Performance Concern Diesel) PERFORM COURTESY INSPECTION OF VEHICLE

(RO) Cause:

RECALL NO REPAIR FAULT WITH EGR VALVE

(RO) Correction:

INSPECTED BTSI FUNCTIONALITY AND VERIFIED BCM LEVEL 0.2HRS [redacted] O REPAIR OUT YET CUSTOMER STATED ENGINE LIGHT ON AND THROTTLE LIGHT ON. HAD CODES P2281, P0405, AND P0652 ACTIVE. DISCONNECTED EGR VALVE AND TESTED FOR VOLTAGE AT PIN 1 VERIFIED RECEIVING PROPER VOLTAGE DETERMINED INTERNAL SHORT WITH EGR VALVE. REPLACED EGR VALVE AND GASKETS. CLEARED CODES AND TEST DROVE. VERIFIED PROPER OPERATION. [redacted] FCUC UNCODABLE NARRATIVE REQUIRED FC1V EGR SYSTEM FAILURE 8153 COMPLETED

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

ENGINE SURGES, THROTTLE LIGHT IS ON AND WILL SHUT DOWN WHILE DRIVING

(Claim) Cause:

P2281,P0405, P0652 ACTIVE. DISCONNECTED EGR VALVE AND TESTED FOR VOLTAGE AT PI N 1, VERIFIED RECEIVING PROPER VOLTAGE, DETERMINED INTERNAL SHORT WITH EGR VAL VE.

(Claim) Correction:

REPLACED EGR VALVE AND GASKETS

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 LARAMIE CREW CAB 4X4
Build Date	01/26/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	08/14/2017
Claim Type	F Service Contract	**Repair Date**	08/17/2018
Claim Status	Paid	**Mileage (Miles)**	7,907

Expense

Labor	$0 00	**Sublet**	$0 00	**Part**	$110 00	**Total Paid**	$110 00

Dealer Information

Code	[redacted]	**Name**	KELLY CHRYSLER JEEP DODGE	**Zone**	35 WASHINGTON
Address	78 ENT BLVD , BROOKVILLE, PA 158 5				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26860303	Maintenance Interval Schedule B ; To be used every 3,000 Intervals	MC	MAINTENANCE CARE						$0 00
A	95 60001	Maintenance Allowance ; Fixed Cost Maintenance								$110 00

RO Narratives

(RO) Customer Concern:

DIESEL OIL AND FILTER CHANGE (25 CHRIS F) 23 POINT INSPECTION (25 CHRIS F)

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 SLT CREW CAB 4X4
Build Date	11/27/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	12/29/2016
Claim Type	S - Safety (Recalls)	**Repair Date**	08/17/2018
Claim Status	Paid	**Mileage (Miles)**	53,993

Expense

Labor	$144.09	**Sublet**	$62.12	**Part**	$0.00	**Total Paid**	$206.21

Dealer Information

Code	[redacted]	**Name**	DOUG SMITH CHRYSLER JEEP DODGE	**Zone**	70 PHOENIX
Address	523 WEST MAIN STREET , AMERICAN FORK, UT 84003				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	07T51182	Safety Recall T51 - Diesel Water Pump ; Inspect for Vent and Replace Water Pump	UC	UNCODABLE (NARRATIVE REQUIRED)	CS2HT512AA	CAMPAIGN	1	X	37.64	$102.92
A	07T51182	Safety Recall T51 - Diesel Water Pump ; Inspect for Vent and Replace Water Pump	UC	UNCODABLE (NARRATIVE REQUIRED)	68163848AB	ANTIFREEZ	1		24.48	$102.92
B	19T79182	Safety Recall T79 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update	UC	UNCODABLE (NARRATIVE REQUIRED)						$41.17

RO Narratives

(RO) Customer Concern:

CHECK FOR OUTSTANDING RECALLS WITH FACTORY. CHECK FOR OUTSTANDING RECALLS WITH FACTORY. WARNING INDICATOR LIGHT WARNING INDICATOR LIGHT VEHICLE COURTESY INSPECTION *NO CHARGE* / MAINTENANCE

(RO) Cause:

NA

(RO) Correction:

[redacted]SOP ABS MODULE CUSTOMER WOULD LIKE TO HOLD ON REPAIRS COMPLETE PERFORMED UPDATES ON THE PCM, IPC, AND BCM

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 LARAMIE CREW CAB 4X4
Build Date	04/12/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/10/2017
Claim Type	W - Warranty	**Repair Date**	08/17/2018
Claim Status	Paid	**Mileage (Miles)**	21,936

Expense

Labor	$38.50	**Sublet**	$31.15	**Part**	$0.00	**Total Paid**	$69.65

Dealer Information

Code	[redacted]	**Name**	ACADIANA DODGE INCORPORATED	**Zone**	63 DALLAS
Address	1700 SOUTHEAST EVANGELINE HIGHWAY , LAFAYETTE, LA 70508				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08508096	Lamp, Clearance ; Lamp, Clearance - Replace All	ZZ	SERVICE ACTION	68261677AC	LAMP	5	X	31.15	$38.50

RO Narratives

(RO) Customer Concern:

QUALITY CONTROL CHECK [QUALITY CONTROL CHECK] CHECK BRAKES [CUSTOMER STATES SHOWSSERVICE ELECTRONIC BRAKE SYSTEM.] 16 POINT INSPECTION [16 POINT INSPECTION] RAPID RESPONSE TRANSMITTAL [RAPID RESPONSE TRANSMITTAL RRT 18 045] Indicator/Warning Lights Concern/DIESEL [Customer states thetraction control and ABS lights areboth gone. Cruise control will not engage.]

(RO) Cause:

F F F

(RO) Correction:

QUALITY CONTROL CHECK [QUALITY CONTROL CHECK] QUALITY CONTROL CHECK [redacted] PARTS ON ORDER PARTS ON ORDER CHECK BRAKES [redacted] PERFORMED INSPECTION, INSPECTION NOTDONE-SHEET REMOVED, INSPECTION NOT DONE_REMOVED SHEET 16 POINT INSPECTION [redacted] REPLACED CLEARANCE LIGHTS [redacted] PAY 429 (.4) Lamp, Clearance - Test and Replace Lamp, Clearance - Replace All (0 - Low Skilled) 21936 FIXED WITH LINE D FIXED WITH LINE D DIESEL CHECK ENGINE LIGHTON

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

[redacted]

(Claim) Cause:

RRT 18-045

(Claim) Correction:

REPLACED CLEARANCE LIGHTS

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted] 00 LONGHORN CRE C B4 4
Build Date	11 1 016	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	01 0 017
Claim Type	arrant	**Repair Date**	0 1 01
Claim Status	Paid	**Mileage (Miles)**	1 9

Expense

Labor	$ 6 90	**Sublet**	$197 16	**Part**	$ 47	**Total Paid**	$ 7

Dealer Information

Code	[redacted]	**Name**		**Zone**	E9 PUERTO RICO
Address					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	0 190 01	Module bod control ll other	61	INTERMITTENT OPER TION	6 0 19 C	MODULE	1		197 16	$ 6 90
	9 440401	Labor Tax Onl Puerto Rico			6 0 19 C	MODULE	1		197 16	$ 47

RO Narratives

(RO) Customer Concern

C I UNID D E QUED T RTE NDO CLIENTE INFORM H CER IN PECCION DE 1 PUNTO INCLUYE COORE LTERN DOR Y C M NG DE R DI DOR Y I TEM DE ENFRI MIENTO NI ELE Y CONDICION DE FLUIDO B TERI Y TERMIN LE FILTRO DE AIRE, GA OLINA Y A/C PAD Y BANDA DE FRENO , AMORTIGUADORE DELANTERO Y TRA ERO , U PEN ION FRONT L Y TR ER I TEM DE DIRECCION ERIFIC R PO IBLE LIQUEO DE MOTOR TR N MI ION DIFERENCI L Y FRENO CLIENTE INFORM LU DE "CHECK ENGINE" ENCENDID

(RO) Cause

E IN PECIONO UNIDA ENCONTRNAOD CODNICION QUE INDICA EL CLIENTE E VERIFICO COMPONENTE ENCONTRANDO RIO CODIGO REFERENTE CODNICION DE RUN T RT PERFORM CE E ERIFICO C BLERI ENCONTR NDO L MI M EN P R METRO CON OMH EN RE I TENCI I INDIC NDO QUE L MI M E T CORRECT E ERIFICO REL Y EL MI MO E T OK I L MI M CONTINU CON CONDICION QUE INDIC EL CLIENTE E PROCEDIO ERIFIC DI GR M ELECTRICO LLEG NDO L CONTROL DEL REL Y DE RUN T RT EL MI MO E CONTROL DO POR B M E ERIFICO CIRCUITO DE CONTROL ENCONTRN OD C BLERI OK E ERIFICO CONNECTOR ENCONTR NDO PIN DE B M DE CONTROL DEL RUN T RT CON ULF T CION EL MI MO NO PUEDE ER LIMPI DO DEBIDO L CONDIICON I MERIT NDO REEMPL O DE B M Y RE JU TE Y LIMPIE DE PINE DEL CONNECTOR DEL CIRCUITO DE RUN T RT CONECTOR C1 PIN 1 COLOR BRO N E RE LI O RO DTE T CON GOODTRIP DE 1 9 0 19079 I L MI M NO DUPLIC NDO CONDICION I ENCONTRN OD CORRECION DE CONDICION DE ENCENDIDO IN TERMITENTE I TODO TR B J NDO B JO P R MTRO DE F BRIC NTE

(RO) Correction

E REMPL O B M Y E RE JU TO PINE Y LIMPIE DEL CONNECTOR I CORRIGIENDO CONDICION TODO TR B J NDO OK E E LI O IN PECCION DE 1 PTO

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern:

C/I UNIDAD SE QUEDA STARTEANDO

(Claim) Cause:

SE INSPECIONO UNIDA ENCONTRNAOD CODNICION QUE INDICA EL | | 2. CLIENTE SE VERIFICO COMPONENTES ENCONTRANDO VARIOS CODIGOS | | 3. REFERENTE A CODNICION DE RUN START PERFORMACE , SE VERIFICO | | 4. CABLERIA ENCONTRANDO LA MISMA EN PARAMETROS CON .3 OMH EN | | 5. RESISTENCIA ASI INDICANDO QUE LA MISMA ESTA CORRECTA SE | | 6 VERIFICO RELAY EL MISMO ESTA OK ASI LA MISMA CONTINUA CON | | 7 CONDICION QUE INDICA EL CLIENTE SE PROCEDIO A VERIFICA | | 8. DIAGRAMA ELECTRICO LLEGANDO AL CONTROL DEL RELAY DE | | 9. RUNSTART EL MISMO ES CONTROLADO POR BSM SE VER IFICO CIRCUITO | |10. DE CONTROL ENCONTRNAOD CABLERIA OK SE VERI FICO CONNECTOR | |11. ENCONTRANDO PIN DE BSM DE CONTROL DEL RUNSTART CON | |12. SULFATACION EL MISMO NO PUEDE SER LIMPIADO DEBIDO A LA | |13. CONDIICON ASI AMERITANDO REEMP LAZO DE BSM Y REAJUSTE Y | |14. LIMPIEZA DE PINES DEL CONN ECTOR DEL CIRCUITO DE RUNSTART | |15. CONECTOR C1 PIN 18 COL OR BROWN SE REALIZO ROADTEST CON 8 | |16. GOODTRIP DE 18950 A 19079 ASI LA MISMA NO DUPLICANDO | |17. CONDICION ASI ENCONTRNAOD CORRECION DE CONDICION DE | |18. ENCENDIDO INSTERMITENTE ASI TODO TRABAJANDO BAJO PARAMTROS | |19. DE FAB RICANTE

(Claim) Correction:

SE REMPLAZO BSM Y SE REAJUSTO PINES Y LIMPIEZA DEL CONNECTOR | | ASI CORRIGIENDO CONDICION TODO TRABAJANDO OK

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	201	**Body**	[redacted]
Build Date	06 29 201	**Plant**	S LTILL TRU K SSEMBL PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	08 20 2018
Claim Type	arrant	**Repair Date**	08 20 2018
Claim Status	P id	**Mileage (Miles)**	55

Expense

Labor	$0 00	**Sublet**	$23 24	**Part**	$0 00	**Total Paid**	$23 24

Dealer Information

Code	[redacted]	**Name**	HENS N M T R IN	**Zone**	63 D LL S
Address	105 OUTH M Y M DI ON ILLE T 864				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	25080140	DEF Fluid T p ff hi l D li r Fill	40	FLUID HIGH R L	680562 8	FLUID	1	X	23 24	$0 00

RO Narratives

(RO) Customer Concern

UST MER ST TES EXTR KE F B UST MER ST TES PERF RM 1 E R ST TE INSPE TI N UST MER ST TES M E FUEL T NK FR MTR DE IN T NE EHI LE DD DEF UST MER ST TES ESTIM TE T H K UPFUEL T NK

(RO) Cause

EHI LE NEEDS EXTR KE S LD UNIT ESS RIES S LD UNIT ESS RIES

(RO) Correction

55 EHI LE NEEDS EXTR KE PR GR MMED NE KE B D ELE TRI L 55 S LD UNIT INSPE TI N D NE T HE TTIME F S LE UST MER ST TES PERF RM 1 E R ST TE INSPE TI N 55 ESS RIES REM ED T NK ND INST LLEDINT NE EHI LE M DIFIED FUEL FILLER NE KT MM D TE EXTR FUEL T NK RE MMENDED M INT 55 S LD UNIT FILLED DEF FILL DEF 55 ESS RIES M DIFIED FUEL FILLER NE KT MM D TE EXTR FUEL T NK T PER TE PER UST MER REQUEST ESS RIES

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

N

(Claim) Cause

N

(Claim) Correction

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	01	**Body**	[redacted]
Build Date	0 14 01	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	04 0 01
Claim Type	afet (Recall)	**Repair Date**	0 0 01
Claim Status	Paid	**Mileage (Miles)**	1 4

Expense

Labor	$ 9	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$ 9

Dealer Information

Code	[redacted]	**Name**	UBURB N CHRY LER JEEP DODGE OF	**Zone**	4 DETROIT
Address	1 90 M PLEL N DR TROY MI 48084				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	1 U610	afet Recall U61 Reprogram Powertrain Control Module In pect PCM oftware Le el and Perform oftware Update (01 Model Year Onl)	UC	UNCOD BLE (N RR TI E REQUIRED)						$ 9

RO Narratives

(RO) Customer Concern

[redacted] afet Recall U61 Reprogram Powertrain Control Module (Recall C N 1) Cu tomer tate B LIGHT C ME ON L T EEK ND THEN TOD Y I T JU T ENT OFF (Brake tem Concern)

(RO) Cause

[redacted]

(RO) Correction

[redacted] 0 hour CLE NED OFF UNDER CO TING ON B CK OF NE RING ND IRE

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

[redacted] Reprogram Powertrain Control Module (Recall C N 1)

(Claim) Cause

[redacted]

(Claim) Correction

1 U6 10 0 hour

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 2500 SLT CREW CAB 4X4
Build Date	03/14/2018	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	04/30/2018
Claim Type	W - Warranty	**Repair Date**	08/20/2018
Claim Status	Paid	**Mileage (Miles)**	1,742

Expense

Labor	$100 77	**Sublet**	$62 58	**Part**	$0 00	**Total Paid**	$163 35

Dealer Information

Code	[redacted]	**Name**	SUBURBAN CHRYSLER JEEP DODGE OF	**Zone**	42 DETROIT
Address	1790 MAPLELAWN DR , TROY, MI 48084				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08141806	Sensor, wheel speed Anti lock brakes ; front-right	14	BURNED OR BURNED OUT	68165624AD	SENSOR	1	X	62 58	$67 18
A	08141861	Sensor, wheel speed Anti lock brakes ; 2500-3500 equipped			68165624AD	SENSOR	1	X	62.58	$33.59

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

Customer States ABS LIGHT CAME ON LAST WEEK AND THEN TODAY I T JUST WENT OFF (Customer States ABS LIGHT CAME ON LAST WEEK AND THEN TODAY I T JUST WENT OFF (

(Claim) Cause:

C0034 R/F WHEEL SPEED SENSOR C0034 R/F WHEEL SPEED SENSOR

(Claim) Correction:

TEST AND REPLACE R/F WSS, CLEARED DTC AND ROAD TEST. ABS LIGHT DID NOT COME BA TEST AND REPLACE R/F WSS, CLEARED DTC AND ROAD TEST ABS LIGHT DID NOT COME BA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	018	**Body**	[redacted] RAM 500 LARAMIE CREW CAB 4 4
Build Date	07/ 5/ 018	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	1 /17/ 018
Claim Type	K Road Ready (PREPNV)	**Repair Date**	08/ 1/ 018
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$16 00	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$16 00

Dealer Information

Code	[redacted]	**Name**		**Zone**	70 PHOENI
Address					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Ba ic Prep	NU	NEW VEHICLE PREP						$16 00

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

N

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

N

(Claim) Correction

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 ST CREW CAB 4X4
Build Date	04/08/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/15/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	08/21/2018
Claim Status	Paid	**Mileage (Miles)**	14,141

Expense

Labor	$31.88	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$31.88

Dealer Information

Code	[redacted]	**Name**		**Zone**	66 ORLANDO
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19U11182	Safety Recall U11 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update (2017 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$31.88

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

Warning Indicator Concern [Customer States the abs and trac lights keep coming ABS AND TRAC LIGHTS ON

(Claim) Cause:

RECALL FAULTY HYDRAULIC UNIT

(Claim) Correction:

VERIFIED CUSTOMERS CONCERN, ABS AND TRACTION CONTROL LIGHTS ARE ON. CHECKED F OR CODES, FOUND CODE [redacted] FOLLOWED TROUBLE TREE TO INSPECT WIRING, NO IS SUE FOUND WITH WIRING. DIAGNOSTIC LEAD TO FAULT IN HCU/ABS MODULE. REPLACED H CU/ABS MODULE, NOW ABS MODULE WILL NOT COMMUNICATE. REINSTALLED OLD MODULE AN D IT HAS COMMUNICATION. RECHECKED POWER GROUND AND BUS, BOTH OK. POSSIBLE DE FECTIVE MODULE.

REPLACED MODULE WITH A SECOND ON, NO CHANGE. ISSUED A STAR CA SE AND WAS TOLD TO ORDER A ABS MODULE ON IT'S OWN. REPLACED MODULE AND NOW HA VE COMMUNICATION. BLEED HCU AND ALL BRAKES, RECHECKED REPAIR OK

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted] RAM 500 T CREW CAB 4 4
Build Date	06 0 017	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	09 7 017
Claim Type	afet (Recall)	**Repair Date**	0 1 01
Claim Status	Paid	**Mileage (Miles)**	1 ,0 0

Expense

Labor	$14	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$14

Dealer Information

Code	[redacted]	**Name**	DIRECT DODGE CHRY LER JEEP INC	**Zone**	HINGTON
Address	495 WE T LEE HWY , WYTHEVILLE, VA 4 8				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U6108	afety Recall U61 Reprogram Powertrain Control Module In pect PCM oftware Le el and Perform oftware Update	UC	UNCOD BLE (NARRATIVE REQUIRED)						$14 8

RO Narratives

(RO) Customer Concern

[redacted] afety Recall U61 Reprogram Powertrain Control Module** Recal [redacted] Tailgate Latch** General Concern #1 Cu tomer Reque t GRE E DRI E H FT Multi point in pection (according to maintenance inter al)

(RO) Cause

TECH RIFIED DRY DRI E H FT

(RO) Correction

UPDATED PCM PER RECALL U61 INFORMATION N PART GREA ED DRIVE HAFT COMPLETED

(RO) Technical Notes:

N

GCS Narratives

(Claim) Customer Concern

NA

(Claim) Cause:

N

(Claim) Correction

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted] RAM 500 T CREW CAB 4 4
Build Date	04/08/ 017	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/15/ 017
Claim Type	W Warranty	**Repair Date**	08/ 1/ 018
Claim Status	Paid	**Mileage (Miles)**	14,141

Expense

Labor	$151 4	**Sublet**	$714 98	**Part**	$1 0 00	**Total Paid**	$986 41

Dealer Information

Code	[redacted]	**Name**		**Zone**	66 ORLANDO
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	05400701	Control unit, Brake anti lock hydraulic (HCU ICU) ; All other			68 47098AB	MODULE	1		05 80	$87 67
	0 400701	Control unit, Brake anti lock hydraulic (HCU ICU) ; All other			04 18080AD	FLUID	4		96	$87 67
A	05400701	Control unit, Brake anti lock hydraulic (HCU ICU) ; All other			06501916	PU H PIN			7 4	$87 67
A	05400701	Control unit, Brake anti lock hydraulic (HCU ICU) ; All other			6814 491AA	CONTROL	1		478 80	$87 67
A	0819100	Module, anti lock brake control ; All other	ML	CHECK ENGINE/ ERVICE ENGINE O	68 47098AB	MODULE	1		05 80	$47 8
A	0819100	Module, anti lock brake control ; All other	ML	CHECK ENGINE/ ERVICE ENGINE O	04 18080AD	FLUID	4		96	$47 8
	0 19100	Module, anti lock brake control ll other	ML	CHECK ENGINE ER ICE ENGINE O	06 01916	PU H PIN			7 4	$47
A	0819100	Module, anti lock brake control ; All other	ML	CHECK ENGINE/ ERVICE ENGINE O	6814 491AA	CONTROL	1		478 80	$47 8
A	0819106	Module, anti lock brake control ; 6 7L die el equipped			68 47098AB	MODULE	1		05 80	$15 94
A	0819106	Module, anti lock brake control ; 6 7L die el equipped			04 18080AD	FLUID	4		96	$15 94
A	0819106	Module, anti lock brake control ; 6 7L die el equipped			06501916	PU H PIN			7 4	$15 94
A	0819106	Module, anti lock brake control ; 6 7L die el equipped			6814 491AA	CONTROL	1		478 80	$15 94
A	9540014	Loaner Car ; High Line Vehicle			68 47098AB	MODULE	1		05 80	$1 0 00
A	9540014	Loaner Car ; High Line Vehicle			04 18080AD	FLUID	4		96	$1 0 00
	9 40014	Loaner Car High			06 01916	PU H PIN			7 4	$1 0 00

		Line Vehicles								
A	95400142	Loaner Car ; High Line Vehicles			68143491AA	CONTROL	1		478.80	$120.00

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

Warning Indicator Concern [Customer States the abs and trac lights keep coming Warning Indicator Concern [Customer States the abs and trac lights keep coming Warning Indicator Concern [Customer States the abs and trac lights keep coming Warning Indicator Concern [Customer States the abs and trac lights keep coming

(Claim) Cause:

WARNING LIGHTS

(Claim) Correction:

14141 VERIFIED CUSTOMERS CONCERN, ABS AND TRACTION CONTROL LIGHTS ARE ON. C

Warranty Claim Report

Vehicle Information

VIN	[redacted]	Year	01	Body	[redacted]
Build Date	04 08 01	Plant	LTILLO TRU K EMBLY PL NT	Coverage Code	[redacted]

Claim Information

Claim #	[redacted]	In Service Date	05 15 01
Claim Type	arrant	Repair Date	08 1 018
Claim Status	Paid	Mileage (Miles)	14 141

Expense

Labor	Sublet	Part	Total Paid
$8 6	$4 8 80	$0 00	$566 4

Dealer Information

Code	[redacted]	Name		Zone	66 ORL NDO
Address					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	05400 01	ntr l unit Brake anti l k h drauli (H U I U) ll thers	59	INTERN L LE K	68143491	NTR L	1	X	4 8 80	$8 6

RO Narratives

(RO) Customer Concern

N

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

arning Indi at r n m [u t m r Stat th ab and tra light k p ming BS ND TR LIGHTS N

(Claim) Cause

RE LL F ULTY HYDR ULI UNIT

(Claim) Correction

ERIFIED U TOMER ON ERN B ND TR TION ONTROL LIGHT RE ON HE KED F OR ODE FOUND ODE [redacted] F LL ED TR UBLE TREE T INSPE T IRING N IS SUE F UND ITH IRING DI GN STI LE D T F ULT IN H U B MODULE REPL ED H U B MODULE NO B MODULE ILL NOT OMMUNI TE REIN T LLED OLD MODULE N D IT H S MMUNI TI N RE HE KED P ER GR UND ND BUS B TH K P SSIBLE DE FE TI E M DULE REPL ED M DULE ITH SE ND N N H NGE ISSUED ST R SE ND S T LD T RDER BS M DULE N IT O N REPL ED MODULE ND NO H E OMMUNI TION BLEED H U ND LL BR KE RE HE KED REP IR OK

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 2500 ST REG CAB 4X4
Build Date	09/27/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	04/10/2018
Claim Type	W - Warranty	**Repair Date**	08/21/2018
Claim Status	Paid	**Mileage (Miles)**	8,832

Expense

Labor	$543.61	**Sublet**	$486.78	**Part**	$0.00	**Total Paid**	$1,030.39

Dealer Information

Code	[redacted]	**Name**	HUNT CHRYSLER CENTER	**Zone**	51 CHICAGO
Address	1000 S MAIN , FRANKLIN, KY 42134				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	21550231	Pan, Oil - Related Repairs			68376695AA	SOLENOID	1	X	385.00	$36.73
A	21550231	Pan, Oil - Related Repairs			05010884AD	SEALER	1		6.93	$36.73
A	21550231	Pan, Oil - Related Repairs			68055894AA	FLUID	8		32.70	$36.73
A	21950354	Solenoid / Sensor ; Solenoid pack - 545RFE/65RFE/66RFE/68RFE - Replace - (3 Highly Skilled)	UC	UNCODABLE (NARRATIVE REQUIRED)	68376695AA	SOLENOID	1	X	385.00	$73.46
A	21950354	Solenoid / Sensor ; Solenoid pack - 545RFE/65RFE/66RFE/68RFE - Replace - (3 Highly Skilled)	UC	UNCODABLE (NARRATIVE REQUIRED)	05010884AD	SEALER	1		6.93	$73.46
A	21950354	Solenoid / Sensor ; Solenoid pack - 545RFE/65RFE/66RFE/68RFE - Replace - (3 Highly Skilled)	UC	UNCODABLE (NARRATIVE REQUIRED)	68055894AA	FLUID	8		32.70	$73.46
B	08141806	Sensor, wheel speed-Anti-lock brakes ; front-right	ML	CHECK ENGINE/SERVICE ENGINE SO	68267479AB	SENSOR	1	X	52.15	$44.08
B	08141806	Sensor, wheel speed-Anti-lock brakes ; front-right	ML	CHECK ENGINE/SERVICE ENGINE SO	00000NPN	HARNESS	1		10.00	$44.08
B	08141861	Sensor, wheel speed-Anti-lock brakes ; 2500-3500 equipped			68267479AB	SENSOR	1	X	52.15	$22.04
B	08141861	Sensor, wheel speed-Anti-lock brakes ; 2500-3500 equipped			00000NPN	HARNESS	1		10.00	$22.04
B	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68267479AB	SENSOR	1	X	52.15	$367.30
B	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			00000NPN	HARNESS	1		10.00	$367.30

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES CANT REMOVE KEY VEHICLE NOT SEEING PARK SO KEY IS NOT BEING RELEASED. ADJUSTED CABLE, DID NOT FIX PROBLEM. REPLACED CABLE, DID NOT FIX PROBLEM. DROPPED PAN AND VALVE BODY TO INSPECT SOLENOID PACK, FOUND BAD IN IN SOLENOID PACK. REPLACED SOLENOID PACK. RETESTED. NORMAL. [redacted] C/S TIRE PRESSURE SENSOR LIGHTS ARE COMING ON CODE U140A/SPEED WHEEL SENSOR DEFECTIVE FOUND CODE U140A FOR IMPLAUSIBLE RIGHT

FRONT WHEEL SPEED SENSOR SIGNAL RECEIVED. BUILT AND INSTALLED OVERLAY HARNESS. [redacted] CHECK ENGINE LIGHT IS ON [redacted]

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

CUSTOMERS KEY STUCK IN IGNITION. SEE ATTACHED. MILEAGE DIFFERENCE IN RECALL REPAIR DUE TO TEST DRIVING FOR DIAGNOSTIC PURPOSES.

GCS Narratives

(Claim) Customer Concern:

ABS LIGHT IS ON. CAN'T REMOVE KEY FROM IGNITION.

(Claim) Cause:

CODE U140A/SPEED WHEEL SENSOR DEFECTIVE VEHICLE NOT SEEING PARK SO KEY IS NOT BEING RELEASED.

(Claim) Correction:

ADJUSTED CABLE, DID NOT FIX PROBLEM. REPLACED CABLE, DID NOT FIX PROBLEM. DROP FOUND CODE FOR U140A IMPLAUSIBLE RIGHT FRONT WHEEL SPEED SENSOR SIGNAL RECEIVE D. FOLLOWING PINPOINT TEST, I PUT A WHEEL SPEED SENSOR ON VEHICLE. DID NOT FIX PED PAN AND VALVE BODY TO INSPECT SOLENOID PACK. FOUND BAD PIN IN SOLENOID PAC PROBLEM. OHMED WIRES FROM WHEEL SPEED SENSOR TO ABS MODULE, GOOD. NO CROSS OV K. REPLACED SOLENOID PACK. RETESTED. NORMAL. ER RESISTANCE. LOAD TESTED WIRES, PASSED. NO VOLTAGE CROSSOVER INTO OTHER WIRE S. REPLACED ABS MODULE OFF LIKE VEHICLE. DIDNT FIX PROBLEM. REPLACED HUB AND W HEEL SPEED SENSOR OFF LIKE TRUCK. DID NOT FIX PROBLEM. CONTACTED STAR FOR HELP . SWITCHED PINS SO WHEEL SPEED SENSORS WERE READING THE OPPOSITE SIDES. PROBLE M CHANGED SIDES. BUILT AND INSTALLED OVERLAY HARNESS AND THAT REPARIED VEHICLE .

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 LARAMIE MEGA CAB 4X4
Build Date	09/28/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11/30/2016
Claim Type	F - Service Contract	**Repair Date**	08/21/2018
Claim Status	Paid	**Mileage (Miles)**	41,969

Expense

Labor	$0.00	**Sublet**	$0.00	**Part**	$65.00	**Total Paid**	$65.00

Dealer Information

Code	[redacted]	**Name**	MYERS CHRYSLER DODGE JEEP RAM	**Zone**	42 DETROIT
Address	1111 CASTALIA STREET , BELLEVUE, OH 44811				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26860303	Maintenance Interval - Schedule B ; To be used every 3,000 Intervals	MC	MAINTENANCE CARE						$0.00
A	95260001	Maintenance Allowance ; Fixed Cost Maintenance								$65.00

RO Narratives

(RO) Customer Concern:

Warning Indicator Concern CUSTOMER STATES MIL ON. MAY BE LOOSE OR BROKEN WIRING NEAR DRIVERS FEET. CUSTOMER WAS WIGGLING WIRING AND LIGHT WOULD GO OUT. FOUND [redacted] GROUND STUD ON UPPER LEFT KICK PANEL ON DRIVERS SIDE TO BE LOOSE TECHNICIAN TIGHTENED GROUND. TEST DROVE AND LIGHTS HAVE STAYED OFF. VEHICLE IS NOW OPERATING AS DESIGNED (17- KEITH-) DIESEL OIL LUBE AND FILTER MULTI-POINT INSPECTION (15- LOGAN-) DIESEL FUEL FILTER 2 FILTERS (15- LOGAN-)

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted]
Build Date	10 7 016	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06 017
Claim Type	M Mopar	**Repair Date**	0 1 01
Claim Status	Paid	**Mileage (Miles)**	49,1 7

Expense

Labor	$ 9 47	**Sublet**	$ 0 0	**Part**	$0 00	**Total Paid**	$ 6 7

Dealer Information

Code	[redacted]	**Name**	HERID N MOTOR INC	**Zone**	74 DEN ER
Address	1858 COFFEEN AVE , HERIDAN, WY 8 801				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	0 19100	Module, anti lock brake control ; All other	1	CIRCUIT OPEN	6 4709 B	MODULE	1		0 0	$ 9 47

RO Narratives

(RO) Customer Concern:

WARNING LIGHT WARNING LIGHT WARNING LIGHT WARNING LIGHT ERVICE ENGINE LIGHT

(RO) Cause:

N

(RO) Correction

R N O ERL Y H RNE TO THE B MODULE TO EN OR

(RO) Technical Notes

NA

GCS Narratives

(Claim) Customer Concern

N

(Claim) Cause

NA

(Claim) Correction:

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 3500 CREW CAB CHASSIS 4X4
Build Date	08/16/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11/07/2016
Claim Type	F - Service Contract	**Repair Date**	08/22/2018
Claim Status	Paid	**Mileage (Miles)**	139,733

Expense

Labor	$637.92	**Sublet**	$7,541.72	**Part**	$0.00	**Total Paid**	$8,701.83

Dealer Information

Code	[redacted]	**Name**	ALLEN SAMUELS DODGE	**Zone**	63 DALLAS
Address	7740 NORTHEAST LOOP 820 , NORTH RICHLAND HILLS, TX 76118				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	09440101	Turbocharger assembly ; 6.7 liter diesel engine	05	BEARING DEFECT	68321377AA	TURBO	1	X	6957.65	$637.92
A	09440101	Turbocharger assembly ; 6.7 liter diesel engine	05	BEARING DEFECT	68163848AB	ANTIFREEZ	2		61.15	$637.92
A	09440101	Turbocharger assembly ; 6.7 liter diesel engine	05	BEARING DEFECT	68005450AA	TUBE	1		141.84	$637.92
A	09440101	Turbocharger assembly ; 6.7 liter diesel engine	05	BEARING DEFECT	68049023AA	GASKET	1		8.15	$637.92
A	09440101	Turbocharger assembly ; 6.7 liter diesel engine	05	BEARING DEFECT	68005214AA	STUD	4		68.78	$637.92
A	09440101	Turbocharger assembly ; 6.7 liter diesel engine	05	BEARING DEFECT	68322377AC	PDC	1		304.15	$637.92

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

DURING INSPECTION, FOUND VEHICLE TO HAVE LACK OF POWER. PLEASE ADVISE

(Claim) Cause:

BEARING DEFECT

(Claim) Correction:

[redacted] PERFORMED DIAG TESTING ALL WIRING AND CONNECTIONS IN TURBO CIRC

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 POWER WAGON CREW CAB
Build Date	04/29/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	08/11/2017
Claim Type	W - Warranty	**Repair Date**	08/22/2018
Claim Status	Paid	**Mileage (Miles)**	5,375

Expense

Labor	$108.47	**Sublet**	$902.34	**Part**	$0.00	**Total Paid**	$1,010.81

Dealer Information

Code	[redacted]	**Name**	GATOR CHRYSLER INC	**Zone**	66 ORLANDO
Address	200 E NASA BLVD , MELBOURNE, FL 32901				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	63	LOW OR NO ASSIST	68143491AA	CONTROL	1	X	615.60	$108.47
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	63	LOW OR NO ASSIST	68347098AB	MODULE	1		264.60	$108.47
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	63	LOW OR NO ASSIST	04318080AD	FLUID	3		22.14	$108.47
A	08191002	Module, anti-lock brake control ; All others			68143491AA	CONTROL	1	X	615.60	$0.00
A	08191002	Module, anti-lock brake control ; All others			68347098AB	MODULE	1		264.60	$0.00
A	08191002	Module, anti-lock brake control ; All others			04318080AD	FLUID	3		22.14	$0.00

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES ABS AND TRACTION CONTROL LIGHTS ARE ON PLEAS E INSTALL SOP HCU TECH BUBBA [redacted]
(IndicatorWarning Lights Concern) MULTI-POINT INSPECTION - FREE WITH ANY OTHER SERVICE

(RO) Cause:

VERIFIED CONCERN. ABS HYDRAULIC UNIT FAILED ABS MODULE FAILED

(RO) Correction:

REPLACE ABS HYDRAULIC UNIT, MODULE, AND PROGRAMMED BLEED SYSTEM AND TEST DROVE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES ABS AND TRACTION CONTROL LIGHTS ARE ON PLEAS E INSTALL SOP HCU CUSTOMER STATES ABS AND TRACTION CONTROL LIGHTS ARE ON PLEAS E INSTALL SOP HCU

(Claim) Cause:

VERIFIED CONCERN. ABS HYDRAULIC UNIT FAILED ABS MODULE FAILED VERIFIED CONCERN. ABS HYDRAULIC UNIT FAILED ABS MODULE FAILED

(Claim) Correction:

REPLACE ABS HYDRAULIC UNIT, MODULE, AND PROGRAMMED BLEED SYSTEM AND TEST DROVE REPLACE ABS HYDRAULIC UNIT, MODULE, AND PROGRAMMED BLEED SYSTEM AND TEST DROVE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 LARAMIE CREW CAB 4X4
Build Date	0 / 0/ 017	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	03/29/2017
Claim Type	W Warranty	**Repair Date**	08/ / 018
Claim Status	Paid	**Mileage (Miles)**	11,686

Expense

Labor	$11 8	**Sublet**	$55 51	**Part**	$0 00	**Total Paid**	$169

Dealer Information

Code	[redacted]	**Name**		**Zone**	74	DENVER
Address	, ,					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08808 0	Switch, steering wheel mounted ; peed control Right ide	48	GROUNDED OR SHORTED	56046252AE	SWITCH	1	X	55 51	$45 53
A	85410000	Operation diagno tic With repair ; Must be used in conjunction with appropriate repair Labor Operation			56046 5 AE	WITCH	1		55 51	$68 9

RO Narratives

(RO) Customer Concern:

MI C THE WORK GA ENGINE MULTI POINT IN PECTION COMPLET

(RO) Cause:

TECH VERIFIED CUSTOMERS CONCERN ABOUT CRUISE NOT W

(RO) Correction:

[redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CRUISE WILL NOT ALWAYS WORK AT SWITCH

(Claim) Cause:

TECH VERIFIED CU TOMER CONCERN ABOUT CRUI E NOT WORKING

(Claim) Correction:

TECH REPLACED SPEED CONTROL SWITCH

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - RAM 3500 ST CREW CAB 4X4
Build Date	10/30/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	07/02/2018
Claim Type	W - Warranty	**Repair Date**	08/23/2018
Claim Status	Paid	**Mileage (Miles)**	5,922

Expense

Labor	$244.54	**Sublet**	$64.12	**Part**	$105.00	**Total Paid**	$413.66

Dealer Information

Code	[redacted]	**Name**	JEFF WYLER CHRYSLER-JEEP	**Zone**	42 DETROIT
Address	1117 STATE ROUTE 32 , BATAVIA, OH 45103				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	0891PNS4	Anti-lock brake system	18	CIRCUIT OPEN	68040495AA	WIRING	1	X	64.12	$244.54
A	95400141	Loaner Car ; Standard Line Vehicles			68040495AA	WIRING	1	X	64 12	$105 00

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES - THE ABS/TRACTION CONTROL/BRAKE/MIL ALL COME ON AT THE SAME TIME - 4WD AND CRUISE QUIT WORKING

(RO) Cause:

LOOSE TERMINALS

(RO) Correction:

LOCATE AND REPLACED AND REPAIRED CONNECTOR AT RIGHT REAR WHEEL SPEED SENSOR RENTAL CAR

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

ABS AND TRACK LIGHTS ARE ON

(Claim) Cause:

RIGHT REAR WHEEL SPEED SENSOR CONNECTOR TERMINALS PUSHED

(Claim) Correction:

LOCATE AND REPAIRED OPEN CIRCUIT AND RIGHT REAR WHEEL SPEED SENSOR

Warranty Claim Report

Vehicle Information

VIN	[redacted]	Year	01	Body	[redacted]
Build Date	0 018	Plant	LTILLO TRU K EMBLY PL NT	Coverage Code	[redacted]

Claim Information

Claim #	[redacted]	In Service Date	10 31 018
Claim Type	K R ad Read (PREPN)	Repair Date	08 4 018
Claim Status	Paid	Mileage (Miles)	0

Expense

Labor	Sublet	Part	Total Paid
$163 00	$0 00	$0 00	$163 00

Dealer Information

Code	[redacted]	Name		Zone	0 PHOENI
Address					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	85900040	Road Read Basic Prep	NU	NE EHICLE PREP						$163 00

RO Narratives

(RO) Customer Concern

N

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

N

(Claim) Cause

N

(Claim) Correction

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	Year	01	Body	[redacted]
Build Date	07 01	Plant	LTILLO TRUCK EMBLY PL NT	Coverage Code	[redacted]

Claim Information

Claim #	[redacted]	In Service Date	10/ 1/ 018
Claim Type	K Road Read (PREPN)	Repair Date	0 4 01
Claim Status	Paid	Mileage (Miles)	1

Expense

Labor	Sublet	Part	Total Paid
$154 90	$0 00	$0 00	$154 90

Dealer Information

Code	[redacted]	Name		Zone	6 D LL
Address					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	900040	Road Read Ba ic Prep	NU	NE EHICLE PREP						$1 4 90

RO Narratives

(RO) Customer Concern

N

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

N

(Claim) Cause

N

(Claim) Correction

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	Year	01	Body	[redacted]
Build Date	07 01	Plant	LTILLO TRUCK EMBLY PL NT	Coverage Code	[redacted]

Claim Information

Claim #	[redacted]	In Service Date	10 1 01
Claim Type	arrant	Repair Date	0 4 01
Claim Status	Paid	Mileage (Miles)	1

Expense

Labor	Sublet	Part	Total Paid
$0 00	$ 1 9	$0 00	$ 1 9

Dealer Information

Code	[redacted]	Name		Zone	6 D LL
Address					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	0 0140	DEF Fluid Top Off ehicle Deli er Fill ee LOP note for ehicle pecific allowance	40	FLUID HIGH OR LO	6 0 6 7 C	FLUID	1		1 9	$0 00

RO Narratives

(RO) Customer Concern

N

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

N

(Claim) Cause

N

(Claim) Correction

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	201	**Body**	[redacted]
Build Date	01 14 201	**Plant**	S LTILL TRU K SSEMBL PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	03 13 201
Claim Type	S Saf t (R all)	**Repair Date**	08 25 2018
Claim Status	Paid	**Mileage (Miles)**	28 2 4

Expense

Labor	$22 54	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$22 54

Dealer Information

Code	[redacted]	**Name**	SUSQUEH NN D DGE IN	**Zone**	35	SHINGT N	
Address	950 HELL M ST RIGHTS ILLE P 1 368						

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	18U61082	Saf t R all U61 R pr gram P rtrain ntr l M dul In p t P M S ft ar L l and P rf rm S ft ar Updat	U	UN D BLE (N RR TI E REQUIRED)						$22 54

RO Narratives

(RO) Customer Concern

u t m r tat FULL S NTHETI Lub il Filt r i r qu t d

(RO) Cause

N

(RO) Correction

P rf rm d Lub il nd Filt r ith S nth tic il

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

N

(Claim) Cause

N

(Claim) Correction

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 ST CREW CAB 4X4
Build Date	05/17/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/31/2017
Claim Type	W - Warranty	**Repair Date**	08/25/2018
Claim Status	Paid	**Mileage (Miles)**	7,880

Expense

Labor	$203.95	**Sublet**	$707.56	**Part**	$0.00	**Total Paid**	$911.51

Dealer Information

Code	[redacted]	**Name**	RON CARTER CHRYSLER-JEEP-DODGE OF TEXAS CITY	**Zone**	63 DALLAS
Address	2601 PALMER HWY , TEXAS CITY, TX 77590				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08191002	Module, anti-lock brake control ; All others	ML	CHECK ENGINE/SERVICE ENGINE SO	68347098AB	MODULE	1	X	205.80	$71.98
A	08191002	Module, anti-lock brake control ; All others	ML	CHECK ENGINE/SERVICE ENGINE SO	04318080AD	FLUID	4		22.96	$71.98
B	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	ML	CHECK ENGINE/SERVICE ENGINE SO	68143491AA	CONTROL	1	X	478.80	$131.97

RO Narratives

(RO) Customer Concern:

Multi-point inspection (according to maintenance interval) Electrical Concern [Customer StatesABS TRACTION LIGHT ON]

(RO) Cause:

NA

(RO) Correction:

Multi-point inspection (according to maintenanceinterval) FUEL WASH COMPLEMENTARY MULTI POINTINSPECTION SUBLET REPAIRS SUBLET REPAIRS [redacted]ABS PUMP MOTORPERFORM DIAG STEPS FOUND ABS PUMP INTERNALSHORT PERFORM REPLACE ABS PUMP AND MODULETEST DRIVE VEHICLE NO FURTHER PROBLEM CONTROL UNIT Module, anti-lock brake control

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

[CUSTOMER STATES ABS TRACTION LIGHT ON] SEE CONDITION 1

(Claim) Cause:

FOUND CODE [redacted] PUMP MOTOR PERFORM DIAG STEPS FOUND ABS PUMP INTERNAL SEE CONDITION 1 SHORT

(Claim) Correction:

SEE CONDITION 1 REPLACE ABS PUMP AND MODULE TEST DRIVE VEHICLE NO FURTHER PROBLEM

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 REG CAB CHASSIS 4X4
Build Date	05/10/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	12/19/2017
Claim Type	F - Service Contract	**Repair Date**	08/25/2018
Claim Status	Paid	**Mileage (Miles)**	12,714

Expense

Labor	$0.00	**Sublet**	$0.00	**Part**	$65.00	**Total Paid**	$65.00

Dealer Information

Code	[redacted]	**Name**	POTAMKIN'S PLANET DODGE	**Zone**	66 ORLANDO
Address	9975 N W 12TH STREET , MIAMI, FL 33172				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26860303	Maintenance Interval - Schedule B ; To be used every 3,000 Intervals	MC	MAINTENANCE CARE						$0.00
A	95260001	Maintenance Allowance ; Fixed Cost Maintenance								$65.00

RO Narratives

(RO) Customer Concern:

General Concern #1 [program key] General Concern #2 [Customer Stateschec abs esp and traction lighton] Essential Care Ultra Synthetic [redacted] General Concern #3 [oil change] PERFORM FUEL FILTER SERVICE You consent to receiving texts fromus on your cell phone at the numberyou have provided. You agree that we may contact you regarding service updates or offers via text.If you do not agree, you may provide a landline.

(RO) Cause:

. .

(RO) Correction:

[redacted] PROGRAM NEW FOB 50 DONE PROGRAM KEY AND REMOTE [redacted] PARTS Control unit, Brake anti-lock hydraulic (HCU)-Replace All others (3 -Highly Skilled) DIAGNOSTIC TIME CONTROL UNIT, BRAKE ANTI-LOCK HYDRAULIC-Replace (A) DIAGNOSTIC TIME Essential Care Ultra Synthetic [redacted] ECUS12N ESSENTIAL CARE FULL OR ULTRA SYNTHETIC OIL 1 YEAR 2 LOFS ECUS12N $130.00 MISC. SHOP CHARGES 12714 OIL/FILTER DONE OIL AND FILTER CHANGE/16 PT INSPECTION-CHRYSLER SERVICE CONTRACT 12714 FUEL FILTER SERVICE 150 DONE PERFORM FUEL FILTER SERVICE You consent to receiving texts from us on your cell phone at the number you have provided. You agree that we may contactyou regarding service updates or offers via text. If you do not agree, you may provide a landline. You consent to receiving texts from us on your cell phone at the number youhave provided. You agreethat we may contact you regarding service updatesor offers via text. If you do not agree, you may provide a landline.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES ABS-ESP-TRACTION LIGHT ON

(Claim) Cause:

ABS PUMP MOTOR CONTRIL GENERAL ELECTRICAL FAILURE CHECK FOR OPEN OR SHORTED WIRES PASS REMOVE ABS CONNECTOR CHECK FOR WATER OR CORROSION ,PASS CHECK FOR OPEN TERMINALS PASS, CONTACT STAR I WAS TOLD TO REPLACE HCU WITH AB SERIES

(Claim) Correction:

REPLACE HCU WITH AB SERIES REPLACE HCU BLEED SYSTEM MANUALLY AND WITH WITEC

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 REG CAB CHASSIS 4X4
Build Date	05/10/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	12/19/2017
Claim Type	W - Warranty	**Repair Date**	08/25/2018
Claim Status	Paid	**Mileage (Miles)**	12,714

Expense

Labor	$126.16	**Sublet**	$654.64	**Part**	$0.00	**Total Paid**	$780.80

Dealer Information

Code	[redacted]	**Name**	POTAMKIN'S PLANET DODGE	**Zone**	66 ORLANDO
Address	9975 N W 12TH STREET , MIAMI, FL 33172				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	63	LOW OR NO ASSIST	68143491AA	CONTROL	1	X	617.62	$126.16
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	63	LOW OR NO ASSIST	04318080AD	FLUID	5		37.02	$126.16

RO Narratives

(RO) Customer Concern:

General Concern #1 [program key] General Concern #2 [Customer Stateschec abs esp and traction lighton] Essential Care Ultra Synthetic (ECUS12N) General Concern #3 [oil change] PERFORM FUEL FILTER SERVICE You consent to receiving texts fromus on your cell phone at the numberyou have provided. You agree that we may contact you regarding service updates or offers via text.If you do not agree, you may provide a landline.

(RO) Cause:

. .

(RO) Correction:

[redacted]PROGRAM NEW FOB 50 DONE PROGRAM KEY AND REMOTE [redacted]SOP PARTS Control unit, Brake anti-lock hydraulic (HCU)-Replace All others (3 -Highly Skilled) DIAGNOSTIC TIME CONTROL UNIT, BRAKE ANTI-LOCK HYDRAULIC-Replace (A) DIAGNOSTIC TIME Essential Care Ultra Synthetic (ECUS12N) ECUS12N ESSENTIAL CARE FULL OR ULTRA SYNTHETIC OIL 1 YEAR 2 LOFS ECUS12N $130.00 MISC. SHOP CHARGES 12714 OIL/FILTER DONE OIL AND FILTER CHANGE/16 PT INSPECTION-CHRYSLER SERVICE CONTRACT [redacted]FUEL FILTER SERVICE 150 DONE PERFORM FUEL FILTER SERVICE You consent to receiving texts from us on your cell phone at the number you have provided. You agree that we may contactyou regarding service updates or offers via text. If you do not agree, you may provide a landline. You consent to receiving texts from us on your cell phone at the number youhave provided. You agreethat we may contact you regarding service updatesor offers via text. If you do not agree, you may provide a landline.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES ABS-ESP-TRACTION LIGHT ON

(Claim) Cause:

ABS PUMP MOTOR CONTRIL GENERAL ELECTRICAL FAILURE CHECK FOR OPEN OR SHORTED WIRES PASS REMOVE ABS CONNECTOR CHECK FOR WATER OR CORROSION ,PASS CHECK FOR OPEN TERMINALS PASS, CONTACT STAR I WAS TOLD TO REPLACE HCU WITH AB SERIES

(Claim) Correction:

REPLACE HCU WITH AB SERIES REPLACE HCU BLEED SYSTEM MANUALLY AND WITH WITEC

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted]
Build Date	06 08 2018	**Plant**	S LTILL TRU K SSEMBL PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	08 018
Claim Type	arrant	**Repair Date**	08 2 2018
Claim Status	Paid	**Mileage (Miles)**	18

Expense

Labor	$34 24	**Sublet**	$182 00	**Part**	$0 00	**Total Paid**	$216 24

Dealer Information

Code	[redacted]	**Name**		**Zone**	35 SHINGT N
Address					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	08080110	Batt r Singl batt r	B4	B TTER F ILED TEST	BB0H 30 B	B TTER	1	X	182 00	$34 24

RO Narratives

(RO) Customer Concern

Multi p int in p ti n (a rding t maint nan int r al) G n ral n m #1 u t m r Stat n tart ill tr t rank but nt turn r

(RO) Cause

u t m r Stat n tart ill tr t rank but nt turn r ran batt r h k ith gr8 and f und bad batt r

(RO) Correction

r+r batt r [redacted]

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

UST MER ST TES N ST RT ILL TR T R NK BUT NT TURN ER

(Claim) Cause

UST MER ST TES N ST RT ILL TR T R NK BUT NT TURN ER]R N B TTER HE K [redacted] ND F UND B D B TTER

(Claim) Correction

[redacted]

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	01	**Body**	[redacted]
Build Date	0 14 017	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	07/18/ 018
Claim Type	arrant	**Repair Date**	0 7 01
Claim Status	Paid	**Mileage (Miles)**	1 97

Expense

Labor	$4 60	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$4 60

Dealer Information

Code	[redacted]	**Name**	DODGE OF BURN ILLE INC	**Zone**	74	DEN ER
Address	1 101 OUTH BURN ILLE MN 7					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	41 701	udio ideo and Telematic Component Trouble Not Found Radio	OD							$4 60

RO Narratives

(RO) Customer Concern

1 HOUR TIME BLOCK

(RO) Cause:

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

C U B PORT T TIME ILL NOT ORK TO PL Y MU IC

(Claim) Cause

COULD NOT DUPLIC TE

(Claim) Correction

COULD NOT DUPLIC TE CONCERN

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted] RAM 500 LT CREW CAB 4 4
Build Date	05/02/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/23/2017
Claim Type	W Warranty	**Repair Date**	08/27/2018
Claim Status	Paid	**Mileage (Miles)**	8,448

Expense

Labor	$295 38	**Sublet**	$0 00	**Part**	$70 00	**Total Paid**	$365 38

Dealer Information

Code	[redacted]	**Name**	HOMER SKELTON CHRYSLER DODGE JEEP	**Zone**	63 DALLAS
Address	7661 HIGHWAY 51 NORTH , MILLINGTON, TN 805				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	0891CFQ3	Transmission/Transfer Ca e/DTCM	ML	CHECK ENGINE/SERVICE ENGINE SO						$295 38
A	95400141	Loaner Car ; Standard Line Vehicle								$70 00

RO Narratives

(RO) Customer Concern:

DIAGNO TIC TE T RENTAL PROVIDED WHILE VEHICLE IN FOR REPAIR MOPAR E PRE LANE IN PECTION PERFORM RECALL

(RO) Cause:

NA

(RO) Correction:

[redacted] Transmission/Transfer Case COMPLETED INTERIUM

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES SERVICE 4WD LIGHT COMES ON AND OFF CHRYSLER [redacted]

(Claim) Cause:

FOUND YELLOW / LIGHT BLUE WIRE IN CONNECTOR I230 LOOSE

(Claim) Correction:

CHECKED WIRE CONNECTOR AT TRAN FER CA E, FRONT A LE, ACRO TRAN MI ION, BAT TERY GROUND , POWER DIST CENTER CLEARED CODES AND TEST DROVE 22 MILES TALKE D TO CUSTOMER, SAYS TRACTION LIGHT ABS SERVICE ELEC BRAKE AND SERVICE 4WH AL L COME ON SAME TIME START A STAR [redacted] ECURED WIRE, CLEARED CODE TE TED OPERATION

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 3500 CREW CAB CHASSIS 4X4
Build Date	08/16/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11/07/2016
Claim Type	M - Mopar	**Repair Date**	08/28/2018
Claim Status	Paid	**Mileage (Miles)**	139,733

Expense

Labor	$396.93	**Sublet**	$127.94	**Part**	$0.00	**Total Paid**	$524.87

Dealer Information

Code	[redacted]	**Name**	ALLEN SAMUELS DODGE	**Zone**	63 DALLAS
Address	7740 NORTHEAST LOOP 820 , NORTH RICHLAND HILLS, TX 76118				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	096030D1	Gasket, oil pan ; 6.7 liter diesel engine - 3500 Pick-up only - 4 Wheel Drive	X2	SPLIT, CUT OR TORN	68038159AB	GASKET	1	X	59.24	$396.93
A	096030D1	Gasket, oil pan ; 6.7 liter diesel engine - 3500 Pick-up only - 4 Wheel Drive	X2	SPLIT, CUT OR TORN	68082860AB	ADHESIVE	1		16.70	$396.93
A	096030D1	Gasket, oil pan ; 6.7 liter diesel engine - 3500 Pick-up only - 4 Wheel Drive	X2	SPLIT, CUT OR TORN	68026607AA	OIL	9		39.00	$396.93
A	096030D1	Gasket, oil pan ; 6.7 liter diesel engine - 3500 Pick-up only - 4 Wheel Drive	X2	SPLIT, CUT OR TORN	68026607AA	OIL	3		13.00	$396.93

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C/S OIL LEAK, CHECK AND ADVISE

(Claim) Cause:

OIL LEAK

(Claim) Correction:

[redacted]OIL LEAK 500 TK 2335/// REPLACED OIL PAN GASKET TORQUES PAN BOLTS TO

Warranty Claim Report

Vehicle Information

VIN	[redacted]	Year	01	Body	[redacted]
Build Date	0 06 01	Plant	LTILLO TRUCK EMBLY PL NT	Coverage Code	[redacted]

Claim Information

Claim #	[redacted]	In Service Date	11 09 01
Claim Type	K Road Read (PREPN)	Repair Date	0 01
Claim Status	Paid	Mileage (Miles)	0

Expense

Labor	Sublet	Part	Total Paid
$1 0 16	$0 00	$0 00	$1 0 16

Dealer Information

Code	[redacted]	Name	RRIGO DODGE CHRY LER JEEP R M	Zone	66 ORL NDO
Address	1 U HIGH Y 1 FORT PIERCE FL 49				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	85900040	Road Read Ba ic Prep	NU	NE EHICLE PREP						$1 0 16

RO Narratives

(RO) Customer Concern

N

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

N

(Claim) Cause

N

(Claim) Correction

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 SLT CREW CAB 4X4
Build Date	06/11/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/26/2017
Claim Type	W - Warranty	**Repair Date**	08/28/2018
Claim Status	Paid	**Mileage (Miles)**	56,146

Expense

Labor	$217.32	**Sublet**	$2,724.40	**Part**	$0.00	**Total Paid**	$2,941.72

Dealer Information

Code	[redacted]	**Name**	CLOVIS CHRYSLER DODGE JEEP RAM	**Zone**	71 LOS ANGELES
Address	395 W HERNDON AVE , CLOVIS, CA 93612				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	14302001	Injector, Fuel ; 6.7 liter primary labor operation			68210105AA	INJECTOR	1	X	1362.20	$103.94
A	14302001	Injector, Fuel ; 6.7 liter primary labor operation			68210105AA	INJECTOR	1		1362.20	$103.94
A	143020D2	Injector, Fuel ; Cylinder 2 - 6.7 liter	ML	CHECK ENGINE/SERVICE ENGINE SO	68210105AA	INJECTOR	1	X	1362.20	$56.69
A	143020D2	Injector, Fuel ; Cylinder 2 - 6.7 liter	ML	CHECK ENGINE/SERVICE ENGINE SO	68210105AA	INJECTOR	1		1362.20	$56.69
A	143020D5	Injector, Fuel ; Cylinder 5 - 6.7 liter			68210105AA	INJECTOR	1	X	1362.20	$56.69
A	143020D5	Injector, Fuel ; Cylinder 5 - 6.7 liter			68210105AA	INJECTOR	1		1362.20	$56.69

RO Narratives

(RO) Customer Concern:

INSPECT TIRE PRESSURE, AND ADJUST TO MANUFACTURER'S RECOMMENDATION. IF VEHICLE IS EQUIPPED WITH TIRES NOT MEETING MANUFACTURER'S SPECIFICATIONS, THEN SET TIRE PRESSURE TO TIRE INFLATION REFERENCE PERFORM EXPRESS LANE MULTI POINT INSPECTION CUSTOMER STATES VEHCILE FRONT TIRES ARE CUPPING CHECK AND ADVISE CUSTOMER STATES PERFORM RRT 18-045 CUSTOMER STATES WHEN IT IS HOT OUTSIDE VEHCILE CHECK ENGINE LIGHT COMES ON AND GOES OFF AND LOSS OF POWER CHECK AND ADVI CUSTOMER STATES VEHCILE HAS A RATTLE UNDER THE FLOORBOARD ON DRIVER SIDE ON THE FREEWAY CHECK AND ADVISE

(RO) Cause:

EXPRESS MULTI POINT INSPECTION VERIFIED CONCERN FOUND FRONT TIRES CUPPED VERY BAD, APPEARS THAT WHEELS WERE NOT ROTATED. VERIFIED CONCERN VEHICLE HAS FAULT CODE FOR LOW FUEL PRESSUR E AT RAIL. PERFORMED FUEL FLOW RETURN TEST FOUND INJECTOR NUMBER 2 AND 5 OUT OF SPECIFICATION. RECOMMEND REPLACE BOTH INJECTORS AND RETEST OPERATION. UNABLE TO COMPLETE THIS DIAGNOSTICS. CUSTOMER TOOK VEHICLE.

(RO) Correction:

COULD NOT SET DUE TO HEAVY DUTY VEHICLE PERFORMED EXPRESS LANE MULTI POINT INSPECTION AS OUTLINED. RECOMMEND REPLACING FRONT TIRES AND HAVING ALIGNMENT CHECKED CUSTOMER TO TAKE VEHICLE. UNDERSTANDS REPAIRS ARE INCOMPLETE. DID NOT COMPLETE, CUSTOMER UNDERSTANDS THIS REPAIR WAS INCOMPLETE, CUSTOMER NEEDS VEHICLE. HAD TO TAKE THE VEHICLE. REMOVE AND REPLACE INJECTOR NUMBER 2 AND NUMBER 5. RETEST FOUND CODE WENT STORED AND VEHICLE RUNS NORMALLY. CUSTOMER NEEDS TO TAKE VEHICLE. ADVISED CUSTOMER WE NEED

TO ROAD TEST VEHICLE 25 MILES BEFORE HE TAKES IT. CUSOTMER STATES HE HAS TO TAKE THE VEHICLE AND THAT HE WILL ROAD TEST IT AND LET US KNOW IF THE PROBLEM RE OCCURS. CUSTOMER TOOK VEHICLE BEFORE DIAG COMPLETE.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES WHEN IT IS HOT OUTSIDE VEHCILE CHECK ENGINE LIGHT COMES ON AND CUSTOMER STATES WHEN IT IS HOT OUTSIDE VEHCILE CHECK ENGINE LIGHT COMES ON AND CUSTOMER STATES WHEN IT IS HOT OUTSIDE VEHCILE CHECK ENGINE LIGHT COMES ON AND

(Claim) Cause:

VERIFIED CONCERN VEHICLE HAS FAULT CODE FOR LOW FUEL PRESSUR E AT RAIL PERFOR VERIFIED CONCERN VEHICLE HAS FAULT CODE FOR LOW FUEL PRESSUR E AT RAIL. PERFOR VERIFIED CONCERN VEHICLE HAS FAULT CODE FOR LOW FUEL PRESSUR E AT RAIL. PERFOR

(Claim) Correction:

REMOVE AND REPLACE INJECTOR NUMBER 2 AND NUMBER 5 RETEST FOUND CODE WENT STOR REMOVE AND REPLACE INJECTOR NUMBER 2 AND NUMBER 5. RETEST FOUND CODE WENT STOR REMOVE AND REPLACE INJECTOR NUMBER 2 AND NUMBER 5. RETEST FOUND CODE WENT STOR

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	018	**Body**	[redacted] RAM 500 LT CREW CAB 4 4
Build Date	0 14 01	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	04/ 0/ 018
Claim Type	arrant	**Repair Date**	0 01
Claim Status	Paid	**Mileage (Miles)**	1 76

Expense

Labor	$100 77	**Sublet**	$ 41 60	**Part**	$0 00	**Total Paid**	$44 7

Dealer Information

Code	[redacted]	**Name**	UBURB N CHRY LER JEEP DODGE OF	**Zone**	4 DETROIT
Address	1790 M PLEL N DR TROY MI 4 0 4				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	4 0104	Hub and Bearing heel Front ll or four wheel dri e Right ide	07	BIND TICK OR EI ED	6 1 4 7 D	HUB	1		41 60	$100 77

RO Narratives

(RO) Customer Concern

Cu tomer tate BOTH B ND TR C LIGHT RE ON RETURNIGN FOR PROBLEM (ElectricalNon PCM Fla he Concern) Cu tomer tate TIRE PRE URE UN LIBLE T THI TIME HO UP ON D H (ElectricalNon PCM Fla he Concern)

(RO) Cause

HEEL BE RING F ILED

(RO) Correction

REPL CE HEEL BE RING [redacted] Hub and Bearing heel Replace Front ll or four wheel dri e Right ide (1 emi killed) 0 9

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

Cu tomer tate BOTH B ND TR C LIGHT RE ON RETURNIGN FOR PROBLEM (Electric

(Claim) Cause

HEEL BE RING F ILED

(Claim) Correction

REPL CE HEEL BE RING [redacted] Hub and Bearing heel Replace Front ll or

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 3500 SLT CREW CAB 4X4
Build Date	03/26/2018	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	04/25/2018
Claim Type	W Warranty	**Repair Date**	08/29/2018
Claim Status	Paid	**Mileage (Miles)**	4,949

Expense

Labor	$49 13	**Sublet**	$132 05	**Part**	$175 00	**Total Paid**	$356 18

Dealer Information

Code	[redacted]	**Name**	NATIONAL DODGE INC	**Zone**	66 ORLANDO
Address	N MARINE BLVD , JACK ONVILLE, NC 8546				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08200501	Park assist ; Module, park assist	14	BURNED OR BURNED OUT	04672641AC	MODULE	1	X	132 05	$49 13
A	9540014	Loaner Car ; High Line Vehicles			0467 641AC	MODULE	1		1 05	$175 00

RO Narratives

(RO) Customer Concern:

Customer States that when driving check engine light came on all the lights behind the cluster flicker trac control ligh t comes on and cruise does not work (ElectricalNon PCM Flash es Concern) (Multi point inspection according to maintenance interval) OWNER REQUST RENTAL

(RO) Cause:

CHECK FOR NEEDED SERVICE DUE TO CAR DOWN

(RO) Correction:

E COMPLETED 23 POINT VEHICLE CHECKUP PUT OWNER IN RENTAL CAR

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

Customer States that when driving check engine light came on all the lights be

(Claim) Cause:

NO LIGHTS ON, STORED CODE U1055 LOSS COMMUNICATION, COULD NOT COMMUNICATE WITH

(Claim) Correction:

INTERNAL OPEN IN MODULE REPLACED PARK ASST MODULE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted]
Build Date	0 04 01	**Plant**	LTILLO TRU K EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	03 1 01
Claim Type	arrant	**Repair Date**	08 9 018
Claim Status	Paid	**Mileage (Miles)**	0 3

Expense

Labor	$101 93	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$101 93

Dealer Information

Code	[redacted]	**Name**	MEDIN UTO M LL	**Zone**	4	DETROIT
Address	3 05 MEDIN RD MEDIN OH 44 56					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	0894TJM	Fu e Link Power Distributi n enter (Rela s & Fuses)	6T	TERMIN L( ) PRE D						$101 93

RO Narratives

(RO) Customer Concern

U TOMER T TE THE DRI ER IDE PO ER E T I NOT ORKING

(RO) Cause

(RO) Correction

[redacted] E TERMIN L ONNE TION ERIFIED PO ER E T INOPER BLE FOUND NO PO ER TO THE PO ER E T IT H IR UIT [redacted] TR E IRING B KTO LOO E FITTING TERMIN [redacted] T THE PO ERDI TRIBUTION [redacted] TOR REP IR ONNE TORFOR PROPER FIT ND THE PO ER E T FUN TION DE IGNED T THI TIME (T TIME T MP) Fuse Link P er Distributi n enter (Rela s & Fuses) Test and Repair (killed)

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

DRI ER IDE P R E T INOP

(Claim) Cause

TIPM IR UIT LOO E

(Claim) Correction

REP IR IRING ND RET T

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 SLT CREW CAB 4X4
Build Date	04/19/ 017	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06/23/2017
Claim Type	W Warranty	**Repair Date**	08/ 9/ 018
Claim Status	Paid	**Mileage (Miles)**	16,969

Expense

Labor	$108 98	**Sublet**	$490 28	**Part**	$0 00	**Total Paid**	$599 26

Dealer Information

Code	[redacted]	**Name**		**Zone**	6 DALLA
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	05400701	Control unit, Brake anti lock hydraulic (HCU ICU) ; All others	68	NOI Y	6814 491AA	CONTROL	1		478 80	$108 98
A	05400701	Control unit, Brake anti lock hydraulic (HCU ICU) ; All other	68	NOISY	04318080AD	FLUID	2		11 48	$108 98

RO Narratives

(RO) Customer Concern:

Cu tomer tate OMETIME WHEN HE HIT A BUMP THE AB LIGHT COME ON Cu tomer Reque t Point In pection

(RO) Cause:

Preform point in pection

(RO) Correction:

REPLACE HCU UNIT Completed 23 point inspection

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES SOMETIMES WHEN HE HITS A BUMP THE ABS LIGHT COMES ON

(Claim) Cause:

TECH FOUND THE HCU UNIT NEED TO BE REPLACED

(Claim) Correction:

REPLACED HCU UNIT AND TE T DROVE ALL OK AT THI TIME

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted]
Build Date	04 1 017	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	0 01 017
Claim Type	F er ice Contract	**Repair Date**	0 9 01
Claim Status	Paid	**Mileage (Miles)**	9 791

Expense

Labor	$ 4 4	**Sublet**	$7 00	**Part**	$0 00	**Total Paid**	$ 9

Dealer Information

Code	[redacted]	**Name**	JOHN L ULLI N DODGE CHRY LER INC	**Zone**	71 LO NGELE
Address	9 TH T M RY ILLE C 9 901				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	0 94PNH	nti Lock Brake tem	61	INTERMITTENT OPER TION	00000NPN	IRE	1		7 00	$ 4 4

RO Narratives

(RO) Customer Concern:

N

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

CU TOMER T TE ONGOING CONCERN ITH B LIGHT COMING ON ND OFF

(Claim) Cause

[redacted] ERIFIED CU TOMER CONCERN FOUND TORED CODE [redacted] IMPL U IBLE HEEL PEED IGN L [redacted] [redacted] R HEEL PEED EN OR CIRCUIT CURRENT OUT OF R NGE U041 IN LID D T RECEI ED FROM [redacted] BLE D T R ECEI ED FRONT BR KE Y TEM OPEN T R C E CHECKED THE PIN DR [redacted] T THE B CONNECTOR CHECKED OK PIN DR G PIN 11 ND 1 [redacted] CONNECTOR ND OK CHECKED PIN DR G T THE HEEL PEED EN OR OK T R D I ED TO RUN O ERL Y ON BOTH PEED EN OR CIRCUIT FROM THE B TO THE WHEEL PEED EN OR, AND RETURN TO CU TOMER INCE CODE ARE VERY INTERMITTENT

(Claim) Correction:

R N O ERL Y ON BOTH CIRCUIT TE T DRO E 0 MILE NO CODE RETURNED REC RETU RNING EHICLE TO CU TOMER

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted] RAM 500 LARAMIE MEGA CAB 4 4
Build Date	04 0 017	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	0 0 01
Claim Type	arrant	**Repair Date**	0 9 01
Claim Status	Paid	**Mileage (Miles)**	7 4 0

Expense

Labor	$ 0	**Sublet**	$701	**Part**	$0 00	**Total Paid**	$9 9 7

Dealer Information

Code	[redacted]	**Name**	UTON TION CHRY LER DODGE JEEP	**Zone**	74	DEN ER	
Address	79 0 TUFT E LITTLETON CO 01						

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	0 400701	Control unit Brake anti lock h draulic (HCU ICU) ll other	9	INTERN L LE K	6 14 491	CONTROL	1		47 0	$1 7
	0 400701	Control unit Brake anti lock h draulic (HCU ICU) ll other	9	INTERN L LE K	6 4709 B	MODULE	1		0 0	$1 7
	0 400701	Control unit Brake anti lock h draulic (HCU ICU) ll other	9	INTERN L LE K	04 1 0 0 D	FLUID			17	$1 7
	0 19100	Module anti lock brake control ; All other			6 14 491	CONTROL	1		47 0	$7 17
	0 19100	Module anti lock brake control ll other			6 4709 B	MODULE	1		0 0	$7 17
	0 19100	Module anti lock brake control ll other			04 1 0 0 D	FLUID			17	$7 17
	0 19106	Module anti lock brake control 6 7L die el equipped			6 14 491	CONTROL	1		47 0	$ 06
	0 19106	Module anti lock brake control 6 7L die el equipped			6 4709 B	MODULE	1		0 0	$ 06
	0 19106	Module anti lock brake control 6 7L die el equipped			04 1 0 0 D	FLUID			17	$ 06

RO Narratives

(RO) Customer Concern

N

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern:

C/S ABS LIGHT IS ON

(Claim) Cause:

REMOVED AND REPLACED HCU AND ABS MODULE AND PERFORMED MANUAL BRAKE BLEED AND ALSO ABS HCU BLEED WITH WI TECH VERIFIED CODE IS NOW STORED AND CLEARED CODES DROVE VEH VERIFIED REPAIR

(Claim) Correction:

REMOVED AND REPLACED HCU AND ABS MODULE AND PERFORMED MANUAL BRAKE BLEED AND ALSO ABS HCU BLEED WITH WI TECH VERIFIED CODE IS NOW STORED AND CLEARED CODES DROVE VEH VERIFIED REPAIR

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 3500 ST CREW CAB 4X4
Build Date	02/03/2018	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06/21/2018
Claim Type	W - Warranty	**Repair Date**	08/30/2018
Claim Status	Paid	**Mileage (Miles)**	5,357

Expense

Labor	$23 87	**Sublet**	$137 20	**Part**	$0 00	**Total Paid**	$161 07

Dealer Information

Code	[redacted]	**Name**	COLORADO SPRINGS DODGE	**Zone**	74 DENVER
Address	7455 AUSTIN BLUFFS PKWY , COLORADO SPRINGS, CO 80923				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08804420	Transmitter, Integrated Key FOB ; Transmitter - keyless ignition one or all	UP	UNABLE TO PROGRAM	56046955AG	KEY FOB	1	X	137.20	$23.87

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

REQUEST NEW KEY FOB TO VEHICLE- KEY FOB INOP

(Claim) Cause:

INOP

(Claim) Correction:

[redacted] FAULTY FOBIK REPLACED AND PROGRAMMED FOBIK

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 ST CREW CAB 4X4
Build Date	05/ 6/ 017	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	08/ 5/ 017
Claim Type	W Warranty	**Repair Date**	08/ 0/ 018
Claim Status	Paid	**Mileage (Miles)**	31,431

Expense

Labor	$ 4 40	**Sublet**	$ 1 15	**Part**	$0 00	**Total Paid**	$65 55

Dealer Information

Code	[redacted]	**Name**	GARBER CHRY LER DODGE JEEP RAM	**Zone**	4 DETROIT
Address	5330 BAY RD , SAGINAW, MI 48604				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08508096	Lamp, Clearance ; Lamp, Clearance Replace All		SERVICE ACTION	68 61677AC	LAMP	5		1 15	$ 4 40

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
PERFORED RRT [redacted]

(Claim) Cause:
PERFORED RRT [redacted]

(Claim) Correction:
PERFORED RRT [redacted]

Warranty Claim Report

Vehicle Information

VIN	[redacted]	Year	017	Body	[redacted]
Build Date	0 16 016	Plant	LTILLO TRUCK EMBLY PL NT	Coverage Code	[redacted]

Claim Information

Claim #	[redacted]	In Service Date	11 07 016
Claim Type	M Mopar	Repair Date	0 1 01
Claim Status	Paid	Mileage (Miles)	1 9 7 4

Expense

Labor	Sublet	Part	Total Paid
$141 6	$683 84	$0 00	$8 5 60

Dealer Information

Code	[redacted]	Name	LLEN MUEL DODGE	Zone	6 D LL
Address	7740 NORTHE T LOOP 0 NORTH RICHL ND HILL T 7611				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	14 00 01	Module Pump Die el Fuel tank mounted 6 7 liter Diesel Rear Tank	61	INTERMITTENT OPER TION	04 60 7 B	MODULEKIT	1		6 4	$141 76

RO Narratives

(RO) Customer Concern

N

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

CU T T TE THERE I HE Y OIL LE K UNDER EHICLE PLE E D I E

(Claim) Cause

(Claim) Correction

[redacted] OPEN CIRCUIT IN FUEL PUMP MODULE REPL CE FUEL PUMP MODULE MOP R P RT

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted] RAM 500 CREW CAB CHA I 4 4
Build Date	0 16 016	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11 07 016
Claim Type	F ervice Contract	**Repair Date**	08/ 1/ 018
Claim Status	Paid	**Mileage (Miles)**	1 9,7 4

Expense

Labor	$1 14 6	**Sublet**	$ 6 19	**Part**	$0 00	**Total Paid**	$1 4

Dealer Information

Code	[redacted]	**Name**	ALLEN AMUEL DODGE	**Zone**	6 DALLA
Address	7740 NORTHEA T LOOP 8 0 , NORTH RICHLAND HILL , T 76118				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	09101601	Ga ket, gear hou ing to block ; 6 7 liter die el engine	44	LEAK GA KET DEFECT	68 8 010AA	GA KET	1		5 18	$1,148 6
	09101601	Ga ket, gear hou ing to block 6 7 liter die el engine	44	LEAK G KET DEFECT	6 0 70 6	E L	1		61	$1 14 6
A	09101601	Ga ket, gear hou ing to block ; 6 7 liter die el engine	44	LEAK GA KET DEFECT	6808 860AB	ADHE IVE	1		16 70	$1,148 6
A	09101601	Ga ket, gear hou ing to block ; 6 7 liter die el engine	44	LEAK GA KET DEFECT	680 70 6AA	EAL	1		61	$1,148 6
A	09101601	Ga ket, gear hou ing to block ; 6 7 liter die el engine	44	LEAK GA KET DEFECT	0508 85AA	FILTER	1		85	$1,148 6
A	09101601	Ga ket, gear hou ing to block ; 6 7 liter die el engine	44	LEAK GA KET DEFECT	680 6607AA	OIL	1		5 00	$1,148 6
A	0910 017	Ga ket/ eal, Timing Chain Ca e Oil ; 6 7 liter die el engine			68 8 010AA	GA KET	1		5 18	$0 00
A	0910 017	Ga ket eal Timing Chain Ca e Oil ; 6 7 liter die el engine			680 70 6AA	EAL	1		61	$0 00
A	0910 017	Ga ket/ eal, Timing Chain Ca e Oil ; 6 7 liter die el engine			6808 860AB	ADHE IVE	1		16 70	$0 00
A	0910 017	Ga ket eal Timing Chain Ca e Oil ; 6 7 liter die el engine			680 70 6AA	EAL	1		61	$0 00
A	0910 017	Ga ket/ eal, Timing Chain Ca e Oil ; 6 7 liter die el engine			0508 85AA	FILTER	1		85	$0 00
A	0910 017	Ga ket eal Timing Chain Ca e Oil ; 6 7 liter die el engine			680 6607AA	OIL	1		5 00	$0 00
	09 0	eal, crank haft front oil ; 6 7 liter die el engine			6 010	G KET	1		1	$0 00
A	09 58 0	eal, crank haft front oil ; 6 7 liter die el engine			680 70 6AA	EAL	1		61	$0 00
A	09 58 0	eal, crank haft front oil ; 6 7 liter die el engine			6808 860AB	ADHE IVE	1		16 70	$0 00
A	09 58 0	eal crank haft front oil 6 7 liter die el engine			680 70 6AA	EAL	1		61	$0 00

A	09258302	Seal, crankshaft front oil ; 6 7 liter diesel engine			05083285AA	FILTER	1		23 85	$0 00
A	09258302	Seal, crankshaft front oil ; 6 7 liter diesel engine			68026607AA	OIL	12		52.00	$0.00

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
CUST STATES THERE IS A HEAVY OIL LEAK UNDER VEHICLE. PLEASE ADVISE CUST STATES THERE IS A HEAVY OIL LEAK UNDER VEHICLE. PLEASE ADVISE CUST STATES THERE IS A HEAVY OIL LEAK UNDER VEHICLE. PLEASE ADVISE

(Claim) Cause:

(Claim) Correction:
[redacted]HEAVY OIL LEAK SEE STORY 1290 [redacted]FOUND OIL LEAK BLOWING PAST R

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 3500 ST CREW CAB 4X4
Build Date	09/29/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11/07/2016
Claim Type	S - Safety (Recalls)	**Repair Date**	08/31/2018
Claim Status	Paid	**Mileage (Miles)**	15,620

Expense

Labor	$166.11	**Sublet**	$49.31	**Part**	$0.00	**Total Paid**	$215.42

Dealer Information

Code	[redacted]	**Name**		**Zone**	71	LOS ANGELES
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	07T51182	Safety Recall T51 - Diesel Water Pump ; Inspect for Vent and Replace Water Pump	UC	UNCODABLE (NARRATIVE REQUIRED)	CS2HT511AA	CAMPAIGN	1	X	33.11	$118.65
A	07T51182	Safety Recall T51 - Diesel Water Pump ; Inspect for Vent and Replace Water Pump	UC	UNCODABLE (NARRATIVE REQUIRED)	68163849AB	ANTIFREEZ	1		16.20	$118.65
B	19T79182	Safety Recall T79 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update	UC	UNCODABLE (NARRATIVE REQUIRED)						$47.46

RO Narratives

(RO) Customer Concern:

Moved to:[redacted] B Change diesel engine oil and filter(synthetic oil may be required based on geographic location) Moved to:[redacted]F Recall / CSN 1 [T51: Safety Recall T51 - Diesel Water Pump**] Recall / CSN 2 [T79: Safety Recall T79 - Brake Transmission Shift Interlock**]

(RO) Cause:

NA

(RO) Correction:

[redacted]front suspension, tie rod ends, andboot seals all checked good Inspect front suspension,tie rod ends and boot seals PERFORM COMPLIMENTARY MULTI POINT INSPECTION [redacted]dually rear 65psi Check Tire Pressure TIRE PRESSURE CHECK AND INFLATE SERVICE PER STATE REGULATION[redacted]ear axle fluid good. Inspect rear axle fluid (Inspect and replace if necessary at every 20,000miles) PERFORM COMPLIMENTARY MULTI POINT INSPECTION[redacted]front suspension and tie rod endsgood Inspect front suspension,tie rod ends, and replaceif necessary PERFORM COMPLIMENTARY MULTI POINT INSPECTION [redacted]multi point inspection completed Multi-point inspection (according to maintenanceinterval) PERFORM COMPLIMENTARY MULTI POINT INSPECTION 15620 lubricated front drive shaft Lubricate front drive shaft fitting [redacted] front suspension, tie rod ends, andboot seals all checked good Moved to: [redacted]front 80psi dually rear 65psi Moved to:[redacted]PERFORMED OIL SERVICE AS PERMANUFACTURER SPECIFICATIONS Change diesel engine oil and filter (synthetic oilmay be required based on geographic location) CUSTOMER STATES TO PERFORM LUBE OIL FILTER CHANGE [redacted]rear axle fluid good. Moved to: [redacted]front suspension and tie rod endsgood Moved to: [redacted]multi point inspection completed Moved to: [redacted] lubricated front drive shaft Moved to: [redacted]ecall performed replaced waterpump according to recall re filled coolantresovoir bled the system Recall / CSN 1 [T51: Safety Recall T51 - Diesel Water Pump**] CUSTOMER STATES TO PERFORM

RECALL [redacted] Flashing from current part [redacted] T79: Safety Recall T79 - BrakeTransmission Shift Interlock**] CUSTOMER STATES TO PERFORM RECALL

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted]
Build Date	09 9 016	**Plant**	LTILLO TRU K EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11 0 016
Claim Type	F er ice ntract	**Repair Date**	08 31 018
Claim Status	Paid	**Mileage (Miles)**	15 6 0

Expense

Labor	$0 00	**Sublet**	$0 00	**Part**	$50 00	**Total Paid**	$50 00

Dealer Information

Code	[redacted]	**Name**		**Zone**	1	LO NGELE
Address					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	6860303	Maintenance Inter al chedule B T be used e er 3 000 Inter als	M	M INTEN N E C RE						$0 00
	95 60001	Maintenance ll ance Fixed Co t Maintenance								$50 00

RO Narratives

(RO) Customer Concern

Mo ed to [redacted] Mo ed to [redacted] B Change die el engine oil and filter(nthetic oil ma be required ba ed on ge graphic l cati n) M ed t [redacted] Line M ed t [redacted] Line F Recall [redacted] afet [redacted] Diesel ater Pump] Recall N [T 9 afet Recall T 9 Brake Transmissi n hift Interl ck]

(RO) Cause

N

(RO) Correction

[redacted] nt suspensi n tie r d ends andb t seals all checked g d Inspect fr nt suspensi n tie r d ends and b t seals PERFORM OMPLIMENT RY MULTI POINT IN PE [redacted] duall rear 65psi heck Tire Pressure TIRE PRE URE HE K ND INFL TE ER ICE PER T TE REGUL TION 1 6 0 rear axle fluid good In pect rear axle fluid (In pect and replace if nece ar at e er 0 000miles) PERFORM OMPLIMENT RY MULTI POINT IN PE TION 156 0 fr nt suspensi n and tie r d endsg d Inspect fr nt suspensi n tie r d ends and replaceif necessar PERFORM OMPLIMENT RY MULTI POINT IN PE TION [redacted] multi p int inspecti n c mpleted Multi p int inspecti n (acc rding t maintenanceinter al) PERFORM OMPLIMENT RY MULTI POINT IN PE TION 156 0 lubricated fr nt dri e shaft Lubricate fr nt dri e shaft fitting [redacted] fr nt suspensi n tie r d ends andb t seals all checked g d M ed t [redacted] front 0p i duall rear 6 p i Mo ed to [redacted] PERFORMED OIL ER ICE PERM NUF TURER PE IFI TI N hange diesel engine il and filter (s nthetic ilma be required based n ge graphic l cati n) U TOMER T TE TO PERFO M LUBE OIL FILTER H NGE 156 0 rear axle fluid g d M ed t [redacted] Line 156 0 fr nt u pen ion and tie rod end good Mo ed to [redacted] multi point in pection completed Mo ed to [redacted] lubricated fr nt dri e shaft M ed t [redacted] Line F 156 0 t51 recall perf rmed replaced aterpump acc rding t recall re filled c lantres ir bled the s stem Recall N 1 [T51 afet Recall T51 Diesel ater Pump] U TOMER T TE TO PERFORM RE LL 156 0 Flashing fr m current part number683 03 0 B t targeted part number [redacted] Recall N [T 9 afet Recall T 9 BrakeTransmissi n hift Interl ck] U TOMER T TE TO PERFORM RE LL

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 3500 CREW CAB CHASSIS 4X4
Build Date	02/18/2018	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06/26/2018
Claim Type	W - Warranty	**Repair Date**	08/31/2018
Claim Status	Paid	**Mileage (Miles)**	582

Expense

Labor	$3,907.47	**Sublet**	$183.40	**Part**	$260.00	**Total Paid**	$4,350.87

Dealer Information

Code	[redacted]	**Name**	THOMSON MOTOR CENTRE	**Zone**	66 ORLANDO
Address	2158 WASHINGTON RD NE , THOMSON, GA 30824				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08190201	Module, body control ; All others	58	INTERNAL DEFECT	68357472AD	MODULE	1	X	183.40	$93.64
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68357472AD	MODULE	1	X	183.40	$2,000.56
A	95400140	Loaner Car ; Competitive Vehicles			68357472AD	MODULE	1	X	183.40	$260.00
B	0891LFL4	Stop Lamp/Trailer Tow/Electric Brake	4W	WIRES BURNED/DAMAGED						$1,813.27

RO Narratives

(RO) Customer Concern:

QUICK SERVICE RENTAL

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

BRAKE LIGHTS INOP AFTER HOOKING TRAILER UP TO TRUCK

(Claim) Cause:

FOUND WIRING FROM FACTORY MISROUTED AND HEAD LIGHT BOLT DRILLED THROUGH FROM FOUND WIRING FROM FACTORY MISROUTED AND HEAD LIGHT BOLT DRILLED THROUGH FROM F FACTORY INSTALL. EXTENSIVE WIRING AND PIN

TESTS PERFORMED OVER SERVERAL DAY ACTORY INSTALL. EXTENSIVE WIRING AND PIN TESTS PERFORMED OVER SERVERAL DAYS. S.

(Claim) Correction:

REMOVED HEAD LAMP BOLT AND FIXED WIRES- PAUL KASPER FCA ENGINEER REP HELPED TE CH WITH ISSUE- EXTENSIVE NOTES ON HARD COPY. WILL ATTACH TO CLAIM. REMOVED HEAD LAMP BOLT AND FIXED WIRES- PAUL KASPER FCA ENGINEER REP HELPED TECH WITH ISSUE- EXTENSIVE NOTES ON HARD COPY. WILL ATTACH TO CLAIM.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] R M 2500 SLT RE B 4X4
Build Date	01 29 2018	**Plant**	S LTILL TRU K SSEMBL PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	02 15 2018
Claim Type	F S r i ntra t	**Repair Date**	09 03 2018
Claim Status	Paid	**Mileage (Miles)**	13 552

Expense

Labor	$0 00	**Sublet**	$0 00	**Part**	$85 00	**Total Paid**	$85 00

Dealer Information

Code	[redacted]	**Name**	R K LL D DGE	**Zone**	63 D LL S
Address	9 0 E I30 R K LL TX 508				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	26860303	Maint nan Int r al S h dul B T b u d r 3 000 Int r al	M	M INTEN N E RE						$0 00
	95260001	Maint nan ll an Fi d t Maint nan								$ 5 00
	95260002	Maint nan ll an TIRE R T TI N								$10 00

RO Narratives

(RO) Customer Concern

N

(RO) Cause

N

(RO) Correction

[redacted] MPLETED DIESEL IL SER I [redacted] MPLETED TIRE R T TI [redacted] MPLETED ENGINE ND FR ME R IL FUEL FILTER REPL EMENT

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

N

(Claim) Cause

N

(Claim) Correction

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 LARAMIE MEGA CAB 4X4
Build Date	04/26/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/30/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	09/04/2018
Claim Status	Paid	**Mileage (Miles)**	18,973

Expense

Labor	$40.03	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$40.03

Dealer Information

Code	[redacted]	**Name**	PHILLIPS CHRYSLER JEEP INC	**Zone**	66 ORLANDO
Address	3440 S PINE STREET , OCALA, FL 34471				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19U11182	Safety Recall U11 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update (2017 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$40.03

RO Narratives

(RO) Customer Concern:

GENERAL CONCERN [Customer States AFTER VARIUS REPAIRS FOR WHISTLING SOUND VECH HAS A LEAK INSIDE CONDENSATION ON WINDOWS ALL THE WAYAROUND AND SEAT ARE WET, HAS MOLD SMELL INSIDE.] Recall / CSN 1 [U11: Safety Recall U11 - Brake Transmission Shift Interlock** U11 RECALL] Recall / CSN 2 [U74: Safety Recall U74 - Tailgate Latch** U74 RECALL] RRT 1 [redacted](DJ/DD/DF/D2/DP/DX) CRACKED CLEARANCE LA** Customer Requests WEPERFORM] Multi-point inspection (according to maintenance interval) [CUST HAS COPIES OF OLD RO'S] Change diesel engine oil and filter(synthetic oil may be required based on geographic location) DROP PFF WITH 930 APPT BNY EODPLEASED CHRYS.MAINT CONTRACT

(RO) Cause:

CRACKED LIGHT RECALL RECALL RRT INSPECTION LOF

(RO) Correction:

[redacted]REMOVED AND REPLACED GENERAL CONCERN [CustomerStates AFTER VARIUS REPAIRS FOR WHISTLING SOUND VECH HAS A LEAK INSIDE CONDENSATION ON WINDOWS ALL THE WAY AROUND AND SEAT ARE WET, HAS MOLD SMELL INSIDE.] MAINTENANCE[redacted] PERFORMED RECALL Safety Recall U11 - BrakeTransmission Shift Interlock - Reprogram Inspect Brake Transmission Shift Interlock (BTSI) Functionality and PerformBCM Software Update (2017Model Year Only) (1 - Semi-Skilled) Recall / CSN 2 [U74: Safety Recall U74 - Tailgate Latch** U74 RECALL] CAMPAIGNS, VSR REPORT....[redacted]PERFORMED RRT Lamp, Clearance - Test and Replace Lamp, Clearance - Replace All (0 - Low Skilled) PD LUBE-OIL-GREASE CHARGES [redacted]PERFORMED INSPECTION Multi-point inspection (according to maintenanceinterval) [CUST HAS COPIES OF OLD RO'S] INSPECTION [redacted]LOF PERFORMED Maintenance Interval - Schedule B To be used every 3,000 Intervals (0 - Low Skilled) SD PD 3,000 MILE SERVICE LUBE-OIL-GREASE CHARGES LUBE-OIL-GREASE CHARGES MAINTENANCE CHRYS.MAINT CONTRACT

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:
REQUIRED RRT

(Claim) Cause:
REQUIRED RRT

(Claim) Correction:
REQUIRED RRT

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 LARAMIE MEGA CAB 4X4
Build Date	04/26/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/30/2017
Claim Type	W - Warranty	**Repair Date**	09/04/2018
Claim Status	Paid	**Mileage (Miles)**	18,973

Expense

Labor	$40.03	**Sublet**	$36.71	**Part**	$0.00	**Total Paid**	$76.74

Dealer Information

Code	[redacted]	**Name**	PHILLIPS CHRYSLER JEEP INC	**Zone**	66 ORLANDO
Address	3440 S PINE STREET , OCALA, FL 34471				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08508096	Lamp, Clearance ; Lamp, Clearance - Replace All	ZZ	SERVICE ACTION	68261677AC	LAMP	5	X	36.71	$40.03

RO Narratives

(RO) Customer Concern:

GENERAL CONCERN [Customer States AFTER VARIUS REPAIRS FOR WHISTLING SOUND VECH HAS A LEAK INSIDE CONDENSATION ON WINDOWS ALL THE WAYAROUND AND SEAT ARE WET, HAS MOLD SMELL INSIDE.] Recall / CSN 1 [U11: Safety [redacted] Brake Transmission Shift Interlock** U11 RECALL] Recall / CSN 2 [U74: Safety Recall U74 - Tailgate Latch** U74 RECALL] [redacted] DJ/DD/DF/D2/DP/DX) CRACKED CLEARANCE LA** Customer Requests WEPERFORM] Multi-point inspection (according to maintenance interval) [CUST HAS COPIES OF OLD RO'S] Change diesel engine oil and filter(synthetic oil may be required based on geographic location) DROP PFF WITH 930 APPT BNY EODPLEASED CHRYS.MAINT CONTRACT

(RO) Cause:

CRACKED LIGHT RECALL RECALL RRT INSPECTION LOF

(RO) Correction:

[redacted] REMOVED AND REPLACED GENERAL CONCERN [CustomerStates AFTER VARIUS REPAIRS FOR WHISTLING SOUND VECH HAS A LEAK INSIDE CONDENSATION ON WINDOWS ALL THE WAY AROUND AND SEAT ARE WET, HAS MOLD SMELL INSIDE.] MAINTENANCE [redacted] PERFORMED RECALL Safety Recall U11 - BrakeTransmission Shift Interlock - Reprogram Inspect Brake Transmission Shift Interlock (BTSI) Functionality and PerformBCM Software Update (2017Model Year Only) (1 - Semi-Skilled) Recall / CSN 2 [U74: Safety Recall U74 - Tailgate Latch** U74 RECALL] CAMPAIGNS, VSR REPORT.... [redacted] PERFORMED RRT Lamp, Clearance - Test and Replace Lamp, Clearance - Replace All (0 - Low Skilled) PD LUBE-OIL-GREASE CHARGES [redacted] PERFORMED INSPECTION Multi-point inspection (according to maintenanceinterval) [CUST HAS COPIES OF OLD RO'S] INSPECTION [redacted] LOF PERFORMED Maintenance Interval - Schedule B To be used every 3,000 Intervals (0 - Low Skilled) SD PD 3,000 MILE SERVICE LUBE-OIL-GREASE CHARGES LUBE-OIL-GREASE CHARGES MAINTENANCE CHRYS.MAINT CONTRACT

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

REQUIRED RRT

(Claim) Cause:
REQUIRED RRT

(Claim) Correction:
REQUIRED RRT

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 LARAMIE MEGA CAB 4X4
Build Date	04/26/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/30/2017
Claim Type	F - Service Contract	**Repair Date**	09/04/2018
Claim Status	Paid	**Mileage (Miles)**	18,973

Expense

Labor	$0.00	**Sublet**	$0.00	**Part**	$65.00	**Total Paid**	$65.00

Dealer Information

Code	[redacted]	**Name**	PHILLIPS CHRYSLER JEEP INC	**Zone**	66 ORLANDO
Address	3440 S PINE STREET , OCALA, FL 34471				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26860303	Maintenance Interval - Schedule B ; To be used every 3,000 Intervals	MC	MAINTENANCE CARE						$0.00
A	95260001	Maintenance Allowance ; Fixed Cost Maintenance								$65.00

RO Narratives

(RO) Customer Concern:

GENERAL CONCERN [Customer States AFTER VARIUS REPAIRS FOR WHISTLING SOUND VECH HAS A LEAK INSIDE CONDENSATION ON WINDOWS ALL THE WAYAROUND AND SEAT ARE WET, HAS MOLD SMELL INSIDE.] Recall / CSN 1 [U11: Safety Recall U11 - Brake Transmission Shift Interlock** U11 RECALL] Recall / CSN 2 [U74: Safety Recall U74 - Tailgate Latch** U74 RECALL] [redacted](DJ/DD/DF/D2/DP/DX) CRACKED CLEARANCE LA** Customer Requests WEPERFORM] Multi-point inspection (according to maintenance interval) [CUST HAS COPIES OF OLD RO'S] Change diesel engine oil and filter(synthetic oil may be required based on geographic location) DROP PFF WITH 930 APPT BNY EODPLEASED CHRYS.MAINT CONTRACT

(RO) Cause:

CRACKED LIGHT RECALL RECALL RRT INSPECTION LOF

(RO) Correction:

[redacted]REMOVED AND REPLACED GENERAL CONCERN [CustomerStates AFTER VARIUS REPAIRS FOR WHISTLING SOUND VECH HAS A LEAK INSIDE CONDENSATION ON WINDOWS ALL THE WAY AROUND AND SEAT ARE WET, HAS MOLD SMELL INSIDE.] MAINTENANCE[redacted]PERFORMED RECALL Safety Recall U11 - BrakeTransmission Shift Interlock - Reprogram Inspect Brake Transmission Shift Interlock (BTSI) Functionality and PerformBCM Software Update (2017Model Year Only) (1 - Semi-Skilled) Recall / CSN 2 [U74: Safety Recall U74 - Tailgate Latch** U74 RECALL] CAMPAIGNS, VSR REPORT.....[redacted]PERFORMED RRT Lamp, Clearance - Test and Replace Lamp, Clearance - Replace All (0 - Low Skilled) PD LUBE-OIL-GREASE CHARGES [redacted]PERFORMED INSPECTION Multi-point inspection (according to maintenanceinterval) [CUST HAS COPIES OF OLD RO'S] INSPECTION [redacted]LOF PERFORMED Maintenance Interval - Schedule B To be used every 3,000 Intervals (0 - Low Skilled) SD PD 3,000 MILE SERVICE LUBE-OIL-GREASE CHARGES LUBE-OIL-GREASE CHARGES MAINTENANCE CHRYS.MAINT CONTRACT

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:
REQUIRED RRT

(Claim) Cause:
REQUIRED RRT

(Claim) Correction:
REQUIRED RRT

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 ST CREW CAB 4X4
Build Date	06/09/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	07/31/2017
Claim Type	W - Warranty	**Repair Date**	09/04/2018
Claim Status	Paid	**Mileage (Miles)**	32,667

Expense

Labor	$45.42	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$45.42

Dealer Information

Code	[redacted]	**Name**	LITHIA CHRYSLER JEEP DODGE	**Zone**	70 PHOENIX
Address	4540 GRUMMAN DR. , MEDFORD, OR 97504				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08600270	Radio/Telematics Gateway Module ; Exchange unit	58	INTERNAL DEFECT						$45.42

RO Narratives

(RO) Customer Concern:

INSTALL SOR RADIO LIFETIME DIESEL OIL CHANGE INCLUDESOIL & FILTER CHANGE, LUBE CHASSIS, AND COURTESY VEHICLE INSPECTION. NOTE: THIS IS A PRE-PAID SERVICE WITH A RETAIL VALUE OF $79.95 AND DOES NOT REFLECT THE STORE'S PARTICIPATION. PERFORM COURTESY VEHICLE INSPECTION. INCLUDES: VISUAL INSPECTION OF VEHICLE, TIRES, AND SET TIRE PRESSURE TO SPEC'S.

(RO) Cause:

.

(RO) Correction:

[redacted] INSTALLED SOR RADIO BODY MISC. [redacted] PERFORMED LIFETIME DIESEL OILCHANGE. LIFETIME DIESEL OIL CHANGE INCLUDES OIL & FILTER CHANGE, LUBE CHASSIS, AND COURTESY VEHICLE INSPECTION. NOTE:THIS IS A PRE-PAID SERVICE WITH A RETAIL VALUE OF $79.95 AND DOES NOT REFLECT THE STORE'S PARTICIPATION. LIFETIME OIL LIFETIME DIESEL OIL CHANGE INCLUDES OIL & FILTER CHANGE, LUBE CHASSIS, AND COURTESY VEHICLE INSPECTION. NOTE: THIS IS A PRE-PAID SERVICE WITH A RETAILVALUE OF $79.95 AND DOESNOT REFLECT THE STORE'S PARTICIPATION. MM [redacted] PERFORMED COURTESY VEHICLEINSPECTION. PERFORM COURTESY VEHICLE INSPECTION. INCLUDES: VISUAL INSPECTION OF VEHICLE, TIRES, AND SET TIRE PRESSURE TO SPEC'S.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES RADIO IS NOT WORKING CORRECTLY

(Claim) Cause:

INTERNAL FAULT IN RADIO

(Claim) Correction:

REPLACED RADIO WITH EXCHANGE UNIT

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 LONGHORN MEGA CAB 4X4
Build Date	01/26/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/22/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	09/05/2018
Claim Status	Paid	**Mileage (Miles)**	32,749

Expense

Labor	$109.95	**Sublet**	$20.16	**Part**	$0.00	**Total Paid**	$130.11

Dealer Information

Code	[redacted]	**Name**	WAXAHACHIE DODGE CHRYSLER JEEP	**Zone**	63 DALLAS
Address	2405 N INTERSTATE 35E , WAXAHACHIE, TX 75165				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19U11184	Safety Recall U11 - Brake Transmission Shift Interlock ; Inspect BTSI Functionality, Replace Gearshift Bracket, and Perform BCM Software Update (2017 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	CSZHT791AA	BRACKET	1	X	20.16	$109.95

RO Narratives

(RO) Customer Concern:

Recall / CSN 1 [U11: Safety Recall U11 - Brake Transmission Shift Interlock**] Multi-point inspection (according to maintenance interval)

(RO) Cause:

.

(RO) Correction:

[redacted]BTSI FAILEDINSPECTION. REPLACED BRAKE TRANSMISSION SHIFTINTERLOCK AND FLASHED BCM from current partnumber[redacted]to targeted part [redacted]PERFORMED VEHICLE CONFIGURATIONAND VERIFIED REPAIR. RECALL U11 COMPLETE Recall / CSN 1 [U11: Safety Recall U11 - BrakeTransmission Shift Interlock**] PERFORM RECALL Multi-point inspection (according to maintenanceinterval) MULTI-POINT VEHICLE INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 LARAMIE CREW CAB 4X4
Build Date	06/07/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/10/2017
Claim Type	F - Service Contract	**Repair Date**	09/05/2018
Claim Status	Paid	**Mileage (Miles)**	62,679

Expense

Labor	$0.00	**Sublet**	$0.00	**Part**	$50.00	**Total Paid**	$50.00

Dealer Information

Code	[redacted]	**Name**	BAYSHORE CHRYSLER JEEP DODGE	**Zone**	63 DALLAS
Address	5225 I 10 EAST , BAYTOWN, TX 77521				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26860303	Maintenance Interval - Schedule B ; To be used every 3,000 Intervals	MC	MAINTENANCE CARE						$0.00
A	95260001	Maintenance Allowance ; Fixed Cost Maintenance								$50.00

RO Narratives

(RO) Customer Concern:

[redacted](DJ/DD/DF/D2/DP/DX) CRACKED CLEARANCE LA**] Lubricate front drive shaft fitting Multi-point inspection (according to maintenance interval) CUSTOMER REQUEST CABIN AIR FILTER REPLACEMENT FRONT BRAKE JOB Moved to [redacted]
Line: A Change diesel engine oil and filter(synthetic oil may be required based on geographic location) Moved to: [redacted]

(RO) Cause:

REPLACED INTERNAL POLLEN FILTER PROMOTES Cleaner air in passenger compartment, Helps remove dust, soot, and air born pollen, Helps remove microscopic particlesand foul odors Reduces allergy related problems.? Improves heating and a/c performance .

(RO) Correction:

[redacted](DJ/DD/DF/D2/DP/DX) CRACKED CLEARANCE LA**] PERFORM RAPID RESPONSE TRANSMITTAL
Lubricate front drive shaft fitting MISC SERVICES Multi-point inspection (according to maintenanceinterval) Mopar Express Lane Inspection CUSTOMER REQUEST CABIN AIR FILTER REPLACEMENT PARTS ONLY FRONT BRAKE [redacted]
LINE - SPLIT RO*** EXPRESS LUBE, OIL AND FILTER SERVICE [redacted] ***MOVED LINE - SPLIT RO***
Moved to: [redacted]
Line: E ***MOVED LINE - SPLIT RO***

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 3500 LARAMIE CREW CAB 4X4
Build Date	12/02/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	12/27/2016
Claim Type	S Safety (Recalls)	**Repair Date**	09/06/2018
Claim Status	Paid	**Mileage (Miles)**	24,273

Expense

Labor	$168.45	**Sublet**	$70.59	**Part**	$0.00	**Total Paid**	$239.04

Dealer Information

Code	[redacted]	**Name**		**Zone**	66 ORLANDO
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
B	07T51182	Safety Recall T51 Diesel Water Pump ; Inspect for Vent and Replace Water Pump	UC	UNCODABLE (NARRATIVE REQUIRED)	CS2HT511AA	CAMPAIGN	1	X	47 29	$120 32
B	07T51182	Safety Recall T51 Diesel Water Pump ; Inspect for Vent and Replace Water Pump	UC	UNCODABLE (NARRATIVE REQUIRED)	68163849AB	ANTIFREEZ	1		23 30	$120 32
A	19T79182	Safety Recall T79 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update	UC	UNCODABLE (NARRATIVE REQUIRED)						$48 13

RO Narratives

(RO) Customer Concern:

[redacted]Brake Transmission Shift Interlock (Recall CSN 2) T51 Safety Recall T51 Diesel Water Pump (Recall CSN 1) GUEST WAS ADVISED THAT THE SWAY BAR AT THE FRONT OF THE VEHICLE IS LOOSE AND CAN HEAR NOISE CHECK AND ADVISE. FEELS LIKE ALIGNMENT IS OUT DUE TO THIS GUEST STATES LITTLE BRAKE LIGHT JUST ABOVE THE REAR BUMPER IS INOP CHECK AND ADVISE EXPRESS LANE COURTESY INSPECTION PERFORM ALL INSPECTIONS PER ATTACHED CHECKLIST NOTE THE CONDITION OF ALL LISTED COMPONENTES & ADVISE OF ANY CONCERNS NOTE THIS INCLUDES UNDER VEHICLE, EXTERIOR, & UNDERHOOD PERFORM 4 WHEEL ALIGNMENT SPECIAL PRICE $139 95 SET ALL ADJUSTMENTS TO FACTORY SPECIFICATIONS

(RO) Cause:

RECALL RECALL ALL OK, NO PROBLEM FOUND INOP RUNNING LIGHT ARM, SOCKETS DETERIORATED RECOMMENDED OUT OF SPEC

(RO) Correction:

PERFORMED BRAKE SHIFT INTERLOCK RECALL REMOVE AND REPLACE WATER PUMP NO PROBLEM FOUND SUGGEST ALIGNMENT REMOVE AND REPLACE RUNNING LIGHT ARM INSPECTION COMPLETE...SEE ATTACHED INSPECTION REPORT SEE RECOMMENDED SERVICES 4 WHEEL ALIGNMENT COMPLETE INCLUDES 1 YEAR WARRANTY

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

T51 Safety Recall T51 - Diesel Water Pump (Recall CSN 1) T79 Safety Recall T79 - Brake Transmission Shift Interlock (Recall CSN 2)

(Claim) Cause:

RECALL

(Claim) Correction:

PERFORMED BRAKE SHIFT INTERLOCK RECALL REMOVE AND REPLACE WATER PUMP

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted] RAM 500 LARAMIE CREW CAB 4 4
Build Date	1 0 016	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	1 7 016
Claim Type	arrant	**Repair Date**	09 06 01
Claim Status	Paid	**Mileage (Miles)**	4, 7

Expense

Labor	$ 4 06	**Sublet**	$6 9	**Part**	$0 00	**Total Paid**	$ 9 6

Dealer Information

Code	[redacted]	**Name**		**Zone**	66	ORL NDO	
Address	, ,						

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	0 04 01	Lamp Bar, Tailgate	11	BROKEN OR CR CKED	6 0 40	HOU ING	1		6 9	$ 4 06

RO Narratives

(RO) Customer Concern:

N

(RO) Cause

N

(RO) Correction

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern

GUE T TATE LITTLE BRAKE LIGHT JU T ABOVE THE REAR BUMPER I INOP CHECK AND A

(Claim) Cause:

INOP RUNNING LIGHT ARM, OCKET DETERIORATED

(Claim) Correction:

REMO E ND REPL CE RUNNING LIGHT RM

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - RAM 2500 LARAMIE CREW CAB 4X4
Build Date	03/14/2018	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06/11/2018
Claim Type	W - Warranty	**Repair Date**	09/06/2018
Claim Status	Paid	**Mileage (Miles)**	4,753

Expense

Labor	$96.90	**Sublet**	$69.91	**Part**	$0.00	**Total Paid**	$166.81

Dealer Information

Code	[redacted]	**Name**	FUCCILLO JEEP	**Zone**	32 NEW YORK
Address	328-332 DIVISION ST , AMSTERDAM, NY 12010				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08141807	Sensor, wheel speed-Anti-lock brakes ; front - left	ML	CHECK ENGINE/SERVICE ENGINE SO	68165624AD	SENSOR	1	X	69.91	$64.60
A	08141861	Sensor, wheel speed-Anti-lock brakes ; 2500-3500 equipped			68165624AD	SENSOR	1	X	69.91	$32.30

RO Narratives

(RO) Customer Concern:

Customer States: Perform 16 Point Vehicle Checkup CUSTOMER STATES ABS, TRACTION CONTROL, AND ELECTRONIC BRAKIN LIGHTS ARE ON, TPMS LIGHT AS WELL. PLEASE C&A

(RO) Cause:

Inspect tires/tire pressure, windshield wipers, exterior lamps, cooling system, air filter, fluid levels, belts, hoses. VERIFIED CONCERN, FOUND WIRE WORN THROUGH ON LEFT FRONT FOR ABS SENSOR. REPAIRED WIRE, FOUND SHORTED SENSOR.

(RO) Correction:

16 Point Check completed. REPLACED FRONT LEFT WHEEL SPEED SENSOR. ALL OKAY AT THIS TIME

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES ABS, TRACTION CONTROL, AND ELECTRONIC BRAKIN LIGHTS ARE ON, TP CUSTOMER STATES ABS, TRACTION CONTROL, AND ELECTRONIC BRAKIN LIGHTS ARE ON, TP CUSTOMER STATES ABS, TRACTION CONTROL, AND ELECTRONIC BRAKIN LIGHTS ARE ON, TP

(Claim) Cause:

VERIFIED CONCERN, FOUND WIRE WORN THROUGH ON LEFT FRONT FOR ABS SENSOR. REPAIR VERIFIED CONCERN, FOUND WIRE WORN THROUGH ON LEFT FRONT FOR ABS SENSOR. REPAIR VERIFIED CONCERN, FOUND WIRE WORN THROUGH ON LEFT FRONT FOR ABS SENSOR. REPAIR

(Claim) Correction:

REPLACED FRONT LEFT WHEEL SPEED SENSOR. ALL OKAY AT THIS TIME REPLACED FRONT LEFT WHEEL SPEED SENSOR. ALL OKAY AT THIS TIME REPLACED FRONT LEFT WHEEL SPEED SENSOR. ALL OKAY AT THIS TIME

Warranty Claim Report

Vehicle Information

VIN	[redacted]	Year	01	Body	[redacted]
Build Date	07 10 01	Plant	LTILLO TRUCK EMBLY PL NT	Coverage Code	[redacted]

Claim Information

Claim #	[redacted]	In Service Date	09 1 01
Claim Type	K Road Read (PREPN)	Repair Date	09 07 01
Claim Status	Paid	Mileage (Miles)	0

Expense

Labor	Sublet	Part	Total Paid
$1	$0 00	$0 00	$1

Dealer Information

Code	[redacted]	Name	THOMP ON CHRY LER DODGE JEEP	Zone	HINGTON
Address	1 4 N POINT BL D B LTIMORE MD 1 4				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	900040	Road Read Ba ic Prep	NU	NE EHICLE PREP						$1

RO Narratives

(RO) Customer Concern

N

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

N

(Claim) Cause

N

(Claim) Correction

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 2500 ST CREW CAB 4X4
Build Date	02/20/2018	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	03/22/2018
Claim Type	W - Warranty	**Repair Date**	09/07/2018
Claim Status	Paid	**Mileage (Miles)**	12,879

Expense

Labor	$107 35	**Sublet**	$0 00	**Part**	$490 00	**Total Paid**	$597 35

Dealer Information

Code	[redacted]	**Name**	PETERSON'S STAMPEDE DODGE-CHRY- JEEP LLC	**Zone**	70 PHOENIX
Address	5801 EAST GATE BLVD , NAMPA, ID 83687				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85412001	Transmission Mechanical, Trouble Not Found ; Unusual Transmission Noise	OD							$107 35
A	95400141	Loaner Car ; Standard Line Vehicles								$490.00

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES THERE IS STILL A VIBRATION FROM CLUTCH. THE CLUTCH HAS BEEN REPLACED BY US IN JULY OF 2018 AND WAS PREVIOUSLY REPLACED BEFORE JULY BY ANOTHER DEALER. CUSTOMER SAYS IT IS BETTER AFTER OUR REPAIR BUT HE STILL FEELS A VIBRATION PLEASE ADVISE THERE IS A CASE WITH CHRYSLER CASE [redacted] COMPREHENSIVE COMPLIMENTARY VISUAL VEHICLE INSPECTION. GIVING YOU A REPORT ON THE CONDITION OF YOUR VEHICLE. VALUE OF $59 95 Car Was CAR RENTAL REMEMBER NO PETS, NO SMOKING OR VAPING, RENTAL CAN'T LEAVE THE STATE, LATE RETURN FEE UPTO $87.50 PER DAY, MUST BE RETURNEDFULL OF FUEL, MUST BE RETURNED IN REASONABLE CONDITION, RENTAL SUBJECT TO CLEANING FEES UP TO $300.00.

(RO) Cause:

NO PROBLEM FOUND AT THIS TIME

(RO) Correction:

[redacted]ROAD TESTED WITH CHRYSLER SERVICETECHNICIAN AFTER ROAD TEST WE FOUND A LIKEVEHICLE AND IT IS MAKING THE SAME NOISE ANDYOU CAN FEEL A VIBRATION IN THE CLUTCH PEDALON BOTH VEHICLES AT ENGINE SPEEDS ABOVE2000RPMS HE THINKS IT IS WHEN THE CLUTCHRELEASE BEARING IS MAKING CONTACT WITH THEPRESSURE PLATE AND IT IS A NORMAL CONDITION.NO PROBLEM FOUND AT THIS TIME. PER KIMHILTON AT FCA RENTAL IS COVERED FOR THE FULLAMOUNT OF TIME. Transmission Mechanical, Trouble Not Found - No Repair/Trouble Not Found Unusual Transmission Noise (2 - Skilled) CAR RENTAL $35 00 PER DAYStampede Rental Car WARRANTY CAR RENTAL $35 00 PER DAYMISC SHOP CHARGES COMPREHENSIVE COMPLIMENTARY VISUAL VEHICLE INSPECTION. GIVING YOU A REPORT ON THE CONDITION OF YOUR VEHICLE VALUE OF $59 95 COMPREHENSIVE COMPLIMENTARY VISUAL VEHICLE INSPECTION GIVING YOU A REPORT ON THE CONDITION OF YOURVEHICLE VALUE OF $59 95 Car Wash WASH ONLY!!! CAR RENTAL REMEMBER NO PETS, NO SMOKING OR VAPING, RENTAL CAN'T LEAVE THE STATE, LATE RETURN FEE UP TO $87.50 PER DAY, MUST BE RETURNEDFULL OF FUEL, MUST BE RETURNED IN REASONABLE CONDITION, RENTAL SUBJECTTO CLEANING FEES UP TO $300 00 CAR RENTAL REMEMBER NO PETS, NO SMOKING OR VAPING, RENTAL CAN'T LEAVE THE STATE, LATE RETURN FEE UPTO $87.50 PER DAY, MUST BE RETURNED FULL OF

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C/S THERE IS STILL A VIBRATION FROM THE CLUTCH. THE CLUTCH HAS BEEN REPLACED B Y US IN JULY OF [redacted] WAS PREVIOUSLY REPLACED BEFORE JULY BY ANOTHER DEAL ER C/S IT IS BETTER AFTER OUR REPAIR BUT HE STILL FEELS A VIBRATION. THERE IS A CASE WITH FCA CASE [redacted]

(Claim) Cause:

ROAD TESTED WITH CHRYSLER TECHNICAL ADVISER, JACOB SPEER. AFTER ROAD TEST WE F OUND A LIKE VEHCILE AND IT IS MAKING THE SAME NOISE AND YOU CAN FEEL A VIBRA TION IN THE CLUTCH PEDAL ON BOTH VEHICLE AT ENGINE SPEEDS ABOVE 2000 RPMS. T /A THINKS IT IS WHEN THE CLUTCH RELEASE BEARING IS MAKING CONTACT WITH THE P RESSURE PLATE AND IT IS A NORMAL CONDITION.

(Claim) Correction:

NO PROBLEM FOUND AT THIS TIME. PER KIM HILTON AT FCA CAIR, RENTAL IS COVERED F OR THE FULL AMOUNT OF 14 DAYS.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted]
Build Date	10 0 016	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	04 17 017
Claim Type	arrant	**Repair Date**	09 0 018
Claim Status	Paid	**Mileage (Miles)**	3 841

Expense

Labor	$1 9 0	**Sublet**	$ 46	**Part**	$0 00	**Total Paid**	$6

Dealer Information

Code	[redacted]	**Name**	KON UTO ENTER IN	**Zone**	1	LO NGELE	
Address	6 6353 KU KINI HIGH Y K ILU KON HI 96 40						

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	05400 01	ntr l unit Brake anti l ck h draulic (HCU ICU) ll thers	ML	CHECK ENGINE ER I E ENGINE O	68143491	ONTROL	1		546 5	$139 30

RO Narratives

(RO) Customer Concern

ELE TRI L (HRY LER) U TOMER T TE

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

CU TOMER T TE TR ILER L MP DOE NOT COME ON CHECK ND D I E

(Claim) Cause

DT [redacted] KE PRE URE EN OR IGN L BI OUT OF R NGE MONITORED PR IM RY B R KE EN OR ND RE DING 9 P I DI G T TE TO REPL E

(Claim) Correction

REPL CED B MODULE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 LARAMIE CREW CAB 4X4
Build Date	06/01/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	07/31/2017
Claim Type	F - Service Contract	**Repair Date**	09/10/2018
Claim Status	Paid	**Mileage (Miles)**	22,770

Expense

Labor	$0.00	**Sublet**	$0.00	**Part**	$75.00	**Total Paid**	$75.00

Dealer Information

Code	[redacted]	**Name**		**Zone**	63 DALLAS
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26860303	Maintenance Interval - Schedule B ; To be used every 3,000 Intervals	MC	MAINTENANCE CARE						$0.00
A	95260001	Maintenance Allowance ; Fixed Cost Maintenance								$75.00

RO Narratives

(RO) Customer Concern:

Multi-point inspection (according to maintenance interval) Rotate tires Lubricate front drive shaft fitting Change diesel engine oil and filter(synthetic oil may be required based on geographic location)

(RO) Cause:

F

(RO) Correction:

Multi-point inspection (according to maintenanceinterval) 16 POINT INSPECTION [redacted] ROTATE 4 TIRES. Rotate tires TIRE ROTATION [redacted] LUBRICATED FRONT DRIVE SHAFT FITTING Lubricate front drive shaft fitting MISCELLANEOUS [redacted] COMPLETED OIL AND FILTER CHANGE. Change diesel engine oil and filter (synthetic oilmay be required based on geographic location) DIESEL LUBE, OIL & FILTER

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	01	**Body**	[redacted]
Build Date	03 05 01	**Plant**	LTILLO TRU K EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	0 07 017
Claim Type	arrant	**Repair Date**	09 10 018
Claim Status	Paid	**Mileage (Miles)**	00

Expense

Labor	$1 9 9	**Sublet**	$ 09 7	**Part**	$ 0 00	**Total Paid**	$719 79

Dealer Information

Code	[redacted]	**Name**	ELM OOD DODGE IN	**Zone**	3 NE YORK
Address	6 5 T UNTON E E PRO IDEN E RI 0 914				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	085 5301	M t r ctuat r Transfer case shifter m t r and m de M t r ctuat r 4 D	14	BURNED OR BURNED OUT	68 501 B	MODULE	1		4 0	$69 96
	085 5301	M t r ctuat r Transfer case shifter m t r and m de M t r ctuat r 4 D	14	BURNED OR BURNED OUT	6840 358	TU TOR	1		35 80	$69 96
	410000	Operation diagno tic ith repair Must be used in c njuncti n ith appr priate repair Lab r Operati n			6 01 7 B	MODULE	1		74 07	$ 9 96
	85410000	Operati n diagn sti s ith repair Must be used in c njuncti n ith appr priate repair Labor Operation			6840 358	TU TOR	1		35 80	$59 96
	9540014	L aner ar High Line ehicles			68 501 B	MODULE	1		4 0	$ 80 00
	9540014	L aner ar High Line ehicles			6840 358	TU TOR	1		35 80	$ 80 00

RO Narratives

(RO) Customer Concern

General ncern #1 ust mer tates that electr nic brake s stem light is back n tracti n c ntr l and tpms lights c me n at the same time H ND UUM rental c ered b chr sler f r recall c mpleted

(RO) Cause

tech performed diagno tic found multiple code (ee diagno tic heet) tech found code [redacted] for the dtcm tran fer ca e motor actuated m t r is rking as designed f und dtcm internal failure

(RO) Correction

replaced dtcm r adtested k cust mer dr e ehicle lights came back n dash tech f und transfer case m dule internal sh rt causing bus to drop down replaced tran fer ca e module roadte ted ok COMPLIMENT RY H ND V CUUM OUR T TE OF THE RT EQUIPMENT HE YOUR EHI LE OMPLETELY ND OUR E PERIEN ED EMPLOYEE UUM THE RPET

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern:

EBS LIGHT IS ON

(Claim) Cause:

FOUND INTERNAL SHORT IN MODULE

(Claim) Correction:

REPLACE MODULE AND ACTUATOR

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	01	**Body**	[redacted]
Build Date	03 05 201	**Plant**	S LTILL TRU K SSEMBL PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	08 0 201
Claim Type	arrant	**Repair Date**	09 10 2018
Claim Status	Paid	**Mileage (Miles)**	00

Expense

Labor	$0 00	**Sublet**	$223 84	**Part**	$0 00	**Total Paid**	$223 84

Dealer Information

Code	[redacted]	**Name**	ELM D D DGE IN	**Zone**	32	NE RK	
Address	6 5 T UNTON E E PRO IDEN E RI 0 914						

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	08190201	M dule b d ntr l ll th r	58	INTERN L DEFE T	68320319	M DULE	1	X	223 84	$0 00

RO Narratives

(RO) Customer Concern

N

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

B M MODULE F ILED

(Claim) Cause

INTERN L HORT

(Claim) Correction

REPL E M DULE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 3500 LARAMIE CREW CAB 4X4
Build Date	08/16/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	02/07/2018
Claim Type	W - Warranty	**Repair Date**	09/10/2018
Claim Status	Paid	**Mileage (Miles)**	14,223

Expense

Labor	$188.34	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$188.34

Dealer Information

Code	[redacted]	**Name**		**Zone**	70 PHOENIX
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
B	186002VP	Radio ; Radio, Check Software Level and Perform Software Update (UCS Radios)	RF							$52.32
A	85418605	ABS/ESP/Speed Control and ITBM, Trouble Not Found ; ITBM	OD							$136.02

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES THAT THE TRAILER BRAKE IS NOT WORKING RIGHT, HAS SIGNAL BUT WILL NOT GO PAST 4 VOLTSIF ADJUSTED UP. HAVE HOOKED A SIMILAR TRUCK TO SAME TRAILER AND IT WILL GO UP TO 12 VOLTS, CHECK AND ADVISE FOR WARR RRT [redacted] PERFORM MULTI POINT INSPECTION

(RO) Cause:

. .

(RO) Correction:

[redacted] Check trailer brake operation. Hook uptrailer brake simulator. Operation is okay.Check for bulletins and updates, none found. Took to RV and hooked up trailer. Verifybrake operation. Integrated trailer brakemodule uses pulse width modulated signal andno signal is sent if no trailer is detected,Voltage is diagnostic/sense voltage. ITBMalso uses an accelerometer to detect rate ofbraking for brake output. May not react likeolder/conventional systems at low speeds. Atthis time brake system seems to be operatingas designed. ABS/ESP/Speed Control andITBM, Trouble Not Found -No Repair/Trouble Not Found ITBM (2 - Skilled) [redacted] Completed RRT [redacted] - updated radiosoftware to latest level. Radio - Reprogram Radio, Check Software Level and Perform Software Update (UAG, UAS, amd UCS Radios) (0 - Low Skilled) PERFORM MULTI POINT INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

REQUIRED FLASH TRAILER BRAKE IS NOT WORKING RIGHT, HAS SIGNAL BUT WILL NOT GO PAST 4 VOLTS IF ADJUSTED UP. HAVE HOOKED A SIMILAR TRUCK TO SAME TRAILER AND IT WILL GO UP TO 12 VOLTS

(Claim) Cause:

REQUIRED FLASH CHECK TRAILER BRAKE OPERATION. HOOK UP TRAILER BRAKE SIMULATOR. OPERATION IS O KAY. CHECK FOR BULLETINS AND UPDATES, NONE FOUND. TOOK TO RV AND HOOKED UP TRA ILER. VERIFY BRAKE OPERATION. INTEGRATED TRAILER BRAKE MODULE USES PULSE WID TH MODULATED SIGNAL AND NO SIGNAL IS SENT IF NO TRAILER IS DETECTED, VOLTAGE I S DIAGNOSTIC/SENSE VOLTAGE. ITBM ALSO USES AN ACCELEROMETER TO DETECT RATE OF BRAKING FOR BRAKE OUTPUT. MAY NOT REACT LIKE OLDER/CONVENTIONAL SYSTEMS AT LOW SPEEDS.

(Claim) Correction:

COMPLETED [redacted] AT THIS TIME BRAKE SYSTEM SEEMS TO BE OPERATING AS DESIGNED.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 ST CREW CAB 4X4
Build Date	07/13/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	08/21/2017
Claim Type	W - Warranty	**Repair Date**	09/11/2018
Claim Status	Paid	**Mileage (Miles)**	26,592

Expense

Labor	$105.61	**Sublet**	$31.15	**Part**	$0.00	**Total Paid**	$136.77

Dealer Information

Code	[redacted]	**Name**		**Zone**	66 ORLANDO
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
B	08508096	Lamp, Clearance ; Lamp, Clearance - Replace All	ZZ	SERVICE ACTION	68261677AC	LAMP	5	X	31.15	$38.41
A	181904HR	Module, Engine Control (ECM) ; Module, Engine Control (ECM) - Reprogram, Quicklearn 68RFE Only (A/T)	CC	SENDING UNITS/SENSORS						$67.21

RO Narratives

(RO) Customer Concern:

U53 - OCCUPANT RESTRAINT CONTROL MODULE (Recall CSN 1) customer states service DEF system see dealer light is on pl ease check and advise (GENERAL CONCERN 1) PERFORM Rapid Response Transmittal Service Action [redacted]

(RO) Cause:

NO CEL OR DTCS PRESENT.

(RO) Correction:

NO RECALL FLASHED PCM PER TSB [redacted] FOR RELATED CONCERN [redacted] Completed Rapid Response Transmittal Service Action [redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES SERVICE DEF SYSTEM SEE DEALER LIGHT IS ON

(Claim) Cause:

NO CEL OR DTCS PRESENT.

(Claim) Correction:

FLASHED PCM PER TSB [redacted] FOR RELATED CONCERN

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted] RAM 500 LT CREW CAB 4 4
Build Date	10/07/ 016	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/ 1/ 016
Claim Type	F er ice Contract	**Repair Date**	09 11 01
Claim Status	Paid	**Mileage (Miles)**	9,1 0

Expense

Labor	$0 00	**Sublet**	$0 00	**Part**	$75 00	**Total Paid**	$75 00

Dealer Information

Code	[redacted]	**Name**	ICTOR ILLE MOTOR INC	**Zone**	71 LO NGELE
Address	14617 CIVIC DR , VICTORVILLE, CA 9 94				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	6 60 0	Maintenance Interval chedule B To be u ed e er ,000 Interval	MC	MAINTENANCE CARE						$0 00
A	95 60001	Maintenance llowance Fixed Co t Maintenance								$75 00

RO Narratives

(RO) Customer Concern:

E ENTIAL CARE ERV CONTRACT (DIE EL) Mopar Expre Lane In pection

(RO) Cause:

NA

(RO) Correction:

[redacted] COMPLETED EHICLE IN PECTION CHECKED LL FLUID IN PECTED ND TE TED B TTERY IF PPLIC BLE IN PECTED ALL BELT AND HO E , ET TIRE PRE URE , NO LEAK OR PILL RE ETMAINT LIGHT IF EQUIPPED E ENTIAL CARE ER CONTR CT (DIE EL) Mopar Expre Lane In pection

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern:

N

(Claim) Cause:

N

(Claim) Correction

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted] RAM 500 T CREW CAB 4
Build Date	06/17/ 017	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11/ 0/ 017
Claim Type	W Warranty	**Repair Date**	09/11/ 018
Claim Status	Paid	**Mileage (Miles)**	1

Expense

Labor	$101 96	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$101 96

Dealer Information

Code	[redacted]	**Name**	ROB LAMBDIN' UNIVER ITY DODGE	**Zone**	66 ORLANDO
Address	4 UNI ER ITY DR D IE FL				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	8541860	AB /E P/ peed Control and ITBM, Trouble Not Found B	OD							$101 96

RO Narratives

(RO) Customer Concern

N

(RO) Cause

NA

(RO) Correction:

NA

(RO) Technical Notes:

N

GCS Narratives

(Claim) Customer Concern:

General Concern #1 [CU T TATE AB TRACTION LIGHT COMING ON AND OFF]

(Claim) Cause:

OPER TING DE IGNED

(Claim) Correction

18 FOUND NO DTC AT THI TIME PULLED IN VEHICLE AND CANNED FOUND THERE TO

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 SLT CREW CAB 4X4
Build Date	09/06/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/08/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	09/12/2018
Claim Status	Paid	**Mileage (Miles)**	21,833

Expense

Labor	$20.84	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$20.84

Dealer Information

Code	[redacted]	**Name**	BONNEVILLE & SON INC	**Zone**	32 NEW YORK
Address	625 HOOKSETT RD , MANCHESTER, NH 03104				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U61082	Safety Recall U61 - Reprogram Powertrain Control Module ; Inspect PCM Software Level and Perform Software Update	UC	UNCODABLE (NARRATIVE REQUIRED)						$20.84

RO Narratives

(RO) Customer Concern:

(Rotate tires) (Replace synthetic engine oil and filter) CUSTOMER REQUEST PREFORM U61 RECALL PERFORM FREE 23 POINT INSPECTION CUSTOMER STATES THAT INTERMITANTLY, THE UNLOCK BUTTON WILL ONLY UNLOCK THE DRIVER DOOR NO MATTER HOW MANY TIMES YOU PRESS THE UNLOCK BUTTON. PLEASE CHECK AND ADVISE.

(RO) Cause:

DISCUSS 23 POINT INSPECTION WITH CUSTOMER INTERMITTENT OPERATION

(RO) Correction:

PERFORMED TIRE ROTATION SUCCESSFULLY PERFORMED SYNTHETIC 0w-40 ENGINE OIL CHANGE SUCCESSFULLY REPROGRAMMED PCM FROM [redacted] - RECALL COMPLETE TECH HAS PERFORM A FREE 23 POINT CHECK ON YOUR VEHICLE, PLEASE ASK YOUR ADVISOR FOR YOUR COPY AND REVIEW:) TECHNICIAN OPERATED LOCKS MULTIPLE TIMES USING KEY FOB - ALL POWER LOCKS ARE CURRENTLY OPERATING PROPERLY WHEN USING THE KEY FOB. FEATURE IS CURRENTLY SET TO ONLY OPEN THE DRIVER'S DOOR UPON THE FIRST PRESS OF THE KEY FOB UNLOCK BUTTON. ALL OTHER 3 LOCKS ARE CURRENTLY UNLOCKING UPON SECOND PRESS OF THE UNLOCK BUTTON. NO RELATED TROUBLE CODES - NO REPAIRS ARE RECOMMENDED TO POWER LOCK SYSTEM AT THIS TIME

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted] RAM 500 LT CREW CAB 4 4
Build Date	09/06/ 016	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/08/ 017
Claim Type	arrant	**Repair Date**	09 1 01
Claim Status	Paid	**Mileage (Miles)**	1

Expense

Labor	$ 0 84	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$ 0 84

Dealer Information

Code	[redacted]	**Name**	BONNEVILLE & ON INC	**Zone**	NEW YORK
Address	6 HOOK ETT RD M NCHE TER NH 0 104				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	41 09	ecurity/Convenience tem Trouble Not Found Power Lock	UC	UNCODABLE (N RR TI E REQUIRED)						$ 0 4

RO Narratives

(RO) Customer Concern

NA

(RO) Cause:

NA

(RO) Correction:

N

(RO) Technical Notes

INTERMITTENT OPERATION

GCS Narratives

(Claim) Customer Concern:

CU TOMER T TE TH T INTERMIT NTLY THE UNLOCK BUTTON ILL ONLY UNLOCK THE DRI

(Claim) Cause

INTERMITTENT OPERATION

(Claim) Correction:

TECHNICIAN OPERATED LOCK MULTIPLE TIME U ING KEY FOB ALL POWER LOCK ARE C

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted]
Build Date	06 11 01	**Plant**	LTILLO TRU K EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10 6 017
Claim Type	F er ice ntract	**Repair Date**	09 1 018
Claim Status	Paid	**Mileage (Miles)**	59 1 6

Expense

Labor	$71	**Sublet**	$ 09 40	**Part**	$0 00	**Total Paid**	$ 07

Dealer Information

Code	[redacted]	**Name**	L MPE DODGE HRY LER JEEP OF TUL RE	**Zone**	1 LO NGELE
Address	1950 BL K TONE T TUL RE 93 4				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	07 00 01	Clutch fan 6 7 liter diesel engine	6	NOI Y	0147 9 C	CLUTCH	1		09 40	$71

RO Narratives

(RO) Customer Concern

RE R LE DIFF IR ONDITION ND HE TER HEEL 001 RE R LE DIFF 00 EHI LE IN PE TION TIRE HE K INFL TION ER ICE PERFORMED REQUIRED 00 HEEL

(RO) Cause

N

(RO) Correction

IN T LLED NE BIN FILTER RETE TED PERFORM RO D TE TED EHI LE UN BLE TO ERIFY U TOMER ON RECOMMEND CU TOMER CONNECT TR ILER ND RETE T COMPLETED ET LF RF TIRE TO 0P I ET LL 4 RE R TIRE TO REMO ED LL HUB P ND TRIM RING ND RO D TE TE

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

DDED OPER TION DURING IN PECTION EHICLE H LO OF PO ER ON CCELER TION

(Claim) Cause

FOUND RO KER RM HOU ING E L ND L E O ER HE D G KET LE KING FOUND T B FOR P M UPD TE

(Claim) Correction

FL HED PCM REPL CED BOTH G KET

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 3500 SLT CREW CAB 4X4
Build Date	06/11/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/26/2017
Claim Type	W - Warranty	**Repair Date**	09/12/2018
Claim Status	Paid	**Mileage (Miles)**	59,126

Expense

Labor	$154.04	**Sublet**	$388.08	**Part**	$0.00	**Total Paid**	$542.12

Dealer Information

Code	[redacted]	**Name**	LAMPE DODGE CHRYSLER JEEP OF TULARE	**Zone**	71 LOS ANGELES
Address	1950 S BLACKSTONE ST , TULARE, CA 93274				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
B	09352201	Gasket, rocker arm housing ; 6.7 liter diesel engine	65	LEAKS	05179091AD	GASKET	1	X	355.60	$112.96
B	09352201	Gasket, rocker arm housing ; 6.7 liter diesel engine	65	LEAKS	05114418AA	GASKET	1		32.48	$112.96
B	09352521	Gasket, cylinder head cover ; 6.7 liter diesel engine			05179091AD	GASKET	1	X	355.60	$0.00
B	09352521	Gasket, cylinder head cover ; 6.7 liter diesel engine			05114418AA	GASKET	1		32.48	$0.00
A	181904HQ	Module, Engine Control (ECM) ; Module, Engine Control (ECM) - Reprogram, (M/T & Aisin)	CC	SENDING UNITS/SENSORS						$41.08

RO Narratives

(RO) Customer Concern:

REAR AXLE/DIFF AIR CONDITION AND HEATER WHEELS 001 REAR AXLE/DIFF 002 VEHICLE INSPECTION TIRE CHECK/INFLATION SERVICE PERFORMED AS REQUIRED 003 WHEELS

(RO) Cause:

NA

(RO) Correction:

INSTALLED A NEW CABIN FILTER. RETESTED A/C PERFORM ROAD TESTED VEHICLE.UNABLE TO VERIFY CUSTOMER CONC RECOMMEND CUSTOMER CONNECTS TRAILER AND RETESTS. COMPLETED SET LF,RF TIRES TO 80PSI. SET ALL 4 REAR TIRES TO REMOVED ALL HUB CAPS AND TRIM RINGS AND ROAD TESTE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

ADDED OPERATION DURING INSPECTION VEHICLE HAS LOSS OF POWER ON ACCELERATION

(Claim) Cause:

FOUND ROCKER ARM HOUSING SEAL AND VALVE COVER HEAD GASKET LEAKING FOUND TSB FOR PCM UPDATE

(Claim) Correction:

FLASHED PCM REPLACED BOTH GASKETS

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	018	**Body**	[redacted] RAM 500 LT CREW CAB 4 4
Build Date	0 6 01	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	07 0 01
Claim Type	arrant	**Repair Date**	09 1 01
Claim Status	Paid	**Mileage (Miles)**	6 61

Expense

Labor	$61 4	**Sublet**	$ 1 1	**Part**	$0 00	**Total Paid**	$9

Dealer Information

Code	[redacted]	**Name**	KIN DODGE JEEP CHRY LER	**Zone**	66 ORL NDO
Address	0 E T M Y TREET INDER G 06 0				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	0 0 00	Lamp Clearance One	UC	UNCODABLE (N RR TI E REQUIRED)	6 61677 C	L MP			1 1	$ 0 47
A	08508050	Lamp Clearance Each additional clearance lamp			68 61677AC	LAMP	5		1 15	$10 4
	0 0 0 0	Lamp, Clearance ; Each additional clearance lamp			6 61677 C	L MP			1 1	$10 4
A	08508050	Lamp Clearance Each additional clearance lamp			68 61677AC	LAMP	5		1 15	$10 4
	0 0 0 0	Lamp Clearance Each additional clearance lamp			6 61677 C	L MP			1 1	$10 4

RO Narratives

(RO) Customer Concern

CH NGE ENGINE OIL ND FILTER TOP OFF UNDER HOOD ENGINE FLUID HER FLUID I U L IN PECTION ENGINE BELT ND HO E CU TOMER REQUE T TIRE ROT TION CU T T TE LL C B LIGHT HOLDING TER LIGHT RE HERE CU T T TE EH PULLING RIGHT Perform a thorough in pection of our ehicle and pro ide a detailed ehicle Report Card Check Fluid Level , In pect Wiper Blade , Te t Battery, In pect Tire and Brake Wear, In pect afety y tem and component for leak and damage

(RO) Cause

ER ICED O ER I E RO T TE REPL CED C B LIGHT IN PECTED

(RO) Correction

OEM Oil & Filter Change 6 7L 14/18 119 adj air pre ure and rotated tire Perform multi point vehicle in pection and record re ult on ehicle Report Card replaced cab light under warrant

(RO) Technical Notes

ORN E L C U ING LE K

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES ALL CAB LIGHTS HOLDING WATER

(Claim) Cause:

WORN SEALS CAUSING LEAKING

(Claim) Correction:

REPLACED ALL CAB LIGHTS

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted]
Build Date	04 017	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	04 4 01
Claim Type	arrant	**Repair Date**	09 1 018
Claim Status	Paid	**Mileage (Miles)**	6

Expense

Labor	$177 7	**Sublet**	$ 7 1	**Part**	$40 00	**Total Paid**	$1 044 7

Dealer Information

Code	[redacted]	**Name**	J K ON ILLE HRY LER JEEP DODGE	**Zone**	66 ORL NDO
Address	11101 NUR ERY FIELD DRI E J CK ON ILLE FL 6				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	05400 01	Control unit Brake anti l ck h draulic (H U I U) ll other	59	INTERN L LE K	68143491	ONTROL	1		564 30	$114 90
	0 400701	ntr l unit Brake anti lock h draulic (HCU ICU) ll other	9	INTERN L LE K	6 4709 B	MODULE	1		4	$114 90
	05400 01	Control unit Brake anti l ck h draulic (H U I U) ll other	59	INTERN L LE K	04318080 D	FLUID	3		0 30	$114 90
	0 19100	Module anti lock brake control ll other			6 14 491	CONTROL	1		64 0	$6 67
	0819100	Module anti lock brake control ll other			6834 098 B	MODULE	1		4 55	$6 6
	0819100	Module anti lock brake control ll other			04318080 D	FLUID	3		0 30	$6 6
	9 40014	Loaner Car High Line ehicles			6 14 491	CONTROL	1		64 0	$40 00
	9 40014	Loaner Car High Line ehicles			6 4709 B	MODULE	1		4	$40 00
	9 40014	Loaner Car High Line ehicle			04 1 0 0 D	FLUID			0 0	$40 00

RO Narratives

(RO) Customer Concern

CU TOMER T TE P RT I IN FOR B REP IR CHECK ND D I E (General Concern 1) (Multi point in pection according to maintenance inter al)

(RO) Cause

ERIFIED U TOMER ON ERN OF B ND TR LIGHT ON FOR INTERN L PUMP F ULT MULTI POINT IN PE TION

(RO) Correction

PER ER ICE REP IR I TO REPL CE THE B PUMP ND MODULE TOGETHER 1 ORDERED BOTH ND REPL CED BOTH ND BLEED THE BR KE ND RO D TE TED ND NO B I UE T THI TIME PERFORMED MULTI POINT IN PECTION

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES PART IS IN FOR ABS REPAIR CHECK AND ADVISE (General Concern 1 CUSTOMER STATES PART IS IN FOR ABS REPAIR CHECK AND ADVISE (General Concern 1

(Claim) Cause:

VERIFIED CUSTOMERS CONCERN OF A ABS AND TRAC LIGHT ON FOR INTERNAL PUMP FAULT VERIFIED CUSTOMERS CONCERN OF A ABS AND TRAC LIGHT ON FOR INTERNAL PUMP FAULT

(Claim) Correction:

AS PER SERVICE REPAIR IS TO REPLACE THE ABS PUMP AND MODULE TOGETHER AS 1 ORD AS PER SERVICE REPAIR IS TO REPLACE THE ABS PUMP AND MODULE TOGETHER AS 1 .ORD

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted] RAM 500 LARAMIE CREW CAB 4 4
Build Date	07/16/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06/04/ 018
Claim Type	W Warranty	**Repair Date**	09/13/2018
Claim Status	Paid	**Mileage (Miles)**	7,742

Expense

Labor	$ 9	**Sublet**	$ 1 15	**Part**	$0 00	**Total Paid**	$60 7

Dealer Information

Code	[redacted]	**Name**	I 77 CHRYSLER JEEP DODGE RAM	**Zone**	35 WASHINGTON
Address	435 CHURCH ST S , RIPLEY, WV 25271				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08508096	Lamp, Clearance ; Lamp, Clearance Replace All	ZZ	ERVICE ACTION	68261677AC	LAMP	5	X	31 15	$29 22

RO Narratives

(RO) Customer Concern:

CUST STATES CAB LIGHT HOLDING WATER LEAKING IN CAB OF VEH

(RO) Cause:

(RO) Correction:

[redacted]CAB LIGHT

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CU ROMEWR TATE WATER INTRU ION IN CAB LAMP

(Claim) Cause:

VERIFIED CUSTOMERS CONCERN FOUND CAB LAMP LEAKING

(Claim) Correction:

REPLACED 5 CAB LAMPS, TESTED DOES NOT APPEAR TO BE LEAKING AT THIS TOIME

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 LONGHORN CREW CAB 4X4
Build Date	06/21/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11/29/2017
Claim Type	W - Warranty	**Repair Date**	09/13/2018
Claim Status	Paid	**Mileage (Miles)**	11,173

Expense

Labor	$44.47	**Sublet**	$37.40	**Part**	$105.00	**Total Paid**	$186.87

Dealer Information

Code	[redacted]	**Name**	RALPH SELLERS CHRYSLER DODGE JEEP	**Zone**	63 DALLAS
Address	14215 N AIRLINE HWY , GONZALES, LA 70737				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08508096	Lamp, Clearance ; Lamp, Clearance - Replace All	ZZ	SERVICE ACTION	68261677AC	LAMP	5	X	37.40	$44.47
A	95400141	Loaner Car ; Standard Line Vehicles			68261677AC	LAMP	5	X	37.40	$105.00

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES PASSENGER AND DRIVER FRONT DOORS RATTLE WHILE DRIVING RALPH SELLERS CTP RENTAL PROGRAM RRT [redacted] DJ/DD/DF/D2/DP/DX) CRACKED CLEARANCE LA CUSTOMER STATES THAT THERE IS WATERLEAKING INTO VEHICLE FROM ROOF CUSTOMER STATES THAT THERE IS A WHISTLING NOISE WHILE DRIVING 2015 - 2017 TAILGATE LATCH

(RO) Cause:

. RRT

(RO) Correction:

[redacted] DOORS RATTLE WHILE DRIVING INSPECTEDAND FOUND SOME OF THE BOLTS TO BE LOOSE ONTHE DOOR HINGES RETORQUED ALL DOOR HINGES MISC RALPH SELLERS CTP RENTAL PROGRAM RALPH SELLERS CPT RENTAL [redacted] RALPH SELLERS CTP RENTAL PROGRAM SUBLET REPAIRS [redacted] RT REPLACED ALL 5 CAB LIGHTS AS PERRRT Lamps, Clearance Replace - All (0 Introduction) SEE LINE C MISC COULD NOT DUPLICATE CUSTOMERS CONCERN AT THISTIME COULD NOT DUPLICATE CUSTOMERS CONCERN AT THIS TIME NO WORK DONE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 ST CREW CAB 4X4
Build Date	04/18/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	01/11/2018
Claim Type	W - Warranty	**Repair Date**	09/13/2018
Claim Status	Paid	**Mileage (Miles)**	20,861

Expense

Labor	$321.36	**Sublet**	$1,881.30	**Part**	$120.00	**Total Paid**	$2,322.66

Dealer Information

Code	[redacted]	**Name**	WALKER CHRYSLER DODGE JEEP RAM	**Zone**	63 DALLAS
Address	5757 COLISEUM BOULEVARD , ALEXANDRIA, LA 71303				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	181904HR	Module, Engine Control (ECM) ; Module, Engine Control (ECM) - Reprogram, Quicklearn 68RFE Only (A/T)			68048988AA	COOLER	1	X	1828.90	$80.34
A	181904HR	Module, Engine Control (ECM) ; Module, Engine Control (ECM) - Reprogram, Quicklearn 68RFE Only (A/T)			68163848AB	ANTIFREEZ	2		52.40	$80.34
A	25014707	Cooler, EGR ; 6.7 liter diesel engine 2500-3500 pickup truck	ML	CHECK ENGINE/SERVICE ENGINE SO	68048988AA	COOLER	1	X	1828.90	$241.02
A	25014707	Cooler, EGR ; 6.7 liter diesel engine 2500-3500 pickup truck	ML	CHECK ENGINE/SERVICE ENGINE SO	68163848AB	ANTIFREEZ	2		52.40	$241.02
A	95400142	Loaner Car ; High Line Vehicles			68048988AA	COOLER	1	X	1828.90	$120.00
A	95400142	Loaner Car ; High Line Vehicles			68163848AB	ANTIFREEZ	2		52.40	$120.00

RO Narratives

(RO) Customer Concern:

Customer States Vehicle shuts down when going over bumps cus tomer believes something is shorted out, Engine surges throttle light is on will shut down while driving Loaner our unit (General Concern 2) LOANER OUR UNIT PERFORM COURTESY INSPECTION OF VEHICLE

(RO) Cause:

egr cooler .

(RO) Correction:

CUSTOMER STATED VEHICLE SHUTS DOWN WHEN GOING OVER BUMPS. HAD 3 CODES FOR [redacted] FOUND SERVICE BULLETIN [redacted] THAT CALLED FOR REPROGRAMMING PCM WITH LATEST SOFTWARE INHANCEMENTS. TEST DROVE CODES CAME BACK ON. FILLED OUT STAR CASE AND WAS ADVISED THAT THE COMMON CAUSE OF THESE CODES IS EGR COOLER MALFUNCTION CAUSING RESTRICTION IN FLOW OF EXHAUST GASES. REMOVED EGR COOLER AND FOUND SIGNS OF CONTAMINATION INSIDE COOLER. REPLACED EGR COOLER AND COOLANT. CLEARED CODES AND TEST DROVE VERIFIED PROPER OPERATION. 2.8HRS FCCC CUSTOMER CONCERN FCDE I/M TEST FAILURE [redacted] COMPLETED

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
VEHICLE SHUTS DOWN WHEN GOING OVER BUMPS. ENGINE SURGES, VEHICLE WILL SHUT DOW N WHILE DRIVING

(Claim) Cause:
[redacted]STORED. FOUND BULLETIN [redacted] THAT CALLED FOR REPROGRAM MING THE POWERTRAIN CONTROL MODULE. TEST DROVE AND CODES CAME BACK. STAR CASE STATED EGR COOLER MALFUNCTION.

(Claim) Correction:
REMOVED EGR COOLER AND FOUND SIGHNS OF CONTAMINATION INSIDE COOLER. REPLACED E GR COOLER AND COOLANT.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted]
Build Date	04/19/ 017	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06 017
Claim Type	W Warranty	**Repair Date**	09/1 / 018
Claim Status	Paid	**Mileage (Miles)**	16,971

Expense

Labor	$108 98	**Sublet**	$490 8	**Part**	$0 00	**Total Paid**	$599 6

Dealer Information

Code	[redacted]	**Name**		**Zone**	6 DALLA
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	05400701	Control unit, Brake anti lock hydraulic (HCU ICU) ; All other	08	BLOCKED BB	6814 491AA	CONTROL	1		478 80	$108 98
	0 400701	Control unit, Brake anti lock h draulic (HCU ICU) All other	0	BLOCKED BB	04 1 0 0 D	FLUID			11 4	$10 9

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

N

(RO) Technical Notes

NA

GCS Narratives

(Claim) Customer Concern:

CU TOMER T TE OMETIME HIT BUMP THE B LIGHT COME

(Claim) Cause

TECH FOUND THE HCU UNIT NEED TO BE REPLACED REPLACED ONE ON 4017, AND TE T DROVE AND TILL WOULD HAPPEN,, ORDERED ANOTHER HCU CONCTROL AND REPLACED

(Claim) Correction:

REPL CED HCU MODULE G IN RETE T DRO E ND LL OK T THI TIME PER T R C E 1 1

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 ST CREW CAB 4X4
Build Date	11/30/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	01/30/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	09/14/2018
Claim Status	Paid	**Mileage (Miles)**	33,757

Expense

Labor	$60.73	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$60.73

Dealer Information

Code	[redacted]	**Name**	LITHIA CHRYSLER DODGE OF EUGENE	**Zone**	70	PHOENIX
Address	2121 MARTIN LUTHER KING JR BLVD , EUGENE, OR 97440					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	07T51181	Safety Recall T51 - Diesel Water Pump ; Inspect for Water Pump Vent	UC	UNCODABLE (NARRATIVE REQUIRED)						$20.24
B	19T79182	Safety Recall T79 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update	UC	UNCODABLE (NARRATIVE REQUIRED)						$40.49

RO Narratives

(RO) Customer Concern:

Recall / CSN 1 [T51: Safety Recall T51 - Diesel Water Pump**]****ORDERPARTS**** Recall / CSN 2 [T79: Safety Recall T79 - Brake Transmission Shift Interlock**] CUASTOMER STATES THE ABS LIGHT IS ON, CODES EMAILED TO SA CUSTOMER REQUESTS NEW FOBIK, NO BLADE KEY

(RO) Cause:

NA

(RO) Correction:

Safety Recall T51 - Diesel Water Pump - Inspect Inspect for WaterPump Vent (2 - Skilled) 33757 UPDATE BCM Safety Recall T79 - BrakeTransmission Shift Interlock - Reprogram Inspect Brake Transmission Shift Interlock (BTSI) Functionality and PerformBCM Software Update (1 - Semi-Skilled) 33757 ABS LIGHT ON. C0037 LEFT REAR WHEELSPEED SENSOR OUT OF RANGE. TEST AND REPLACELR WHEEL SPEED SENSOR Sensor, wheel speed-Anti-lock brakes - Test and Replace rear - left (1 - Semi-Skilled) RENTAL SUBLET REPAIRS 33757 PROGRAM ONE FOBIK CUSTOMER REQUEST ELECTRIAL SYSTEM REPAIR

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

ABS LIGHT ON

(Claim) Cause:

LEFT REAR SPEED SENSOR

(Claim) Correction:

REPLACE AND REINSPECT

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 ST CREW CAB 4X4
Build Date	11/30/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	01/30/2017
Claim Type	W - Warranty	**Repair Date**	09/14/2018
Claim Status	Paid	**Mileage (Miles)**	33,757

Expense

Labor	$40.49	**Sublet**	$51.99	**Part**	$70.00	**Total Paid**	$162.48

Dealer Information

Code	[redacted]	**Name**	LITHIA CHRYSLER DODGE OF EUGENE	**Zone**	70 PHOENIX
Address	2121 MARTIN LUTHER KING JR BLVD , EUGENE, OR 97440				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08141809	Sensor, wheel speed-Anti-lock brakes ; rear - left	14	BURNED OR BURNED OUT	04779981AC	SENSOR	1	X	51.99	$40.49
A	95400141	Loaner Car ; Standard Line Vehicles			04779981AC	SENSOR	1	X	51.99	$70.00

RO Narratives

(RO) Customer Concern:

Recall / CSN 1 [T51: Safety Recall T51 - Diesel Water Pump**]****ORDERPARTS**** Recall / CSN 2 [T79: Safety Recall T79 - Brake Transmission Shift Interlock**] CUASTOMER STATES THE ABS LIGHT IS ON, CODES EMAILED TO SA CUSTOMER REQUESTS NEW FOBIK, NO BLADE KEY

(RO) Cause:

NA

(RO) Correction:

Safety Recall T51 - Diesel Water Pump - Inspect Inspect for WaterPump Vent (2 - Skilled) [redacted] UPDATE BCM Safety Recall T79 - BrakeTransmission Shift Interlock - Reprogram Inspect Brake Transmission Shift Interlock (BTSI) Functionality and PerformBCM Software Update (1 - Semi-Skilled [redacted] ABS LIGHT ON. [redacted] LEFT REAR WHEELSPEED SENSOR OUT OF RANGE. TEST AND REPLACELR WHEEL SPEED SENSOR Sensor, wheel speed-Anti-lock brakes - Test and Replace rear - left (1 - Semi-Skilled) RENTAL SUBLET REPAIRS [redacted] PROGRAM ONE FOBIK CUSTOMER REQUEST ELECTRIAL SYSTEM REPAIR

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

ABS LIGHT ON

(Claim) Cause:

LEFT REAR SPEED SENSOR

(Claim) Correction:

REPLACE AND REINSPECT

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	018	**Body**	[redacted] RAM 500 LONGHORN CREW CAB 4 4
Build Date	1 / / 017	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	07/09/ 018
Claim Type	W Warranty	**Repair Date**	09/14/ 018
Claim Status	Paid	**Mileage (Miles)**	2,624

Expense

Labor	$ 76 6	**Sublet**	$907 74	**Part**	$ 5 00	**Total Paid**	$1, 19 00

Dealer Information

Code	[redacted]	**Name**	ALL TAR DODGE CHRY LER JEEP	**Zone**	51 CHICAGO
Address	11503 SAINT CHARLES ROCK RD , BRIDGETON, MO 63044				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	05400701	Control unit, Brake anti lock hydraulic (HCU ICU) ; All other	5	IMPROPER PRESSURE	6814 491AA	CONTROL	1		591 49	$1 9 4
A	05400701	Control unit, Brake anti lock hydraulic (HCU ICU) ; All others	5	IMPROPER PRE URE	68 47098AB	MODULE	1		54 4	$1 9 4
A	05400701	Control unit, Brake anti lock hydraulic (HCU ICU) ; All other	5	IMPROPER PRESSURE	04 18080AD	FLUID	6		4 55	$1 9 4
A	05400701	Control unit, Brake anti lock hydraulic (HCU ICU) ; All other	5	IMPROPER PRE URE	68078700AE	EN OR	1		19 46	$1 9 4
A	0819100	Module, anti lock brake control ; All other			6814 491AA	CONTROL	1		591 49	$70 55
A	0819100	Module, anti lock brake control ; All other			68 47098AB	MODULE	1		54 4	$70 55
A	08191002	Module, anti lock brake control ; All other			04318080AD	FLUID	6		42 55	$70 55
A	08191002	Module, anti lock brake control ; All other			68078700AE	SENSOR	1		19 46	$70 55
A	0819106	Module, anti lock brake control ; 6 7L diesel equipped			6814 491AA	CONTROL	1		591 49	$ 5
A	0819106	Module, anti lock brake control ; 6 7L diesel equipped			68 47098AB	MODULE	1		54 4	$ 5
A	0819106	Module, anti lock brake control ; 6 7L die el equipped			04 18080AD	FLUID	6		4 55	$ 5
A	0819106	Module, anti lock brake control ; 6 7L die el equipped			68078700AE	EN OR	1		19 46	$ 5
A	08808401	Switch/sensor, brake pedal			68143491AA	CONTROL	1	X	591 49	$47 03
A	08808401	Switch/sensor, brake pedal			68347098AB	MODULE	1		254 24	$47 03
A	08808401	witch/ en or, brake pedal			04 18080AD	FLUID	6		4 55	$47 0
A	08808401	witch/ en or, brake pedal			68078700AE	EN OR	1		19 46	$47 0
A	85410000	Operation diagnostics With repair ; Mu t be u ed in conjunction with appropriate repair Labor Operation			6814 491AA	CONTROL	1		591 49	$105 8
A	85410000	Operation diagnostics With repair ; Mu t be u ed in conjunction with appropriate repair Labor Operation			68347098AB	MODULE	1		254 24	$105 82
A	85410000	Operation diagnostics With repair ; Mu t be u ed in conjunction with appropriate repair Labor Operation			04318080AD	FLUID	6		42 55	$105 82

A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68078700AE	SENSOR	1		19.46	$105.82
A	95400141	Loaner Car ; Standard Line Vehicles			68143491AA	CONTROL	1	X	591.49	$35.00
A	95400141	Loaner Car ; Standard Line Vehicles			68347098AB	MODULE	1		254.24	$35.00
A	95400141	Loaner Car ; Standard Line Vehicles			04318080AD	FLUID	6		42.55	$35.00
A	95400141	Loaner Car ; Standard Line Vehicles			68078700AE	SENSOR	1		19.46	$35.00

RO Narratives

(RO) Customer Concern:

ELECTRICAL REPEAT REPAIR ELECTRICAL RENTAL CAR

(RO) Cause:

NA

(RO) Correction:

[redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUST STATES ABS AND TRAC LIGHT COME ONE. ALSO GETS SERVICE ELECTRIC TRAILED B RAKE. CRUISE INOP WHEN COMES AND GOES, SECOND VISIT FOR THIS CONCERN,

(Claim) Cause:

TECH TESTED HAS FAULT C00-4428 IN ABS INSPECT SYSTEM ALL WORKING AT THIS TIME. GOING OFF ENVIRONMENTAL DATA FROM FAULT SHOWS TRUCK GOING 5 MPH FORWARD TO T HE RIGHT AND PRIMARY BRAKE PRESSURE 735.34 PSI (AS IF BRAKES ARE APPLIED PRETT Y HARD) ORDERED HCU AND MODULE AND SWITCH PER DIAG TREE

(Claim) Correction:

REPLACED THE HYDRO CONTROL UNIT, ABS CONTROL MODULE AND THE BRAKE SWITCH. TES TED AND VERIFIED REPAIR.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted] RAM 500 T CREW CAB 4 4
Build Date	01 017	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	0 / 1/ 017
Claim Type	arrant	**Repair Date**	09 14 01
Claim Status	Paid	**Mileage (Miles)**	194,409

Expense

Labor	$109 04	**Sublet**	$4 9	**Part**	$0 00	**Total Paid**	$4 9

Dealer Information

Code	[redacted]	**Name**	E PRE Y DODGE INC	**Zone**	1 CHIC GO
Address	55 1 E INDIANA , EVAN VILLE, IN 47715				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	14 00 0	Module/Pump, Die el ; Fuel tank mounted 6 7 liter Die el Mid hip Tank	UC	UNCODABLE (N RR TI E REQUIRED)	0 14 71	MODULE	1		4 9	$109 04
A	854 4 4	Goodwill uthori ation Goodwill Authori ation			05145571AA	MODULE	1		4 5 98	$0 00

RO Narratives

(RO) Customer Concern

NA

(RO) Cause:

NA

(RO) Correction:

N

(RO) Technical Notes

H P 1 IR LE K BET EEN M F ND THROTTLE BODY

GCS Narratives

(Claim) Customer Concern:

PERFORM CHECK ENGINE LIGHT DI GNO I [CU TOMER T TE EH H NO PO ER]

(Claim) Cause

REPL CED IN T NK FUEL PUMP TH T ORDERED FOR PRE IOU FUEL CODE H P 1 IR LE K BET EEN M F ND THROTTLE BODY CODE ALONG WITH DPF CODE CU TOMER DECLINED THO E DIAGNO TIC

(Claim) Correction:

REPL CED IN T NK FUEL PUMP TH T ORDERED FOR PRE IOU FUEL CODE H P 1 IR LE K BET EEN M F ND THROTTLE BODY CODE ALONG WITH DPF CODE CU TOMER DECLINED THO E DIAGNO TIC

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	01	**Body**	[redacted]
Build Date	06 23 201	**Plant**	S LTILL TRU K SSEMBL PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11 01
Claim Type	S Saf t (R all)	**Repair Date**	09 1 2018
Claim Status	Paid	**Mileage (Miles)**	13 343

Expense

Labor	$ 0 8	**Sublet**	$0 81	**Part**	$0 00	**Total Paid**	$ 1 68

Dealer Information

Code	[redacted]	**Name**	D DGE F INTER H EN	**Zone**	66	RL ND	
Address	299 PRESS G RDENS BL D INTER H EN FL 33880						

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	08U 418	afet Recall U 4 Tailgat Lat h In tall Tailgate ctuat r t p Bl ck	U	UN OD BLE (N RR TI E REQUIRED)	684480	TU TOR	1		0 81	$ 0 8

RO Narratives

(RO) Customer Concern

N

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

Recall N 1 [U 4 afet Recall U 4 Tailgate Latch]

(Claim) Cause

U 4

(Claim) Correction

13343 PERF RMED HR SLER RE LL S PER M NUF TURER INSTRU TI NS In tall ta

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	018	**Body**	[redacted]
Build Date	09 7 017	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	04 10 01
Claim Type	arrant	**Repair Date**	09 17 01
Claim Status	Paid	**Mileage (Miles)**	9 8

Expense

Labor	[redacted]	**Sublet**	$ 6 79	**Part**	$ 0 00	**Total Paid**	$1 06 06

Dealer Information

Code	44	**Name**	HUNT CHRY LER CENTER	**Zone**	1	CHIC GO	
Address	1000 M IN FR NKLIN KY 4 134						

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	19 0680	len id Bracket BT I (Brake Tran mi ion hift Interlock) Gear hift Column m unted			683 6695	OLENOID	1		385 00	$44 08
	19 0680	olenoid Bracket BT I (Brake Tran mi ion hift Interlock) Gear hift Column m unted			0505 506 F	BR KET	1		91 49	$44 08
	19 06 0	olenoid Bracket BT I (Brake Transmissi n hift Interlock) Gear hift Column m unted			11999	PL TE	1		4 9	$44 0
	19 06 0	olenoid Bracket BT I (Brake Transmissi n hift Interlock) Gear hift Column mounted			04 971 C	DHE I E	1		9	$44 0
	19 06 0	olenoid Bracket BT I (Brake Transmissi n hift Interlock) Gear hift Column mounted			6 100746 B	FU E	1		1 19	$44 0
	19 06 0	olenoid Bracket BT I (Brake Tran mi ion hift Interl ck) Gearshift lumn mounted			6 0 94	FLUID			70	$44 0
	1 0 1	Pan Oil Related Repair			6 7669	OLENOID	1		00	$ 6 7
	1550 31	Pan Oil Related Repairs			0505 506 F	BR KET	1		91 49	$36 3
	1 0 1	Pan Oil Related Repair			11999	PL TE	1		4 9	$ 6 7
	1 0 1	Pan Oil Related Repair			04 971 C	DHE I E	1		9	$ 6 7
	1 0 1	Pan Oil Related Repair			6 100746 B	FU E	1		1 19	$ 6 7
	1550 31	Pan Oil Related Repairs			68055894	FLUID	8		3 0	$36 3
	19 0 4	len id ens r len id pack 4 RFE 6 RFE 66RFE 6 RFE Replace (Highl killed)	11	BROKEN OR CR CKED	6 7669	OLENOID	1		00	$7 46
	19 0 4	olenoid en or olenoid pack 4 RFE 6 RFE 66RFE 6 RFE Replace (3 Highl killed)	11	BROKEN OR R KED	0 0 7 06 F	BR CKET	1		91 49	$7 46
	19 0 4	len id ens r len id pack 4 RFE 6 RFE 66RFE 6 RFE Replace (Highl killed)	11	BROKEN OR CR CKED	11999	PL TE	1		4 9	$7 46
	19 0 4	olenoid en or olenoid pack 4 RFE 6 RFE 66RFE 6 RFE Replace (3 Highl killed)	11	BROKEN OR R KED	04 971 C	DHE I E	1		9	$7 46
	19 0 4	len id ens r len id pack 4 RFE 6 RFE 66RFE 6 RFE Replace (Highl killed)	11	BROKEN OR CR CKED	6 100746 B	FU E	1		1 19	$7 46

A	21950354	Solenoid / Sensor ; Solenoid pack - 545RFE/65RFE/66RFE/68RFE - Replace - (3 Highly Skilled)	11	BROKEN OR CRACKED	68055894AA	FLUID	8		32.70	$73.46
A	95400141	Loaner Car ; Standard Line Vehicles			68376695AA	SOLENOID	1	X	385 00	$350 00
A	95400141	Loaner Car ; Standard Line Vehicles			05057506AF	BRACKET	1		91.49	$350.00
A	95400141	Loaner Car ; Standard Line Vehicles			52119998AA	PLATE	1		43.89	$350.00
A	95400141	Loaner Car ; Standard Line Vehicles			04883971AC	ADHESIVE	1		9.52	$350.00
A	95400141	Loaner Car ; Standard Line Vehicles			68100746AB	FUSE	1		1.19	$350.00
A	95400141	Loaner Car ; Standard Line Vehicles			68055894AA	FLUID	8		32.70	$350.00

RO Narratives

(RO) Customer Concern:

C/S VEHICLE WONT GO IN PARK SOLENOID DEFECTIVE THAT WAS PREVIOUSLY REPLAC ED ON 08/28/2018 ON [redacted] SHIFT INTERLOCK ALSO BROKEN TRANSMISSION NOT SEEING PARK. INSPECTED SHIF CABLE, NORMAL. DROPPED PAN & INSP. INTERNAL L INKAGES. FOUND BAD MANUAL VALVE PLATE & SHIFT SOLENOID & SHIFT INTERLOCK BROKEN. REPLACED SOLENOID & SHIFT INTERLOCK. (69- JAY-)

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

VEHICLE WON'T GO IN PARK

(Claim) Cause:

SOLENOID DEFECTIVE THAT WAS PREVIOUSLY REPLACED ON 8/28/2018 ON [redacted] SHIF T INTERLOCK ALSO BROKEN

(Claim) Correction:

TRANSMISSION NOT SEEIN PARK. INSPECTED SHIFT CABLE, NORMAL. DROPPED PAN AND IN SPECTED INTERNAL LINKAGES. FOUND BAD MANUAL VALVE PLATE AND SHIFT SOLENOID. AL SO FOUND SHIFT INTERLOCK SWITCH BROKEN. REPLACED SOLENOID AND SHIFT INTERLOCK

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	01	**Body**	[redacted]
Build Date	04 017	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	0 5 01
Claim Type	afet (Recall)	**Repair Date**	09 1 01
Claim Status	Paid	**Mileage (Miles)**	19 1

Expense

Labor	$19 04	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$19 04

Dealer Information

Code	[redacted]	**Name**		**Zone**	66 ORL NDO
Address					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	18U6108	afet Recall U61 Repr gram P ertrain ntr l M dule Inspect P M ft are Le el and Perf rm ft are Update	U	UNCOD BLE (N RR TI E REQUIRED)						$19 04

RO Narratives

(RO) Customer Concern

N

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

N

(Claim) Cause

N

(Claim) Correction

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	01	**Body**	[redacted]
Build Date	0 017	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06 0 017
Claim Type	arrant	**Repair Date**	09 1 01
Claim Status	Paid	**Mileage (Miles)**	15 44

Expense

Labor	$117 11	**Sublet**	$0 00	**Part**	$400 00	**Total Paid**	$ 17 11

Dealer Information

Code	[redacted]	**Name**	BLUEBONNET CHRY DODGE	**Zone**	6	D LL	
Address	54 EGUIN NE BR UNFEL T 8130						

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	0 91PNE4	nti l ck brake s stem	1T	TERMIN L( ) BENT						$117 11
	9 40014	L aner ar High Line ehicle								$400 00

RO Narratives

(RO) Customer Concern

Perform DTC In pection [Cu tomer tate B ND TR CTION CONTROL LIGHT RE ON EE HI TORY] General Concern #1 [ust mer Requests ER I E LO NER] Tire heel ncern [ust mer tatesLO TIRE LIGHT I ON HE K EN OR] MULTI POINT IN PE TION PERFORMED TIRE IN PE TION

(RO) Cause

E E E

(RO) Correction

[redacted]

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES ABS AND TRACTION CONTROL LIGHTS ARE ON SEE HISTORY

(Claim) Cause:

FOUND STORED DTC [redacted] BECAME ACTIVE WHEN WIGGLING ABS CONNECTOR. FO UND POOR PIN TENSION CIRCUIT B2 PIN 43.

(Claim) Correction:

CORRECTED POOR PIN TENSION. PASSED WIGGLE TEST TO VERIFY REPAIR. CLEARED DTC S. TEST DROVE VEHICLE 7 MILES.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 SLT CREW CAB 4X4
Build Date	03/05/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	08/07/2017
Claim Type	W - Warranty	**Repair Date**	09/18/2018
Claim Status	Paid	**Mileage (Miles)**	22,335

Expense

Labor	$179.90	**Sublet**	$0.00	**Part**	$200.00	**Total Paid**	$379.90

Dealer Information

Code	[redacted]	**Name**	ELMWOOD DODGE INC	**Zone**	32 NEW YORK
Address	625 TAUNTON AVE , E PROVIDENCE, RI 02914				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	0894PNG2	Anti-Lock Brake System	4W	WIRES BURNED/DAMAGED						$89.95
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.								$89.95
A	95400142	Loaner Car ; High Line Vehicles								$200.00

RO Narratives

(RO) Customer Concern:

Engine Mechanical Concern Customer States THAT AFTER PICKING VEHICLE UP SERV ELEC BRAKE SOON IND CAME ON THEN ALL LIGHTS CAME ON DASHBOARD NOW CHECK ENGINE LIGHT AND TRACTION CONTROL LIGHT IS ON SEE HISTORY 0 Replace synthetic engine oil and filter rental covered by chrysler new vehicle added fuel see job a fuel had to be added for vehicle to be driven

(RO) Cause:

tech peformed diagnostic found bcm internal failure

(RO) Correction:

tech [redacted] replaced body control module shopforman test drove vehicle found vehicle still exhibits same symptoms all lights chiming , all lights flashing, radio and cluster go on and off found code for can c performance dtc's found upon further diagnostics shopforman found can bus wire shorted together in engine harness bus line to abs module inspected complete body and engine harness found cause to be in engine harness repaired wiring to can c bus wires to abs module roadtested ok completed

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CEL AND TRAC LITES ON

(Claim) Cause:

SHORT IN ENGINE WIRING HARNESS

(Claim) Correction:

REPAIRED WIRING

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 LONGHORN MEGA CAB 4X4
Build Date	04/19/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	07/25/2017
Claim Type	S Safety (Recalls)	**Repair Date**	09/18/2018
Claim Status	Paid	**Mileage (Miles)**	47,032

Expense

Labor	$20 35	**Sublet**	$0 63	**Part**	$0 00	**Total Paid**	$20 98

Dealer Information

Code	43940	**Name**	ALL STAR DODGE INC	**Zone**	63	DALLAS
Address	2590 RANGE PARK DRIVE , DENHAM SPRINGS, LA 70726					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08U74182	Safety Recall U74 Tailgate Latch ; Install Tailgate Actuator Stop Block	UC	UNCODABLE (NARRATIVE REQUIRED)	68448027AA	ACTUATOR	1	X	0 63	$20 35

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
2015 2017 TAILGATE LATCH

(Claim) Cause:
F

(Claim) Correction:
47035 Safety Recall U74 Tailgate Latch Install tailgate latch actuator stop

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 3500 LARAMIE CREW CAB 4X4
Build Date	01/11/ 017	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	355713	**In Service Date**	03/24/2017
Claim Type	W Warranty	**Repair Date**	09/18/ 018
Claim Status	Paid	**Mileage (Miles)**	37,731

Expense

Labor	$504 00	**Sublet**	$2,158 91	**Part**	$160 00	**Total Paid**	$2,822 91

Dealer Information

Code	[redacted]	**Name**	LITHIA' GRANT PA AUTO CENTER	**Zone**	70 PHOENI
Address	1421 N E 6TH ST , GRANTS PASS, OR 97526				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08141502	Sensor, MAP/TMAP ; 6 7 Liter die el engine			68048988AA	COOLER	1	X	1920 81	$36 00
A	08141502	Sensor, MAP/TMAP ; 6 7 Liter die el engine			68282012AA	SENSOR	1		163 85	$36 00
A	08141502	Sensor, MAP/TMAP ; 6 7 Liter die el engine			68005465AA	GASKET	1		6 79	$36 00
A	08141502	en or, MAP/TMAP ; 6 7 Liter diesel engine			68027035AB	GASKET	1		12 78	$36 00
A	08141502	en or, MAP/TMAP ; 6 7 Liter diesel engine			68028729AB	CLEANER	2		54 68	$36 00
A	25014707	Cooler, EGR ; 6 7 liter diesel engine 2500 3500 pickup truck	65	LEAKS	68048988AA	COOLER	1	X	1920 81	$252 00
A	5014707	Cooler, EGR ; 6 7 liter diesel engine 500 500 pickup truck	65	LEAK	68 8 01 AA	EN OR	1		16 85	$ 5 00
A	25014707	Cooler, EGR ; 6 7 liter diesel engine 2500 3500 pickup truck	65	LEAKS	68005465AA	GASKET	1		6 79	$252 00
A	5014707	Cooler, EGR ; 6 7 liter diesel engine 500 500 pickup truck	65	LEAK	680 70 5AB	GA KET	1		1 78	$ 5 00
A	25014707	Cooler, EGR ; 6 7 liter diesel engine 2500 3500 pickup truck	65	LEAKS	68028729AB	CLEANER	2		54 68	$252 00
A	25014741	Cooler, EGR ; 6 7 liter diesel engine Clean Cooler Only			68048988AA	COOLER	1	X	1920 81	$216 00
A	25014741	Cooler, EGR ; 6 7 liter die el engine Clean Cooler Only			68282012AA	SENSOR	1		163 85	$216 00
A	25014741	Cooler, EGR ; 6 7 liter die el engine Clean Cooler Only			68005465AA	GASKET	1		6 79	$216 00
A	5014741	Cooler, EGR ; 6 7 liter diesel engine Clean Cooler Only			680 70 5AB	GA KET	1		1 78	$ 16 00
A	5014741	Cooler, EGR ; 6 7 liter diesel engine Clean Cooler Only			680 87 9AB	CLEANER			54 68	$ 16 00
A	9540014	Loaner Car ; High Line Vehicle			68048988AA	COOLER	1		19 0 81	$160 00
A	95400142	Loaner Car ; High Line Vehicle			68282012AA	SENSOR	1		163 85	$160 00
A	95400142	Loaner Car ; High Line Vehicle			68005465AA	GASKET	1		6 79	$160 00
A	95400142	Loaner Car ; High Line Vehicles			68027035AB	GASKET	1		12 78	$160 00
A	95400142	Loaner Car ; High Line Vehicles			68028729AB	CLEANER	2		54 68	$160 00

RO Narratives

(RO) Customer Concern:

CHECK ENGINE LIGHT IS ON, CUSTOMER STATES VEHICLE HAS LOSS OF POWER CUSTOMER STATES REAR END FEELS LIKEIT IS BIDING, PLEASE CHECK AND ADVISE CUSTOMER STATES THAT TRANSMISSION SHIFTING IRRADICALLY AFTER LAST SOFTWARE UPDATE WAS INSTALLED. PERFORM COURTESY VEHICLE INSPECTION. INCLUDES: VISUAL INSPECTION OF VEHICLE, TIRES, AND SET TIRE PRESSURE TO SPEC'S. RENTAL VEHICLE $35.00 A DAY 30,000 MILE INTERVAL SCHEDULED MAINTENANCE PREFERRED PACKAGE

(RO) Cause:

E E E

(RO) Correction:

[redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CHECK ENGINE LIGHT IS ON, CUSTOMER STATES VEHICLE HAS LOSS OF POWER

(Claim) Cause:

EGR COOLER LEAKING, SOOT FOULING EGR VALVE AND T-MAP SENSOR.

(Claim) Correction:

INSPECT, VERIFIED CONCERN. CHECK DTC'S, [redacted] FLASH UPDATED PCM PER TSB [redacted] TRANS, RE-TESTED, DTC RETURNED INSPECTED EGR SYSTEM, FOUND HEAVY SOOTING REMOVED AND CLEANED EGR VALVE AND REPLACED T MAP SENSOR, REASSEMBL ED AND RE-TESTED, DTC RETURNED. REMOVED EGR COOLER FOR INSPECTION, FOUND EGR C OOLER LEAKING COOLANT AND PLUGGED. REPLACED EGR COOLER, REASSEMBLED AND RE-T ESTED, OK.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted]
Build Date	08 25 2018	**Plant**	S LTILL TRU K SSEMBL PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10 22 2018
Claim Type	K R ad R ad (PREPN)	**Repair Date**	09 18 2018
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$18 51	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$18 51

Dealer Information

Code	[redacted]	**Name**		**Zone**	0	PH ENIX
Address					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	85900040	R ad R ad Ba i Pr p	NU	NE EHI LE PREP						$18 51

RO Narratives

(RO) Customer Concern

N

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

N

(Claim) Cause

N

(Claim) Correction

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	018	**Body**	[redacted] RAM 500 LONGHORN CREW CAB 4 4
Build Date	08/14/2018	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11/30/2018
Claim Type	K Road Ready (PREPNV)	**Repair Date**	09/18/ 018
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$156 39	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$156 39

Dealer Information

Code	[redacted]	**Name**	PUEBLO DODGE INC	**Zone**	74 DENVER
Address	147 HIGHWAY 50 WE T , PUEBLO, CO 81008				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Ba ic Prep	NU	NEW VEHICLE PREP						$117 29
A	85900059	Road Ready ; Rear Wheel Flare Both								$39 10

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 3500 CREW CAB CHASSIS 4X4
Build Date	10/06/ 017	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	03/30/2018
Claim Type	F ervice Contract	**Repair Date**	09/18/ 018
Claim Status	Paid	**Mileage (Miles)**	11,797

Expense

Labor	$0 00	**Sublet**	$0 00	**Part**	$110 00	**Total Paid**	$110 00

Dealer Information

Code	[redacted]	**Name**	PRE TIGE CHRY LER DODGE INC	**Zone**	74 DENVER
Address	00 ALPINE TREET , LONGMONT, CO 80501				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	6860 0	Maintenance Interval chedule B ; To be u ed every 3,000 Intervals	MC	MAINTENANCE CARE						$0 00
A	95 60001	Maintenance Allowance ; Fixed Cost Maintenance								$110 00

RO Narratives

(RO) Customer Concern:

PERFORM VEHICLE INSPECTION PER ATTACHED CHECK PERFORM DIESEL LUBE, OIL, AND FILTER WITH REPLACE BOTH DIE EL FUEL FILTER 6 7L DIE EL E ENTIAL CARE YNTHETIC LUBE, OIL, AND FILTER REPLACE AIR FILTER

(RO) Cause:

NA

(RO) Correction:

DONE DONE DONE DONE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 SLT CREW CAB 4X4
Build Date	04/23/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/01/2017
Claim Type	F - Service Contract	**Repair Date**	09/19/2018
Claim Status	Paid	**Mileage (Miles)**	30,801

Expense

Labor	$0.00	**Sublet**	$0.00	**Part**	$75.00	**Total Paid**	$75.00

Dealer Information

Code	[redacted]	**Name**	MID COUNTY CHRYSLER DODGE JEEP RAM	**Zone**	63 DALLAS
Address	8181 MEMORIAL BLVD , PORT ARTHUR, TX 77640				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26860303	Maintenance Interval - Schedule B ; To be used every 3,000 Intervals	MC	MAINTENANCE CARE						$0.00
A	95260001	Maintenance Allowance ; Fixed Cost Maintenance								$65.00
A	95260002	Maintenance Allowance ; TIRE ROTATION								$10.00

RO Narratives

(RO) Customer Concern:

when pulling out of boat ramp with load , vehicle makes a loud clunk noise when shifting from park to drive while foot on brake, and feels super hard shift ENGINE OIL AND FILTER CHANGE RECALL/RRT/SOFTWARE UPDATE PERFORM TIRE ROTATION PERFORM COMPREHENSIVE VISUAL MULTI-POINT INSPECTION

(RO) Cause:

NONE FACTORY REQUIRED MAINTENANCE RECALL M.P.I.

(RO) Correction:

HEARD NOISE FROM THE HITCH THAT IS INSTALLED,, THEN PUT ON LIFT AND WENT FROM PARK TO DRIVE AND THEN FROM REV. TO DRIVE ONLY OTHER NOISE HEARD WAS NORMAL.. CHECKED FOR ANYTHING LOOSE AND DIDNT FIND ANYTHING.. SHOW SHOP FORMAN AND HE AGREED IT WAS NORMAL NOISE OTHER THEN THE HITCH COMPLETED OIL AND FILTER CHANGE SERVICE Install tailgate latch actuator stop block [redacted] 0.2 hours TIRES ROTATED. PERFORMED MOPAR MULTI POINT.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

ENGINE OIL AND FILTER CHANGE

(Claim) Cause:

FACTORY REQUIRED MAINTENANCE CHANGE OIL AND FILTER AND ROTATE TIRES AS PER SER

(Claim) Correction:
COMPLETED OIL AND FILTER CHANGE SERVICE AND TIRE ROTATION

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted]
Build Date	04 3 01	**Plant**	LTILLO TRU K EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05 01 01
Claim Type	afet (Recalls)	**Repair Date**	09 19 018
Claim Status	Paid	**Mileage (Miles)**	30 801

Expense

Labor	$ 5 6	**Sublet**	$0 8	**Part**	$0 00	**Total Paid**	$ 6 45

Dealer Information

Code	[redacted]	**Name**	MID OUNTY HRY LER DODGE JEEP R M	**Zone**	63 D LL
Address	8181 MEMORI L BL D PORT RTHUR T 640				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	08U 418	afet Recall U 4 Tailgate Latch Install Tailgate ctuat r t p Bl ck	U	UN OD BLE (N RR TI E REQUIRED)	684480	TU TOR	1		0 8	$ 5 6

RO Narratives

(RO) Customer Concern

N

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

RE LL RRT OFT RE UPD TE U 4

(Claim) Cause

IN T LL RE I ED T IL G TE L T H TU TQOR TOP BLO K PER RE LL U 4

(Claim) Correction

Install tailgate latch actuat r st p bl ck 08 U 41 8 0 h urs

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 SLT CREW CAB 4X4
Build Date	02/04/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	03/17/2017
Claim Type	F Service Contract	**Repair Date**	09/19/2018
Claim Status	Paid	**Mileage (Miles)**	22,438

Expense

Labor	$0 00	**Sublet**	$0 00	**Part**	$65 00	**Total Paid**	$65 00

Dealer Information

Code	[redacted]	**Name**	MEDINA AUTO MALL	**Zone**	42 DETROIT
Address	05 MEDINA RD , MEDINA, OH 44 56				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26860303	Maintenance Interval Schedule B ; To be used every 3,000 Intervals	MC	MAINTENANCE CARE						$0 00
A	95 60001	Maintenance Allowance ; Fixed Cost Maintenance								$65 00

RO Narratives

(RO) Customer Concern:

DIESEL LUBE OIL FILTER DODGE SEASONAL PROMOTION WITH MULTIPOINT INSPECTION CUSTOMER PURCHASED MAINTENANCE PACKAGE TO BE U ED WITHIN 1 YEAR

(RO) Cause:

MAINTENANCE

(RO) Correction:

[redacted]PERFORM DIESEL LOF 8 LUBE OIL FILTER[redacted]PERFORM INSPECTION DODGE SEASONAL PROMOTION WITH MULTI POINT IN PECTION CU TOMER PURCHA ED MAINTENANCE PACKAGE TO BEU ED WITHIN YEAR LOF PLAN LOF 1 YEAR CUSTOMER PURCHASED MAINTENANCE PACKAGE TO BE USED WITHIN 2 YEARS STANDARD

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted] RAM 500 POWER WAGON CREW CAB
Build Date	0 06 017	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	0 1 017
Claim Type	afet (Recall)	**Repair Date**	09 0 01
Claim Status	Paid	**Mileage (Miles)**	0,7 8

Expense

Labor	$17	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$17

Dealer Information

Code	[redacted]	**Name**	B YIRD DODGE CHRY LER JEEP	**Zone**	6 D LL
Address	6 40 HIGHWAY 49 , PARAGOULD, AR 7 450				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U6108	afety Recall U61 Reprogram Powertrain Control Module In pect PCM oftware Le el and Perform oftware Update	UC	UNCOD BLE (NARRATIVE REQUIRED)						$17

RO Narratives

(RO) Customer Concern

PERFORM 4 POINT IN PECTION PERFORM FACTORY RECALL PERFORM FACTORY RECALL

(RO) Cause:

N

(RO) Correction

N

(RO) Technical Notes

NA

GCS Narratives

(Claim) Customer Concern

N

(Claim) Cause

NA

(Claim) Correction:

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 POWER WAGON CREW CAB
Build Date	03/06/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	03/31/2017
Claim Type	S Safety (Recalls)	**Repair Date**	09/20/2018
Claim Status	Paid	**Mileage (Miles)**	20,728

Expense

Labor	$17 32	**Sublet**	$0 63	**Part**	$0 00	**Total Paid**	$17 95

Dealer Information

Code	[redacted]	**Name**	BAYIRD DODGE CHRYSLER JEEP	**Zone**	63 DALLAS
Address	6340 HIGHWAY 49 S , PARAGOULD, AR 72450				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08U74182	Safety Recall U74 Tailgate Latch ; Install Tailgate Actuator Stop Block	UC	UNCODABLE (NARRATIVE REQUIRED)	68448027AA	ACTUATOR	1	X	0.63	$17.32

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 LARAMIE CREW CAB 4X4
Build Date	05/20/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	03/19/2018
Claim Type	W - Warranty	**Repair Date**	09/20/2018
Claim Status	Paid	**Mileage (Miles)**	12,274

Expense

Labor	$35.48	**Sublet**	$37.16	**Part**	$0.00	**Total Paid**	$72.64

Dealer Information

Code	[redacted]	**Name**	SKYLAND CHRY-JEEP	**Zone**	66 ORLANDO
Address	255 SMOKY PARK HIGHWAY , ASHEVILLE, NC 28806				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08508096	Lamp, Clearance ; Lamp, Clearance - Replace All	ZZ	SERVICE ACTION	68261677AC	LAMP	5	X	37.16	$35.48

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES PERFORM RAPID RESPONSE TRANSMITTA[redacted] (DJ/DD/DF/D2/DP/DX) CRACKED CLEARANCE LA** CUSTOMER STATES THAT THERE IS WATER LEAKING IN AROUND THE OVER HEAD CONSOLE FROM THE CRACK CLEARANCE] Interior Concern [CUSTOMER STATES THAT THE HEAD LINER IS DROPPING ANDIS WARPPED COMING AWAY FROM THE SUNROOF AREA PLEASE CHECK AND ADVISE] Recall / CUSTOMER STATES COMPLETE RECALL [U74: Safety Recall U74 - Tailgate Latch** U74] PROVIDE ALTERNATE TRANSPORTATION (ENTERPRISE TRUCK) PERFORM MULTI-POINT INSPECTION OF VEHICLE. ALSO INCLUDES CHECKING ANDADJUSTING OF THE FLUID LEVELS AS PERMITTED BY THE MANUFACTURER. SEE INSPECTION SHEET FOR RESULTS OF INSPECTION.

(RO) Cause:

RRT 18-045 E RECALL LOANER

(RO) Correction:

[redacted]Clearance lights were cracked andleaking[redacted]replaced clearance lights Lamps, Clearance Replace[redacted] HAD TO ORDER A NEW HEADLINER.[redacted]SPECIAL ORDER PARTS 12274 Performed u74 recall INSTALL TAILGATE ACTUATOR LOANER CAR- (C) 4 DAY LOANER AT $39.47 LOANER CAR- (C) SUBLET REPAIRS PERFORM MULTI-POINT INSPECTION OF VEHICLE. ALSO INCLUDES CHECKING AND ADJUSTING OF THE FLUID LEVELS AS PERMITTEDBY THE MANUFACTURER. SEE INSPECTION SHEET FOR RESULTS OF INSPECTION. PERFORM MULTI-POINT INSPECTION OF VEHICLE. ALSO INCLUDES CHECKING AND ADJUSTING OF THE FLUID LEVELS AS PERMITTED BY THE MANUFACTURER. SEE INSPECTION SHEET FOR RESULTS OF INSPECTION.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 LARAMIE CREW CAB 4X4
Build Date	05/20/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	03/19/2018
Claim Type	S - Safety (Recalls)	**Repair Date**	09/20/2018
Claim Status	Paid	**Mileage (Miles)**	12,274

Expense

Labor	$17.74	**Sublet**	$0.75	**Part**	$0.00	**Total Paid**	$18.49

Dealer Information

Code	[redacted]	**Name**	SKYLAND CHRY-JEEP	**Zone**	66 ORLANDO
Address	255 SMOKY PARK HIGHWAY , ASHEVILLE, NC 28806				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08U74182	Safety Recall U74 - Tailgate Latch ; Install Tailgate Actuator Stop Block	UC	UNCODABLE (NARRATIVE REQUIRED)	68448027AA	ACTUATOR	1	X	0.75	$17.74

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES PERFORM RAPID RESPONSE TRANSMITTAL [redacted](DJ/DD/DF/D2/DP/DX) CRACKED CLEARANCE LA** CUSTOMER STATES THAT THERE IS WATER LEAKING IN AROUND THE OVER HEAD CONSOLE FROM THE CRACK CLEARANCE] Interior Concern [CUSTOMER STATES THAT THE HEAD LINER IS DROPPING ANDIS WARPPED COMING AWAY FROM THE SUNROOF AREA PLEASE CHECK AND ADVISE] Recall / CUSTOMER STATES COMPLETE RECALL [U74: Safety Recall U74 - Tailgate Latch** U74] PROVIDE ALTERNATE TRANSPORTATION (ENTERPRISE TRUCK) PERFORM MULTI-POINT INSPECTION OF VEHICLE. ALSO INCLUDES CHECKING ANDADJUSTING OF THE FLUID LEVELS AS PERMITTED BY THE MANUFACTURER. SEE INSPECTION SHEET FOR RESULTS OF INSPECTION.

(RO) Cause:

RRT 18-045 E RECALL LOANER

(RO) Correction:

[redacted]Clearance lights were cracked andleaking [redacted]replaced clearance lights Lamps, Clearance Replace [redacted]HAD TO ORDER A NEW HEADLINER.[redacted]SPECIAL ORDER PARTS [redacted]Performed u74 recall INSTALL TAILGATE ACTUATOR LOANER CAR- (C) 4 DAY LOANER AT $39.47 LOANER CAR- (C) SUBLET REPAIRS PERFORM MULTI-POINT INSPECTION OF VEHICLE. ALSO INCLUDES CHECKING AND ADJUSTING OF THE FLUID LEVELS AS PERMITTEDBY THE MANUFACTURER. SEE INSPECTION SHEET FOR RESULTS OF INSPECTION. PERFORM MULTI-POINT INSPECTION OF VEHICLE. ALSO INCLUDES CHECKING AND ADJUSTING OF THE FLUID LEVELS AS PERMITTED BY THE MANUFACTURER. SEE INSPECTION SHEET FOR RESULTS OF INSPECTION.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted] RAM 500 LARAMIE CREW CAB 4 4
Build Date	04 7 017	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	0 1 017
Claim Type	arrant	**Repair Date**	09 0 01
Claim Status	Paid	**Mileage (Miles)**	40 497

Expense

Labor	$ 9	**Sublet**	$ 1 1	**Part**	$0 00	**Total Paid**	$67 07

Dealer Information

Code	[redacted]	**Name**	CHRI MYER CHRY LER JEEP DODGE	**Zone**	66	ORL NDO
Address	1 1 HIGH Y 9 D PHNE L 6 6					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	0 0 096	Lamp Clearance Lamp Clearance Replace ll		ER ICE CTION	6 61677 C	L MP			1 1	$ 9
	4 4 4	Goodwill uthori ation Goodwill uthori ation			6 61677 C	L MP			1 1	$0 00

RO Narratives

(RO) Customer Concern

PPOINTMENT D T FEED COMPLIMENT RY 14 PT IN P C MP IGN C MP IGN C MP IGN ELECTRIC L NI M INTEN NCE

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

[redacted]

(Claim) Cause

LL CLE R NCE L MP CR CKED

(Claim) Correction

REPL CE LL L MP COMPLETED

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 LARAMIE CREW CAB 4X4
Build Date	04/27/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/15/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	09/20/2018
Claim Status	Paid	**Mileage (Miles)**	40,497

Expense

Labor	$53.88	**Sublet**	$0.63	**Part**	$0.00	**Total Paid**	$54.51

Dealer Information

Code	[redacted]	**Name**	CHRIS MYERS CHRYSLER-JEEP-DODGE	**Zone**	66 ORLANDO
Address	1812 HIGHWAY 98 , DAPHNE, AL 36526				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
B	08U74182	Safety Recall U74 - Tailgate Latch ; Install Tailgate Actuator Stop Block	UC	UNCODABLE (NARRATIVE REQUIRED)	68448027AA	ACTUATOR	1	X	0.63	$17.96
A	19U11182	Safety Recall U11 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update (2017 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$35.92

RO Narratives

(RO) Customer Concern:

APPOINTMENT DATA FEED COMPLIMENTARY 14 PT INSP CAMPAIGN CAMPAIGN CAMPAIGN ELECTRICAL NI MAINTENANCE

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

[redacted]

(Claim) Cause:

ALL 5 CLEARANCE LAMPS CRACKED,

(Claim) Correction:

REPLACE ALL 5 LAMPS COMPLETED.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	018	**Body**	[redacted] RAM 500 LARAMIE CREW CAB 4 4
Build Date	0 /14/ 018	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06/11/ 018
Claim Type	W Warranty	**Repair Date**	09/20/2018
Claim Status	Paid	**Mileage (Miles)**	5,510

Expense

Labor	$5 84	**Sublet**	$ 4 60	**Part**	$0 00	**Total Paid**	$ 88 44

Dealer Information

Code	[redacted]	**Name**	FUCCILLO JEEP	**Zone**	NEW YORK
Address	328 332 DIVISION ST , AMSTERDAM, NY 12010				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	23301002	Glass, Door Movable ; Front door Right or left	34	DI TORTION, FOGGED OR HAZY	55112391AB	GLASS	1	X	234 60	$53 84

RO Narratives

(RO) Customer Concern:

Cu tomer tate Perform 16 Point Vehicle Checkup CU TOMER TATE IN TALL NEW DRIVER FRONT GLA A THERE I DEFECT IN GLASS

(RO) Cause:

Inspect tires/tire pressure, windshield wipers, exterior lamps, cooling system, air filter, fluid levels, belts, hoses TECH FOUND DEFECT IN GLA

(RO) Correction:

16 Point Check completed R&R F/R WINDOW ALL OKAY AT THIS TIME

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES INSTALL NEW DRIVER FRONT GLASS AS THERE IS DEFECT IN GLASS

(Claim) Cause:

TECH FOUND DEFECT IN GLASS

(Claim) Correction:

R&R F/R WINDOW ALL OKAY AT THI TIME

Warranty Claim Report

Vehicle Information

VIN	[redacted]	Year	017	Body	[redacted]
Build Date	05 0 01	Plant	LTILLO TRU K EMBLY PL NT	Coverage Code	[redacted]

Claim Information

Claim #	[redacted]	In Service Date	0 19 01
Claim Type	arrant	Repair Date	09 0 018
Claim Status	Paid	Mileage (Miles)	1 74

Expense

Labor	Sublet	Part	Total Paid
$0 00	$0 00	$100 00	$100 00

Dealer Information

Code	[redacted]	Name	KYL ND HRY JEEP	Zone	66 ORL NDO
Address	MOKY P RK HIGH Y HE ILLE NC 06				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	08508096	Lamp Clearance Lamp Clearance Replace ll		ER ICE CTION						$0 00
	9 400140	Loaner Car Competiti e ehicles								$100 00

RO Narratives

(RO) Customer Concern

N

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

N

(Claim) Cause

N

(Claim) Correction

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 2500 SLT CREW CAB 4X4
Build Date	10/08/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	03/15/2018
Claim Type	W - Warranty	**Repair Date**	09/20/2018
Claim Status	Paid	**Mileage (Miles)**	4,717

Expense

Labor	$240.48	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$240.48

Dealer Information

Code	[redacted]	**Name**		**Zone**	70 PHOENIX
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	0894PNL4	Anti-Lock Brake System	1C	CONNECTOR LOOSE NOT ATTACHED						$240.48

RO Narratives

(RO) Customer Concern:

BODY MISC REPAIRS [Customer States ABS LIGHT ON] SEE HISTORY....ABS LIGHT COMES ON INTERMITTENTLY, CRUISE CONTROL WILL NOT WORK, CUSTOMER IS GETTING MESSAGES FROM UCONNECT THATIMMEDIATE ACTION IS REQUIRED FOR ABS SYSTEM. TPMS MESSAGE TOO PERFORM LITHIAS LIFETIME DIESEL OILCHANGE. INCLUDES: OIL & FILTER CHANGE, LUBE CHASSIS AS REQUIRED, AND COURTESY VEHICLE INSPECTION. Multi-point inspection (according to maintenance interval)

(RO) Cause:

.

(RO) Correction:

[redacted]erified light on checked codes foundc0034, [redacted]and [redacted]also have[redacted]checkedspeed sensor circuits load tested all testgood went to clear code after oil change gotnot responce from abs module checked busvoltages to module good , load tested powersand grounds found high resistance in powervcircuit traced circuit found backed out pinat tipm found bad connection repaired,installed pin correctly,OK BODY MISC REPAIRS [Customer States ABS LIGHT ON] BODY MISC REPAIRS 4717 lof PERFORM LITHIAS LIFETIME DIESEL OIL CHANGE. INCLUDES: OIL & FILTER CHANGE, LUBE CHASSIS AS REQUIRED, AND COURTESY VEHICLE INSPECTION. LIFETIME OIL PERFORM LITHIAS LIFETIME DIESEL OIL CHANGE. INCLUDES: OIL & FILTER CHANGE, LUBE CHASSIS AS REQUIRED,AND COURTESY VEHICLE INSPECTION. MISC. SHOP CHARGES Multi-point inspection (according to maintenanceinterval) MultiPoint Inspection, air up tires and insert sticker in window for next service recommendation. Please list any recommendations from today?s visit in comments for our guest.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

BODY MISC REPAIRS [CUSTOMER STATES ABS LIGHT ON] SEE HISTORY....ABS LIGHT COME S ON INTERMITTENTLY, CRUISE CONTROL WILL NOT WORK, CUSTOMER IS GETTING MESSAGE S FROM UCONNECT THATIMMEDIATE ACTION IS REQUIRED FOR ABS SYSTEM. TPMS MESSAGE TOO

(Claim) Cause:

VERIFIED LIGHT ON CHECKED CODES FOUND [redacted] ALSO HAVE U0415 CH ECKED SPEED SENSOR CIRCUITS LOAD TESTED ALL TEST GOOD WENT TO CLEAR CODE AFTER OIL CHANGE GOT NOT RESPONCE FROM ABS MODULE CHECKED BUS VOLTAGES TO MODULE GO OD , LOAD TESTED POWERS AND GROUNDS FOUND HIGH RESISTANCE IN POWER VCIRCUIT TR ACED CIRCUIT FOUND BACKED OUT PIN AT TIPM

(Claim) Correction:

VERIFIED LIGHT ON CHECKED CODES FOUND [redacted] ALSO HAVE U0415 C HECKED SPEED SENSOR CIRCUITS LOAD TESTED ALL TEST GOOD WENT TO CLEAR CODE AFT ER OIL CHANGE GOT NOT RESPONCE FROM ABS MODULE CHECKED BUS VOLTAGES TO MODULE GOOD , LOAD TESTED POWERS AND GROUNDS FOUND HIGH RESISTANCE IN POWER VCIRCUI T TRACED CIRCUIT FOUND BACKED OUT PIN AT TIPM FOUND BAD CONNECTION REPAIRED, INSTALLED PIN CORRECTLY

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted]
Build Date	03 8 018	**Plant**	S LTILL TRU K SSEMBL PL NT	**Co erage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Ser ice Date**	0 13 018
Claim Type	rr nt	**Repair Date**	09 018
Claim Status	P id	**Mileage (Miles)**	1 995

Expense

Labor	$54 00	**Sublet**	$ 1 4	**Part**	$ 16	**Total Paid**	$ 40

Dealer Information

Code	[redacted]	**Name**	TRI N LE HR SLER ESTE	**Zone**	E9 PUERT RI
Address	#301 H ST S E M UE E 00680				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	0819100	M dul anti l k br k c ntr l ll th r	6	TERMIN LS D M GED	6834 098 B	M DULE	1		1 4	$54 00
	95440401	L b r T x nl Pu rt Ric			6834 098 B	M DULE	1		1 4	$ 16

RO Narratives

(RO) Customer Concern:

N

(RO) Cause:

N

(RO) Correction:

N

(RO) Technical Notes:

N

GCS Narratives

(Claim) Customer Concern:

LIENTE INDI LU DE TR NTR L

(Claim) Cause:

M DUL DE BS N D N S INTERN S

(Claim) Correction:

[redacted] ST MMUNI TI N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 LARAMIE CREW CAB 4X4
Build Date	04/18/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11/30/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	09/24/2018
Claim Status	Paid	**Mileage (Miles)**	11,856

Expense

Labor	$76.41	**Sublet**	$1.00	**Part**	$0.00	**Total Paid**	$77.41

Dealer Information

Code	[redacted]	**Name**	GREENWAY CHRYSLER-JEEP-DODGE, INC.	**Zone**	66 ORLANDO
Address	9051 EAST COLONIAL DRIVE , ORLANDO, FL 32817				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
B	08U74182	Safety Recall U74 - Tailgate Latch ; Install Tailgate Actuator Stop Block	UC	UNCODABLE (NARRATIVE REQUIRED)	68448027AA	ACTUATOR	1	X	1.00	$25.47
A	19U11182	Safety Recall U11 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update (2017 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$50.94

RO Narratives

(RO) Customer Concern:

MULTI POINT VEHICLE INSPECTION C/R TO CHECK FUEL FILTERS C/S BRAKE LIGHT AND SERVICE ANTI LOCK BRAKES LIGHT COMES ON U11 BRAKE TRANSMISSION SHIFT INTERLOCK[redacted]

(RO) Cause:

COMPLETE BOTH FUEL FILTERS. ORDERED PARTS OPEN RECALL. OPEN RECALL.

(RO) Correction:

PERFORM MULTI POINT VEHICLE INSPECTION REPLACED BOTH FUEL FILTERS. ORDERED PARTS U11 RECALL. INSPECTED AND PERFORMED BCM UPDATE[redacted]RECALL. INSTALLED TAILGATE ACTUATOR LOCK STOP.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 ST CREW CAB 4X4
Build Date	05/18/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/27/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	09/24/2018
Claim Status	Paid	**Mileage (Miles)**	34,912

Expense

Labor	$91.99	**Sublet**	$0.81	**Part**	$0.00	**Total Paid**	$92.80

Dealer Information

Code	[redacted]	**Name**	EASTGATE CHRYSLER JEEP INC	**Zone**	42 DETROIT
Address	500 N SHADELAND AVENUE , INDIANAPOLIS, IN 46219				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
B	08U74182	Safety Recall U74 - Tailgate Latch ; Install Tailgate Actuator Stop Block	UC	UNCODABLE (NARRATIVE REQUIRED)	68448027AA	ACTUATOR	1	X	0.81	$20.44
A	19U11183	Safety Recall U11 - Brake Transmission Shift Interlock ; Inspect BTSI Functionality, Replace Gearshift Bracket, and Verify BCM Software Level (2017-2018 Model Year)	UC	UNCODABLE (NARRATIVE REQUIRED)						$71.55

RO Narratives

(RO) Customer Concern:

Automatic Transmission Concern [Customer states occasionally from a dead stop transmission seems to shudder when he takes off. please check and advise. if no problems will want a trans flush and filter.[redacted](DJ/DD/DF/D2/DP/DX) CRACKED CLEARANCE LA**] Recall / CSN 1 [U11: Safety Recall U11 - Brake Transmission Shift Interlock**] Recall / CSN 2 [U74: Safety Recall U74 - Tailgate Latch**] Multi-point inspection (according to maintenance interval)

(RO) Cause:

. . .

(RO) Correction:

trans opperating as designed transshifting as designed has shutter on heavythrottle worst with trailor normal opperation COMPLETE TRANSMISSION FLUID REPLACEMENT; CHECK FOR LEAKS; ROAD TEST COMPLETE TRANSMISSION FLUID REPLACEMENT; CHECK FORLEAKS; ROAD TEST install cab lights rrt [redacted]Lamp, Clearance - Test and Replace Lamp, Clearance - Replace All (0 - Low Skilled) REPLACED CLEARANCE LAMPS update bcm per recall u11 recall Safety Recall U11 - BrakeTransmission Shift Interlock - Replace Inspect BTSI Functionality, Replace Gearshift Bracket, and Verify BCM Software Level(2017-2018 Model Year) (1- Semi-Skilled) u74 recall install part on tailgate latch Safety Recall U74 - Tailgate Latch Install Tailgate Actuator Stop Block (2 - Skilled) Multi-point inspection (according to maintenanceinterval) GENERAL VEHICLE CHECKUP

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 ST CREW CAB 4X4
Build Date	05/18/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/27/2017
Claim Type	W - Warranty	**Repair Date**	09/24/2018
Claim Status	Paid	**Mileage (Miles)**	34,912

Expense

Labor	$40.89	**Sublet**	$40.07	**Part**	$0.00	**Total Paid**	$80.96

Dealer Information

Code	[redacted]	**Name**	EASTGATE CHRYSLER JEEP INC	**Zone**	42 DETROIT
Address	500 N SHADELAND AVENUE , INDIANAPOLIS, IN 462 9				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08508096	Lamp, Clearance ; Lamp, Clearance - Replace All	ZZ	SERVICE ACTION	68261677AC	LAMP	5	X	40.07	$40.89

RO Narratives

(RO) Customer Concern:

Automatic Transmission Concern [Customer states occasionally from a dead stop transmission seems to shudder when he takes off. please check and advise. if no problems will want a trans flush and filter.] RRT [redacted] CLEARANCE LA**] Recall / CSN 1 [U11: Safety Recall U11 - Brake Transmission Shift Interlock**] Recall / CSN 2 [U74: Safety Recall U74 - Tailgate Latch**] Multi-point inspection (according to maintenance interval)

(RO) Cause:

. . .

(RO) Correction:

trans opperating as designed transshifting as designed has shutter on heavythrottle worst with trailor normal opperation COMPLETE TRANSMISSION FLUID REPLACEMENT; CHECK FOR LEAKS; ROAD TEST COMPLETE TRANSMISSION FLUID REPLACEMENT; CHECK FORLEAKS; ROAD TEST install cab lights rrt [redacted]amp, Clearance - Test and Replace Lamp, Clearance - Replace All (0 - Low Skilled) REPLACED CLEARANCE LAMPS update bcm per recall u11 recall Safety Recall U11 - BrakeTransmission Shift Interlock - Replace Inspect BTSI Functionality, Replace Gearshift Bracket, and Verify BCM Software[redacted]Model Year) (1- Semi-Skilled) u74 recall install part on tailgate latch Safety Recall U74 - Tailgate Latch Install Tailgate Actuator Stop Block (2 - Skilled) Multi-point inspection (according to maintenanceinterval) GENERAL VEHICLE CHECKUP

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 LARAMIE MEGA CAB 4X4
Build Date	12/18/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	09/08/2017
Claim Type	S Safety (Recalls)	**Repair Date**	09/24/2018
Claim Status	Paid	**Mileage (Miles)**	13,046

Expense

Labor	$16.44	**Sublet**	$0.63	**Part**	$0.00	**Total Paid**	$17.07

Dealer Information

Code	[redacted]	**Name**	RANDALL DODGE CHRYSLER JEEP	**Zone**	63 DALLAS
Address	419 US HIGHWAY 79 S , HENDERSON, TX 75654				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08U74182	Safety Recall U74 - Tailgate Latch ; Install Tailgate Actuator Stop Block	UC	UNCODABLE (NARRATIVE REQUIRED)	68448027AA	ACTUATOR	1	X	0.63	$16.44

RO Narratives

(RO) Customer Concern:

[redacted] - Tailgate Latch (Recall CSN 1) (Multi-point inspection according to maintenance interval)

(RO) Cause:

TAILGATE LATCH 08U74182

(RO) Correction:

RECALL U74 COMPLETE. INSTALL TAILGATE LATCH ACTUATOR STOP BLOCK 15 Point Inspection All

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 2500 LARAMIE CREW CAB 4X4
Build Date	08/ 7/ 018	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	09/ 6/ 018
Claim Type	W Warranty	**Repair Date**	09/ 5/ 018
Claim Status	Paid	**Mileage (Miles)**	14

Expense

Labor	$0 00	**Sublet**	$ 0 6	**Part**	$0 00	**Total Paid**	$ 0 6

Dealer Information

Code	[redacted]	**Name**	NEWCA TLE CHRY LER DODGE JEEP	**Zone**	NEW YORK
Address	57 ROUTE 1 , NEWCA TLE, ME 0455				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	5080140	DEF Fluid Top Off ; Vehicle Delivery Fill ee LOP note for vehicle pecific allowance	40	FLUID HIGH OR LOW	68056 78AC	FLUID	1		0 6	$0 00

RO Narratives

(RO) Customer Concern:

"PREP IT RIGHT" NEW VEHICLE PDI ANDADD ON TATE IN PECTION IN ATLL CAP

(RO) Cause:

NA

(RO) Correction:

NEW CAR PREP NEW CAR PREP DEF FLUID TATE IN PECTION TATE IN PECTION NOTE FOR TECHNICIAN OR FILE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NEW CAR PREP AND NEED DEF FILLED

(Claim) Cause:

LOW DEF

(Claim) Correction:

FILLED DEF

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 ST CREW CAB 4X4
Build Date	05/15/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/17/2017
Claim Type	W Warranty	**Repair Date**	09/25/2018
Claim Status	Paid	**Mileage (Miles)**	14,154

Expense

Labor	$36 72	**Sublet**	$31 15	**Part**	$0 00	**Total Paid**	$67 87

Dealer Information

Code	[redacted]	**Name**	WEAVER MOTORS INC OF KIRBYVILLE	**Zone**	63 DALLAS
Address	603 SOUTH MARGARET , KIRBYVILLE, TX 75956				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08508096	Lamp, Clearance ; Lamp, Clearance Replace All	ZZ	SERVICE ACTION	68261677AC	LAMP	5	X	31 15	$36 72

RO Narratives

(RO) Customer Concern:

Recall # [redacted] BRAKE TRAN MI ION HIFT INTERLOCK Recall # U61, Launch Date 06/ 6/ 018 REPROGRAM POWERTRAIN CONTROL MODULE Customer states RRT [redacted] CAB LIGHTS

(RO) Cause:

NA

(RO) Correction:

Recall # [redacted] BRAKE TRAN MI ION HIFT INTERLOCK Recall # U61, Launch Date 06/ 6/ 018 REPROGRAM POWERTRAIN CONTROL MODULE Replaced cab lights

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 ST CREW CAB 4X4
Build Date	05/15/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/17/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	09/25/2018
Claim Status	Paid	**Mileage (Miles)**	14,154

Expense

Labor	$55.08	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$55.08

Dealer Information

Code	[redacted]	**Name**	WEAVER MOTORS INC OF KIRBYVILLE	**Zone**	63 DALLAS
Address	603 SOUTH MARGARET , KIRBYVILLE, TX 75956				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
B	18U61082	Safety Recall U61 - Reprogram Powertrain Control Module ; Inspect PCM Software Level and Perform Software Update	UC	UNCODABLE (NARRATIVE REQUIRED)						$18.36
A	19U11182	Safety Recall U11 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update (2017 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$36.72

RO Narratives

(RO) Customer Concern:

Recall #: U11, Launch Date: 02/15/2018 - BRAKE TRANSMISSION SHIFT INTERLOCK Recall #: U61, Launch Date: 06/26/2018 - REPROGRAM POWERTRAIN CONTROL MODULE Customer states [redacted] CAB LIGHTS

(RO) Cause:

NA

(RO) Correction:

Recall #: U11, Launch Date: 02/15/2018 - BRAKE TRANSMISSION SHIFT INTERLOCK Recall #: U61, Launch Date: 06/26/2018 - REPROGRAM POWERTRAIN CONTROL MODULE Replaced cab lights

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted] RAM 500 LT CREW CAB 4 4
Build Date	09 016	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	08/ 1/ 017
Claim Type	afet (Recall)	**Repair Date**	09 01
Claim Status	Paid	**Mileage (Miles)**	10 70

Expense

Labor	$ 1 6	**Sublet**	$0 8	**Part**	$0 00	**Total Paid**	$ 44

Dealer Information

Code	[redacted]	**Name**	NDER ON CHRY JEEP DODGE	**Zone**	70 PHOENI
Address	9 0 N HIGH Y 9 L KE H U CITY 6404				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08U7418	afety Recall U74 Tailgate Latch In tall Tailgate Actuator top Block	UC	UNCOD BLE (NARRATIVE REQUIRED)	684480 7AA	ACTUATOR	1		0 8	$ 1 6

RO Narratives

(RO) Customer Concern:

REC LL

(RO) Cause:

[redacted]

(RO) Correction

(RO) Technical Notes

NA

GCS Narratives

(Claim) Customer Concern

N

(Claim) Cause

NA

(Claim) Correction:

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 LARAMIE CREW CAB 4X4
Build Date	08/18/ 016	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/1 / 016
Claim Type	afety (Recall)	**Repair Date**	09/ 5/ 018
Claim Status	Paid	**Mileage (Miles)**	4,877

Expense

Labor	$ 7 6	**Sublet**	$0 6	**Part**	$0 00	**Total Paid**	$ 7 89

Dealer Information

Code	[redacted]	**Name**	TONERIDGE CHRY LER JEEP DODGE OF	**Zone**	71 LO ANGELE
Address	6701 AMADOR PLA A RD , DUBLIN, CA 94568				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08U74182	Safety Recall U74 Tailgate Latch ; In tall Tailgate Actuator top Block	UC	UNCODABLE (NARRATIVE REQUIRED)	68448027AA	ACTUATOR	1	X	0 63	$27 26

RO Narratives

(RO) Customer Concern:

PERFORM AFETY RECALL U74 TAILGATE LATCH [redacted] RAM TRUCK

(RO) Cause:

[redacted]

(RO) Correction:

[redacted] N TALLED TAILGATE LATCH ACTUATOR TOP BLOCK PERFORM AFETY RECALL [redacted] TRUCK PERFORM AFETY RECALL [redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted] RAM 500 LARAMIE CREW CAB 4 4
Build Date	04/1 / 017	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	1 / 7/ 017
Claim Type	afety (Recall)	**Repair Date**	09/ 5/ 018
Claim Status	Paid	**Mileage (Miles)**	11,065

Expense

Labor	$ 0 89	**Sublet**	$0 74	**Part**	$0 00	**Total Paid**	$ 1 6

Dealer Information

Code	[redacted]	**Name**	JACK ONVILLE CHRY LER JEEP DODGE	**Zone**	66 ORLANDO
Address	11101 NUR ERY FIELD DRIVE , JACK ONVILLE, FL 56				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08U7418	afety Recall U74 Tailgate Latch In tall Tailgate Actuator top Block	UC	UNCODABLE (NARRATIVE REQUIRED)	684480 7AA	ACTUATOR	1		0 74	$ 0 89

RO Narratives

(RO) Customer Concern:

(Change die el engine oil and filter ynthetic oil may be re quired ba ed on geographic location) (Rotate tire) U74 afety Recall U74 Tailgate Latch (Recall C N 1) REPLACE VEHICLE FUEL FILTER( ) PLEA E PERFORM MULTI POINT IN PECTION

(RO) Cause:

DUE BY TIME OR MILEAGE 0 BA ED ON MILEAGE, VEHICLE WARNING, TIME, AND OR WEAR MULTI POINT IN PECTION

(RO) Correction:

OEM Oil & Filter Change 6 7L 14/18 PERFORMED TIRE ROTATION AND TORQUED LUG NUT TO PECIFICATION In tall tailgate latch actuator top block 08 U7 41 8 0 hr REMOVED AND REPLACED VEHICLE FUEL FILTER( ) PERFORMED MULTI POINT IN PECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

U74 afety Recall U74 Tailgate Latch (Recall C N 1)

(Claim) Cause:

0

(Claim) Correction:

In tall tailgate latch actuator top block 08 U7 41 8 0 hr

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 SLT CREW CAB 4X4
Build Date	05/02/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/23/2017
Claim Type	S Safety (Recalls)	**Repair Date**	09/25/2018
Claim Status	Paid	**Mileage (Miles)**	29,354

Expense

Labor	$19 69	**Sublet**	$0 63	**Part**	$0 00	**Total Paid**	$20 32

Dealer Information

Code	[redacted]	**Name**	HOMER SKELTON CHRYSLER DODGE JEEP	**Zone**	63 DALLAS
Address	7661 HIGHWAY 51 NORTH , MILLINGTON, TN 38053				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08U74182	Safety Recall U74 Tailgate Latch ; Install Tailgate Actuator Stop Block	UC	UNCODABLE (NARRATIVE REQUIRED)	68448027AA	ACTUATOR	1	X	0 63	$19 69

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

[redacted]

GCS Narratives

(Claim) Customer Concern:

ELECTRICAL CONCERN CUSTOMER STATES SERVICE 4 WHEEL DRIVE LIGHT COMING ON

(Claim) Cause:

ELECTRICAL HARNESS FOR ENGINE AND TRANSMISSION INTERMITTENT OPERATION CODES [redacted]

(Claim) Correction:

INSPECTED WIRES AND CONNECTION OPEN STAR CASE UP # [redacted] FOLLOWED CASE WORKE R DIRECTION SENT NEW SCAN REPORT ALSO WIRES WIRES AND CHECK CURCUITS [redacted] NFTER TEST DRIVE AND LIGHT CAME ON FOR A SECOND REPLACED COMPL ETE HARNESS [redacted] CLEARED CODE AND TEST DROVE SECOND TIME ALL OPERATION A RE NORMAL AT THIS TIME

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 SLT CREW CAB 4X4
Build Date	02/07/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	08/16/2018
Claim Type	W - Warranty	**Repair Date**	09/25/2018
Claim Status	Paid	**Mileage (Miles)**	3,669

Expense

Labor	$40.12	**Sublet**	$262.12	**Part**	$105.00	**Total Paid**	$407.24

Dealer Information

Code	[redacted]	**Name**	TATE CHRYSLER FREDERICK	**Zone**	35 WASHINGTON
Address	5629 BUCKEYSTOWN PIKE , FREDERICK, MD 21701				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08890201	Center, power distribution PDC	UC	UNCODABLE (NARRATIVE REQUIRED)	68322377AD	PDC	1	X	262.12	$40.12
A	95400141	Loaner Car ; Standard Line Vehicles			68322377AD	PDC	1	X	262.12	$105.00

RO Narratives

(RO) Customer Concern:

REFER TO START PUBLICATION [redacted] CHECKED FUSES, ALL GOOD, NEXT STEP TO REPLACE PDC PER BULLETIN. PARTS ORDERED 9/7 PDC IN STOCK, ALSO CHECK WIRING ISSUE REFER TO START CASE# [redacted] VEHICLE DOES NOT RECOGNIZE WHEN TRAILER IS PLUGGED IN. ONLY LIGHTS WORK. VEHICLE LOANER THROUGH U-SAVE 9/21 WILL BE IN TUESDAY TO SWAP OUT FOR TRUCK FROM ENTERPRISE TRUCK RENTALS (RESERVED) IF TRUCK NOT READY BY THEN.

(RO) Cause:

NA

(RO) Correction:

UPON CHECKING THOROUGHLY INTO BOTH STAR CASES, NO EVIDENCE FOUND THAT ISSUE WITH TRUCK IS DUE TO THESE PROBLEMS. UPON FURTHER INVESTIGATION, DID NOT APPEAR THAT TRUCK WAS FLASHED WITH PROPER SOFTWARE TO SUPPORT FACTORY TRAILER BRAKE CONTROLLER. PERFORMED FLASH AND HAD CUSTOMER RE CHECK WITH TRAILER CONNECTED, STILL NOT WORKING. CUSTOMER TOOK TRUCK AGAIN THE NEXT MORNING AND TESTED ON A BRAND NEW TRAILER AND FOUND THAT SYSTEM WORKED AS IT SHOULD. ADVISE CUSTOMER TO HAVE TRAILER CONNECTIONS/WIRING REPAIRED AND RE CHECK. 9/24 CUSTOMER RECEIVED COMMERCIAL TRUCK LOANER VEHICLE PER CHRYSLER CASE MANAGEMENT. RETURNED 9/25 AM

(RO) Technical Notes:

TIPM BAD. LIGHTING ON TRAILER NOT WORKING

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THERE IS A LIGHTING ISSUE WHEN TRAILER IS CONNECTED

(Claim) Cause:

TECH CONFIRMED ISSUE. TIPM DID NOT HAVE CORRECT POWER SIGNALS

(Claim) Correction:

TECH REPLACED TIPM

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 SLT CREW CAB 4X4
Build Date	05/02/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/23/2017
Claim Type	W - Warranty	**Repair Date**	09/25/2018
Claim Status	Paid	**Mileage (Miles)**	29,354

Expense

Labor	$502.15	**Sublet**	$784.00	**Part**	$245.00	**Total Paid**	$1,531.15

Dealer Information

Code	[redacted]	**Name**	HOMER SKELTON CHRYSLER DODGE JEEP	**Zone**	63 DALLAS
Address	7661 HIGHWAY 51 NORTH , MILLINGTON, TN 38053				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08909902	Wiring harness, transmission ; Automatic transmission	UC	UNCODABLE (NARRATIVE REQUIRED)	68296523AE	WIRING	1	X	784.00	$472.61
A	08909961	Wiring harness, transmission ; 4 X 4 equipped			68296523AE	WIRING	1	X	784.00	$29.54
A	85LOAN00	Loaner Car ; Loaner Car			68296523AE	WIRING	1	X	784.00	$0.00
A	95400142	Loaner Car ; High Line Vehicles			68296523AE	WIRING	1	X	784.00	$245.00

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

00 68296523AE-091418-E INTERMITTENT OP U0102 P0300 C1457 C1480 C2112 C140D

GCS Narratives

(Claim) Customer Concern:

ELECTRICAL CONCERN CUSTOMER STATES SERVICE 4 WHEEL DRIVE LIGHT COMING ON

(Claim) Cause:

ELECTRICAL HARNESS FOR ENGINE AND TRANSMISSION INTERMITTENT OPERATION. [redacted]

(Claim) Correction:

INSPECTED WIRES AND CONNECTION OPEN STAR CASE UP [redacted] FOLLOWED CASE WORKE R DIRECTION SENT NEW SCAN REPORT ALSO WIRES WIRES AND CHECK CURCUITS [redacted] AFTER TEST DRIVE AND LIGHT CAME ON FOR A SECOND REPLACED COMPL ETE HARNESS 68296523AE CLEARED CODE AND TEST DROVE SECOND TIME ALL OPERATION A RE NORMAL AT THIS TIME

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 2500 LARAMIE CREW CAB 4X4
Build Date	08/ 7/ 018	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	09/ 6/ 018
Claim Type	K Road Ready (PREPNV)	**Repair Date**	09/ 6/ 018
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$10 50	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$10 50

Dealer Information

Code	[redacted]	**Name**	NEWCA TLE CHRY LER DODGE JEEP	**Zone**	NEW YORK
Address	57 ROUTE 1 , NEWCA TLE, ME 0455				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Ba ic Prep	NU	NEW VEHICLE PREP						$10 50

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - RAM 2500 POWER WAGON CREW CAB
Build Date	11/19/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06/25/2018
Claim Type	S - Safety (Recalls)	**Repair Date**	09/26/2018
Claim Status	Paid	**Mileage (Miles)**	5,557

Expense

Labor	$31 21	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$31 21

Dealer Information

Code	[redacted]	**Name**	BIG O DODGE OF GREENVILLE INC	**Zone**	66 ORLANDO
Address	2645 LAURENS RD , GREENVILLE, SC 29606				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U61083	Safety Recall U61 - Reprogram Powertrain Control Module ; Inspect PCM Software Level and Perform Software Update (2018 Model Years Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$31 21

RO Narratives

(RO) Customer Concern:

(Multi-point inspection according to maintenance interval) U61 Safety Recall U61 - Reprogram Powertrain Control Module U61 - REPROGRAM POWERTRAIN CONTROL MODULE (Recall CSN 1)

(RO) Cause:

MAINTENANCE INSPECTION RECALL

(RO) Correction:

INSPECTION COMPLETE COMPLETED [redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

U61 Safety Recall U61 - Reprogram Powertrain Control Module U61 - REPROGRAM PO

(Claim) Cause:

RECALL

(Claim) Correction:

COMPLETED [redacted]

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 ST REG CAB 4X4
Build Date	05/06/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06/25/2018
Claim Type	W - Warranty	**Repair Date**	09/26/2018
Claim Status	Paid	**Mileage (Miles)**	4,385

Expense

Labor	$244.45	**Sublet**	$1,786.82	**Part**	$0.00	**Total Paid**	$2,031.27

Dealer Information

Code	[redacted]	**Name**		**Zone**	66 ORLANDO
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	ML	CHECK ENGINE/SERVICE ENGINE SO	68143491AA	CONTROL	1	X	478.80	$112.04
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	ML	CHECK ENGINE/SERVICE ENGINE SO	68347098AB	MODULE	1		205.80	$112.04
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	ML	CHECK ENGINE/SERVICE ENGINE SO	04318080AD	FLUID	3		17.22	$112.04
A	08191002	Module, anti-lock brake control ; All others			68143491AA	CONTROL	1	X	478.80	$61.11
A	08191002	Module, anti-lock brake control ; All others			68347098AB	MODULE	1		205.80	$61.11
A	08191002	Module, anti-lock brake control ; All others			04318080AD	FLUID	3		17.22	$61.11
A	08191063	Module, anti-lock brake control ; 6.7L diesel equipped			68143491AA	CONTROL	1	X	478.80	$20.37
A	08191063	Module, anti-lock brake control ; 6.7L diesel equipped			68347098AB	MODULE	1		205.80	$20.37
A	08191063	Module, anti-lock brake control ; 6.7L diesel equipped			04318080AD	FLUID	3		17.22	$20.37
B	25080901	Sensor, NOX - Upstream ; 6.7 liter diesel	ML	CHECK ENGINE/SERVICE ENGINE SO	68210084AA	SENSOR	1	X	1085.00	$50.93

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES PERFORM COMPLIMENTARY MULTI-POINT INSPECTION CUSTOMER STATES CHECK ENGINE LIGHT CAME ON BUT IS OFF NOW. CUSTOMER STATES ABS AND TRACTION CONTROL LIGHTS CAME ON AND CRUISE SHUT OFF WHILE DRIVING.E

(RO) Cause:

CHECKED OUT AND FOUND [redacted] IN THE PCM. RUN TEST TO FIND UPSTREAM NOX SENSOR NOT READING CORRECTLY. CHECKED OUT AND FOUND [redacted] N THE SYSTEM. RUN TEST AND BY THE TEST RESULTS WAS ADVISED TO REPLACE THE HCU AND ABS MODULE.

(RO) Correction:

PERFORMED MULTI-POINT INSPECTION REPLACED NOX SENSOR AND TEST DROVE. NO PROBLEM AT THIS TIME. REPLACED HCU AND ABS. BLEED BRAKES AND TEST DROVE. NO PROBLEM AT THIS TIME.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C/S ABS & TRACTION CONTROL LIGHTS CAME ON & CRUISE SHUT OFF WHILE DRIVING CS CHECK ENGINE LIGHT IS ON

(Claim) Cause:

FOUND [redacted] UPSTREAM NOX SENSOR NOT READING PROPERLY TEST COULD NOT DETERMINE WHICH PART WAS BAD, CONTROL OR MOULE, SO REPLACED BOT H PER TEST INSTRUCTIONS

(Claim) Correction:

REPLACED NOX SENSOR & TEST DROVE. NO FURTHER CONCERNS REPLACED CONTROL AND ABS MODULE. TEST DROVE TO VERIFY REPAIR

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 LONGHORN MEGA CAB 4X4
Build Date	01/26/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/22/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	09/27/2018
Claim Status	Paid	**Mileage (Miles)**	34,207

Expense

Labor	$24.43	**Sublet**	$0.78	**Part**	$75.00	**Total Paid**	$100.21

Dealer Information

Code	[redacted]	**Name**	WAXAHACHIE DODGE CHRYSLER JEEP	**Zone**	63	DALLAS
Address	2405 N INTERSTATE 35E , WAXAHACHIE, TX 75165					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08U74182	Safety Recall U74 - Tailgate Latch ; Install Tailgate Actuator Stop Block	UC	UNCODABLE (NARRATIVE REQUIRED)	68448027AA	ACTUATOR	1	X	0.78	$24.43
A	95400140	Loaner Car ; Competitive Vehicles			68448027AA	ACTUATOR	1	X	0.78	$75.00

RO Narratives

(RO) Customer Concern:

MULTI-POINT VEHICLE INSPECTION CUSTOMER STATES CHECK ENGINE LIGHT IS ON. CHECK AND ADVISE. PERFORM RECALL [redacted]TAILGATE LATCH RENTAL VEHICLE

(RO) Cause:

. .

(RO) Correction:

MULTI-POINT VEHICLE INSPECTION[redacted]found code in the pcm [redacted]check powerwire going to the relay. there is 12voltas atpower wire. check heater grid power wirethere is no power. found that the relay hadinternal short. [redacted]eplace relay CHECK ENGINE LIGHT / MALFUNCTION INDICATOR LIGHT ON - DIESEL [redacted]nstall tailgate latchactuator stop block PERFORM RECALL RENTAL VEHICLE RENTAL VEHICLE 3 DAYS RENTAL VEHICLE SUBLET REPAIRS

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT IS ON. CHECK AND ADVISE.

(Claim) Cause:

FOUND CODE IN THE PCM[redacted]CHECK POWER WIRE GOING TO THE RELAY. THERE IS 12VO LTAS AT POWER WIRE. CHECK HEATER GRID POWER WIRE THERE IS NO POWER. FOUND THAT THE RELAY HAD INTERNAL SHORT.

(Claim) Correction:

REPLACE RELAY

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 LONGHORN MEGA CAB 4X4
Build Date	01/26/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/22/2017
Claim Type	W - Warranty	**Repair Date**	09/27/2018
Claim Status	Paid	**Mileage (Miles)**	34,207

Expense

Labor	$36.65	**Sublet**	$71.35	**Part**	$0.00	**Total Paid**	$108.00

Dealer Information

Code	[redacted]	**Name**	WAXAHACHIE DODGE CHRYSLER JEEP	**Zone**	63 DALLAS
Address	2405 N INTERSTATE 35E , WAXAHACHIE, TX 75165				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08661501	Relay, intake manifold heater air temperature ; 6.7 liter diesel engine	ML	CHECK ENGINE/SERVICE ENGINE SO	05187880AC	RELAY	1	X	71.35	$36.65

RO Narratives

(RO) Customer Concern:

MULTI-POINT VEHICLE INSPECTION CUSTOMER STATES CHECK ENGINE LIGHT IS ON. CHECK AND ADVISE. PERFORM RECALL [redacted] TAILGATE LATCH RENTAL VEHICLE

(RO) Cause:

. .

(RO) Correction:

MULTI-POINT VEHICLE INSPECTION 34207 found code in the pcm P0542 check powerwire going to the relay. there is 12voltas atpower wire. check heater grid power wirethere is no power. found that the relay hadinternal short. [redacted] replace relay CHECK ENGINE LIGHT / MALFUNCTION INDICATOR LIGHT ON - DIESEL [redacted] Install tailgate latchactuator stop block PERFORM RECALL RENTAL VEHICLE RENTAL VEHICLE 3 DAYS RENTAL VEHICLE SUBLET REPAIRS

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT IS ON. CHECK AND ADVISE.

(Claim) Cause:

FOUND CODE IN THE PCM P0542 CHECK POWER WIRE GOING TO THE RELAY. THERE IS 12VO LTAS AT POWER WIRE. CHECK HEATER GRID POWER WIRE THERE IS NO POWER. FOUND THAT THE RELAY HAD INTERNAL SHORT.

(Claim) Correction:

REPLACE RELAY

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 LARAMIE CREW CAB 4X4
Build Date	11/14/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	04/17/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	09/27/2018
Claim Status	Paid	**Mileage (Miles)**	10,100

Expense

Labor	$61.62	**Sublet**	$0.63	**Part**	$0.00	**Total Paid**	$62.25

Dealer Information

Code	[redacted]	**Name**	LAMPE DODGE CHRYSLER JEEP OF TULARE	**Zone**	71 LOS ANGELES
Address	1950 S BLACKSTONE ST , TULARE, CA 93274				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
B	08U74182	Safety Recall U74 - Tailgate Latch ; Install Tailgate Actuator Stop Block	UC	UNCODABLE (NARRATIVE REQUIRED)	68448027AA	ACTUATOR	1	X	0.63	$20.54
A	19T79182	Safety Recall T79 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update	UC	UNCODABLE (NARRATIVE REQUIRED)						$41.08

RO Narratives

(RO) Customer Concern:

[redacted]VEHICLE INSPECTION TIRE CHECK/INFLATION SERVICE PERFORMED AS REQUIRED CUSTOMER REQUEST TIRE ROTATION AIR CONDITION AND HEATER

(RO) Cause:

NA

(RO) Correction:

ROTATE TIRES AND RESET TIRE PRESSURES

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

FAN HAS TICKING NOISE COMING FROM VENTS

(Claim) Cause:

FOUND NOISY BLOWER MOTOR

(Claim) Correction:

REPLACED BLOWER MOTOR

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	201	**Body**	[redacted]
Build Date	11 14 016	**Plant**	LTILLO TRU K EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	04 1 01
Claim Type	arrant	**Repair Date**	09 018
Claim Status	Paid	**Mileage (Miles)**	10 100

Expense

Labor	$30 81	**Sublet**	$14 80	**Part**	$0 00	**Total Paid**	$1 3 61

Dealer Information

Code	[redacted]	**Name**	L MPE DODGE HRY LER JEEP OF TUL RE	**Zone**	1	LO NGELE	
Address	1950 S BL KST NE ST TUL RE 932 4						

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	4550101	M t r fr nt bl r ir nditi ning quipp d Fr nt	68	NOI Y	68048903 B	MOTOR	1		14 80	$30 81

RO Narratives

(RO) Customer Concern

[redacted] EHI LE INSPE TI N TIRE HE K INFL TI N SER I E PERF RMED S REQUIRED UST MER REQUEST TIRE ROT TION IR ONDITION ND HE TER

(RO) Cause

N

(RO) Correction

R T TE TIRES ND RESET TIRE PRESSURES

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

F N H S TI KING N ISE MING FR M ENTS

(Claim) Cause

FOUND NOI Y BLO ER MOTOR

(Claim) Correction

REPL ED BL ER M T R

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 LARAMIE CREW CAB 4X4
Build Date	05/11/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/10/2017
Claim Type	W - Warranty	**Repair Date**	09/27/2018
Claim Status	Paid	**Mileage (Miles)**	23,165

Expense

Labor	$215.24	**Sublet**	$957.36	**Part**	$350.00	**Total Paid**	$1,522.60

Dealer Information

Code	[redacted]	**Name**	DOUGLAS JEEP INC	**Zone**	66 ORLANDO
Address	2382 SOUTH TAMIAMI TRAIL , VENICE, FL 34293				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08191002	Module, anti-lock brake control ; All others	UC	UNCODABLE (NARRATIVE REQUIRED)	68347098AB	MODULE	1	X	279.01	$67.97
A	08191063	Module, anti-lock brake control ; 6.7L diesel equipped			68347098AB	MODULE	1	X	279.01	$22.66
A	95400141	Loaner Car ; Standard Line Vehicles			68347098AB	MODULE	1	X	279.01	$350.00
B	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	63	LOW OR NO ASSIST	68143491AA	CONTROL	1	X	649.12	$124.61
B	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	63	LOW OR NO ASSIST	04549625AE	FLUID	2		29.23	$124.61

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES RRT 1[redacted]DJ/DD/DF/D2/DP/DX)CRACKED CLEARANCE LA** CUSTOMER STATES BRAKE SYSTEMS CONCERN CUSTOMER STATES ABSLIGHT IS ON CUSTOMER STATES ALOT OF EFFORT TO PUSH BRAKE PEDALTO STOP CUSTOMER STATES RENTAL CAR CUSTOMER STATES RENTAL TO POLICY

(RO) Cause:

NA

(RO) Correction:

NOT NEEDED COO20-01 ACTIVE ACCORDING TO SERVICE INFOABS MODULE FAILUREREPLACED ABS MODULE FOUND CODE C0020-01 ACTIVE INSPECT CONTROL UNIT NOT READINGREPLACED CONTROL UNIT AND BLEED SYSTEM RENTAL TO POLICY

(RO) Technical Notes:

CODE C0020-01 INTERNAL FAILURE OF MODULE

GCS Narratives

(Claim) Customer Concern:

C/S ABS LIGHT IS ON C/S ALOT OF EFFORT TO PUSH BRAKE PEDAL TO STOP

(Claim) Cause:

FOUND CODE [redacted] ACTIVE ABS MODULE FAILURE FOUND CODE [redacted] CONTROL UNIT FAILURE

(Claim) Correction:

REPLACED ABS MODULE REPLACED CONTROL UNIT AND BLEED SYSTEM

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	01	**Body**	[redacted]
Build Date	04 6 017	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10 18 01
Claim Type	afet (Recall)	**Repair Date**	09 01
Claim Status	Paid	**Mileage (Miles)**	3 05

Expense

Labor	$ 0 59	**Sublet**	$0 6	**Part**	$0 00	**Total Paid**	$ 1 35

Dealer Information

Code	[redacted]	**Name**	B Y DODGE	**Zone**	66 ORL NDO
Address	641 E T 15TH TREET P N M ITY FL 3 401				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	08U 418	afet Recall U 4 Tailgate Latch Install Tailgate ctuat r t p Bl ck	U	UNCOD BLE (N RR TI E REQUIRED)	684480	TU TOR	1		0 6	$ 0 59

RO Narratives

(RO) Customer Concern

U TOMER T TE MULTI POINT IN PE TION U TOMER T TE U TOMER T TE REPL E BOTH FUEL FILTER CU TOMER T TE PERFORM OPEN REC LL U74T IL G TE L TCH

(RO) Cause

N

(RO) Correction

PERFORMED MULTI POINT IN PE TION IN PE T REPL E L T HPERFORMED RE LL U 4

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

N

(Claim) Cause

N

(Claim) Correction

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	018	**Body**	[redacted]
Build Date	0 09 018	**Plant**	LTILLO TRU K EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	0 8 018
Claim Type	afet (Recalls)	**Repair Date**	09 8 018
Claim Status	Paid	**Mileage (Miles)**	955

Expense

Labor	$33 64	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$33 64

Dealer Information

Code	[redacted]	**Name**	MOUNT IN IE HRY LER DODGE JEEP	**Zone**	66 ORL NDO
Address	154 N H ILLE TREET RINGGOLD G 30 36				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	18U61083	afet Recall U61 Repr gram P ertrain ntr l M dule Inspect P M ft are Le el and Perf rm ft are Update (018 M del Years Onl)	U	UN OD BLE (N RR TI E REQUIRED)						$33 64

RO Narratives

(RO) Customer Concern

REPROGR M PO ERTR IN ONTROL MODULE MULTI POINT IN PE TION

(RO) Cause

RE LL

(RO) Correction

afet Recall U61 Repr gram P ertrain ntr l M dule Repr gram Inspect P M ft are Le el and Perf rm ft are Update (018 M del Years Onl) MULTI POINT IN PE TION

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

N

(Claim) Cause

N

(Claim) Correction

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted]RAM 2500 POWER WAGON CREW CAB
Build Date	05/30/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	07/03/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	09/28/2018
Claim Status	Paid	**Mileage (Miles)**	26,520

Expense

Labor	$43.68	**Sublet**	$0.73	**Part**	$50.00	**Total Paid**	$94.41

Dealer Information

Code	[redacted]	**Name**	JEFF D'AMBROSIO CHRYSLER JEEP DODGE	**Zone**	35 WASHINGTON
Address	1221 E LANCASTER AVE , DOWNINGTOWN, PA 19335				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
B	08U74182	Safety Recall U74 - Tailgate Latch ; Install Tailgate Actuator Stop Block	UC	UNCODABLE (NARRATIVE REQUIRED)	68448027AA	ACTUATOR	1	X	0.73	$21.84
A	18U61082	Safety Recall U61 - Reprogram Powertrain Control Module ; Inspect PCM Software Level and Perform Software Update	UC	UNCODABLE (NARRATIVE REQUIRED)						$21.84
A	95400141	Loaner Car ; Standard Line Vehicles								$50.00

RO Narratives

(RO) Customer Concern:

U61 Safety Recall U61 - Reprogram Powertrain Control Module (Recall CSN 1) U74 Safety Recall U74 - Tailgate Latch (Recall CSN 2) CUSTOMER STATES /ENGINE REV'S INTO 1500 RPMS ENGINE KNOCKS COLD START ..... PERFORM VEHICLE CHECK REPORT FIRST DAY RENTAL

(RO) Cause:

RECALL RECALL FIRST DAY RENTAL

(RO) Correction:

PERFORMED RECALL U61 UPDATED THE PCM SOFTWARE[redacted]PERFORMED RECALL U74 INSTALLED TAILGATE LATCH STOPPER CHECKED FOR CODES NONE, INSPECTED AND FOUND OPERATION TO BE OPERATING AS DESIGNED AT PRESENT TIME PERFORMED FREE VEHICLE CHECK REPORT FIRST DAY RENTAL

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

U61 Safety Recall U61 - Reprogram Powertrain Control Module (Recall CSN 1) U74 Safety Recall U74 - Tailgate Latch (Recall CSN 2)

(Claim) Cause:

RECALL

(Claim) Correction:

PERFORMED RECALL U61 UPDATED THE PCM SOFTWARE 68289969AE/ 68289969AF PERFORMED RECALL U74 INSTALLED TAILGATE LATCH STOPPER

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted] RAM 500 LARAMIE CREW CAB 4 4
Build Date	04/11/ 017	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06/15/ 017
Claim Type	afety (Recall)	**Repair Date**	09/ 8/ 018
Claim Status	Paid	**Mileage (Miles)**	647

Expense

Labor	$ 91	**Sublet**	$0 75	**Part**	$0 00	**Total Paid**	$ 66

Dealer Information

Code	[redacted]	**Name**		**Zone**	74 DENVER
Address					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	0 U741	afet Recall U74 Tailgate Latch ; In tall Tailgate Actuator top Block	UC	UNCODABLE (N RR TI E REQUIRED)	6 44 0 7	CTU TOR	1		0 7	$ 91

RO Narratives

(RO) Customer Concern:

N

(RO) Cause

NA

(RO) Correction:

NA

(RO) Technical Notes:

N

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

N

(Claim) Correction

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted] RAM 500 LARAMIE CREW CAB 4 4
Build Date	05/04/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	09/06/ 017
Claim Type	S Safety (Recalls)	**Repair Date**	09/28/2018
Claim Status	Paid	**Mileage (Miles)**	14,437

Expense

Labor	$68 45	**Sublet**	$0 91	**Part**	$0 00	**Total Paid**	$69 6

Dealer Information

Code	[redacted]	**Name**	NAPLETON'S SOUTH ORLANDO CHRYSLER JEEP DODGE	**Zone**	66 ORLANDO
Address	1460 E OSCEOLA PKWY , KISSIMMEE, FL 34744				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08U74182	afety Recall U74 Tailgate Latch ; Install Tailgate Actuator top Block	UC	UNCODABLE (NARRATIVE REQUIRED)	68448027AA	ACTUATOR	1	X	0 91	$22 82
B	19U11182	Safety Recall U11 Brake Tran mi ion hift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update (2017 M del Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$45 63

RO Narratives

(RO) Customer Concern:

Recall / C N [U74 afety Recall U74 Tailgate Latch**] Recall / C N 1 [U11 afety Recall U11 Brake Tran mi ion hift Interlock**] 1 Customer States [Driver chair isnot automatically moving when sitting in it] 2 Customer States [Back up camera is not functioning] Blurry when putting vehicle into reverse Multi point inspection (according to maintenance interval) Car Wash Replace chassis mounted fuel filterelement Replace engine fuel filter element YOUR VEHICLE HA BEEN QUALITY CONTROLLED TO IN URE ALL REPAIR HAVE CORRECTED ALL CONCERNS DOCUMENTED

(RO) Cause:

RECALL U74 RECALL U11 FOUND BACK UP CAMERABLURRING WHILE PUT ON REVERSE FUEL FILTER MAINTENANCE YOUR VEHICLE WILL BEQUALITY CONTROLLED TO IN URE REPAIR HAVE CORRECTED ALL DOCUMENTED CONCERN

(RO) Correction:

[redacted]CUSTOMER REQUEST OPEN RECALL TO BE COMPLETED 14437 UPDATED [redacted]USTOMER REQUEST OPEN RECALL TO BE COMPLETED 1 Customer States [Driver chair i not automatically moving when itting in it] CU TOMER TATE 144 7 REPLACED BACK UP CAMERA [redacted] [redacted]CUSTOMER STATES Multi point inspection (according to maintenanceinterval) COMPLETE VISUAL MULTI POINT INSPECTION Car Wa h COMPLETE DELU E HAND CAR WA H INCLUDE E TERIOR WA H AND INTERIOR VACUUM 144 7 REPLACED FUEL FILTER 100694 REPLACE DIE EL FUEL FILTER EE LINE G CU TOMER TATE YOUR VEHICLE HA BEEN QUALITY CONTROLLED TO INSURE ALL REPAIRS HAVE CORRECTED ALL CONCERNS DOCUMENTED YOUR VEHICLE HAS BEEN QUALITY CONTROLLED TO IN UREALL REPAIR HAVE CORRECTED ALL CONCERN DOCUMENTED

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CS BACK UP CAMERA NOT WORKING

(Claim) Cause:

INTERNAL DEFECT IN CAMERA

(Claim) Correction:

REPLACED CAMERA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 LARAMIE CREW CAB 4X4
Build Date	05/04/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	09/06/2017
Claim Type	W - Warranty	**Repair Date**	09/28/2018
Claim Status	Paid	**Mileage (Miles)**	14,437

Expense

Labor	$68.45	**Sublet**	$277.58	**Part**	$0.00	**Total Paid**	$346.03

Dealer Information

Code	[redacted]	**Name**	NAPLETON'S SOUTH ORLANDO CHRYSLER-JEEP-DODGE	**Zone**	66 ORLANDO
Address	1460 E OSCEOLA PKWY , KISSIMMEE, FL 34744				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08200701	ParkView, backup assist ; Camera assembly	58	INTERNAL DEFECT	68274731AE	CAMERA	1	X	277.58	$68.45

RO Narratives

(RO) Customer Concern:

Recall / CSN 2 [U74: Safety Recall U74 - Tailgate Latch**] Recall / CSN 1 [U11: Safety Recall U11 - Brake Transmission Shift Interlock**] 1. Customer States [Driver chair isnot automatically moving when sitting in it] 2. Customer States [Back up camera is not functioning]. Blurry when putting vehicle into reverse. Multi-point inspection (according to maintenance interval) Car Wash Replace chassis mounted fuel filterelement Replace engine fuel filter element YOUR VEHICLE HAS BEEN QUALITY CONTROLLED TO INSURE ALL REPAIRS HAVE CORRECTED ALL CONCERNS DOCUMENTED.

(RO) Cause:

RECALL U74 RECALL U11 FOUND BACK UP CAMERABLURRING WHILE PUT ON REVERSE FUEL FILTER MAINTENANCE YOUR VEHICLE WILL BEQUALITY CONTROLLED TO INSURE REPAIRS HAVE CORRECTED ALL DOCUMENTED CONCERNS.

(RO) Correction:

[redacted]CUSTOMER REQUEST OPEN RECALL TO BE COMPLETED[redacted] BODY CONTROL MODULE[redacted]CUSTOMER REQUEST OPEN RECALL TO BE COMPLETED 1. Customer States [Driver chair is not automatically moving whensitting in it] CUSTOMER STATES [redacted]REPLACED BACK UP CAMERA[redacted] [redacted]CUSTOMER STATES Multi-point inspection (according to maintenanceinterval) COMPLETE VISUAL MULTI-POINT INSPECTION. Car Wash COMPLETE DELUXE HAND CAR WASH INCLUDES EXTERIOR WASH AND INTERIOR VACUUM[redacted]REPLACED FUEL FILTERS 100694 REPLACE 2 DIESEL FUEL FILTERS SEE LINE G CUSTOMER STATES YOUR VEHICLE HAS BEEN QUALITY CONTROLLED TO INSURE ALL REPAIRS HAVE CORRECTED ALL CONCERNS DOCUMENTED. YOUR VEHICLE HAS BEEN QUALITY CONTROLLED TO INSUREALL REPAIRS HAVE CORRECTED ALL CONCERNS DOCUMENTED.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CS BACK UP CAMERA NOT WORKING

(Claim) Cause:

INTERNAL DEFECT IN CAMERA

(Claim) Correction:

REPLACED CAMERA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 2500 SLT CREW CAB 4X4
Build Date	03/14/2018	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	04/30/2018
Claim Type	W - Warranty	**Repair Date**	09/28/2018
Claim Status	Paid	**Mileage (Miles)**	1,771

Expense

Labor	$223.94	**Sublet**	$547.40	**Part**	$0.00	**Total Paid**	$771.34

Dealer Information

Code	[redacted]	**Name**	SUBURBAN CHRYSLER JEEP DODGE OF	**Zone**	42 DETROIT
Address	1790 MAPLELAWN DR , TROY, MI 48084				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	05210902	Hub and Bearing, front ; Right or left	UC	UNCODABLE (NARRATIVE REQUIRED)	68347098AB	MODULE	1	X	205.80	$111.97
A	05210902	Hub and Bearing, front ; Right or left	UC	UNCODABLE (NARRATIVE REQUIRED)	68185437AD	HUB	1		341.60	$111.97
A	08191002	Module, anti-lock brake control ; All others			68347098AB	MODULE	1	X	205.80	$67.18
A	08191002	Module, anti-lock brake control ; All others			68185437AD	HUB	1		341.60	$67.18
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68347098AB	MODULE	1	X	205.80	$44.79
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68185437AD	HUB	1		341.60	$44.79

RO Narratives

(RO) Customer Concern:

(SteeringSuspensionSteering Wheel Concern) CUSTOMER STATES ABS LIGHT ON

(RO) Cause:

48 GROUNDED OR SHORTED 58 INTERNAL DEFECT

(RO) Correction:

[redacted]Hub and Bearing, front - Replace Right [redacted]Hub and Bearing, front Wheel house extension equipped 0.2 [redacted] Module, anti-lock brake control - Test and Replace 0.6 U14OA IMPLAUSIBLE RIGHT FRONT WHEEL SPEED SIGNAL [redacted]IGHT FRONT WHEEL SPEED SENSOR SIGNAL COMPARE FAILURE DIAG AND FOUND ABS LIGHT COMING ON INTERMITTENTLY. TEST DRIVE SEVERAL TIME AND COULD NOT DUPLICATE LIGHT UNTIL VEHICLE SAT OVER NIGHT LIGHT CAME BACK ON NEXT DAY WHILE TEST DRIVING. REPLACE HUB BEARING RIGHT FRONT AND TEST DRIVE TO FIND LIGHT COMING BACK ON. PERFORMED WIGGLE TEST ON WIRES BY ABS MODULE CONNECTOR AND BY RIGHT FRONT WHEEL SPEED SENSOR CONNECTOR. CHECK BOTH RELATED CIRCUITS B7 DG/VT 0.50 RIGHT FRONT WHEEL SPEED SENSOR (+) 2 B6 DG/WH 0.50 RIGHT FRONT WHEEL SPEED SENSOR (-) AT ABS RIGHT FRONT WHEEL SPEED CONNECTOR Connector No:D1573A AND AT ABS MODULE Connector [redacted]AND FOUND BOTH CIRCUITS GOOD. CHECK FOR PIN TENSION AND FOUND TENSION GOOD IN BOTH MAIN CONNECTORS AND ALL INLINE CONNECTORS. DID NOT TEST AS NECESSARY CUSTOMER REQUESTED TRUCK WITHOUT VERIFICATION [redacted]DIAG WITH REPAIR 0.4 TOTAL = 2.2

(RO) Technical Notes:

INTERNAL DEFECT

GCS Narratives

(Claim) Customer Concern:

(STEERINGSUSPENSIONSTEERING WHEEL CONCERN) (STEERINGSUSPENSIONSTEERING WHEEL CONCERN) (STEERINGSUSPENSIONSTEERING WHEEL CONCERN) (STEERINGSUSPENSIONSTEERING WHEEL CONCERN)

(Claim) Cause:

ABS LIGH TON U140A C003462

(Claim) Correction:

DIAG AND FOUND ABS LIGHT COMING ON INTERMITTENTLY. TEST DROVE SEVERAL TIMES AN D COULD NOT DUPLICATE LIGHT UNTIL VEHICLE SAT OVERNIGHT, LIGHT CAME BACK ON NE XT DAY WHILE TEST DRIVING. REPLACED HUB BEARING RIGHT FRONT AND TEST DROVE TO FIND LIGHT COMING BACK ON. PERFORMED WIGGLE TEST ON WIRES BY ABS MODULE CONNEC TOR AND BY RIGHT FRNT WHEEL SPEED SENSOR CONNECTOR. CHECKED BOTH CIRCUITS AND SPEED SENSOR CONNECTOR.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 2500 LARAMIE CREW CAB 4X4
Build Date	06/08/2018	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	08/27/2018
Claim Type	W - Warranty	**Repair Date**	09/28/2018
Claim Status	Paid	**Mileage (Miles)**	808

Expense

Labor	$96.90	**Sublet**	$619.76	**Part**	$720.00	**Total Paid**	$1,436.66

Dealer Information

Code	[redacted]	**Name**	GOLDY CHRYSLER DODGE JEEP RAM	**Zone**	35 WASHINGTON
Address	187 KINETIC DR , HUNTINGTON, WV 25701				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08191001	Module, anti-lock brake control ; RWAL equipped			68110740AE	SCCM	1	X	387.35	$19.38
A	08191001	Module, anti-lock brake control ; RWAL equipped			68347098AB	MODULE	1		232.41	$19.38
A	19852502	Clockspring/Steering column control module (SCCM)	58	INTERNAL DEFECT	68110740AE	SCCM	1	X	387.35	$77.52
A	19852502	Clockspring/Steering column control module (SCCM)	58	INTERNAL DEFECT	68347098AB	MODULE	1		232.41	$77.52
A	95400142	Loaner Car ; High Line Vehicles			68110740AE	SCCM	1	X	387.35	$720.00
A	95400142	Loaner Car ; High Line Vehicles			68347098AB	MODULE	1		232.41	$720.00

RO Narratives

(RO) Customer Concern:

Customer states the traction control light was on but is now off

(RO) Cause:

[redacted]steering angle sensor threshold / [redacted]steering angle erratic performance / [redacted]steering angle sensor internal [redacted] steering wheel position sensor signal amplitude max / can hear clock spring making lots of noise when turning on inspection clock spring is broken / need to replace steering angle sensor and recheck / after installing clock spring the only code still active after driving is [redacted] following flow chart i performed alignment it was adjusted into specs cleared codes and rechecked code returned continuing flow chart / steering angle is between = or - 15 deg of 0 passes / checking maximum steering angle it doesnt reading are below max standards diag leads to abs module replacement / replaced abs module and programmed vech was test driven approx 15 miles with no return codes

(RO) Correction:

clock spring / alignment / abs module

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THE TRACTION CONTROL LIGHT WAS ON BUT IS NOW OFF

(Claim) Cause:

[redacted] STEERING ANGLE SENSOR THRESHOLD / [redacted] STEERING ANGLE ERRATIC PERFOR MANCE / [redacted] STEERING ANGLE SENSOR INTERNNAL / [redacted] STEERING WHEEL POS ITION SENSOR SIGNAL AMPLITUDE MAX / CAN HEAR CLOCK SPRING MAKING LOTS OF NOISE WHEN TURNING ON INSPECTION CLOCK SPRING IS BROKEN / NEED TO REPLACE STEERING ANGLE SENSOR AND RECHECK / AFTER INSTALLING CLOCK SPRING THE ONLY CODE STILL A CTIVE AFTER DRIVING IS [redacted] FOLLOWING FLOW CHART I PERFORMED ALIGNMENT IT WAS ADJUSTED INTO SPECS CLEARED CODES AND RECHECKED CODE RETURNED CONTINUING FLOW CHART / STEERING ANGLE IS BETWEEN = OR - 15 DEG OF 0 PASSES / CHECKING MA XIMUM STEERING ANGLE IT DOESNT READING ARE BELOW MAX STANDARDS DIAG LEADS TO A BS MODULE REPLACEMENT / REPLACED ABS MODULE AND PROGRAMMED VECH WAS TEST DRIVE N APPROX 15 MILES WITH NO RETURN CODES

(Claim) Correction:

CLOCK SPRING / ALIGNMENT / ABS MODULE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	018	**Body**	[redacted] RAM 500 LARAMIE CREW CAB 4 4
Build Date	08/16/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	02/07/2018
Claim Type	F Service Contract	**Repair Date**	09/29/2018
Claim Status	Paid	**Mileage (Miles)**	15,741

Expense

Labor	$0 00	**Sublet**	$0 00	**Part**	$75 00	**Total Paid**	$75 00

Dealer Information

Code	[redacted]	**Name**		**Zone**	70 PHOENIX
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26860303	Maintenance Interval Schedule B ; To be used every 3,000 Intervals	MC	MAINTENANCE CARE						$0 00
A	95260001	Maintenance Allowance ; Fixed Co t Maintenance								$75 00

RO Narratives

(RO) Customer Concern:

E ENTIAL CARE OIL CHANGE WITH VEHICLE IN PECTION CONVENTIONAL OIL PERFORM MULTI POINT IN PECTION REPLACE BOTH PRIMARY AND SECONDARY FUEL FILTERS(CUSTOMER HAS)

(RO) Cause:

E

(RO) Correction:

[redacted] Performed Diesel ELP ESSENTIAL CARE OIL CHANGEWITH VEHICLE INSPECTION CONVENTIONAL OIL ESSENTIAL CARE OIL CHANGEWITH VEHICLE INSPECTION CONVENTIONAL OIL 15741 Performed MPI topped off wiperwasher fluid PERFORM MULTI POINT INSPECTION 15741 Replaced both fuel filters withcustomer provided filters *MAINTENANCE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - RAM 3500 ST CREW CAB 4X4
Build Date	02/05/2018	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	07/05/2019
Claim Type	W - Warranty	**Repair Date**	10/01/2018
Claim Status	Paid	**Mileage (Miles)**	22

Expense

Labor	$146.09	**Sublet**	$253.40	**Part**	$0.00	**Total Paid**	$399.49

Dealer Information

Code	[redacted]	**Name**	GOLLING CHRYSLER JEEP DODGE, INC.	**Zone**	42 DETROIT
Address	2405 S TELEGRAPH RD , BLOOMFIELD HILLS, MI 48302				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19852502	Clockspring/Steering column control module (SCCM)	18	CIRCUIT OPEN	68110739AE	SCCM	1	X	253.40	$89.90
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68110739AE	SCCM	1	X	253.40	$56.19

RO Narratives

(RO) Customer Concern:

MESSAGE ON DASH SHOWS "SERVICE ELECTRONIC BRAKE SYSTEM" MESSAGE ON DASH SHOWS "TRAILER BRAKE CONTROLLER NOT CONNECTE FLASH??? PERFORM INSPECTION ON VEHICLE AND CHECK FOR SOFTWARE UPDATES

(RO) Cause:

VERIFIED CONCERN. CHECKED FOR DTCS AND FOUND ACTIV[redacted]-STEERING ANGLE SENSOR ANGLE OVERTRAVEL PERFORMANCE - WRONG MOUNTING POSITION. CHECKED FOR ANY SERVICE BULLETINS OR SOFTWARE UPDATES AND DID NOT FIND ANYTHING RELATED. CHECKED STEERING ANGLE SENSOR DATA FROM WITECH AND FOUND WITH THE STEERING WHEEL CENTER THE SENSOR IS READING 640 DEGREES. ALSO HEAR A NOISE IN THE CLOCKSPRING WHEN TURNING THE STEERING WHEEL ALL THE WAY TO THE LEFT LOCK. CLOCKSPRING WAS INSTALLED INCORRECTLY AND IS CAUSING THE TRACTION CONTROL SYSTEM TO BE DISABLED RELATED TO JOB 1. TRAILER BRAKE CONTROLLER WAS DISABLED DUE TO THE ABS DTCS FOR THE STEERING ANGLE SENSOR ISSUE PERFORM VISUAL INSPECTION

(RO) Correction:

REMOVED STEERING WHEEL AND STEERING COLUMN SHROUD. REPLACED CLOCKSPRING AND VERIFIED PROPER STEERING ANGLE SENSOR OPERATION AND THAT SERVICE ELECTRONIC BRAKE SYSTEM LIGHT IS OFF SEE JOB 1 FINISHED INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

MESSAGE ON DASH SHOWS "SERVICE ELECTRONIC BRAKE SYSTEM" MESSAGE ON DASH SHOWS "SERVICE ELECTRONIC BRAKE SYSTEM"

(Claim) Cause:

VERIFIED CONCERN. CHECKED FOR DTCS AND FOUND ACTIVE DTC [redacted] STEERING ANGL VERIFIED CONCERN. CHECKED FOR DTCS AND FOUND ACTIVE DTC [redacted] -STEERING ANGL

(Claim) Correction:

REMOVED STEERING WHEEL AND STEERING COLUMN SHROUD. REPLACED CLOCKSPRING AND VE REMOVED STEERING WHEEL AND STEERING COLUMN SHROUD. REPLACED CLOCKSPRING AND VE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	018	**Body**	[redacted] RAM 500 LARAMIE CREW CAB 4 4
Build Date	08/ 7/ 018	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/16/ 018
Claim Type	K Road Ready (PREPNV)	**Repair Date**	10/01/2018
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$147 71	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$147 71

Dealer Information

Code	[redacted]	**Name**	GRAND JUNCTION CHY JEEP DOD INC	**Zone**	74	DENVER
Address	578 HWY 6 & 50 , GRAND JUNCTION, CO 81505					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Ba ic Prep	NU	NEW VEHICLE PREP						$110 78
A	85900059	Road Ready ; Rear Wheel Flares Both								$ 6 9

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 ST CREW CAB 4X4
Build Date	03/08/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	09/19/2017
Claim Type	W - Warranty	**Repair Date**	10/01/2018
Claim Status	Paid	**Mileage (Miles)**	9,581

Expense

Labor	$775.55	**Sublet**	$4,036.92	**Part**	$0.00	**Total Paid**	$4,812.47

Dealer Information

Code	[redacted]	**Name**	LITHIA CHRYSLER DODGE OF MISSOULA	**Zone**	74 DENVER
Address	5001 GRIZZLY COURT , MISSOULA, MT 59802				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	21000169	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			R8149703AH	TRANS	1	X	4036.92	$68.43
A	21002793	Transmission, Replace - automatic ; 45RFE-545RFE-68RFE-65RFE-66RFE Transmission Diagnostic Teardown/Reassembly Procedure			R8149703AH	TRANS	1	X	4036.92	$136.86
A	21003301	Transmission, Replace - 68RFE ; 6.7 liter turbo diesel engine	ML	CHECK ENGINE/SERVICE ENGINE SO	R8149703AH	TRANS	1	X	4036.92	$376.37
A	21003362	Transmission, Replace - 68RFE ; Two piece propeller shaft			R8149703AH	TRANS	1	X	4036.92	$22.81
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			R8149703AH	TRANS	1	X	4036.92	$171.08

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES THERE IS A RATTLE IN THE CAB, OCCURS WHEN GOING OVER BUMPS, ACCELERATING OR BRAKING, PLEASE CHECK PERFORM COURTESY VEHICLE INSPECTION. INCLUDES: VISUAL INSPECTION OF VEHICLE, TIRES, AND SET TIRE PRESSURE TO SPEC'S. CUSTOMER STATES CHECK ENGINE LIGHT IS ON, PLEASE CHECK

(RO) Cause:

CLUTCH WEAR ON ALL CLUTCHES

(RO) Correction:

[redacted]COULD NOT VERIFY CONCERN AT THISTIME, TEST DROVE ON A VARIETY OF ROADSURFACES WITH ACCEL AND DECELL AND DID NOTHEAR A RATTLE IN THE CAB BODY MISC. REPAIR PERFORM COURTESY VEHICLE INSPECTION. INCLUDES: VISUAL INSPECTION OF VEHICLE, TIRES, AND SET TIRE PRESSURE TO SPEC'S[redacted]ERIFIED CUSTOMER CONCERN, FOUND [redacted]LINE PRESSURE LOW ACTIVE IN PCM, INHISTORY PRESSURE SENSOR WAS REPLACED,PERFORMED DIAG OF LINE PRESSURE SENSORCIRCUITS AGAIN, THEY ALL TESTED GOOD WITH NOSHORTS OR OPENS, TESTED PRESSURE WITH GAUGEAND COMPARED TO READING FROM SENSOR, FOUNDREADING IS LOW, RECOMMEND DROPPING PAN ANDINSPECTING FILTERS FOR DAMAGE, DROPPED PANAND FOUND FILTERS ARE GOOD BUT DID FIND ALARGE AMOUNT OF METAL IN BOTTOM OF PAN,MAGNET IS FULL, RECOMMEND TEARING DOWNTRANSMISSION TO FIND WHAT PARTS HAVE FAILED,REMOVED TRANSMISSION ON A 4WD VEHICLE WITH A2 PIECE DRIVE SHAFT, DISASSEMBLEDTRANSMISSION, FOUND CLUTCH WEAR ON ALLCLUTCHES FROM METAL PASSING THROUGH THEM,2C-4C CLUTCH RETAINER HAS SHEARED OFF ATSPRING RETAINER, REVERSE CLUTCH HUB ANDREACTION SUN GEAR ALL HAVE POT MARKS FROMFAILURE, MULTIPLE PARTS SEEM TO HAVE

BEENOVERHEATED, SEIZED BEARINGS WERE ALSO FOUND,DISASSEMBLED OIL PUMP AND FOUND METALSHAVINGS IN PUMP, RECOMMEND REPLACING ALLCLUTCHES, ALL THRUST BEARINGS, REVERSE CLUTCHHUB, 2C-4C RETAINER PACKAGE, REACTION SUNGEAR 2C-4C RETAINER BEARING, ALL PISTONS,TRANS OIL PUMP, VALVE BODY , TORQUECONVERTER, COOLER AND COOLER LINES, ASSEMBLEDTRANSMISSION, NEW TRANSMISSION INSTALLED,FILLED TRANS WITH FLUID, PERFORMEDQUICKLEARN, TEST DROVE AND VERIFIED VEHICLEIS OPERATING PROPERLY AND DTCS DID NOT RETURN
Transmission Replace 68RFE - Replace equipped with 6.7 liter diesel engin

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C/S CHECK ENGINE LIGHT IS ON

(Claim) Cause:

[redacted]PRESENT, FOUND CLUTCH WEAR ON ALL CLUTHCES FROM P0868 PRESENT, FOU ND METAL IN OIL PAN, FOUND CLUTCH WEAR ON ALL CLUTHCES FROM METAL PASSING THRO UGH THEM, 2C-4C CLUTCH RETAINER SHEARED OFF AT SPRING RETAINER, REVERSE CLUTCH AND REACTION SUN GEAR ALL HAVE POT MAKRS FROM FAILURE, FOUND SEIZED BEARINGS

(Claim) Correction:

INSTALLED NEW TRANSMISSION AND PERFORMED QUICKLEARN, VERIFIED VEHICLE IS OPERA TING PROPERLY

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 ST CREW CAB 4X2
Build Date	06/17/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11/30/2017
Claim Type	W - Warranty	**Repair Date**	10/01/2018
Claim Status	Paid	**Mileage (Miles)**	20,263

Expense

Labor	$169.94	**Sublet**	$902.25	**Part**	$0.00	**Total Paid**	$1,072.19

Dealer Information

Code	[redacted]	**Name**	ROB LAMBDIN'S UNIVERSITY DODGE	**Zone**	66 ORLANDO
Address	5455 S UNIVERSITY DR , DAVIE, FL 33328				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	ML	CHECK ENGINE/SERVICE ENGINE SO	68143491AA	CONTROL	1	X	631.02	$124.62
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	ML	CHECK ENGINE/SERVICE ENGINE SO	68347098AB	MODULE	1		271.23	$124.62
A	08191002	Module, anti-lock brake control ; All others			68143491AA	CONTROL	1	X	631.02	$45.32
A	08191002	Module, anti-lock brake control ; All others			68347098AB	MODULE	1		271.23	$45.32

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

General Concern #1 [Customer States ABS TRAC FLASHES WHILE DRIVING AT ANY SPEE General Concern #1 [Customer States ABS TRAC FLASHES WHILE DRIVING AT ANY SPEE

(Claim) Cause:
ABS UNIT INOP. CODE C02

(Claim) Correction:
[redacted]FOUND ABS UNIT TO BE INOP NEC TO REPLACE ABS UNIT A

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 ST CREW CAB 4X4
Build Date	11/30/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	01/30/2017
Claim Type	W - Warranty	**Repair Date**	10/01/2018
Claim Status	Paid	**Mileage (Miles)**	36,271

Expense

Labor	$102.92	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$102.92

Dealer Information

Code	[redacted]	**Name**	DOUG SMITH CHRYSLER JEEP DODGE	**Zone**	70 PHOENIX
Address	523 WEST MAIN STREET , AMERICAN FORK, UT 84003				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	0891PNB4	Anti-lock brake system	1C	CONNECTOR LOOSE NOT ATTACHED						$102.92
A	85434343	Goodwill Authorization ; Goodwill Authorization								$0.00

RO Narratives

(RO) Customer Concern:

WARNING INDICATOR LIGHT DIESEL WATER PUMP RECALL ENTERPRISE RENTAL VEHICLE

(RO) Cause:

NA

(RO) Correction:

[redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

INDICATOR/WARNING LIGHTS CONCERN WHEN DRIVING SE RVICE ABS WARNING COMES ON THEN PARK ASSIST DISA BLED AND THEN THE SERVICE 4WD LIGHT COMES ON. ALWAYS IN THAT ORDER. SEEMS TO HAPPEN ON BUMPY ROAD

(Claim) Cause:

CHECKED VEHICLE FOR WARNING LIGHT COMING ON AND FO UN D KEEPS LOSING SIGNAL FROM THE LEFT REAR WHEEL S PPED SENSOR. SENSOR WAS REPLACED AT ANOTHER DEALER SO STA RTED CHECKING WIRING FROM ABS MODULE TO THE WHEEL SPEED SENSOR CONNECTOR. DISC ONNECTED WHEEL SPEED SENSOR AND CHECKED TERMINALS AN D FOUND ONE T ERMINAL LOOKS LIKE IT MAY BE SPREAD OPE N EXESSIVEL Y.

(Claim) Correction:

TIGHTENED TERMINAL IN THE CONNECTOR TO MAKE BET TER C ONNECTION AND PUT JUMPER WIRE ACROSS CONNECTO R TERMI NALS AND DISCONNECTED ABS MODULE AND TEST C IRCUITS F OR CONTINUITY, SHORTS TO GROUND AND POWER

BOTH CIRCU ITS TEST GOOD ALL THE WAY BACK TO THE W HEEL SPEED SE NSOR AND CAN RUN VOLTAGE THROUGH THEM TO GROUND THRO UGH A BULB AND THEY ARE CARRYING A LOAD SO WIRING SE EMS TO BE GOOD. RECONNECTED EVERY THING AND DROVE VEH ICLE AGAIN AND NOW CANT DUPLICTE ISSUE ANY LONGER SUSPECT PROBLEM WAS JUST POO R CONNECTIONA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 ST CREW CAB 4X4
Build Date	11/30/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	01/30/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	10/01/2018
Claim Status	Paid	**Mileage (Miles)**	36,271

Expense

Labor	$102.92	**Sublet**	$62.15	**Part**	$0.00	**Total Paid**	$165.07

Dealer Information

Code	[redacted]	**Name**	DOUG SMITH CHRYSLER JEEP DODGE	**Zone**	70 PHOENIX
Address	523 WEST MAIN STREET , AMERICAN FORK, UT 84003				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	07T51182	Safety Recall T51 - Diesel Water Pump ; Inspect for Vent and Replace Water Pump	UC	UNCODABLE (NARRATIVE REQUIRED)	CS2HT511AA	CAMPAIGN	1	X	37.64	$102.92
A	07T51182	Safety Recall T51 - Diesel Water Pump ; Inspect for Vent and Replace Water Pump	UC	UNCODABLE (NARRATIVE REQUIRED)	68163848AB	ANTIFREEZ	1		24.51	$102.92

RO Narratives

(RO) Customer Concern:

WARNING INDICATOR LIGHT DIESEL WATER PUMP RECALL ENTERPRISE RENTAL VEHICLE

(RO) Cause:

NA

(RO) Correction:

[redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

INDICATOR/WARNING LIGHTS CONCERN WHEN DRIVING SE RVICE ABS WARNING COMES ON THEN PARK ASSIST DISA BLED AND THEN THE SERVICE 4WD LIGHT COMES ON. ALWAYS IN THAT ORDER. SEEMS TO HAPPEN ON BUMPY ROAD

(Claim) Cause:

CHECKED VEHICLE FOR WARNING LIGHT COMING ON AND FO UN D KEEPS LOSING SIGNAL FROM THE LEFT REAR WHEEL S PPED SENSOR. SENSOR WAS REPLACED AT ANOTHER DEALER SO STA RTED CHECKING WIRING FROM ABS MODULE TO THE WHEEL SPEED SENSOR CONNECTOR. DISC ONNECTED WHEEL SPEED SENSOR AND CHECKED TERMINALS AN D FOUND ONE T ERMINAL LOOKS LIKE IT MAY BE SPREAD OPE N EXESSIVEL Y.

(Claim) Correction:

TIGHTENED TERMINAL IN THE CONNECTOR TO MAKE BET TER C ONNECTION AND PUT JUMPER WIRE ACROSS CONNECTO R TERMI NALS AND DISCONNECTED ABS MODULE AND TEST C IRCUITS F OR CONTINUITY, SHORTS TO GROUND AND POWER BOTH CIRCU ITS TEST GOOD ALL THE WAY BACK TO THE W HEEL SPEED SE NSOR AND CAN RUN VOLTAGE THROUGH THEM TO GROUND THRO UGH A BULB AND THEY ARE CARRYING A LOAD SO WIRING SE EMS TO BE GOOD. RECONNECTED EVERY THING AND DROVE VEH ICLE AGAIN AND NOW CANT DUPLICTE ISSUE ANY LONGER SUSPECT PROBLEM WAS JUST POO R CONNECTIONA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted] RAM 500 T CREW CAB 4 4
Build Date	11/ 0/ 016	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	01/ 0/ 017
Claim Type	afety (Recall)	**Repair Date**	10/01/ 018
Claim Status	Paid	**Mileage (Miles)**	6 71

Expense

Labor	$0 00	**Sublet**	$0 00	**Part**	$80 00	**Total Paid**	$80 00

Dealer Information

Code	[redacted]	**Name**	DOUG MITH CHRY LER JEEP DODGE	**Zone**	70 PHOENI
Address	E T M IN TREET MERIC N FORK UT 400				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	07T5118	afet Recall T 1 Die el Water Pump ; In pect for Vent and Replace Water Pump	UC	UNCODABLE (NARRATIVE REQUIRED)						$0 00
	9 40014	Loaner Car ; High Line Vehicle								$ 0 00

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

N

(RO) Correction

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern

NA

(Claim) Cause:

NA

(Claim) Correction:

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 ST CREW CAB 4X4
Build Date	04/28/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	07/25/2017
Claim Type	W - Warranty	**Repair Date**	10/01/2018
Claim Status	Paid	**Mileage (Miles)**	19,127

Expense

Labor	$161.86	**Sublet**	$844.97	**Part**	$315.00	**Total Paid**	$1,321.83

Dealer Information

Code	[redacted]	**Name**		**Zone**	66 ORLANDO
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others			68143491AA	CONTROL	1		564.30	$104.73
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others			68347098AB	MODULE	1	X	242.55	$104.73
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others			04549625AE	FLUID	3		38.12	$104.73
A	08191002	Module, anti-lock brake control ; All others	ML	CHECK ENGINE/SERVICE ENGINE SO	68143491AA	CONTROL	1		564.30	$57.13
A	08191002	Module, anti-lock brake control ; All others	ML	CHECK ENGINE/SERVICE ENGINE SO	68347098AB	MODULE	1	X	242.55	$57.13
A	08191002	Module, anti-lock brake control ; All others	ML	CHECK ENGINE/SERVICE ENGINE SO	04549625AE	FLUID	3		38.12	$57.13
A	95400141	Loaner Car ; Standard Line Vehicles			68143491AA	CONTROL	1		564.30	$315.00
A	95400141	Loaner Car ; Standard Line Vehicles			68347098AB	MODULE	1	X	242.55	$315.00
A	95400141	Loaner Car ; Standard Line Vehicles			04549625AE	FLUID	3		38.12	$315.00

RO Narratives

(RO) Customer Concern:

PERFORM RECALL AS PER CHRYSLER U11 PERFORM RECALL AS PER CHRYSLERU61 CUSTOMER STATES ANTILOCK AND TRAC CONTROL LIGHT COMES ON INTERMIT...ADVISE CUSTOMER STATES DIESEL OIL AND FILTER CHANGE COMPLIMENTARY 27 POINT INSPECTION C/S WHEN BACKING UP AND TURNING THE WHEEL THERE IS A VIBRATION...ADVISE

(RO) Cause:

PER VIP PER VIP CODE SET ACTIVE [redacted] CHECKED WITH WI TECH POD AND PULLED CODES FOR ABS MODULE INTERNAL... RR ABS MODULE AND REPAIR. PERFORMED OIL CHANGE

(RO) Correction:

FLASHED PCM [redacted] FLASHED PCM [redacted] REPLACED ABS MODULE, RUNNING AS DESIGNED. COMPLETED OIL CHANGE COMP SEE LINE 3 FOR ABS MODULE.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THE ANTILOCK AND TRACK LIGHTS ARE ON INTERMIT.

(Claim) Cause:

VERIFIED CONCERN, CHECKED WITH WI TECH POD AND PULLED CODES FOR ABS MODULE INT ERNAL FAILURE.

(Claim) Correction:

R AND R ABS MODULE AND PUMP MOTOR, INITIALIZED, PERFORMED MANUAL AND AUTO BLEE D. TESTED AND VERIFIED CORRECTION OF CUSTOMERS CONCERN.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 ST CREW CAB 4X4
Build Date	04/28/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	07/25/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	10/01/2018
Claim Status	Paid	**Mileage (Miles)**	19,127

Expense

Labor	$38.08	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$38.08

Dealer Information

Code	[redacted]	**Name**		**Zone**	66 ORLANDO
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19U11182	Safety Recall U11 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update (2017 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$38.08

RO Narratives

(RO) Customer Concern:

PERFORM RECALL AS PER CHRYSLER U11 PERFORM RECALL AS PER CHRYSLERU61 CUSTOMER STATES ANTILOCK AND TRAC CONTROL LIGHT COMES ON INTERMIT...ADVISE CUSTOMER STATES DIESEL OIL AND FILTER CHANGE COMPLIMENTARY 27 POINT INSPECTION C/S WHEN BACKING UP AND TURNING THE WHEEL THERE IS A VIBRATION...ADVISE

(RO) Cause:

PER VIP PER VIP CODE SET ACTIVE C220049, CHECKED WITH WI TECH POD AND PULLED CODES FOR ABS MODULE INTERNAL... RR ABS MODULE AND REPAIR. PERFORMED OIL CHANGE

(RO) Correction:

FLASHED PCM 19U11182 FLASHED PCM [redacted] REPLACED ABS MODULE, RUNNING AS DESIGNED. COMPLETED OIL CHANGE COMP SEE LINE 3 FOR ABS MODULE.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THE ANTILOCK AND TRACK LIGHTS ARE ON INTERMIT.

(Claim) Cause:

VERIFIED CONCERN, CHECKED WITH WI TECH POD AND PULLED CODES FOR ABS MODULE INT ERNAL FAILURE.

(Claim) Correction:

R AND R ABS MODULE AND PUMP MOTOR, INITIALIZED, PERFORMED MANUAL AND AUTO BLEE D. TESTED AND VERIFIED CORRECTION OF CUSTOMERS CONCERN

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	01	**Body**	[redacted]
Build Date	06 01 01	**Plant**	LTILLO TRU K EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11 1 01
Claim Type	F er ice ntract	**Repair Date**	10 01 018
Claim Status	Paid	**Mileage (Miles)**	44 636

Expense

Labor	$180 95	**Sublet**	$696 08	**Part**	$0 00	**Total Paid**	$ 03

Dealer Information

Code	[redacted]	**Name**		**Zone**	63	D LL	
Address							

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	05400 01	ntr l unit Brake anti l k h drauli (H U I U) ll thers			68143491	NTR L	1	X	4 8 80	$104 6
	05400 01	ntr l unit Brake anti l ck h draulic (H U I U) ll th r			6834 098 B	MODULE	1		05 80	$104 6
	05400 01	ntr l unit Brake anti l k h drauli (H U I U) ll thers			04318080 D	FLUID	2		11 48	$104 6
	08191001	M dule anti l ck brake c ntr l R L equipped	58	INTERN L DEFE T	68143491	NTR L	1	X	4 8 80	$19 05
	08191001	M dule anti l ck brake c ntr l R L equipped	58	INTERN L DEFE T	6834 098 B	M DULE	1		205 80	$19 05
	08191001	M dule anti l ck brake ntr l R L quipp d	58	INTERN L DEFE T	04318080 D	FLUID			11 48	$19 05
	0819100	M dule anti l ck brake ntr l ll th r			68143491	ONTROL	1		4 8 80	$5 14
	0819100	M dule anti l ck brake c ntr l ll thers			6834 098 B	MODULE	1		05 80	$5 14
	0819100	M dul anti l k brak c ntr l ll thers			04318080 D	FLUID			11 48	$5 14

RO Narratives

(RO) Customer Concern

OMPLETE MULTI POINT IN PE TION DI G1 GENER L ON ERN #1

(RO) Cause

L BOR OP [redacted] B MODULE ND H U INTERN L F ULT

(RO) Correction

[redacted] Lamp l aran R pla ll 08191001 M dul anti l k brak ntr l R L quipp d [redacted] M dul anti l k brak c ntr l ll thers [redacted]

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES VEHICLE SHOWS MSG TO SERVICE ELECTR IC BRAKE SYSTEM/ABS

(Claim) Cause:

VERIFIED ABS LIGHT IS ON. PULLED INTO BAY. CONNECT ED WI TECH. FOUND [redacted] IN ABS MODULE. FOLL OWED DIAG FOR DTC. FOUND NO PROBLEMS WITH WIRING O R CONN ECTOR FOR ABS MODULE. NEED TO REPLACE ABS MO DULE AND HCU UNIT. REPLACED ABS MODULE AND HCU. BL ED BRAKE S YSTEM AND PERFORMED ABS INITIALIZATION. PERFORMED BR AKE PEDAL LEARN. DROVE VEHICLE TO VERI FY FIX. NO DTC S IN ANY MODULE. ABS IS WORKING NORMALLY.

(Claim) Correction:

VERIFIED ABS LIGHT IS ON. PULLED INTO BAY. CONNECT ED WI TECH. FOUND [redacted] IN ABS MODULE. FOLL OWED DIAG FOR DTC. FOUND NO PROBLEMS WITH WIRING O R CONN ECTOR FOR ABS MODULE. NEED TO REPLACE ABS MO DULE AND HCU UNIT. REPLACED ABS MODULE AND HCU. BL ED BRAKE S YSTEM AND PERFORMED ABS INITIALIZATION. PERFORMED BR AKE PEDAL LEARN. DROVE VEHICLE TO VERI FY FIX. NO DTC S IN ANY MODULE. ABS IS WORKING NORMALLY.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 REG CAB CHASSIS
Build Date	06/01/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11/21/2017
Claim Type	W - Warranty	**Repair Date**	10/01/2018
Claim Status	Paid	**Mileage (Miles)**	44,636

Expense

Labor	$38.10	**Sublet**	$31.15	**Part**	$0.00	**Total Paid**	$69.25

Dealer Information

Code	[redacted]	**Name**		**Zone**	63 DALLAS
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08508096	Lamp, Clearance ; Lamp, Clearance - Replace All	ZZ	SERVICE ACTION	68261677AC	LAMP	5	X	31.15	$38.10
A	85434343	Goodwill Authorization ; Goodwill Authorization			68261677AC	LAMP	5	X	31.15	$0.00

RO Narratives

(RO) Customer Concern:

COMPLETE MULTI POINT INSPECTION DIAG1 GENERAL CONCERN - #1

(RO) Cause:

LABOR OPS [redacted] ABS MODULE AND HCU INTERNAL FAULT

(RO) Correction:

[redacted] Lamp, Clearance Replace All 08191001 - Module, anti-lock brake control RWAL equipped; [redacted] - Module, anti-lock brake control All others; [redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES VEHICLE SHOWS MSG TO SERVICE ELECTR IC BRAKE SYSTEM/ABS

(Claim) Cause:

VERIFIED ABS LIGHT IS ON. PULLED INTO BAY. CONNECT ED WI TECH. FOUND [redacted] IN ABS MODULE. FOLL OWED DIAG FOR DTC. FOUND NO PROBLEMS WITH WIRING O R CONN ECTOR FOR ABS MODULE. NEED TO REPLACE ABS MO DULE AND HCU UNIT. REPLACED ABS MODULE AND HCU. BL ED BRAKE S YSTEM AND PERFORMED ABS INITIALIZATION. PERFORMED BR AKE PEDAL LEARN. DROVE VEHICLE TO VERI FY FIX. NO DTC S IN ANY MODULE. ABS IS WORKING NORMALLY.

(Claim) Correction:

VERIFIED ABS LIGHT IS ON. PULLED INTO BAY. CONNECT ED WI TECH. FOUND DTC C0020-01 IN ABS MODULE. FOLL OWED DIAG FOR DTC. FOUND NO PROBLEMS WITH WIRING O R CONN ECTOR FOR ABS MODULE. NEED TO REPLACE ABS MO DULE

AND HCU UNIT. REPLACED ABS MODULE AND HCU. BL ED BRAKE S YSTEM AND PERFORMED ABS INITIALIZATION. PERFORMED BR AKE PEDAL LEARN. DROVE VEHICLE TO VERI FY FIX. NO DTC S IN ANY MODULE. ABS IS WORKING NORMALLY.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 3500 ST CREW CAB 4X2
Build Date	06/17/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11/30/2017
Claim Type	W Warranty	**Repair Date**	10/01/2018
Claim Status	Paid	**Mileage (Miles)**	0, 6

Expense

Labor	$0 00	**Sublet**	$0 00	**Part**	$245 00	**Total Paid**	$245 00

Dealer Information

Code	[redacted]	**Name**	ROB LAMBDIN'S UNIVERSITY DODGE	**Zone**	66	ORLANDO
Address	5455 UNIVER ITY DR , DAVIE, FL 8					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	05400701	Control unit, Brake anti lock hydraulic (HCU ICU) ; All others	ML	CHECK ENGINE/SERVICE ENGINE SO						$0 00
A	95400141	Loaner Car ; Standard Line Vehicles								$ 45 00

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
ABS TRAC LIGHT IS ON

(Claim) Cause:
OPEN CIRCUIT

(Claim) Correction:
REPLACED AB UNIT

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 LARAMIE CREW CAB 4X2
Build Date	05/02/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	07/13/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	10/02/2018
Claim Status	Paid	**Mileage (Miles)**	9,592

Expense

Labor	$19.56	**Sublet**	$0.63	**Part**	$0.00	**Total Paid**	$20.19

Dealer Information

Code	[redacted]	**Name**	ALLEN SAMUELS CHRYSLER DODGE JEEP	**Zone**	63 DALLAS
Address	877 SOUTH HIGHWAY 35 BYPASS , ARANSAS PASS, TX 78336				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08U74182	Safety Recall U74 - Tailgate Latch ; Install Tailgate Actuator Stop Block	UC	UNCODABLE (NARRATIVE REQUIRED)	68448027AA	ACTUATOR	1	X	0.63	$19.56

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER CONCERN: PERFORM RECALL AS PER MANUFACTURER NOTIFICATION RECALL / CSN 1 U74: SAFETY RECALL U74 - TAILGATE LATCH.

(Claim) Cause:

CAUSE SAFETY RECALL U74 TAILGATE LATCH

(Claim) Correction:

CORRECTION: INSTALLED THE TAILGATE LATCH ACTUATOR STOP BLOCK AND VERIFIED THE RECALL REPAIRS AS PER THE U74 RECALL, [redacted]

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 ST CREW CAB 4X4
Build Date	04/29/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06/26/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	10/02/2018
Claim Status	Paid	**Mileage (Miles)**	17,070

Expense

Labor	$47.12	**Sublet**	$0.91	**Part**	$0.00	**Total Paid**	$48.03

Dealer Information

Code	[redacted]	**Name**	ALLEN SAMUELS DODGE	**Zone**	63 DALLAS
Address	21777 KATY FREEWAY , KATY, TX 77450				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
B	08U74182	Safety Recall U74 - Tailgate Latch ; Install Tailgate Actuator Stop Block	UC	UNCODABLE (NARRATIVE REQUIRED)	68448027AA	ACTUATOR	1	X	0.91	$23.56
A	19U11181	Safety Recall U11 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Verify BCM Software Level (2017-2018 Model Year)	UC	UNCODABLE (NARRATIVE REQUIRED)						$23.56

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

PERFORM RECALL U11 BRAKE TRANSMISSION SHIFT INTERLOCK CSZHT791AA

(Claim) Cause:

SAFETY RECALL

(Claim) Correction:

recall [redacted] nstall tailgate latch actuator stop bloc [redacted] nspect BTSI Functionality an[redacted]
[redacted] urs Ve

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	01	**Body**	[redacted]
Build Date	04 1 01	**Plant**	LTILLO TRU K EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	0 12 201
Claim Type	afet (Recalls)	**Repair Date**	10 03 018
Claim Status	Paid	**Mileage (Miles)**	0 16

Expense

Labor	$ 0 45	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$ 0 45

Dealer Information

Code	[redacted]	**Name**	GO DODGE IN	**Zone**	3 NE YORK
Address	1485 HELBURNE RD OUTH BURLINGTON T 05403				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	18U6108	afet Recall U61 Repr gram P ertrain ntr l M dule Inspect P M ft are Le el and Perf rm ft are Update	U	UN OD BLE (N RR TI E REQUIRED)						$ 0 45

RO Narratives

(RO) Customer Concern

OMPLETE OMPLEMENT RY MULTI POINT EHI LE HE LTH U TOMER PPRO ED FULL YNTHETI OIL H NGE ITH G F TORY RE LL F TORY RE LL LE N ND LUBE FRONT BR KE LIPER DDLE BOTH LE N ND LUBE RE R BR KE LIPER S DDLES B TH TIRES NL H E B UT 12000 MILES N THEM ND

(RO) Cause

N

(RO) Correction

OMPLETED OIL H [redacted] LE N ND LUBE FRONT BR KE FRE UP LIDER PIN LE N ND LUBE RE R BR KE FREE UP SLIDER PINS TIRE E R E ENL S ES T ING ND PL ING

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

N

(Claim) Cause

N

(Claim) Correction

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 ST CREW CAB 4X4
Build Date	04/09/ 017	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	07/12/2017
Claim Type	afety (Recall)	**Repair Date**	10/0 / 018
Claim Status	Paid	**Mileage (Miles)**	5,960

Expense

Labor	$17 31	**Sublet**	$0 63	**Part**	$0 00	**Total Paid**	$17 94

Dealer Information

Code	[redacted]	**Name**		**Zone**	6 DALLA
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08U74182	Safety Recall U74 Tailgate Latch ; In tall Tailgate Actuator Stop Block	UC	UNCODABLE (NARRATIVE REQUIRED)	68448027AA	ACTUATOR	1	X	0 63	$17 31

RO Narratives

(RO) Customer Concern:

[redacted] DPD CRACKED CLEARANCE LA (RRT 1) U74 afety Recall U74 Tailgate Latch (Recall C N 1) Cu tomer tate AB LIGHT I ON (TireWheel Concern)

(RO) Cause:

INTERNAL FAILURE OF ABS MODULE, DIAG STATES TO REPLACE AS A ASSEMBLY PARTS ORDERED

(RO) Correction:

REPLACED CLEARANCE LIGHT LENS PERFORMED TAIL GATE RECALL

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted]
Build Date	04 09 01	**Plant**	LTILLO TRU K EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	07 1 017
Claim Type	arrant	**Repair Date**	10 03 018
Claim Status	Paid	**Mileage (Miles)**	5 690

Expense

Labor	$ 4 6	**Sublet**	$ 1 1	**Part**	$0 00	**Total Paid**	$6 77

Dealer Information

Code	[redacted]	**Name**		**Zone**	63 D LL
Address					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	08508096	Lamp learance Lamp learance Replace ll		ER I E TION	68 616	L MP	5		31 15	$34 6

RO Narratives

(RO) Customer Concern

[redacted]OPD R KED LE R N E L (RRT 1) U 4 afet Recall U 4 Tailgate Latch (Recall N 1)
Cu tomer tate B LIGHT I ON (Tire heel Concern)

(RO) Cause

INTERN L F ILURE OF B MODULE DI G T TE TO REPL E EMBLY P RT ORDERED

(RO) Correction

REPL ED LE R N E LIGHT LEN PERFORMED T IL G TE RE LL

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

N

(Claim) Cause

N

(Claim) Correction

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted] RAM 500 POWER WAGON CREW CAB
Build Date	01 11 017	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10 017
Claim Type	afet (Recall)	**Repair Date**	10 0 01
Claim Status	Paid	**Mileage (Miles)**	1, 6

Expense

Labor	$ 1 64	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$ 1 64

Dealer Information

Code	[redacted]	**Name**	JIM MOLICH MOTOR INC	**Zone**	70	PHOENI
Address	1865 NORTH EA T HIGHWAY 0 , BEND, OR 97701					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U6108	afety Recall U61 Reprogram Powertrain Control Module In pect PCM oftware Le el and Perform oftware Update	UC	UNCOD BLE (NARRATIVE REQUIRED)						$ 1 64

RO Narratives

(RO) Customer Concern

RECALL MI CELLANEOU MAINTENANCE OR REPAIR MI CELLANEOU MAINTENANCE OR REPA R RECALL ROTATE TIRE ND IN PECT FOR E R HEMI FULL YN OIL CH NGE G [redacted] H BR KE ER ICE REP IR REPL CEMENT

(RO) Cause

N

(RO) Correction

TE T DROVE AND AT IN TALL AND COULD NOT DUPLACAT ROTATED TIRE A REQUE TED CHANGED ENGINE OIL AND FILTER RO D TE TED EHICLE TO CHECK BR KE Y TEM

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern:

N

(Claim) Cause

N

(Claim) Correction

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	DJ7L91 RAM 500 T CREW CAB 4 4
Build Date	04 17 017	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	11 1	**In Service Date**	07 1 017
Claim Type	afet (Recall)	**Repair Date**	10 0 01
Claim Status	Paid	**Mileage (Miles)**	0,16

Expense

Labor	$40 9	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$40 9

Dealer Information

Code	4 1 4	**Name**	GO DODGE INC	**Zone**		NE YORK	
Address	1485 HELBURNE RD , OUTH BURLINGTON, VT 0540						

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	19U111	afety Recall U11 Brake Tran mi ion hift Interlock In pect Brake Tran mi ion hift Interlock (BT I) Functionality and Perform BCM oftware Update (017 Model Year Only)	UC	UNCODABLE (N RR TI E REQUIRED)						$40 9

RO Narratives

(RO) Customer Concern

NA

(RO) Cause:

NA

(RO) Correction:

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern:

N

(Claim) Cause

N

(Claim) Correction

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 LARAMIE CREW CAB 4X4
Build Date	05/11/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/10/2017
Claim Type	W Warranty	**Repair Date**	10/03/2018
Claim Status	Paid	**Mileage (Miles)**	23,166

Expense

Labor	$67.97	**Sublet**	$279.01	**Part**	$0.00	**Total Paid**	$346.98

Dealer Information

Code	[redacted]	**Name**	DOUGLAS JEEP INC	**Zone**	66 ORLANDO
Address	2382 SOUTH TAMIAMI TRAIL , VENICE, FL 34293				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08191002	Module, anti-lock brake control ; All others	DE	I/M TEST FAILURE	68347098AB	MODULE	1	X	279.01	$67.97

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES BRAKE PEDALREPLACE ANTI LOCK MODULE &PROGRANEW HYDROLYIC CONTROL UNIT DOES NOT SHOW AS NEEDED

(RO) Cause:

NA

(RO) Correction:

UP ON TOPOLIGY DEFECTIVE CONTROL UNITREPLACED ANTILOCK BRAKE MODULE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

BRAKE MODULE NOT SHOWING UP ON TOPOLICY

(Claim) Cause:

INTERNAL FAILURE OF MODULE

(Claim) Correction:

REPLACED BRAKE MODULE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 LARAMIE MEGA CAB 4X4
Build Date	10/24/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11/25/2016
Claim Type	S Safety (Recalls)	**Repair Date**	10/03/2018
Claim Status	Paid	**Mileage (Miles)**	197,495

Expense

Labor	$18 65	**Sublet**	$0 76	**Part**	$0 00	**Total Paid**	$19 41

Dealer Information

Code	[redacted]	**Name**	TOM O'BRIEN CHRYSLER JEEP DODGE GREENWOOD	**Zone**	42	DETROIT
Address	750 U 1 N , GREENWOOD, IN 4614					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08U7418	Safety Recall U74 Tailgate Latch ; In tall Tailgate Actuator Stop Block	UC	UNCODABLE (NARRATIVE REQUIRED)	684480 7AA	ACTUATOR	1		0 76	$18 65

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	018	**Body**	[redacted] RAM 500 LONGHORN CREW CAB 4 4
Build Date	10/04/ 017	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06/ 9/ 018
Claim Type	F Service Contract	**Repair Date**	10/04/2018
Claim Status	Paid	**Mileage (Miles)**	9,612

Expense

Labor	$0 00	**Sublet**	$0 00	**Part**	$1 0 00	**Total Paid**	$1 0 00

Dealer Information

Code	[redacted]	**Name**	FLETCHER CHRY PRODUCT IN	**Zone**	4	DETROIT
Address	3099 NORTH MORTON , FRANKLIN, IN 46131					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26860303	Maintenance Interval Schedule B ; To be used every ,000 Interval	MC	MAINTENANCE CARE						$0 00
A	95260001	Maintenance Allowance ; Fixed Co t Maintenance								$75 00
A	9540004	Loaner Car ; Fir t Day Rental								$45 00

RO Narratives

(RO) Customer Concern:

DIE EL LUBE OIL AND FILTER [DIE EL LUBE OIL AND FILTER] RENTAL 16 POINT COURTE Y IN PECTION FILL DEF FLUID

(RO) Cause:

(RO) Correction:

[redacted]DIESEL LOF DIESEL LOF DIESEL LUBE OIL AND FILTER [DIESEL LUBE OIL AND FILTER] RENTAL DIESEL LUBE OIL AND FILTER MI C HOP CHARGE ADD DE CRIPTION 961 16 POINT IN PECTION 16 POINT COURTE Y IN PECTION FILLED DEF FLUID ADD DE CRIPTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted] RAM 500 LARAMIE CREW CAB 4 4
Build Date	04 1 017	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11/ 0/ 017
Claim Type	arrant	**Repair Date**	10 04 01
Claim Status	Paid	**Mileage (Miles)**	1 0

Expense

Labor	$ 05 65	**Sublet**	$1,804 1	**Part**	$0 00	**Total Paid**	$,109 77

Dealer Information

Code	[redacted]	**Name**	GREEN Y CHRY LER JEEP DODGE INC	**Zone**	66 ORL NDO
Address	90 1 E T COLONI L DRI E ORL NDO FL 17				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	0 46 41	ctuator Motor xle Locker ctuator Front xle Di connect		DRIED OUT H RDENED	6 16944	CTU TOR	1		690 7	$ 9 1
B	05400701	Control unit Brake anti lock hydraulic (HCU ICU) ll other	6	LO OR NO I T	6814 491AA	CONTROL	1		759 58	$140 09
B	0 400701	Control unit Brake anti lock h draulic (HCU ICU) ; All other	6	LO OR NO I T	6 4709 B	MODULE	1		6 49	$140 09
B	05400701	Control unit Brake anti lock hydraulic (HCU ICU) ll other	6	LO OR NO I T	04 18080AD	FLUID			7	$140 09
B	0 19100	Module anti lock brake control ll other			6 14 491	CONTROL	1		7 9	$76 41
B	0819100	Module anti lock brake control ll other			68 47098AB	MODULE	1		6 49	$76 41
B	0 19100	Module anti lock brake control ll other			04 1 0 0 D	FLUID			7	$76 41

RO Narratives

(RO) Customer Concern

CU TOMER T TE ER ICE 4 D LIGHT I ON CU TOMER T TE TRUCK H INDING NOI E CHECK ND D I E
CU TOMER T TE B LIGHT KEEP COMING ON

(RO) Cause

EE LINE

(RO) Correction

REPL CED FRONT LE DI CONNECT CTU TOR TE T DRO E ND ERIFIED PROPER OPER TION EE LINE REPL CED B MODULE ND HCU EMBLY INITI LI ED B YTEM ND TE T DRO E ERIFIED NO CODE RETURNED ERIFIED REP IR

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES ABS LIGHT KEEPS COMING ON CUSTOMER STATES SERVICE 4WD LIGHT IS ON

(Claim) Cause:

ABS LIGHT AXLE DISCONNECT

(Claim) Correction:

REPLACED ABS MODULE AND HCU ASSEMBLY INITIALIZED ABS SSYTEM AND TEST DROVE V REPLACED FRONT AXLE DISCONNECT ACTUATOR. TEST DROVE AND VERIFIED PROPER OPERAT ERIFIED NO CODES RETURNED. VERIFIED REPAIRS. ION.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	018	**Body**	[redacted] RAM 500 T REG CAB 4 4
Build Date	09/ 8/ 017	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11/ 7/ 017
Claim Type	W Warranty	**Repair Date**	10/04/ 018
Claim Status	Paid	**Mileage (Miles)**	19,958

Expense

Labor	$ 65	**Sublet**	$ 5 04	**Part**	$0 00	**Total Paid**	$67 69

Dealer Information

Code	[redacted]	**Name**	WAYNE VILLE CHRY LER DODGE JEEP	**Zone**	66 ORLANDO
Address	80 HYATT CREEK RD , WAYNE VILLE, NC 8786				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08508096	Lamp, Clearance ; Lamp, Clearance Replace All		ERVICE ACTION	68 61677AC	LAMP	5		5 04	$ 65

RO Narratives

(RO) Customer Concern:

E PRE LANE DIE EL OIL CHANGE [redacted] 1) E PRE LANE TIRE ROTATION DON'T FORGET TO RE ADJU T TIRE PRE URE AFTER ROTATION [redacted] PERFORM MULTI POINT VEHICLE IN PECTION CHECK DIFF TIRE PRESSURES TO SPECS DIFFS GOOD NO FAULTS (92 JONATHAN)

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CHECK FOR OPEN RRT 18 045

(Claim) Cause:

TECH FOUND RRT OPEN

(Claim) Correction:

REPLACED CLEARANCE LAMP

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	01	**Body**	[redacted]
Build Date	04 12 201	**Plant**	S LTILL TRU K SSEMBL PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05 10 201
Claim Type	arrant	**Repair Date**	10 04 2018
Claim Status	Paid	**Mileage (Miles)**	23 4 2

Expense

Labor	$182 85	**Sublet**	$ 31 22	**Part**	$0 00	**Total Paid**	$914 0

Dealer Information

Code	[redacted]	**Name**	DI N D DGE IN RP R TED	**Zone**	63 D LL S
Address	1 00 S UTHE ST E NGELINE HIGH L F ETTE L 0508				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	05400 01	ntr l unit Brake anti l k h drauli (H U I U) ll th r	ML	HE K ENGINE ER I E ENGINE S	6834 098 B	MODULE	1		05 80	$105 86
	05400 01	ntr l unit Brake anti l k h drauli (H U I U) ll thers	ML	HE K ENGINE ER I E ENGINE S	68143491	ONTROL	1		4 8 80	$105 86
	05400 01	ntr l unit Brak anti l k h drauli (H U I U) ll thers	ML	HE K ENGINE SER I E ENGINE S	04318080 D	FLUID	2		11 48	$105 86
	05400 01	ntr l unit Brak anti l ck h draulic (H U I U) ll th r	ML	HE K ENGINE SER I E ENGINE S	68204550 G	TUBE SS	1		35 14	$105 86
	0819100	M dul anti l k brake c ntr l ll th r			6834 098 B	MODULE	1		05 80	$5 4
	08191002	M dul anti l k brak ntr l ll th r			68143491	NTR L	1	X	4 8 80	$5 4
	0819100	M dul anti l k brake c ntr l ll th r			04318080 D	FLUID			11 48	$5 4
	08191002	M dul anti l k brak ntr l ll thers			68204550 G	TUBE SS	1		35 14	$5 4
	08191063	M dul anti l k brake c ntr l 6 L di l quipp d			6834 098 B	MODULE	1		05 80	$19 5
	08191063	M dul anti l k brak ntr l 6 L diesel equipped			68143491	NTR L	1	X	4 8 80	$19 25
	08191063	M dul anti l k brake c ntr l 6 L di l quipp d			04318080 D	FLUID			11 48	$19 5
	08191063	M dul anti l k brak ntr l 6 L diesel equipped			68204550 G	TUBE SS	1		35 14	$19 25

RO Narratives

(RO) Customer Concern:

Check Brakes Diesel [CHECK ABS LIGHT ON PARTS IN TECH 429] Recall / CSN 1 [U74: Safety Recall U74 - Tailgate Latch**] QUALITY CONTROL CHECK RENTAL WHILE VEHICLE BEING REPAIRED. 5 DAYS $25.00/DAY AUTO RENTAL ETC. [redacted]

(RO) Cause:

. F RENTAL WHILE VEHICLEBEING REPAIRED

(RO) Correction:

[redacted]NSPECTED BRAKELINES FOR ANY LEAKS. PERFORMED ELECTRICALTEST AND ABS MOUDLE AND HCU FAILED. REPLACEDABS MODULE AND HYDRAULIC CONTROL UNIT. LOP: ?PAY 429 (?) Control unit, Brake anti-lock hydraulic (HCU)- Replace All others (3 -Highly Skilled) Module, anti-lock brake control - Test and Replace All others (2 - Skilled) Module, anti-lock brake control 6.7L diesel equipped 23472 INSTALLED TAILGATE STOP BLOCK.[redacted].2) Safety Recall U74 - Tailgate Latch Install Tailgate Actuator Stop Block (2 - Skilled) QUALITY CONTROL CHECK AUTO RENTAL 13 DAYS AT $25/DAY AUTO RENTAL INVOICE#[redacted] RENTAL WHILE VEHICLE BEING REPAIRED SUBLET REPAIRS

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

ABS LIGHT ON

(Claim) Cause:

[redacted]INSPECTED BRAKE LINES FOR ANY LEAKS. PREFORMED ELECTRICAL TEST A ND ABS MODULE AND HCU FAILED.

(Claim) Correction:

REPLACED ABS MODULE AND HYDRAULIC CONTROL UNIT.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 LARAMIE CREW CAB 4X4
Build Date	04/12/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/10/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	10/04/2018
Claim Status	Paid	**Mileage (Miles)**	23,472

Expense

Labor	$19.25	**Sublet**	$0.63	**Part**	$0.00	**Total Paid**	$19.88

Dealer Information

Code	[redacted]	**Name**	ACADIANA DODGE INCORPORATED	**Zone**	63 DALLAS
Address	1700 SOUTHEAST EVANGELINE HIGHWAY , LAFAYETTE, LA 70508				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08U74182	Safety Recall U74 - Tailgate Latch ; Install Tailgate Actuator Stop Block	UC	UNCODABLE (NARRATIVE REQUIRED)	68448027AA	ACTUATOR	1	X	0.63	$19.25

RO Narratives

(RO) Customer Concern:

Check Brakes Diesel [CHECK ABS LIGHT ON PARTS IN TECH 429] Recall / CSN 1 [U74: Safety Recall U74 - Tailgate Latch**] QUALITY CONTROL CHECK RENTAL WHILE VEHICLE BEING REPAIRED. 5 DAYS $25.00/DAY AUTO RENTAL ETC. PO#52598

(RO) Cause:

. F RENTAL WHILE VEHICLEBEING REPAIRED

(RO) Correction:

[redacted]CHECK OUT C002001. INSPECTED BRAKELINES FOR ANY LEAKS. PERFORMED ELECTRICALTEST AND ABS MOUDLE AND HCU FAILED. REPLACEDABS MODULE AND HYDRAULIC CONTROL UNIT. LOP: ?PAY 429 (?) Control unit, Brake anti-lock hydraulic (HCU)- Replace All others (3 -Highly Skilled) Module, anti-lock brake control - Test and Replace All others (2 - Skilled) Module, anti-lock brake control 6.7L diesel equippe[redacted] INSTALLED TAILGATE STOP BLOCK [redacted]Safety Recall U74 - Tailgate Latch Install Tailgate Actuator Stop Block (2 - Skilled) QUALITY CONTROL CHECK AUTO RENTAL 13 DAYS AT $25/DAY AUTO RENTAL INVOICE#[redacted]RENTAL WHILE VEHICLE BEING REPAIRED SUBLET REPAIRS

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 LARAMIE CREW CAB 4X4
Build Date	04/12/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/10/2017
Claim Type	W - Warranty	**Repair Date**	10/04/2018
Claim Status	Paid	**Mileage (Miles)**	23,472

Expense

Labor	$0.00	**Sublet**	$0.00	**Part**	$325.00	**Total Paid**	$325.00

Dealer Information

Code	[redacted]	**Name**	ACADIANA DODGE INCORPORATED	**Zone**	63 DALLAS
Address	1700 SOUTHEAST EVANGELINE HIGHWAY , LAFAYETTE, LA 70508				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	ML	CHECK ENGINE/SERVICE ENGINE SO						$0.00
A	08191002	Module, anti-lock brake control ; All others								$0.00
A	08191063	Module, anti-lock brake control ; 6.7L diesel equipped								$0.00
A	95400140	Loaner Car ; Competitive Vehicles								$325.00

RO Narratives

(RO) Customer Concern:

Check Brakes Diesel [CHECK ABS LIGHT ON PARTS IN TECH 429] Recall / CSN 1 [U74: Safety Recall U74 - Tailgate Latch**] QUALITY CONTROL CHECK RENTAL WHILE VEHICLE BEING REPAIRED. 5 DAYS $25.00/DAY AUTO RENTAL ETC.[redacted]

(RO) Cause:

. F RENTAL WHILE VEHICLEBEING REPAIRED

(RO) Correction:

[redacted]CHECK OUT[redacted] INSPECTED BRAKELINES FOR ANY LEAKS. PERFORMED ELECTRICALTEST AND ABS MOUDLE AND HCU FAILED. REPLACEDABS MODULE AND HYDRAULIC CONTROL UNIT. LOP: ?PAY 429 (?) Control unit, Brake anti-lock hydraulic (HCU)- Replace All others (3 -Highly Skilled) Module, anti-lock brake control - Test and Replace All others (2 - Skilled) Module, anti-lock brake control 6.7L diesel equipped 23472 INSTALLED TAILGATE STOP BLOCK.[redacted] Tailgate Latch Install Tailgate Actuator Stop Block (2 - Skilled) QUALITY CONTROL CHECK AUTO RENTAL 13 DAYS AT $25/DAY AUTO RENTAL INVOICE# 160203 RENTAL WHILE VEHICLE BEING REPAIRED SUBLET REPAIRS

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

RENTAL

(Claim) Cause:
RENTAL

(Claim) Correction:
AM NOTES IN FOR 13 DAYS RENTAL

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted] RAM 500 T CREW CAB 4 4
Build Date	05/17/ 017	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/ 1/ 017
Claim Type	afet (Recall)	**Repair Date**	10 0 01
Claim Status	Paid	**Mileage (Miles)**	8,16

Expense

Labor	$ 99	**Sublet**	$0 74	**Part**	$0 00	**Total Paid**	$ 4 7

Dealer Information

Code	[redacted]	**Name**	RON C RTER CHRY LER JEEP DODGE OF TE CITY	**Zone**	6 D LL
Address	601 PALMER HWY , TE A CITY, T 77590				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08U7418	afety Recall U74 Tailgate Latch In tall Tailgate Actuator top Block	UC	UNCODABLE (NARRATIVE REQUIRED)	684480 7AA	ACTUATOR	1		0 74	$ 99

RO Narratives

(RO) Customer Concern:

Recall / C N 1 [U74 afety Recall U74 Tailgate Latch** U74 015 017 TAILGATE LATCH] Multi point in pection (according to maintenance inter al)

(RO) Cause

NA

(RO) Correction:

[redacted] performed repair according to recall Recall U74 Tailgate Latch In tall In tall Tailgate Act Multi point in pection (according to maintenanceinter al) COMPLEMENT RY MULTI POINTIN PECTION

(RO) Technical Notes

NA

GCS Narratives

(Claim) Customer Concern:

N

(Claim) Cause

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 SLT MEGA CAB 4X4
Build Date	04/04/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	01/28/2019
Claim Type	afety (Recall)	**Repair Date**	10/05/ 018
Claim Status	Paid	**Mileage (Miles)**	4

Expense

Labor	$35 94	**Sublet**	$0 63	**Part**	$306 59	**Total Paid**	$343 16

Dealer Information

Code	[redacted]	**Name**	AN LEANDRO CHRY LER DODGE JEEP	**Zone**	71 LO ANGELE
Address	1444 MARINA BLVD , AN LEANDRO, CA 94577				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08U7418	afety Recall U74 Tailgate Latch ; In tall Tailgate Actuator Stop Block	UC	UNCODABLE (NARRATIVE REQUIRED)	684480 7AA	ACTUATOR	1		0 6	$ 5 94
A	95959597	Owner reimbursement ; Floor Plan Reimbursement			684480 7AA	ACTUATOR	1		0 6	$ 06 59

RO Narratives

(RO) Customer Concern:

U74 INTREST ON THE U74 RECALL

(RO) Cause:

RECALL U74 COMPLETE

(RO) Correction:

4 RECALL U74 COMPLETE 0 In tall tailgatelatch actuator top block [redacted] hour RECALL M CELLANEOU REPAIR

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted] RAM 500 LARAMIE CREW CAB 4 4
Build Date	08/19/ 016	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	09/14/ 016
Claim Type	afety (Recall)	**Repair Date**	10/05/ 018
Claim Status	Paid	**Mileage (Miles)**	74 16

Expense

Labor	$15 89	**Sublet**	$0 6	**Part**	$0 00	**Total Paid**	$16 5

Dealer Information

Code	[redacted]	**Name**	BROOK CHRY LER DODGE JEEP RAM	**Zone**	66 ORLANDO
Address	00 N COLLEGE E J CK ON L 6 4				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08U7418	afety Recall U74 Tailgate Latch ; In tall Tailgate Actuator top Block	UC	UNCODABLE (NARRATIVE REQUIRED)	684480 7AA	ACTUATOR	1		0 6	$15 89

RO Narratives

(RO) Customer Concern:

N

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 LARAMIE MEGA CAB 4X4
Build Date	07/13/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/31/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	10/05/2018
Claim Status	Paid	**Mileage (Miles)**	19,459

Expense

Labor	$50.84	**Sublet**	$0.63	**Part**	$0.00	**Total Paid**	$51.47

Dealer Information

Code	[redacted]	**Name**		**Zone**	74 DENVER
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08U74182	Safety Recall U74 - Tailgate Latch ; Install Tailgate Actuator Stop Block	UC	UNCODABLE (NARRATIVE REQUIRED)	68448027AA	ACTUATOR	1	X	0.63	$16.95
B	19U11182	Safety Recall U11 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update (2017 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$33.89

RO Narratives

(RO) Customer Concern:

U74: SAFETY RECALL U74 - TAILGATE LATCH** **COMPLETED** [redacted] SAFETY RECALL U11 - BRAKE TRANSMISSION SHIFT INTERLOCK** **COMPLETED** [redacted] CUSTOMER STATES THAT WHEN THE ABS LIGHT COMES ON SO DOES THE STABILITRAC AND TRACTION CONTROL LITE HE HAS ALSO NOTICED THAT THE CRUISE CONTROL AND THE 4X4 WILL NOT WORK SCAN AND FOUND CODE [redacted] RIGHT FRONT SPEED SENSOR. CHECKED WIRI NG AND SENSOR ALL ARE TIGHT. WHEN TURNING THE CODES RETURED. REPLACED RIGHT FRONT SPEED SENSOR [redacted]

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

INTERNAL FAILURE DIAGNOSTIC TIMER

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THAT WHEN THE ABS LIGHT COMES ON SO DOES THE STABILITRAC AND TRACTION CONTROL LIGHT. HE HAS ALSO NOTICED THAT THE CRUISE CONTROL AND THE 4 X4 WILL NOT WORK

(Claim) Cause:

SCAN AND FOUND CODE [redacted] RIGHT FRONT SPEED SENSOR. CHECKED WIRING ANS SENSOR ALL ARE TIGHT. WHEN TURNING THE CODES RETURNED.

(Claim) Correction:

REPLACED RIGHT FRONT SPEED SENSOR

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 3500 SLT CREW CAB 4X4
Build Date	12/06/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	04/30/2018
Claim Type	W - Warranty	**Repair Date**	10/05/2018
Claim Status	Paid	**Mileage (Miles)**	9,417

Expense

Labor	$369.42	**Sublet**	$308.00	**Part**	$140.00	**Total Paid**	$817.42

Dealer Information

Code	[redacted]	**Name**	PEARSON CHRYSLER JEEP DODGE	**Zone**	35 WASHINGTON
Address	8250 W BROAD ST , RICHMOND, VA 23294				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
C	23995301	Bed Step ; Bed Step - Left	11	BROKEN OR CRACKED	82214245AC	STEP KIT	1	X	308.00	$46.18
B	23500102	Cowl panel and dash panel (Firewall) ; Cowl plenum chamber-Right or left	91	SEALER OMITTED OR SKIPS						$46.18
A	23502501	Windshield	65	LEAKS						$46.18
B	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.								$230.88
A	95400141	Loaner Car ; Standard Line Vehicles								$140.00

RO Narratives

(RO) Customer Concern:

RESEAL WINDSHEILD FOR WIND NOISE REPLACE TAILGATE STEP FOUND DEFECTIVE ON [redacted]

(RO) Cause:

TEST DROVE AND FOUND NOISE FROM PASSENGER LOWER WINDSHEILD AREA. TAPED OFF AND STILL MAKING NOISE RESEALED WINDSHEILD AND TEST DROVE AGAIN. STILL MAKING NOISE. REMOVED WIPERS TEST DROVE, STILL HAS NOISE. REMOVED COWL AND NOISE GONE. CRACKED STEP AND MISSING BOLT

(RO) Correction:

FOUND NOISE FROM AIR INLET TO HVAC BOX. REMOVED DASH AND INSPECTED RECIRCULATION HOUSING. SEALED HOUSING AND FIREWALL TEST DROVE AGAIN. NO NOISE. VEHICLE OK REMOVED AND REPLACED STEP. RECHECKED. OK

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

REPLACE TAILGATE STEP FOUND DEFECTIVE ON [redacted] RESEAL WINDSHEILD FOR WIND NOISE RESEAL WINDSHEILD FOR WIND NOISE

(Claim) Cause:

CRACKED STEP AND MISSING BOLT TEST DROVE AND FOUND NOISE FROM PASSENGER LOWER WINDSHEILD AREA. TAPED OFF AND TEST DROVE AND FOUND NOISE FROM PASSENGER LOWER WINDSHEILD AREA. TAPED OFF AND TEST DROVE AND FOUND NOISE FROM PASSENGER LOWER WINDSHEILD AREA. TAPED OFF AND

(Claim) Correction:

FOUND NOISE FROM AIR INLET TO HVAC BOX. REMOVED DASH AND INSPECTED RECIRCULATI REMOVED AND REPLACED STEP. RECHECKED. OK FOUND NOISE FROM AIR INLET TO HVAC BOX. REMOVED DASH AND INSPECTED RECIRCULATI FOUND NOISE FROM AIR INLET TO HVAC BOX. REMOVED DASH AND INSPECTED RECIRCULATI

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 LARAMIE MEGA CAB 4X4
Build Date	07/13/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/31/2017
Claim Type	W - Warranty	**Repair Date**	10/05/2018
Claim Status	Paid	**Mileage (Miles)**	19,459

Expense

Labor	$110.15	**Sublet**	$62.58	**Part**	$0.00	**Total Paid**	$172.73

Dealer Information

Code	[redacted]	**Name**		**Zone**	74 DENVER
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08141800	Sensor, wheel speed-Anti-lock brakes			68165624AD	SENSOR	1	X	62.58	$59.31
A	08141806	Sensor, wheel speed-Anti-lock brakes ; front-right	UC	UNCODABLE (NARRATIVE REQUIRED)	68165624AD	SENSOR	1	X	62.58	$50.84

RO Narratives

(RO) Customer Concern:

U74: SAFETY RECALL U74 - TAILGATE LATCH** **COMPLETED** [redacted] SAFETY RECALL U11 - BRAKE TRANSMISSION SHIFT INTERLOCK** **COMPLETED** [redacted] CUSTOMER STATES THAT WHEN THE ABS LIGHT COMES ON SO DOES THE STABILITRAC AND TRACTION CONTROL LITE HE HAS ALSO NOTICED THAT THE CRUISE CONTROL AND THE 4X4 WILL NOT WORK SCAN AND FOUND CODE [redacted] RIGHT FRONT SPEED SENSOR. CHECKED WIRING AND SENSOR ALL ARE TIGHT. WHEN TURNING THE CODES RETURED. REPLACED RIGHT FRONT SPEED SENSOR [redacted]

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

INTERNAL FAILURE DIAGNOSTIC TIMER

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THAT WHEN THE ABS LIGHT COMES ON SO DOES THE STABILITRAC AND TRACTION CONTROL LIGHT. HE HAS ALSO NOTICED THAT THE CRUISE CONTROL AND THE 4 X4 WILL NOT WORK

(Claim) Cause:

SCAN AND FOUND CODE [redacted] RIGHT FRONT SPEED SENSOR. CHECKED WIRING ANS SENSOR ALL ARE TIGHT. WHEN TURNING THE CODES RETURNED.

(Claim) Correction:
REPLACED RIGHT FRONT SPEED SENSOR

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 SLT MEGA CAB 4X4
Build Date	04/04/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	01/28/2019
Claim Type	S Safety (Recalls)	**Repair Date**	10/05/2018
Claim Status	Paid	**Mileage (Miles)**	4

Expense

Labor	$0 00	**Sublet**	$0 00	**Part**	($306 59)	**Total Paid**	($306 59)

Dealer Information

Code	[redacted]	**Name**	SAN LEANDRO CHRYSLER DODGE JEEP	**Zone**	71 LOS ANGELES
Address	1444 MARINA BLVD , AN LEANDRO, CA 94577				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08U7418	Safety Recall U74 Tailgate Latch ; Install Tailgate Actuator Stop Block	UC	UNCODABLE (NARRATIVE REQUIRED)	68448027AA	ACTUATOR	1	X	0 00	$0 00
A	95959597	Owner reimbursement ; Floor Plan Reimbursement			684480 7AA	ACTUATOR	1		0 00	($ 06 59)

RO Narratives

(RO) Customer Concern:

U74 INTREST ON THE U74 RECALL

(RO) Cause:

RECALL U74 COMPLETE

(RO) Correction:

4 RECALL U74 COMPLETE 0 In tall tailgatelatch actuator top block [redacted] hour RECALL M CELLANEOU REPAIR

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted]
Build Date	04 04 017	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	01/ 8/ 019
Claim Type	afet (Recall)	**Repair Date**	10 0 01
Claim Status	Paid	**Mileage (Miles)**	4

Expense

Labor	$0 00	**Sublet**	$0 00	**Part**	$ 06 9	**Total Paid**	$ 06 9

Dealer Information

Code	[redacted]	**Name**	N LE NDRO CHRY LER DODGE JEEP	**Zone**	71	LO NGELE	
Address	1444 M RIN BL D N LE NDRO C 94 77						

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	0 U741	afet Recall U74 Tailgate Latch In tall Tailgate ctuator top Block	UC	UNCOD BLE (N RR TI E REQUIRED)						$0 00
	9 9 9 97	Owner reimbur ement Floor Plan Reimbur ement								$ 06 9

RO Narratives

(RO) Customer Concern

U74 INTRE T ON THE U74 RECALL

(RO) Cause:

REC [redacted] COMPLETE

(RO) Correction

4 REC LL U74 COMPLETE 0 In tall tailgatelatch actuator top block [redacted] 0 hour REC LL MI CELL NEOU REP IR

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

N

(Claim) Cause

N

(Claim) Correction

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted] RAM 500 LT CREW CAB 4
Build Date	10/07/ 016	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11/ 7/ 017
Claim Type	afety (Recall)	**Repair Date**	10/08/ 018
Claim Status	Paid	**Mileage (Miles)**	14, 01

Expense

Labor	$ 1 97	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$ 1 97

Dealer Information

Code	[redacted]	**Name**	HENDRICK CHRY LER DODGE JEEP RAM	**Zone**	66 ORLANDO
Address	76 0 HENDRICK AUTO PLA A NW , CONCORD, NC 80 7				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U6108	afety Recall U61 Reprogram Powertrain Control Module ; In pect PCM oftware Level and Perform oftware Update	UC	UNCODABLE (NARRATIVE REQUIRED)						$ 1 97

RO Narratives

(RO) Customer Concern

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 2500 LARAMIE CREW CAB 4X4
Build Date	08/27/2018	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	09/26/2018
Claim Type	W Warranty	**Repair Date**	10/08/2018
Claim Status	Paid	**Mileage (Miles)**	722

Expense

Labor	$34 50	**Sublet**	$53 68	**Part**	$0 00	**Total Paid**	$88 18

Dealer Information

Code	[redacted]	**Name**	NEWCASTLE CHRYSLER DODGE JEEP	**Zone**	32 NEW YORK
Address	573 ROUTE 1 , NEWCASTLE, ME 04553				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08141809	Sensor, wheel speed Anti lock brakes ; rear left	ML	CHECK ENGINE/SERVICE ENGINE SO	04779981AC	SENSOR	1	X	53 68	$34 50

RO Narratives

(RO) Customer Concern:

General Concern #1 [Abs light comeson at times] General Concern #2 [Shifter at times will not shift out of park]

(RO) Cause:

NA

(RO) Correction:

[redacted]SCANNED FOR CODES AND RECEIVED [redacted]62 FOR LEFT REAR WHEEL SPEEDS SENSORCOMPARE FAILURE SCOPED SENSOR WAVEFORM TOVERIFY ITS INTEGRITY AND FOUND NO ISSUES REPLACED SENSOR DUE TO THE FACT ALL OTHERDIAG WAS INCONCLUSIVE. CLEARED CODES REPLACE LEFT REAR SPEED SENSOR [redacted] WASN'T ABLE TO DUPLICATE CUSTOMERSCONCERN AT THIS TIME NO CODES PRESENT FORCOMPLAINT NO SERVICE BULLETINS ETC SHIFTERSEEMS TO WORK AS DESIGNED NOTE THAT IT WILLTAKE LONGER THAN OLDER VEHICLES DUE TO THECOMPLEXITY OF ELECTRONIC SYSTEMS OPERATES TO MANUFACTURERSDESIGN INTENT OR SPECIFICATIONS

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THAT THE ABS LIGHT IS COMING ON

(Claim) Cause:

FOUND LEFT REAR SPEED SENSOR

(Claim) Correction:

REPLACE LEFT FRONT SPEED SENSOR

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	01	**Body**	[redacted]
Build Date	10 0 016	**Plant**	LTILLO TRU K EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11 01
Claim Type	arrant	**Repair Date**	10 08 018
Claim Status	Paid	**Mileage (Miles)**	14 99

Expense

Labor	$ 1 9	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$ 1 9

Dealer Information

Code	[redacted]	**Name**	HENDRI K HRY LER DODGE JEEP R M	**Zone**	66 ORL NDO
Address	76 0 HENDRICK UTO PL N CONCORD NC 0 7				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	1 70140	TCM Quick Learn 4 RLE RFE 6 RFE 66RFE 6 RFE 69R 66R Transmissi ns onl	UC	UN OD BLE (N RR TI E REQUIRED)						$ 1 97

RO Narratives

(RO) Customer Concern

N

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

RUCK I T RTING OUT IN THE P ING GE R

GCS Narratives

(Claim) Customer Concern

U TOMER T TE TRU K I T RTING OUT IN THE P ING GE R HE NT TO RIDE ITH OMEONE P (UTOM TI TR N MI ION CON CERN)

(Claim) Cause

HIFT I UE CONFIRMED

(Claim) Correction

QUI K LE RN

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 2500 ST REG CAB 4X4
Build Date	09/27/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	04/10/2018
Claim Type	W - Warranty	**Repair Date**	10/08/2018
Claim Status	Paid	**Mileage (Miles)**	10,916

Expense

Labor	$220 38	**Sublet**	$23 28	**Part**	$210 00	**Total Paid**	$453 66

Dealer Information

Code	[redacted]	**Name**	HUNT CHRYSLER CENTER	**Zone**	51 CHICAGO
Address	1000 S MAIN , FRANKLIN, KY 42134				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	0894TKK2	Engine/Transmission/Powertrain Control Module	ML	CHECK ENGINE/SERVICE ENGINE SO	68100746AB	FUSE	1	X	1.19	$220.38
A	0894TKK2	Engine/Transmission/Powertrain Control Module	ML	CHECK ENGINE/SERVICE ENGINE SO	00000NPN	WIRE	1		9.79	$220.38
A	0894TKK2	Engine/Transmission/Powertrain Control Module	ML	CHECK ENGINE/SERVICE ENGINE SO	00000NPN	HT.SHRINK	3		8.52	$220.38
A	0894TKK2	Engine/Transmission/Powertrain Control Module	ML	CHECK ENGINE/SERVICE ENGINE SO	00000NPN	WIRE LOOM	6		3.78	$220.38
A	95400141	Loaner Car ; Standard Line Vehicles			68100746AB	FUSE	1	X	1.19	$210.00
A	95400141	Loaner Car ; Standard Line Vehicles			00000NPN	WIRE	1		9.79	$210.00
A	95400141	Loaner Car ; Standard Line Vehicles			00000NPN	HT.SHRINK	3		8.52	$210.00
A	95400141	Loaner Car ; Standard Line Vehicles			00000NPN	WIRE LOOM	6		3.78	$210.00

RO Narratives

(RO) Customer Concern:

CHECK ENGINE LIGHT IS ON, TOWED IN FROM ROADSIDE SERVICE [redacted] CM POWER INPUT LOW CUSTOMER KEPT COMPLAINING OF TRANSMISSION SHI FTER ISSUES. FOUND BLOWN FUSE FOR TCM. SAME FUSE KEEPS BLOWING. BUILT OVERLAY HARNESS FOR CIRCUIT T16 TRANSMISSION CONTROL. REPLACED FUSE. RETESTED. NORMAL. (69- JAY-)

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CHECK ENGINE LIGHT IS ON

(Claim) Cause:

[redacted]TCM POWER INPUT LOW

(Claim) Correction:

CUSTOMER KEPT COMPLAINING OF TRANSMISSION/SHIFTER ISSUES. FOUND BLOWN FUSE FOR TCM. SAME FUSE KEEPS BLOWING. BUILT OVERLAY HARNESS FOR CIRCUIT T16 TRANSMI SSION CONTROL. REPLACED FUSE. RETESTED. NORMAL.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	018	**Body**	[redacted] RAM 500 T CREW CAB 4 4
Build Date	10/1 / 017	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	01/ / 018
Claim Type	afety (Recall)	**Repair Date**	10/09/ 018
Claim Status	Paid	**Mileage (Miles)**	,001

Expense

Labor	$6 81	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$6 81

Dealer Information

Code	[redacted]	**Name**	RICHARD ON CHRY LER JEEP DODGE RAM	**Zone**	6 DALLA
Address	1 1 N CENTRAL E PY , RICHARD ON, T 75080				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19U11185	afet Recall U11 Brake Tran mi ion hift Interlock ; In pect Brake Tran mi ion hift Interlock (BT I) Functionality and Perform BCM oftware Update (018 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$6 81

RO Narratives

(RO) Customer Concern:

Recall / C N 1 [U11 afety Recall U11 Brake Tran mi ion hift Interlock**] Multi point in pection

(RO) Cause:

E

(RO) Correction:

[redacted] In pect BT IFunctionality and Perform BCM oftware Update(018 Model Year Only) U11 in pect BT I and perform BCM oftware(018model yr only) U11 in pect BT I and perform BCM oftware([redacted] [redacted] ONE Multi point in pection 7 PT CK BRAKE /BELT /LIGHT /MAINTENANCE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 2500 SLT CREW CAB 4X4
Build Date	09/0 / 018	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	07/17/ 019
Claim Type	K Road Ready (PREPNV)	**Repair Date**	10/09/ 018
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$109 0	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$109 0

Dealer Information

Code	[redacted]	**Name**	Tilleman Motor Co	**Zone**	74 DENVER
Address	1720 HIGHWAY 2 EAST 1720 HIGHWAY 2 EAST, HAVRE, MT 59501				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$109 0

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 3500 ST CREW CAB 4X4
Build Date	09/ 9/ 018	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/18/2018
Claim Type	K Road Ready (PREPNV)	**Repair Date**	10/09/ 018
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$153 19	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$153 19

Dealer Information

Code	[redacted]	**Name**	TANLEY	**Zone**	6 DALLA
Address	1003 W COMMERCE ST , BROWNWOOD, TX 76801				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Ba ic Prep	NU	NEW VEHICLE PREP						$153 19

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted] RAM 500 T CREW CAB 4 4
Build Date	11/30/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	01/30/2017
Claim Type	W Warranty	**Repair Date**	10/09/2018
Claim Status	Paid	**Mileage (Miles)**	37,506

Expense

Labor	$82 33	**Sublet**	$233 97	**Part**	$0 00	**Total Paid**	$316 30

Dealer Information

Code	[redacted]	**Name**	DOUG SMITH CHRYSLER JEEP DODGE	**Zone**	70 PHOENIX
Address	523 WEST MAIN STREET , AMERICAN FORK, UT 84003				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08191002	Module, anti lock brake control ; All others	18	CIRCUIT OPEN	68347098AB	MODULE	1	X	233 97	$61 75
A	08191063	Module, anti lock brake control ; 6 7L diesel equipped			68347098AB	MODULE	1	X	233 97	$20 58
A	85434343	Goodwill Authorization ; Goodwill Authorization			68347098AB	MODULE	1	X	233 97	$0 00

RO Narratives

(RO) Customer Concern:

WARNING INDICATOR LIGHT VEHICLE COURTESY INSPECTION *NO CHARGE* / ENTERPRISE RENTAL VEHICLE

(RO) Cause:

NA

(RO) Correction:

[redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

INDICATOR/WARNING LIGHTS CONCERN MULTIPLE LIGHTS ON THE DASH

(Claim) Cause:

CHECKED ALL WIRING AND LEFT REAR WHEEL PPED EN O R HA ALREADY BEEN REPLACED O U PECT AB MODULE I H AVING AN INTERNAL ISSUE

(Claim) Correction:

REPLACED THE ABS MODU LE AND PERFORMED INITIALIZATION PROCEDURE THEN DRO VE VEHICLE AGAIN

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	01	**Body**	[redacted]
Build Date	11 30 2016	**Plant**	S LTILL TRU K SSEMBL PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	01 30 01
Claim Type	arrant	**Repair Date**	10 09 2018
Claim Status	Paid	**Mileage (Miles)**	3 506

Expense

Labor	$0 00	**Sublet**	$0 00	**Part**	$80 00	**Total Paid**	$80 00

Dealer Information

Code	[redacted]	**Name**	D UG SMITH HR SLER JEEP D DGE	**Zone**	0 PH ENIX
Address	523 EST M IN STREET MERI N F RK UT 84003				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	08191002	M dule anti l ck brake ntr l ll th r	18	IR UIT PEN						$0 00
	85434343	G d ill uth ri ati n G d ill uth ri ati n								$0 00
	9540014	L an r ar High Lin hi l								$80 00

RO Narratives

(RO) Customer Concern

DI GN STI S

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

[redacted]

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 3500 REG CAB CHASSIS
Build Date	10/29/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	01/31/2018
Claim Type	W - Warranty	**Repair Date**	10/09/2018
Claim Status	Paid	**Mileage (Miles)**	4,870

Expense

Labor	$185.38	**Sublet**	$267.79	**Part**	$0.00	**Total Paid**	$453.17

Dealer Information

Code	[redacted]	**Name**	COUGHLIN CHRYSLER DODGE JEEP	**Zone**	42 DETROIT
Address	15777 WATKINS RD , MARYSVILLE, OH 43040				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08191002	Module, anti-lock brake control ; All others	14	BURNED OR BURNED OUT	68347098AB	MODULE	1	X	248.75	$58.54
A	08191002	Module, anti-lock brake control ; All others	14	BURNED OR BURNED OUT	68078700AE	SENSOR	1		19.04	$58.54
A	08808401	Switch/sensor, brake pedal			68347098AB	MODULE	1	X	248.75	$39.03
A	08808401	Switch/sensor, brake pedal			68078700AE	SENSOR	1		19.04	$39.03
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68347098AB	MODULE	1	X	248.75	$87.81
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68078700AE	SENSOR	1		19.04	$87.81

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES THE CHECK ENGINE LIGHT IS ON. RECALL U61

(RO) Cause:

[redacted]

(RO) Correction:

- -

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C/S ON STEADY NOT RUNNING ANY DIFFERENT, CEL TR ACTION COBNTROL LIGHT ON , ABS LIGHT ON AND OFF, SER VICE ELECTRONIC BRAKE ON DISPLAY, CRUISE CONTR OL INT ERMITENT,

(Claim) Cause:

CHECK CHECK ENGINE LIGHT ON AND ABS LIGHT ON SC AN FOR FAULT CODES,HAS ACTIVE FAULT B1783 STOP LAMP SWITCH CONTROL CIRCUIT GENERAL ELECTRICAL FAILUR E,TEST CIRCUIT FROM ABS MODULE TO BCM, REPLACE BRAKE LIGHT SWITCH AND RETESTED STILL HAD SAME F AULT

(Claim) Correction:

RETESTED CIRCUIT AND REPLACE ABS MODULE RETESTED AND STILL HAD SAME FAULT,PE RFORMED VOLTAGE TESTS PER STAR CENTER ,CUSTOMER HAD T O HAVE VEHICLE BEFORE WE COULD FIND WHAT IS CAUSI NG ISSUE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	018	**Body**	[redacted]
Build Date	10/ 9/ 017	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	01/ 1/ 018
Claim Type	afety (Recall)	**Repair Date**	10/10/ 018
Claim Status	Paid	**Mileage (Miles)**	5,115

Expense

Labor	$17 40	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$17 40

Dealer Information

Code	[redacted]	**Name**	HIDAY CHRY LER DODGE JEEP	**Zone**	4	DETROIT
Address	1791 N MAIN TREET , BLUFFTON, IN 46714					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U61081	afety Recall U61 Reprogram Powertrain Control Module In pect Powertrain Control Module oftware Level	UC	UNCODABLE (NARRATIVE REQUIRED)						$17 40

RO Narratives

(RO) Customer Concern:
RECALL U61 UPDATE PCM CRUI E CONTROL

(RO) Cause:
N

(RO) Correction
PCM CURRENT

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern
RECALL U61 UPDATE PCM CRUI E CONTROL

(Claim) Cause:
PCM CURRENT

(Claim) Correction:
NO FURTHER ACTION REQUIRED

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	018	**Body**	[redacted]
Build Date	10 9 01	**Plant**	LTILLO TRU K EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	01 31 018
Claim Type	arrant	**Repair Date**	10 10 018
Claim Status	Paid	**Mileage (Miles)**	5 115

Expense

Labor	$34 80	**Sublet**	$19 69	**Part**	$0 00	**Total Paid**	$54 49

Dealer Information

Code	[redacted]	**Name**	HID Y HRY LER DODGE JEEP	**Zone**	4	DETROIT
Address	1 91 N M IN STREET BLUFFT N IN 46 14					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	08808401	S it h n r brake pedal	0	BIND TI K OR EI ED	680 8 00 E	EN OR	1		19 69	$34 80

RO Narratives

(RO) Customer Concern

H ENG LITE ND TR LITE ON

(RO) Cause

N

(RO) Correction

R N DI G ND FOUND [redacted] BR KE IT H TU K ON NEED IT H

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

H ENG LITE ND TR LITE ON

(Claim) Cause

R N DI G ND F UND [redacted] BR KE S IT H STU K N NEEDS S IT H

(Claim) Correction

REPL ED BR KE IT H ND LE RED ODE HE K OK Y

Warranty Claim Report

Vehicle Information

VIN	[redacted]	Year	01	Body	[redacted]
Build Date	06 6 01	Plant	LTILLO TRU K EMBLY PL NT	Coverage Code	[redacted]

Claim Information

Claim #	[redacted]	In Service Date	1 15 01
Claim Type	afet (Recalls)	Repair Date	10 10 018
Claim Status	Paid	Mileage (Miles)	1 676

Expense

Labor	Sublet	Part	Total Paid
$ 4 58	$0 9	$0 00	$ 5 3

Dealer Information

Code	[redacted]	Name	FFORD MOTOR DODGE	Zone	35 HINGTON
Address	0 JEFFER ON D I H Y FREDERICK BURG 40				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	0 U741	afet Recall U74 Tailgate Latch Install Tailgate ctuat r t p Block	UC	UN OD BLE (N RR TI E REQUIRED)	6 44 0 7	CTU TOR	1		0 79	$ 4

RO Narratives

(RO) Customer Concern

EHICLE ELIGIBLE FOR FETY REC [redacted]

(RO) Cause

ERIFIED IN DE LER ONNE T EHI LE I ELIGIBLE

(RO) Correction

IN T LLED BUMPER TOP PER RE [redacted]

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

EHI LE ELIGIBLE FOR FETY RE [redacted]

(Claim) Cause

ERIFIED IN DE LER CONNECT EHICLE I ELIGIBLE

(Claim) Correction

IN T LLED BUMPER TOP PER RE [redacted]

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 ST CREW CAB 4X4
Build Date	01/24/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06/07/2017
Claim Type	S Safety (Recalls)	**Repair Date**	10/10/2018
Claim Status	Paid	**Mileage (Miles)**	46,997

Expense

Labor	$15.02	**Sublet**	$0.63	**Part**	$0.00	**Total Paid**	$15.65

Dealer Information

Code	[redacted]	**Name**	DICK EDWARDS AUTO PLAZA INC	**Zone**	74 DENVER
Address	375 GRANT AVENUE , JUNCTION CITY, KS 66441				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08U74182	Safety Recall U74 - Tailgate Latch ; Install Tailgate Actuator Stop Block	UC	UNCODABLE (NARRATIVE REQUIRED)	68448027AA	ACTUATOR	1	X	0.63	$15.02

RO Narratives

(RO) Customer Concern:

TAILGATE LATCH RECALL- PERFORM MULTI-POINT INSPECTION

(RO) Cause:

E

(RO) Correction:

[redacted] Install tailgate latch actuator stopblock [redacted] hours INSTALL TAILGATE LATCH ACTUATOR STOP BLOCK. PERFORM MULTI-POINT INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 2500 LARAMIE CREW CAB 4X4
Build Date	11/06/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	01/02/2018
Claim Type	S Safety (Recalls)	**Repair Date**	10/10/2018
Claim Status	Paid	**Mileage (Miles)**	14,775

Expense

Labor	$53.08	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$53.08

Dealer Information

Code	[redacted]	**Name**	LARRY H MILLER CHRYSLER JEEP	**Zone**	70 PHOENIX
Address	13165 N AUTOSHOW AVE , SURPRISE, AZ 85388				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19U11185	Safety Recall U11 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update (2018 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$53 08

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 2500 LARAMIE CREW CAB 4X4
Build Date	11/06/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	01/02/2018
Claim Type	W - Warranty	**Repair Date**	10/10/2018
Claim Status	Paid	**Mileage (Miles)**	14,775

Expense

Labor	$63.69	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$63.69

Dealer Information

Code	[redacted]	**Name**	LARRY H MILLER CHRYSLER JEEP	**Zone**	70 PHOENIX
Address	13165 N AUTOSHOW AVE , SURPRISE, AZ 85388				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	02000240	Toe adjustment/Center steering wheel ; Front Toe	WW	WHEEL OFF CENTER RIGHT						$63.69
A	85434343	Goodwill Authorization ; Goodwill Authorization								$0.00

RO Narratives

(RO) Customer Concern:

U11 SHIFTER RECALL REPLACE FUEL FILTERS (VEHICLES WITHMULTIPLE) TCA Diesel Oil Change and Rotate Multi Point Inspection CUST STATES VEH PULLS RIGHT HAS A CASE[redacted]

(RO) Cause:

NA

(RO) Correction:

Safety Recall U11 - BrakeTransmission Shift Interlock - Reprogram Inspect Brake Transmission Shift Interlock (BTSI) Functionality and PerformBCM Software Update (2018Model Year Only) (1 - Semi-Skilled) [redacted]ND R BOTH FUEL FILTERS REPLACE FUEL FILTERS (VEHICLES WITH MULTIPLE) [redacted]7 RAISE VEHICLE ON LIFT, ORUTILIZE DRIVE-OVER PIT FACILITY. PERFORMVISUAL INSPECTION OF COMPONENTS UNDER THEVEHICLE, LUBE WHEN APPLICABLE. DRAIN ENGINEOIL, REMOVE AND REPLACE ENGINE OIL FILTERASSEMBLY OR CARTRIDGE. RE-INSTALL DRAIN PLUG,CLEAN AND WIPE AFFECTED AREA, CHECK ALL UNDERVEHICLE FLUID LEVELS WHERE APPLICABLE. REFILLENGINE OIL TO PROPER LEVEL AND RECHECK.PERFORM VISUAL INSPECTION OF UNDER HOODCOMPONENTS, REFILLED FLUID LEVELS WHEREAPPLICABLE. PERFORM TIRE ROTATION IF NEEDED,CHECKED TIRE PRESSURES AND SET TO PROPERLEVEL ACCORDING TO TIRE AND OR MANUFACTURER. TCA Diesel Oil Change and[redacted]WE HAVE PERFORMED A COMPLIMENTARYMULTI-POINT INSPECTION ON YOUR VEHICLE, WEHAVE CHECKED FLUID LEVELS AND TOPPED THEM OFFIF NEEDED. WE HAVE CHECKED YOUR TIREPRESSURES. WE HAVE CHECKED YOUR BRAKE LININGMEASUREMENTS WHEN POSSIBLE. THE INSPECTIONSHEET WILL BE PROVIDED AND DISCUSSED WITH YOUBY OUR SERVICE STAFF, ANY DEFICIENCIES INYOUR VEHICLES APPEARANCE OR HEALTH WILL BEELABORATED UPON. IN THE EVENT OF ANYQUESTIONS, PLEASE FEEL FREE TO CONTACT US FORCLARIFICATION. Multi Point Inspection Wheel alignment - Alignment Front wheel alignment (1 - Semi-Skilled) 10% DISCOUNT MISC. SHOP CHARGES

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

VEH PULLS RIGHT HAS A CASE#35257902

(Claim) Cause:

PERFORMED ALIGNMENTMENT PCASE# 35257902

(Claim) Correction:

PERFORMED ALIGNMENTMENT PCASE# 35257902

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 LARAMIE CREW CAB 4X4
Build Date	06/07/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/10/2017
Claim Type	W - Warranty	**Repair Date**	10/10/2018
Claim Status	Paid	**Mileage (Miles)**	64,037

Expense

Labor	$157.78	**Sublet**	$1,069.61	**Part**	$0.00	**Total Paid**	$613.69

Dealer Information

Code	[redacted]	**Name**	BAYSHORE CHRYSLER JEEP DODGE	**Zone**	63 DALLAS
Address	5225 I 10 EAST , BAYTOWN, TX 77521				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	05203103	Hub, rear wheel brake disc ; 10.50-11.50-302 RBI axles-Right or left	68	NOISY	68049158AA	PAD KIT	1		144.41	$145.64
A	05203103	Hub, rear wheel brake disc ; 10.50-11.50-302 RBI axles-Right or left	68	NOISY	68188899AB	ROTOR	2		389.20	$145.64
A	05203103	Hub, rear wheel brake disc ; 10.50-11.50-302 RBI axles-Right or left	68	NOISY	68138151AA	HUB	1	X	536.00	$145.64
A	05203161	Hub, rear wheel brake disc ; Dual rear wheel equipped-Rear-Right or left			68049158AA	PAD KIT	1		144.41	$12.14
A	05203161	Hub, rear wheel brake disc ; Dual rear wheel equipped-Rear-Right or left			68188899AB	ROTOR	2		389.20	$12.14
A	05203161	Hub, rear wheel brake disc ; Dual rear wheel equipped-Rear-Right or left			68138151AA	HUB	1	X	536.00	$12.14
A	05211012	Disc, rotor brake - Replace ; Rear - Right			68049158AA	PAD KIT	1		144.41	$0.00
A	05211012	Disc, rotor brake - Replace ; Rear - Right			68188899AB	ROTOR	2		389.20	$0.00
A	05211012	Disc, rotor brake - Replace ; Rear - Right			68138151AA	HUB	1	X	536.00	$0.00
A	85434343	Goodwill Authorization ; Goodwill Authorization			68049158AA	PAD KIT	1		144.41	$0.00
A	85434343	Goodwill Authorization ; Goodwill Authorization			68188899AB	ROTOR	2		389.20	$0.00
A	85434343	Goodwill Authorization ; Goodwill Authorization			68138151AA	HUB	1	X	536.00	$0.00

RO Narratives

(RO) Customer Concern:

Multi-point inspection (according to maintenance interval) Moved to: [redacted] Line: A CUSTOMER STATES ABS LIGHT IS ON ANDTRACTION CONTROL LIGHT IS ON CUSTOMER STATES ABS LIGHT KEEOS COMING ON INTERM. CUSTOMER STATES THERE IS OIL LEAKING

(RO) Cause:

MAINT. LEAKING REAR HUB OILSEALS BOTH SIDES, WARPED REAR BRAKE ROTORS AND PADS WARPED RIGHT REAR WHEEL HUB ASSEMBLY LEAKING SEALS

(RO) Correction:

Multi-point inspection (according to maintenanceinterval) Mopar Express Lane Inspection 64082 MAINT. SEE ESTIMATE Moved to: [redacted]ine: A ***MOVED LINE - SPLIT RO*** [redacted] LEAKING REAR HUB OIL SEALS BOTH SIDES,WARPED REAR BRAKE ROTORS AND [redacted]340REPLACED LEFT AND RIGHT REAR WHEEL HUB SEALS,REPLACED BOTH REAR BRAKE ROTORS AND REARBRAKE PADS TECH [redacted] GENERAL REPAIRS [redacted] WARPED RIGHT REAR WHEEL HUB ASSEMBLY [redacted] 20 REPLACED RIGHT REARWHEEL HUB ASSEMBLY TEST DROVE VEHICLE ABSCODES TECH#5080 STANDARD [redacted] LEAKING REAR OIL SEALS LEAKING REARHUB OIL SEALS REPLACED STANDARD

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES ABS LIGHT IS ON AND TRACTION CONTROL LIGHT IS ON

(Claim) Cause:

LEAKING REAR HUB OIL SEALS BOTH SIDES, WARPED REAR BRAKE ROTORS AND PADS

(Claim) Correction:

REPLACED LEFT AND RIGHT REAR WHEEL HUB SEALS, REPLACED BOTH REAR BRAKE ROTORS AND REAR BRAKE PADS TECH#5080

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 SLT CREW CAB 4X4
Build Date	02/18/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	04/04/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	10/11/2018
Claim Status	Paid	**Mileage (Miles)**	14,602

Expense

Labor	$23.69	**Sublet**	$0.81	**Part**	$35.00	**Total Paid**	$59.50

Dealer Information

Code	[redacted]	**Name**	LITHIA CHRYSLER JEEP DODGE OF GRAND FORKS	**Zone**	74 DENVER
Address	3401 GATEWAY DR , GRAND FORKS, ND 58203				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08U74182	Safety Recall U74 - Tailgate Latch ; Install Tailgate Actuator Stop Block	UC	UNCODABLE (NARRATIVE REQUIRED)	68448027AA	ACTUATOR	1	X	0.81	$23.69
A	95400141	Loaner Car ; Standard Line Vehicles			68448027AA	ACTUATOR	1	X	0.81	$35.00

RO Narratives

(RO) Customer Concern:

Recall / CSN 1 [U74: Safety Recall U74 - Tailgate Latch** [redacted] TAILGATE LATCH] ELECTRICAL [Customer States DRIVER SIDE WINDOW GOES UP THAN GOES BACK DOWN. CUSTOMER HIT ICE OFF THIS MORNING WHEN IT STARTED ACTING UP CTP RENTAL

(RO) Cause:

NA

(RO) Correction:

[redacted]verified recall pertains to vehicleinstalled stop block on latch Installtailgate latch actuator stop block08-U7-41-82 0.2 hours U74[redacted] verified customer concernrecalibrated window and works fine ELECTRICAL [Customer States DRIVER SIDE WINDOWGOES UP THAN GOES BACK DOWN] ELECTRICAL SUBLET WORK CTP RENTAL SUBLET WORK SUBLET REPAIRS

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 3500 ST CREW CAB 4X4
Build Date	05/26/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	01/11/2018
Claim Type	S Safety (Recalls)	**Repair Date**	10/11/2018
Claim Status	Paid	**Mileage (Miles)**	28,332

Expense

Labor	$19 66	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$19 66

Dealer Information

Code	[redacted]	**Name**	SPRINGFIELD CHRYSLER AUTO MART INC	**Zone**	66 ORLANDO
Address	HIGHWAY 21 , SPRINGFIELD, GA 31329				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19U11181	Safety Recall U11 Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Verify BCM Software Level (2017 2018 Model Year)	UC	UNCODABLE (NARRATIVE REQUIRED)						$19 66

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES PERFORM OPEN RECALL CUSTOMER STATES PERFORM OPEN RECALL GENERAL CONCERN

(RO) Cause:

ABS LIGHT IS ON WITH ACTIVE CODE [redacted] ABS MOD

(RO) Correction:

[redacted] ABS MODULE; 08191063 REPAIR

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	018	**Body**	[redacted] RAM 500 LARAMIE CREW CAB 4 4
Build Date	10 07 017	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	0 7 01
Claim Type	arrant	**Repair Date**	10 11 01
Claim Status	Paid	**Mileage (Miles)**	6

Expense

Labor	$ 7 44	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$ 7 44

Dealer Information

Code	[redacted]	**Name**	DEERY BROTHER OF ME INC	**Zone**	1 CHIC GO
Address	1700 E 16TH TREET ME I 0010				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	41 0	Exterior Lighting Trouble Not Found Exterior Lighting	OD							$ 7 44

RO Narratives

(RO) Customer Concern

N

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

C CHECK TR IULER BR KE IRING I DI PL YED

(Claim) Cause:

TECH COULD NOT DUPLIC TE CONCERN

(Claim) Correction

EHICLE I OPER TING DE IGNED

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 3500 ST CREW CAB 4X4
Build Date	05/26/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	01/11/2018
Claim Type	W Warranty	**Repair Date**	10/11/2018
Claim Status	Paid	**Mileage (Miles)**	8,

Expense

Labor	$39 32	**Sublet**	$41 32	**Part**	$0 00	**Total Paid**	$80 64

Dealer Information

Code	[redacted]	**Name**	SPRINGFIELD CHRYSLER AUTO MART INC	**Zone**	66 ORLANDO
Address	HIGHWAY 1 , PRINGFIELD, GA 1 9				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08508096	Lamp, Clearance ; Lamp, Clearance Replace All	ZZ	SERVICE ACTION	68261677AC	LAMP	5	X	41 32	$39 32

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES PERFORM OPEN RECALL CUSTOMER STATES PERFORM OPEN RECALL GENERAL CONCERN

(RO) Cause:

ABS LIGHT IS ON WITH ACTIVE CODE [redacted] ABS MOD

(RO) Correction:

[redacted] ABS MODULE [redacted] REPAIR

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 3500 ST CREW CAB 4X4
Build Date	05/26/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	01/11/2018
Claim Type	W - Warranty	**Repair Date**	10/11/2018
Claim Status	Paid	**Mileage (Miles)**	28,332

Expense

Labor	$127.78	**Sublet**	$908.22	**Part**	$0.00	**Total Paid**	$1,036.00

Dealer Information

Code	[redacted]	**Name**	SPRINGFIELD CHRYSLER AUTO MART INC	**Zone**	66 ORLANDO
Address	HIGHWAY 21 , SPRINGFIELD, GA 31329				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	ML	CHECK ENGINE/SERVICE ENGINE SO	68143491AA	CONTROL	1	X	635.20	$108.12
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	ML	CHECK ENGINE/SERVICE ENGINE SO	68347098AB	MODULE	1		273.02	$108.12
A	08191063	Module, anti-lock brake control ; 6.7L diesel equipped			68143491AA	CONTROL	1	X	635.20	$19.66
A	08191063	Module, anti-lock brake control ; 6.7L diesel equipped			68347098AB	MODULE	1		273.02	$19.66

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

THE CUSTOMER STATES THE ABS LIGHT IS ON, NO CRUISE, NO LOW 4WD, NO TRACTION CONTROL

(Claim) Cause:

C0020-01 ACTIVE CODE

(Claim) Correction:

CHECKED ABS LIGHT IS ON WITH ACTIVE CODE [redacted] ABS MODULE HAS POWER AND GR OUND. REPLACED THE HCU AND MODULE AS A UNIT. BLED BRAKES SYSTEM AND PERFORME D INITIALIZATION OF THE ABS MODULE. CLEARED ALL DTC'S AND TEST DROVE THE VEHI CLE.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 LARAMIE CREW CAB 4X4
Build Date	04/12/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/10/2017
Claim Type	W - Warranty	**Repair Date**	10/11/2018
Claim Status	Paid	**Mileage (Miles)**	23,472

Expense

Labor	$105.86	**Sublet**	$478.80	**Part**	$175.00	**Total Paid**	$759.66

Dealer Information

Code	[redacted]	**Name**	ACADIANA DODGE INCORPORATED	**Zone**	63 DALLAS
Address	1700 SOUTHEAST EVANGELINE HIGHWAY , LAFAYETTE, LA 70508				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	65	LEAKS	68143491AA	CONTROL	1	X	478.80	$105.86
A	95400140	Loaner Car ; Competitive Vehicles			68143491AA	CONTROL	1	X	478.80	$175.00

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES THE ABS LIGHT IS ON. QUALITY CONTROL CHECK 16 POINT INSPECTION

(RO) Cause:

CHECK BRAKES QUALITY CONTROL 16 POINT INSPECTION

(RO) Correction:

[redacted] CHECK OUT. INSPECTED BRAKE SYSTEM.FOUND RIGHT FRONT BRAKE LINE LEAKING ATHYDRAULIC CONTROL UNIT. REMOVED HCU FROMTRUCK AND INSPECTED BRAKE LINE FITTINGS.FOUND RIGHT FRONT BRAKE LINE THREADS STIPPED.REPLACED RIGHT FRONT BRAKE LINE AND HCU. BLEDBRAKES. LOP: [redacted] Control unit, Brake anti-lock hydraulic (HCU)- Replace All others (3 -Highly Skilled) QUALITY CONTROL CHECK 23472 PERFORMED INSPECTION 16 POINT INSPECTION AUTO RENTAL INV [redacted] 16 POINT INSPECTION SUBLET REPAIRS

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

ABS LIGHT ON

(Claim) Cause:

INSPECTED BRAKE SYSTEM. FOUND RIGHT FRONT BRAKE LINE LEAKING AT HYDRAULIC CONT ROL UNIT. REMOVED HCY FROM TRUCK AND INSPECTED BRAKE LINE FITTINGS. FOUND RIGH T FRONT BRAKE LINE THREADS STRIPPED.

(Claim) Correction:

REPLACED FRONT BRAKE LINE AND HCU. BLED BRAKES

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 ST CREW CAB 4X4
Build Date	05/02/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/25/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	10/12/2018
Claim Status	Paid	**Mileage (Miles)**	20,049

Expense

Labor	$77.92	**Sublet**	$0.63	**Part**	$40.00	**Total Paid**	$118.55

Dealer Information

Code	[redacted]	**Name**	GLADSTONE DODGE INC	**Zone**	74 DENVER
Address	5610 NORTH OAK , GLADSTONE, MO 64118				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
C	08U74182	Safety Recall U74 - Tailgate Latch ; Install Tailgate Actuator Stop Block	UC	UNCODABLE (NARRATIVE REQUIRED)	68448027AA	ACTUATOR	1	X	0.63	$19.48
C	95400142	Loaner Car ; High Line Vehicles			68448027AA	ACTUATOR	1	X	0.63	$40.00
B	18U61082	Safety Recall U61 - Reprogram Powertrain Control Module ; Inspect PCM Software Level and Perform Software Update	UC	UNCODABLE (NARRATIVE REQUIRED)						$19.48
A	19U11182	Safety Recall U11 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update (2017 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$38.96

RO Narratives

(RO) Customer Concern:

MULTI POINT INSPECTION PERFORM RECALL PERFORM RECALL PERFORM RECALL ELECTRICAL CONCERN MAINTENANCE

(RO) Cause:

NA

(RO) Correction:

INSTALLED REMOTE START 2.5

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 POWER WAGON CREW CAB
Build Date	01/11/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/25/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	10/12/2018
Claim Status	Paid	**Mileage (Miles)**	21,263

Expense

Labor	$21.64	**Sublet**	$0.74	**Part**	$0.00	**Total Paid**	$22.38

Dealer Information

Code	[redacted]	**Name**	JIM SMOLICH MOTORS INC	**Zone**	70 PHOENIX
Address	1865 NORTH EAST HIGHWAY 20 , BEND, OR 97701				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08U74182	Safety Recall U74 - Tailgate Latch ; Install Tailgate Actuator Stop Block	UC	UNCODABLE (NARRATIVE REQUIRED)	68448027AA	ACTUATOR	1	X	0.74	$21.64

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 ST CREW CAB 4X4
Build Date	05/13/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/31/2017
Claim Type	W - Warranty	**Repair Date**	10/12/2018
Claim Status	Paid	**Mileage (Miles)**	40,279

Expense

Labor	$105.64	**Sublet**	$158.20	**Part**	$0.00	**Total Paid**	$263.84

Dealer Information

Code	[redacted]	**Name**	HEALY CHRYSLER DODGE INC.	**Zone**	42 DETROIT
Address	3632 W US 10 , LUDINGTON, MI 49431				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	25060203	Sensor, diesel exhaust pressure differential ; Sensor, 6.7 liter diesel engine	ML	CHECK ENGINE/SERVICE ENGINE SO	68085750AB	SENSOR	1	X	158.20	$44.02
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68085750AB	SENSOR	1	X	158.20	$61.62

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

STILL HAS READ OUT FOR SERVICE EXHAUST

(Claim) Cause:

VERIFIED CEL=CODE P244A. DIAG'D CODE AND FOUND THAT SENSOR HAS A NEGATIVE READ ING AND IT SHOULDN'T. LINES ARE NOT BACKWARDS. NEEDS DIFF PRESSURE SENSOR

(Claim) Correction:

R AND R DIFF PRESSURE SENSOR. CHECK DATA/VERIFY READING POSITIVE, DROVE TO VER IFY

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - RAM 2500 SLT CREW CAB 4X4
Build Date	09/29/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	08/30/2018
Claim Type	W - Warranty	**Repair Date**	10/13/2018
Claim Status	Paid	**Mileage (Miles)**	1,634

Expense

Labor	$56.99	**Sublet**	$205.80	**Part**	$0.00	**Total Paid**	$262.79

Dealer Information

Code	[redacted]	**Name**	LARRY H MILLER BOUNTIFUL CHRYSLER JEEP DODGE	**Zone**	70 PHOENIX
Address	2929 SOUTH MAIN STREET , BOUNTIFUL, UT 84010				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08191002	Module, anti-lock brake control ; All others	ML	CHECK ENGINE/SERVICE ENGINE SO	68347098AB	MODULE	1	X	205.80	$56.99

RO Narratives

(RO) Customer Concern:

DTC [Customer States THAT THE ELECTRONIC BRAKE SYSTEM WARNING IS COMING ON AND FLASHES] Multi-point inspection (according to maintenance interval)

(RO) Cause:

.

(RO) Correction:

[redacted]VERIFIED CUSTOMER CONCERN WITHELECTRIC BRAKE SYSTEM WARNING LIGHT WASCOMING ON. FOUND DTC [redacted]RUN/START INPUTCIRCUIT- PERFORMANCE OR INCORRECT OPERATION.THROUGH CHRYSLER DIAGNOSTIC FOUND THAT THEDTC WAS ACTIVE. PER DIAGNOSTIC TESTED FUSE 76FOR POWER AND FOUND THAT THE FUSE WAS GOOD.TESTED FOR A SHORT TO VOLTAGE AT THE ABSMODULE ON PIN 32 OF THE CONNECTOR AND FOUNDNO VOLTAGE. WITH THE ABS MODULE CONNECTORDISCONNECTED AND TURNED THE VEHICLE ON FOUNDGOOD VOLTAGE AT PINS 2, 32, 31. PERDIAGNOSTIC REPLACED ABS MODULE THEN PERFORMEDABS VERIFICATION TEST. TOOK VEHICLE ON TESTDRIVE AND FOUND THAT THE DTC DID NOT RETURNAT THIS TIME. Module, anti-lock brake control - Test and Replace All others (2 - Skilled) MODULE/CONTROL, ANTI-LOCKBRAKE-Replace (A) 1637 WE HAVE PERFORMED A COMPLIMENTARYMULTI-POINT INSPECTION ON YOUR VEHICLE, WEHAVE CHECKED FLUID LEVELS AND TOPPED THEM OFFIF NEEDED. WE HAVE CHECKED YOUR TIREPRESSURES, FRONTS WERE SET TO ____, REARSWERE SET TO _____. WE HAVE CHECKED YOUR BRAKELINING MEASUREMENTS WHEN APPLICABLE, FRONTSWERE MEASURED AT _____, REARS WERE MEASUREDAT _____. THE INSPECTION SHEET WILL BEPROVIDED AND DISCUSSED WITH YOU BY OURSERVICE STAFF AND ANY DEFICIENCIES IN YOURVEHICLES APPEARANCE OR HEALTH WILL BEELABORATED ON. IN THE EVENT OF ANY QUESTIONS,PLEASE FEEL FREE TO CONTACT US FORCLARIFICATION. Multi-point inspection (according to maintenanceinterval) Multiple Point Vehicle Inspection, includes brakes, lights, tires, and battery

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

BRAKE SYSTEM WARNING IS COMING ON AND FLASHES

(Claim) Cause:

VERIFIED CUSTOMER CONCERN WITH ELECTRIC BRAKE SYSTEM WARNING LIGHT WAS COMING ON. FOUND DTC [redacted] RUN/START INPUT CIRCUIT- PERFORMANCE OR INCORRECT OPE RATION. THROUGH CHRYSLER DIAGNOSTIC FOUND THAT THE DTC WAS ACTIVE. PER DIAGNOS TIC TESTED FUSE 76 FOR POWER AND FOUND THAT THE FUSE WAS GOOD. TESTED FOR A SH ORT TO VOLTAGE AT THE ABS MODULE ON PIN 32 OF THE CONNECTOR AND FOUND NO VOLTA GE. WITH THE ABS MODULE CONNECTOR DISCONNECTED AND TURNED THE VEHICLE ON FOUND GOOD VOLTAGE AT PINS 2, 32, 31. PER DIAGNOSTIC REPLACED ABS MODULE THEN PERFO RMED ABS VERIFICATION TEST. TOOK VEHICLE ON TEST DRIVE AND FOUND THAT THE DTC DID NOT RETURN AT THIS TIME.

(Claim) Correction:

REPLACED THE MODULE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 LARAMIE CREW CAB 4X4
Build Date	06/23/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11/27/2017
Claim Type	W - Warranty	**Repair Date**	10/13/2018
Claim Status	Paid	**Mileage (Miles)**	13,765

Expense

Labor	$177.37	**Sublet**	$894.26	**Part**	$0.00	**Total Paid**	$1,071.63

Dealer Information

Code	[redacted]	**Name**	DODGE OF WINTER HAVEN	**Zone**	66 ORLANDO
Address	299 CYPRESS GARDENS BLVD , WINTER HAVEN, FL 33880				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08191002	Module, anti-lock brake control : All others	14	BURNED OR BURNED OUT	68347098AB	MODULE	1	X	264.39	$62.60
B	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	53	IMPROPER PRESSURE	68143491AA	CONTROL	1	X	615.12	$114.77
B	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	53	IMPROPER PRESSURE	04318080AD	FLUID	2		14.75	$114.77

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

BRAKE SYSTEMS CONCERN [CUSTOMER STATES EBS LIGHT KEEPS FLASHING SEE ROC[redacted]

(Claim) Cause:

CUSTOMER STATES THAT THE ELECTRONIC BRAKING SYSTEM AND ABS LIGHTS FLASH ON DA SH IN THE MORNING. COULD NOT VERIFY CUSTOMER CONCERN AT TIME. CHECKED CODES, FOUND STORED CODE[redacted]ABS PUMP MOTOR CONTROL-GENERAL ELECTRICAL FAILUR E. PROCEEDED WITH DIAGNOSIS, CHECKED ABS MODULE CONNECTOR FOR ANYTHING WRONG , FOUND NOTHING WRONG WITH CONNECTOR. ORDERED NEW ICU AS PER DIAGNOSIS. PARTS ARE ON SLIGHT BACK ORDER BUT ARE BEING RELEASED (SEE RO[redacted] REMOVED ABS UNIT AND INSTALLED NEW ABS UNIT. TRIED TO INITIALIZE

UNIT, UNIT WOULD NOT IN ITIALIZE. ORDERED NEW CONTROL MODULE. REMOVED AND REPLACED CONTROL MODULE, MO DULE WOULD STILL NOT INITIALIZE. ORDERED A 3RD MODULE. REMOVED AND REPLACED M ODULE, MODULE WOULD STILL NOT INITIALIZE. CONTRACT STAR. STAR LED TO GOING OV ER VEHICLE DATA. FINALLY ORDERED A NEW ABS HYDRAULIC UNIT DUE TO CODE, [redacted] BRAKE PRESSURE SENSOR 1-GENERAL ELECTRICAL FAILURE, WHICH LED TO REPLACING SAID UNIT. REMOVED CONTROL UNIT AND INSTALLED TO NEW HYDRAULIC UNIT. SUCCES SFULLY PERFORMED ABS INITIALIZATION. REMOVED OLD HYDRAULIC UNIT FROM VEHICLE AND INSTALLED NEW ONE. BLED BRAKES AND PERFORMED A ABS BLEED PROCEDURE. ERASE D CODES.

(Claim) Correction:

REPLACED ABS MODULE REPLACED HYDRAULIC CONTROL

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 LARAMIE CREW CAB 4X4
Build Date	06/23/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11/27/2017
Claim Type	W - Warranty	**Repair Date**	10/13/2018
Claim Status	Paid	**Mileage (Miles)**	13,765

Expense

Labor	$177.37	**Sublet**	$894.26	**Part**	$0.00	**Total Paid**	$1,071.63

Dealer Information

Code	[redacted]	**Name**	DODGE OF WINTER HAVEN	**Zone**	66 ORLANDO
Address	299 CYPRESS GARDENS BLVD , WINTER HAVEN, FL 33880				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08191002	Module, anti-lock brake control : All others	14	BURNED OR BURNED OUT	68347098AB	MODULE	1	X	264.39	$62.60
B	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	53	IMPROPER PRESSURE	68143491AA	CONTROL	1	X	615.12	$114.77
B	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	53	IMPROPER PRESSURE	04318080AD	FLUID	2		14.75	$114.77

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

Brake Systems Concern [CUSTOMER STATES EBS LIGHT KEEPS FLASHING SEE ROO[redacted]CUSTOMER STATES THAT THE ELECTRONIC BRAKING SYSTEM AND ABS LIGHTS FLASH ON DA SH IN THE

(Claim) Cause:

CONTROL UNIT COULD NOT VERIFY CUSTOMER CONCERN AT TIME. CHECKED CODES, FOUND STORED CODE C0020-01 ABS PUMP MOTOR CONTROL- GENERAL ELECTRICAL FAILURE. PROCEEDED WITH D IAGNOSIS, CHECKED ABS MODULE CONNECTOR FOR ANYTHING WRONG, FOUND NOTHING WRON G WITH CONNECTOR. ORDERED NEW ICU AS PER DIAGNOSIS. PARTS ARE ON SLIGHT BACK ORDER BUT ARE BEING RELEASED (SEE RO 328467). REMOVED ABS UNIT AND INSTALLED NEW

ABS UNIT. TRIED TO INITIALIZE UNIT, UNIT WOULD NOT INITIALIZE. ORDERED NE W CONTROL MODULE. REMOVED AND REPLACED CONTROL MODULE, MODULE WOULD STILL NOT INITIALIZE. ORDERED A 3RD MODULE. REMOVED AND REPLACED MODULE, MODULE WOULD STILL NOT INITIALIZE. CONTRACT STAR. STAR LED TO GOING OVER VEHICLE DATA. FI NALLY ORDERED A NEW ABS HYDRAULIC UNIT DUE TO CODE, [redacted] BRAKE PRESSURE S ENSOR 1-GENERAL ELECTRICAL FAILURE, WHICH LED TO REPLACING SAID UNIT. REMOVED CONTROL UNIT AND INSTALLED TO NEW HYDRAULIC UNIT. SUCCESSFULLY PERFORMED ABS INITIALIZATION. REMOVED OLD HYDRAULIC UNIT FROM VEHICLE AND INSTALLED NEW ON E. BLED BRAKES AND PERFORMED A ABS BLEED PROCEDURE. ERASED CODES.

(Claim) Correction:

[redacted] customer states that the electronic braking system and abs lights fla REPLACED CONTROL UNIT AND ABS MODULES

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 LARAMIE CREW CAB 4X4
Build Date	06/23/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11/27/2017
Claim Type	W - Warranty	**Repair Date**	10/13/2018
Claim Status	Paid	**Mileage (Miles)**	13,765

Expense

Labor	$62.60	**Sublet**	$264.39	**Part**	$525.00	**Total Paid**	$851.99

Dealer Information

Code	[redacted]	**Name**	DODGE OF WINTER HAVEN	**Zone**	66 ORLANDO
Address	299 CYPRESS GARDENS BLVD , WINTER HAVEN, FL 33880				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08191002	Module, anti-lock brake control ; All others	14	BURNED OR BURNED OUT	68347098AB	MODULE	1	X	264.39	$62.60
A	95400142	Loaner Car ; High Line Vehicles			68347098AB	MODULE	1	X	264.39	$525.00

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

BRAKE SYSTEMS CONCERN [CUSTOMER STATES EBS LIGHT KEEPS FLASHING SEE ROO[redacted]

(Claim) Cause:

COULD NOT VERIFY CUSTOMER CONCERN AT TIME. CHECKED CODES, FOUND STORED CODE [redacted] ABS PUMP MOTOR CONTROL- GENERAL ELECTRICAL FAILURE. PROCEEDED WITH D IAGNOSIS, CHECKED ABS MODULE CONNECTOR FOR ANYTHING WRONG, FOUND NOTHING WRON G WITH CONNECTOR. ORDERED NEW ICU AS PER DIAGNOSIS. PARTS ARE ON SLIGHT BACK ORDER BUT ARE BEING RELEASED (SEE RO 328467). REMOVED ABS UNIT AND INSTALLED NEW ABS UNIT. TRIED TO INITIALIZE UNIT, UNIT WOULD NOT INITIALIZE. ORDERED NE W CONTROL MODULE. REMOVED AND REPLACED CONTROL MODULE, MODULE WOULD STILL NOT INITIALIZE. ORDERED A 3RD MODULE. REMOVED AND REPLACED MODULE, MODULE WOULD STILL NOT INITIALIZE. CONTRACT STAR. STAR LED TO GOING OVER VEHICLE DATA. FI NALLY ORDERED A NEW ABS HYDRAULIC UNIT DUE TO CODE, C0044-01 BRAKE PRESSURE S ENSOR 1-GENERAL ELECTRICAL FAILURE, WHICH LED TO REPLACING SAID UNIT. REMOVED CONTROL UNIT AND INSTALLED TO NEW HYDRAULIC UNIT. SUCCESSFULLY PERFORMED

ABS INITIALIZATION. REMOVED OLD HYDRAULIC UNIT FROM VEHICLE AND INSTALLED NEW ON E. BLED BRAKES AND PERFORMED A ABS BLEED PROCEDURE. ERASED CODES.

(Claim) Correction:

REPLACED CONTROL UNIT

Warranty Claim Report

ehicle Info mation

IN	[redacted]	Yea	1	Body	[redacted]
Build Date	6 1 1	lant	LTILL TRU K EMBL PL NT	Co e age Code	[redacted]

Claim Info mation

Claim #	[redacted]	In Se ice Date	11 9 1
Claim Type	arrant	Repai Date	1 15 1
Claim Status	Paid	Mileage (Miles)	1 15

Expense

Labo	$5	Sublet	$	a t	$	Total aid	$5

Deale Info mation

Code	[redacted]	Name	LL T R D D E IN	Zone	63	D LL
	R N E P RK DRI E DENH M PRIN L					

C t o t

Condition Code	L	L Desc	ailu e Code	ailu e Desc	a t Numbe	a t Name	a t Quantity	a t ailed	a t pense	L pense
	541 3	B d Tr ubl N t F und B d	D							$5

RO Narratives

(RO) Customer Concern:

N

(RO) Cause:

N

(RO) Correction:

N

(RO) Technical Notes:

N

[redacted]

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 LONGHORN CREW CAB 4X4
Build Date	06/21/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11/29/2017
Claim Type	S Safety (Recalls)	**Repair Date**	10/15/2018
Claim Status	Paid	**Mileage (Miles)**	1 , 15

Expense

Labor	$20 35	**Sublet**	$0 63	**Part**	$0 00	**Total Paid**	$20 98

Dealer Information

Code	[redacted]	**Name**	ALL STAR DODGE INC	**Zone**	63 DALLAS
Address	590 RANGE PARK DRIVE , DENHAM PRING , LA 707 6				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08U7418	afety Recall U74 Tailgate Latch ; Install Tailgate Actuator Stop Block	UC	UNCODABLE (NARRATIVE REQUIRED)	684480 7AA	ACTUATOR	1		0 6	$ 0 5

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

2015 2017 TAILGATE LATCH

(Claim) Cause:

F

(Claim) Correction:

1 18 afety Recall U74 Tailgate Latch In tall tailgate latch actuator top

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 LONGHORN MEGA CAB 4X4
Build Date	06/08/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	07/17/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	10/15/2018
Claim Status	Paid	**Mileage (Miles)**	7,460

Expense

Labor	$22.22	**Sublet**	$0.80	**Part**	$0.00	**Total Paid**	$23.02

Dealer Information

Code	[redacted]	**Name**	LARRY H MILLER DODGE RAM TUCSON	**Zone**	70 PHOENIX
Address	4220 E 22ND ST , TUCSON, AZ 85711				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08U74182	Safety Recall U74 - Tailgate Latch ; Install Tailgate Actuator Stop Block	UC	UNCODABLE (NARRATIVE REQUIRED)	68448027AA	ACTUATOR	1	X	0.80	$22.22

RO Narratives

(RO) Customer Concern:

Indicator/Warning Lights - Check engine light on [customer states check engine light intermittently comes on after hitting a pothole onthe road or when driving fast over bumps or small hills. Bumps on the road set it off. Then gets message on dash, park sensors off, check electronic brake system and abs] Recall / CSN 1 [U74: Safety Recall U74 - Tailgate Latch**] EXTERIOR CAR WASH

(RO) Cause:

E E wash exterior of vehicle

(RO) Correction:

[redacted] PERFORMED INSPECTION FOUNDINTERMITTENT LOSS OF SIGNAL FROM LEFT FRONTWHEEL SPEED SENSOR . REPLACED AND TEST DROVE.OK AT THIS TIME Sensor, wheel speed-Anti-lock brakes - Test and Replace rear - left (1 - Semi-Skilled) Safety Recall U74 - Tailgate Latch Install Tailgate Actuator Stop Block (2 - Skilled) EXTERIOR CAR WASH

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

INDICATOR/WARNING LIGHTS - CHECK ENGINE LIGHT ON [CUSTOMER STATES CHECK ENGINE LIGHT INTERMITTENTLY COMES ON AFTER HITTING A POTHOLE ON THE ROAD OR WHEN DRI VING FAST OVER BUMPS OR SMALL HILLS. BUMPS ON THE ROAD SET IT OFF. THEN GETS M ESSAGE ON DASH, PARK SENSORS OFF, CHECK ELECTRONIC BRAKE SYSTEM AND ABS]

(Claim) Cause:

PERFORMED INSPECTION FOUND INTERMITTENT LOSS OF SIGNAL FROM LEFT FRONT WHEEL S PEED SENSOR .

(Claim) Correction:

REPLACED AND TEST DROVE. OK AT THIS TIME

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 2500 SLT CREW CAB 4X4
Build Date	03/14/2018	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	04/30/2018
Claim Type	W Warranty	**Repair Date**	10/15/2018
Claim Status	Paid	**Mileage (Miles)**	2,673

Expense

Labor	$738.56	**Sublet**	$781.13	**Part**	$200.00	**Total Paid**	$1,719.69

Dealer Information

Code	[redacted]	**Name**	BILL MARSH CHRYSLER DODGE & JEEP	**Zone**	42 DETROIT
Address	1655 SOUTH GARFIELD AVE , TRAVERSE CITY, MI 49686				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08906505	Wiring harness, engine compartment and headlamp ; Main harness to engine	ML	CHECK ENGINE/SERVICE ENGINE SO	68338848AC	WIRING	1	X	760 20	$410 31
A	08906505	Wiring harness, engine compartment and headlamp ; Main harness to engine	ML	CHECK ENGINE/SERVICE ENGINE SO	52112286AB	WIRING	1		20.93	$410.31
A	08909701	Wiring harness, electronic axle ; Front axle Electronic limited slip			68338848AC	WIRING	1	X	760 20	$63 83
A	08909701	Wiring harness, electronic axle ; Front axle-Electronic limited slip			52112286AB	WIRING	1		20.93	$63.83
A	09500112	Manifold, intake one piece ; 5 7 6 4 liter engine			68338848AC	WIRING	1	X	760.20	$136.77
A	09500112	Manifold, intake one piece ; 5 7 6 4 liter engine			52112286AB	WIRING	1		20.93	$136.77
A	24011001	A/C Performance Test, recovery and recharge ; Note: This operation is used whenever discharge of the A/C system is required to allow service of an A/C non-plumbing component or other components			68338848AC	WIRING	1	X	760.20	$45.59
A	24011001	A/C Performance Test, recovery and recharge ; Note: This operation is used whenever discharge of the A/C system is required to allow service of an A/C non plumbing component or other components			52112286AB	WIRING	1		20 93	$45 59
A	24100107	Compressor ; 5.7-6.4 liter engine			68338848AC	WIRING	1	X	760.20	$82.06
A	24100107	Compressor ; 5 7 6 4 liter engine			52112286AB	WIRING	1		20.93	$82.06
A	95400142	Loaner Car ; High Line Vehicles			68338848AC	WIRING	1	X	760.20	$200.00
A	95400142	Loaner Car ; High Line Vehicles			52112286AB	WIRING	1		20.93	$200.00

RO Narratives

(RO) Customer Concern:

LIGHTS ON DASH [General Concern #1]

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CS THAT THERE ARE MULTIPLE FAULT LIGHTS ON THE DASH, WERE COMING ON AND OFF, N OW THAY STAY ON ALL THE TIME. HAS BEEN TO ANOTHER CHRYSLER DEALER, THEY WERE U BALE TO DIAG ISSUE

(Claim) Cause:

WIRING FROM ABS MODULE TO RF SPEED SENSOR.

(Claim) Correction:

SCAN FOR CODES [redacted] RIGHT FRONT WHEEL SPEED SENSOR-CIRCUIT CURRENT OUT OF RANGE. VERIFY DTC ACTIVE. CHECK RF SPEED SENSOR WIRING-FOUND BODY CONNECTOR PI NS SPREAD AND CONNECTOR DAMAGED. CHECKED SERVICE HISTORY ON DEALERCONNECT AND FOUND VEHICLE HAS HAD MULTIPLE REPAIR ATEMPTS AT DIFFERENT DEALER. REPAIRED DA MAGED PINS AND RETEST CODE-CODE STILL ACTIVE. DISCONNECT ABS MODULE HARNESS A ND TEST B7 SPEED SENSOR CIRCUIT TO ALL OTHER CIRCUITS IN ABS CONNECTOR ALL TES TED W/ NO SHORT TO ANY CIRCUITS CHECK CIRCUIT B7 CIRCUIT FOR SHORT TO GROUND. NO SHORT FOUND. CHECK CIRCUIT B6 FOR SHORT TO GROUND-NO SHORT FOUND. CHECK C IRCUIT B7 FOR OPEN-CIRCUIT IS OPEN. REMOVED CONNECTOR COVER ON ABS HARNESS FOU ND 5 WIRES WITH INSULATION CUT WITH BARE WIRE SHOWING AND DAMAGED CONNECTOR. A DVBISED ON ENGINE MAIN HARNESS AND 4X4 ACTUATOR JUMPER HARNESS. REMOVED INTAKE MANIFOLD, RECOVER AC TO REPLACE MAIN HARNESS. INSTALLED ENGINE MAIN HARNESS A ND 4X4 AXLE JUMPER HARNESS INATLLED INTAKE MANIFOLD, COMPRESSOR, AND RECHARG E AC CLEAR ALL DTCS AND ROAD TEST. NO LIGHTS ON AFTER REPAIRS. [redacted] WI RING HARNESS, ENGINE COMPARTMENT AND HEADLAMP - TEST AND REPLACE MAIN HARNESS TO ENGINE 4.5 08909701 WIRING HARNESS, ELECTRONIC AXLE - TEST AND REPLACE FRO NT AXLE ELECTRONIC LIMITED SLIP 0 7 24100107 COMPRESSOR REPLACE 5 7 6 4 L ITER ENGINE 7 AIR CONDITIONING AND HEATING PRIMARY 0.9 24011001 SYSTEM RE FRIGERANT RECOVERY AND RECHARGE - WITH REPAIR NOTE: THIS OPERATION IS USED WHE NEVER DISCHARGE OF THE A/C SYSTEM IS REQUIRED TO ALLOW SERVICE OF AN A/C NON-P LUMBING COMPONENT OR OTHER COMPONENTS PRIMARY [redacted] MANIFOLD, INTAKE , ONE PIECE - REPLACE 5.7-6.4 LITER ENGINE (2 - SKILLED) 1.5

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted]
Build Date	06 1 017	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11 9 017
Claim Type	afet (Recall)	**Repair Date**	10 1 01
Claim Status	Paid	**Mileage (Miles)**	1 15

Expense

Labor	$0 00	**Sublet**	$0 00	**Part**	$160 00	**Total Paid**	$160 00

Dealer Information

Code	[redacted]	**Name**	LL T R DODGE INC	**Zone**	6 D LL
Address	590 R NGE P RK DRI E DENH M PRING L 0 6				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	08U 418	afet Recall U74 Tailgate Latch Install Tailgate ctuator top Block	U	UNCOD BLE (N RR TI E REQUIRED)						$0 00
	9540014	Loaner Car High Line ehicle								$160 00

RO Narratives

(RO) Customer Concern

N

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

RENT L

(Claim) Cause

RENT L

(Claim) Correction

RENT L

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 3500 LONGHORN MEGA CAB 4X4
Build Date	06/08/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	07/17/2017
Claim Type	W - Warranty	**Repair Date**	10/16/2018
Claim Status	Paid	**Mileage (Miles)**	7,460

Expense

Labor	$44.45	**Sublet**	$52.21	**Part**	$0.00	**Total Paid**	$96.66

Dealer Information

Code	[redacted]	**Name**	LARRY H MILLER DODGE RAM TUCSON	**Zone**	70 PHOENIX
Address	4220 E 22ND ST , TUCSON, AZ 85711				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08141809	Sensor, wheel speed-Anti-lock brakes ; rear - left	14	BURNED OR BURNED OUT	04779981AC	SENSOR	1	X	52.21	$44.45

RO Narratives

(RO) Customer Concern:

Indicator/Warning Lights - Check engine light on [customer states check engine light intermittently comes on after hitting a pothole onthe road or when driving fast over bumps or small hills. Bumps on the road set it off. Then gets message on dash, park sensors off, check electronic brake system and abs] Recall / CSN 1 [U74: Safety Recall U74 - Tailgate Latch**] EXTERIOR CAR WASH

(RO) Cause:

E E wash exterior of vehicle

(RO) Correction:

[redacted]PERFORMED INSPECTION FOUNDINTERMITTENT LOSS OF SIGNAL FROM LEFT FRONTWHEEL SPEED SENSOR . REPLACED AND TEST DROVE.OK AT THIS TIME Sensor, wheel speed-Anti-lock brakes - Test and Replace rear - left (1 - Semi-Skilled) Safety Recall U74 - Tailgate Latch Install Tailgate Actuator Stop Block (2 - Skilled) EXTERIOR CAR WASH

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

INDICATOR/WARNING LIGHTS - CHECK ENGINE LIGHT ON [CUSTOMER STATES CHECK ENGINE LIGHT INTERMITTENTLY COMES ON AFTER HITTING A POTHOLE ON THE ROAD OR WHEN DRI VING FAST OVER BUMPS OR SMALL HILLS. BUMPS ON THE ROAD SET IT OFF. THEN GETS M ESSAGE ON DASH, PARK SENSORS OFF, CHECK ELECTRONIC BRAKE SYSTEM AND ABS]

(Claim) Cause:

PERFORMED INSPECTION FOUND INTERMITTENT LOSS OF SIGNAL FROM LEFT FRONT WHEEL S PEED SENSOR .

(Claim) Correction:

REPLACED AND TEST DROVE. OK AT THIS TIME

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	01	**Body**	[redacted]
Build Date	06 14 201	**Plant**	S LTILL TRU K SSEMBL PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Ser ice Date**	10 01
Claim Type	arrant	**Repair Date**	10 16 2018
Claim Status	Paid	**Mileage (Miles)**	2 566

Expense

Labor	$ 8 4	**Sublet**	$303 0	**Part**	$0 00	**Total Paid**	$381 94

Dealer Information

Code	[redacted]	**Name**	D T N NDRE S D DGE	**Zone**	66	RL ND	
Address	2301 34TH STREET N RTH ST PETERSBURG FL 33 13						

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	08191002	M dul anti l k brak ntr l ll th r	14	BURNED R BURNED UT	6834 098 B	M DULE	1	X	303 20	$ 8 4

RO Narratives

[redacted]

N

GCS Narratives

(Claim) Customer Concern

UST MER ST TES TR TI N NTR L ND BS LIGHT N

(Claim) Cause

[redacted] BS F ILURE

(Claim) Correction:

REPL ED NTI L K M DULE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 SLT CREW CAB 4X4
Build Date	04/19/ 017	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06/23/2017
Claim Type	afety (Recall)	**Repair Date**	10/17/ 018
Claim Status	Paid	**Mileage (Miles)**	17,850

Expense

Labor	$19 81	**Sublet**	$0 63	**Part**	$0 00	**Total Paid**	$20 44

Dealer Information

Code	[redacted]	**Name**		**Zone**	6 DALLA
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08U74182	Safety Recall U74 Tailgate Latch ; Install Tailgate Actuator Stop Block	UC	UNCODABLE (NARRATIVE REQUIRED)	68448027AA	ACTUATOR	1	X	0 63	$19 81

RO Narratives

(RO) Customer Concern:

Customer States Perform Recall U74

(RO) Cause:

PREFORN RECALL

(RO) Correction:

COMPLETED RECALL

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted] RAM 500 POWER WAGON CREW CAB
Build Date	0 / 0 017	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	07/0 / 017
Claim Type	arrant	**Repair Date**	10 17 01
Claim Status	Paid	**Mileage (Miles)**	7 99

Expense

Labor	$109 0	**Sublet**	$0 00	**Part**	$ 0 00	**Total Paid**	$1 9 0

Dealer Information

Code	[redacted]	**Name**	JEFF D' MBRO IO CHRY LER JEEP DODGE	**Zone**	HINGTON
Address	1 1 E L NC TER E DO NINGTO N P 19				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	410 00	Brake Trouble Not Found Brake	UC	UNCOD BLE (N RR TI E REQUIRED)						$109 0
A	95400141	Loaner Car tandard Line ehicle								$50 00

RO Narratives

(RO) Customer Concern

CLIENT T TE BR KE PED L F DE TO THE FLOOR HEN DEPRE ING THE BR KE PED L FIR T D Y RENT L

(RO) Cause

FIR T D Y RENT L

(RO) Correction

ROAD TE TED AND VERIFIED LOW PEDAL, IN PECTED ALL BRAKE OK, BLEED BRAKE , IN PECTED FOR LEAK , FOUND NONE RO D TE TED N BR KE RE PERFORMING DE IGNED FIR T D Y RENT L

(RO) Technical Notes

BR KE PED L F DE

GCS Narratives

(Claim) Customer Concern:

CLIENT T TE BR KE PED L F DE TO THE FLOOR HEN DEPRE ING THE BR KE PED L

(Claim) Cause

BR KE PED L F DE

(Claim) Correction

ROAD TE TED AND VERIFIED LOW PEDAL, IN PECTED ALL BRAKE OK, BLEED BRAKE , IN

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 2500 SLT CREW CAB 4X4
Build Date	09/10/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	08/23/2018
Claim Type	W - Warranty	**Repair Date**	10/17/2018
Claim Status	Paid	**Mileage (Miles)**	1,208

Expense

Labor	$107.30	**Sublet**	$76.89	**Part**	$160.00	**Total Paid**	$344.19

Dealer Information

Code	[redacted]	**Name**	URSE DODGE CHRYSLER RAM OF	**Zone**	35 WASHINGTON
Address	2000 MID ATLANTIC RD , MORGANTOWN, WV 26508				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	02502901	Bushing/cushion, rear sway bar ; One or both	11	BROKEN OR CRACKED	68139764AB	BUSHING	1		14.24	$68.28
A	02502901	Bushing/cushion, rear sway bar ; One or both	11	BROKEN OR CRACKED	06502467	BOLT	2		12.89	$68.28
A	02502901	Bushing/cushion, rear sway bar ; One or both	11	BROKEN OR CRACKED	04779981AC	SENSOR	1	X	49.76	$68.28
A	08141809	Sensor, wheel speed-Anti-lock brakes ; rear - left			68139764AB	BUSHING	1		14.24	$39.02
A	08141809	Sensor, wheel speed-Anti-lock brakes ; rear - left			06502467	BOLT	2		12.89	$39.02
A	08141809	Sensor, wheel speed-Anti-lock brakes ; rear - left			04779981AC	SENSOR	1	X	49.76	$39.02
A	95400142	Loaner Car ; High Line Vehicles			68139764AB	BUSHING	1		14.24	$160.00
A	95400142	Loaner Car ; High Line Vehicles			06502467	BOLT	2		12.89	$160.00
A	95400142	Loaner Car ; High Line Vehicles			04779981AC	SENSOR	1	X	49.76	$160.00

RO Narratives

(RO) Customer Concern:

GENERAL CONCERN 6 LOANER CAR

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C/S THAT ABS LIGHT IS ON , TRACTION CONTROL LIGHT IS ON, AND 4 WHEEL DRIVE IS UNAVAILABLE LIGHT IS ON THERE IS A NOISE IN THE BACK AS WELL

(Claim) Cause:

VERIFIED LIGHTS ARE ON. ALSO THERE WERE DTC CODES [redacted] THERE WERE NO LT SIDE BOLT , NO BUSHING, AND ABS SENSOR WAS SMASHED TRUCK H AS A LITTLE OVER A 1000MILES ON IT

(Claim) Correction:

REPLACED BOLTS AND BUSHING FOR STABILIZER BAR ALSO RR LT SIDE REPLACED ABS SE NSOR

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 2500 LARAMIE CREW CAB 4X4
Build Date	08/27/2018	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	09/26/2018
Claim Type	W - Warranty	**Repair Date**	10/17/2018
Claim Status	Paid	**Mileage (Miles)**	1,007

Expense

Labor	$310.50	**Sublet**	$114.30	**Part**	$0.00	**Total Paid**	$424.80

Dealer Information

Code	[redacted]	**Name**	NEWCASTLE CHRYSLER DODGE JEEP	**Zone**	32 NEW YORK
Address	573 ROUTE 1 , NEWCASTLE, ME 04553				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	0891PNL3	Anti-lock brake system	2C	CONNECTOR BROKEN/FRACTURED	68358149AA	WIRING	1	X	114.30	$310.50

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES THAT THE ABS LIGHT,TPMS LIGHT AND PARK ASST LIGHT COMES ON, AT TIMES WILL STAY ON ANDGO OFF SOMETIMES WHEN SHIT OFF AND RESTART IT WILL RESET, CHECK

(RO) Cause:

NA

(RO) Correction:

[redacted]SCANNED FOR CODES AND RECEIVED COD[redacted]FOR LEFT REAR WHEEL SPEED SENSORCIRCUIT SIGNAL FAILURE AND COO37-1D FOR LEFTREAR WHEEL SPEED CIRCUIT OUT OF RANGE.SCANNED VEHICLE HISTORY AND NOTED THAT LEFTREAR SENSOR HAD BEEN REPLACED AND TONE RINGINSPECTED FOR DAMAGE WITH NONE FOUND.INSPECTED WIRING DIAGRAM TO FIND THAT THEREWAS AN INLINE CONNECTOR BETWEEN ABS MODULEAND REAR SPEED SENSOR. HOISTED ON LIFT ANDFOUND CONNECTOR I230 ON LEFT FRAME RAILBESIDE TRANS CROSS OVER. TUGGED ON CONNECTORTO FIND IT NOT CONNECTED PROPERLY. UPONREMOVAL NOTED THAT WIRE TERMINAL END WASSPLITTING AND NOT ALLOWING A GOOD CONNECTION.ORDERED AND REPLACED CONNECTOR END ON CHASSISSIDE. INSPECTED ABS MODULE CONNECTOR AS WELLAND FOUND NO ISSUES WITH CONNECTOR OR WIRING.CLEARED CODES AND ROAD TESTED FOR NEARLY 40MILES WITH NO LIGHTS ILLUMINATING IN DASH. WIRING REPAIR

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THAT THE ABS TRAC TIRE PRESSLIGHT COMES ON AT TIMES

(Claim) Cause:

FOUND CONNECTOR ON RIGHT REAR BROKEN

(Claim) Correction:
REPLACE CONNECTOR AND ROAD TESTED

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	018	**Body**	[redacted] RAM 500 LARAMIE CREW CAB 4 4
Build Date	09 1 017	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	04/0 / 018
Claim Type	arrant	**Repair Date**	10 1 01
Claim Status	Paid	**Mileage (Miles)**	9 7

Expense

Labor	$ 7 71	**Sublet**	$ 6 41	**Part**	$0 00	**Total Paid**	$94 1

Dealer Information

Code	[redacted]	**Name**	KELLY CHRY LER JEEP DODGE	**Zone**	HINGTON
Address	7 ENT BL D BROOK ILLE P 1				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	0 0 096	Lamp Clearance Lamp Clearance Replace ll		ER ICE CTION	6 61677 C	L MP			6 41	$ 0
B	400 4	heel Balance ll four wheel	W							$ 4 6

RO Narratives

(RO) Customer Concern

CU TOMER T TE THERE I IBR TION T 7 MPH FOUND TIRE OUT OF B L NCE B LN CED TIRE (10 P DON R) FT END ALIGN (ALL FACTORY ADJU TMENT) ([redacted] DJ/DD/DF/D /DP/D) CRACKED CLE R NCE L ** (10 P DON R) P T TE IN PECTION (10 P DON R) CU TOMER T TE EHICLE OULD NOT HIFT OUT OF P RK HUT OFF ND RE T RTED THEN OK (10 P DON R)

(RO) Cause

N

(RO) Correction:

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern:

CU T T RE THERE I [redacted] CLE R NCE LM P

(Claim) Cause

CLE R NCE L MP M Y LE K FELT LITTLE IBR TION CHECK TIRE B L NCE OUT

(Claim) Correction

BALANCED TIRE TO CORRECT REPLACED CLEARANCE LAMP

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted] RAM 500 T CREW CAB 4 4
Build Date	04/09/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	07/1 / 017
Claim Type	W Warranty	**Repair Date**	10/18/ 018
Claim Status	Paid	**Mileage (Miles)**	6,199

Expense

Labor	$190 9	**Sublet**	$74 1	**Part**	$0 00	**Total Paid**	$9 60

Dealer Information

Code	[redacted]	**Name**		**Zone**	63 DALLAS
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	05400701	Control unit, Brake anti lock hydraulic (HCU ICU) ; All other	08	BLOCKED BB	68143491AA	CONTROL	1	X	478 80	$95 19
A	05400701	Control unit, Brake anti lock hydraulic (HCU ICU) ; All others	08	BLOCKED BB	68 47098AB	MODULE	1		05 80	$95 19
A	05400701	Control unit, Brake anti lock hydraulic (HCU ICU) ; All others	08	BLOCKED BB	68078700AE	EN OR	1		15 75	$95 19
A	05400701	Control unit, Brake anti lock hydraulic (HCU ICU) ; All other	08	BLOCKED BB	04 18080AD	FLUID	6		4 44	$95 19
A	05400701	Control unit, Brake anti lock hydraulic (HCU ICU) ; All other	08	BLOCKED BB	06506 9 AA	PU H PIN			7 4	$95 19
A	08191001	Module, anti lock brake control ; RWAL equipped			6814 491AA	CONTROL	1		478 80	$17 1
A	08191001	Module, anti lock brake control ; RWAL equipped			68347098AB	MODULE	1		205 80	$17 31
A	08191001	Module, anti lock brake control ; RWAL equipped			68078700AE	SENSOR	1		15 75	$17 31
A	08191001	Module, anti lock brake control ; RWAL equipped			04 18080AD	FLUID	6		4 44	$17 1
A	08191001	Module, anti lock brake control ; RWAL equipped			06506 9 AA	PU H PIN			7 4	$17 1
A	85410000	Operation diagno tic With repair ; Mu t be u ed in conjunction with appropriate repair Labor Operation			6814 491AA	CONTROL	1		478 80	$77 89
A	85410000	Operation diagno tic With repair ; Must be used in conjunction with appropriate repair Labor Operation			68 47098AB	MODULE	1		05 80	$77 89
A	85410000	Operation diagno tic With repair ; Must be used in conjunction with appropriate repair Labor Operation			68078700AE	EN OR	1		15 75	$77 89
A	85410000	Operation diagno tic With repair ; Mu t be u ed in conjunction with appropriate repair Labor Operation			04 18080AD	FLUID	6		4 44	$77 89
A	85410000	Operation diagno tic With repair ; Mu t be u ed in conjunction with appropriate repair Labor Operation			06506 9 AA	PU H PIN			7 4	$77 89

RO Narratives

(RO) Customer Concern:

The abs light keeps coming on.

(RO) Cause:

[redacted]ABS stored - ABS Pump Motor Control-General Electrical Failure

(RO) Correction:

Followed diag and inspected the wiring harness Found now concern with the wiring harness, so i replaced the abs module and the hydraulic unit as an assembly per the diag. Performed a manual brake bleed, then an abs bleed, then a manual brake bleed, then another abs bleed. Could not antionlize the abs module. Will have to make a star case.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

THE ABS LIGHT KEEPS COMING ON.

(Claim) Cause:

[redacted]BS STORED - ABS PUMP MOTOR CONTROL-GENERAL ELECTRICAL FAILURE

(Claim) Correction:

FOLLOWED DIAG AND INSPECTED THE WIRING HARNESS FOUND NOW CONCERN WITH THE WI RING HARNESS, SO I REPLACED THE ABS MODULE AND THE HYDRAULIC UNIT AS AN ASSEM BLY PER THE DIAG. PERFORMED A MANUAL BRAKE BLEED, THEN AN ABS BLEED, THEN A MANUAL BRAKE BLEED, THEN ANOTHER ABS BLEED. COULD NOT ANTIONLIZE THE ABS MODU LE. WILL HAVE TO MAKE A STAR CASE.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	201	**Body**	[redacted] R M 2500 ST RE B 4X4
Build Date	04 09 201	**Plant**	S LTILL TRU K SSEMBL PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	0 12 201
Claim Type	arrant	**Repair Date**	10 18 2018
Claim Status	Paid	**Mileage (Miles)**	6 0

Expense

Labor	$190 39	**Sublet**	$684 60	**Part**	$0 00	**Total Paid**	$8 4 99

Dealer Information

Code	[redacted]	**Name**		**Zone**	63	D LL S	
Address							

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	05400 01	ntr l unit Brak anti l k h drauli (H U I U) ll th r	08	BL KED BB	68143491	NTR L	1	X	4 8 80	$95 19
	05400 01	ntr l unit Brak anti l k h drauli (H U I U) ll th r	08	BL KED BB	6834 098 B	M DULE	1		205 80	$95 19
	08191001	M dul anti l k brak ntr l R L quipp d			68143491	NTR L	1	X	4 8 80	$1 31
	08191001	M dul anti l k brak ntr l R L quipp d			6834 098 B	M DULE	1		205 80	$1 31
	85410000	p rati n diagn ti ith r pair Mu t b u d in njun ti n ith appr priat r pair Lab r p rati n			68143491	NTR L	1	X	4 8 80	$ 89
	85410000	p rati n diagn ti ith r pair Mu t b u d in c njuncti n ith appr priate r pair Lab r p rati n			6834 098 B	M DULE	1		205 80	$ 89

RO Narratives

(RO) Customer Concern

BS N ERN

(RO) Cause

b m dul and h drauli unit a pr i u l in tall and n ha d [redacted]

(RO) Correction

Made a star case ase number is [redacted] Per star l sent them the ld part number f r the abs m dule and the ne part number f r the ab m dul a ad i d that th part numb r ar rr t a ad i d t tr an th r ab m dul That didn t rk R m d g d m dul and put th r m dul ba k in l hm d ut th ir fr m th ab m dul t th brak p dal it h ll thr ir ar g d l in tall d an th r brak p dal it h that didn t rk Star had m l k at th ltag f r h n th p dal a pr d and h n it a n t pr d Pr d it i [redacted] lt and r l a d it i [redacted] lt a ad i d t b nd th brak till th ltag r ading ar 1 02 and 4 56 S i did till didn t fi it a ad i d t h k th t ir uit pr ur and th ar [redacted] Finall g t h ld f and ar a ag nt hi h ad i d u t r pla ing th h drauli unit again l r pla d th h drauli unit and p rf rm d th am brak bl d ju t lik th fir t tim Th n th ab rifi ati n Thi tim it t k th rifi ati n and i rking a d ign d

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern:

ABS CONCERN

(Claim) Cause:

ABS MODULE AND HYDRAULIC UNITE WAS PREVIOUSLY INSTALL AND NOW HAS CODE C0044- 1F.

(Claim) Correction:

MADE A STAR CASE. CASE NUMBER IS [redacted] PER STAR I SENT THEM THE OLD PART NUMBER FOR THE ABS MODULE AND THE NEW PART NUMBER FOR THE ABS MODULE. WAS AD VISED THAT THE PART NUMBERS ARE CORRECT. WAS ADVISED TO TRY ANOTHER ABS MODUL E. THAT DIDN'T WORK. REMOVED GOOD MODULE AND PUT OTHER MODULE BACK IN. I OHM ED OUT THE WIRES FROM THE ABS MODULE TO THE BRAKE PEDAL SWITCH. ALL THREE WIR ES ARE GOOD. I INSTALLED ANOTHER BRAKE PEDAL SWITCH, THAT DIDN'T WORK. STAR H AD ME LOOK AT THE VOLTAGES FOR WHEN THE PEDAL WAS PRESSED AND WHEN IT WAS NO T PRESSED. PRESSED IT IS 4.56 VOLTS AND RELEASED IT IS 1.58 VOLTS. WAS ADVISE D TO BEND THE BRAKE TILL THE VOLTAGE READINGS ARE 1.02 AND 4.56. SO I DID. ST ILL DIDN'T FIX IT. WAS ADVISED TO CHECK THE TWO CIRCUIT PRESSURES AND THEY AR E 0 AND 6165 PSI. FINALLY GOT HOLD OF AND AREA AGENT WHICH ADVISED US TO REP LACING THE HYDRAULIC UNIT AGAIN. I REPLACED THE HYDRAULIC UNIT AND PERFORMED THE SAME BRAKE BLEED JUST LIKE THE FIRST TIME. THEN THE ABS VERIFICATION. THI S TIME IT TOOK THE VERIFICATION AND IS WORKING AS DESIGNED.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	01	**Body**	[redacted]
Build Date	04 8 01	**Plant**	LTILLO TRU K EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10 06 01
Claim Type	afet (Recall)	**Repair Date**	10 19 01
Claim Status	Paid	**Mileage (Miles)**	4 01

Expense

Labor	$14	**Sublet**	$0 63	**Part**	$0 00	**Total Paid**	$15 40

Dealer Information

Code	[redacted]	**Name**	T LLING MOTOR INC	**Zone**	66	ORL NDO
Address	1 4 TH BOULE RD N E C IRO G 9					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	0 U741	afet Recall U74 Tailgate Latch In tall Tailgate ctuat r t p Block	UC	UN OD BLE (N RR TI E REQUIRED)	6 44 0 7	CTU TOR	1		0 6	$14 77

RO Narratives

(RO) Customer Concern

RECLL U74 DDED CTU TOR BUMPER PER REC LL (16 CJ MEELER)

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

N

(Claim) Cause

N

(Claim) Correction

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	01	**Body**	[redacted] R M 500 L R MIE RE B 4 4
Build Date	04 6 01	**Plant**	LTILLO TRU K EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	0 01
Claim Type	arrant	**Repair Date**	10 19 018
Claim Status	Paid	**Mileage (Miles)**	1 9 0

Expense

Labor	$ 4 01	**Sublet**	$1 044	**Part**	$0 00	**Total Paid**	$1

Dealer Information

Code	[redacted]	**Name**	HENDRI K HRY LER DODGE JEEP R M	**Zone**	66 ORL NDO
Address	16 4 MONTGOMERY H Y HOO ER L 35 16				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	0819100	M dule anti l ck brake c ntr l ll thers	18	IR UIT OPEN	6834 098 B	MODULE	1		05 80	$63 11
	0 19106	M dule anti l ck brake c ntr l 6 L diesel equipped			6 4709 B	MODULE	1		0 0	$ 1 04
B	05400 01	ntr l unit Brake anti l ck h draulic (H U I U) ll thers	63	LO OR NO I T	04318080 D	FLUID	3		1	$115 1
B	05400 01	Control unit Brake anti lock h draulic (H U I U) ll thers	63	LO OR NO I T	68143491	ONTROL	1		4 8 80	$115 1
	1985 50	l ckspring teering c lumn c ntr l m dule (M)	58	INTERN L DEFE T	68110 40 E	M	1		343 00	$84 15

RO Narratives

(RO) Customer Concern

(Multi p int inspecti n acc rding t maintenance inter al) ust mer tates ER I E ELE TRONI BR KING Y TEM ME GE ON D H (General ncern) ust mer tates RUI E ONTROL ILL NOT TURN ON HE K ND D I E (General ncern)

(RO) Cause

FUEL FILTER ND OIL ER I E INTER L ME GE DI PL YED ON E I [redacted] TORED IN B DI G F ULT U ING D T IN MODUEL B DI GNO I ND TE TING IN TE H ONNE T NOTE FOR THI F ILURE IT I NE E RY TO REPL E BOTH THE B MODULE ND H U OMPLETE UNIT [redacted] TE T RUI E ONTROL IT HE I T R E [redacted] NNO PROBLEM OR GLIT HE ND OLT GE OK FOR LL IT HE

(RO) Correction

CU TOMER T TE OIL CH NGE DONE T P 1 K OIL CH NGE TICKER HO OIL CH NGE DUE T 1 K PL CED NOTHER OIL H NGE TI KER ON IND HIELD DUE T 0K OIL H NGE DUE T P E ERY 10K MILE RE ET OIL H NGE INTER L REPL ED FUEL FILTER RE ET INTER L PRIMED ND HE KED FOR LE K REPL ED BOTH B MODULE ND H U FILL ND BLED BR KE PERFORMED EHI LE ONFIGUR TION ND B INITI LI TION PERFORMED BLED FUN TION IN N TOOL LE RED LL F ULT ND DRO E [redacted] REPL ED M LE RED LL F ULT ND TE T DRO E U ING RUI E [redacted]

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern:

Customer States CRUISE CONTROL WILL NOT TURN ON CHECK AND AD VISE (General Con Customer States SERVICE ELECTRONIC BRAKING SYSTEM MESSAGE ON DASH (General Con Customer States SERVICE ELECTRONIC BRAKING SYSTEM MESSAGE ON DASH (General Con

(Claim) Cause:

[redacted]STORED IN ABS, DIAG FAULT USING DATA IN MODUEL ABS DIAGNOSIS AND TEST P0579-00. TEST CRUISE CONTROL SWITCHES VIA STAR CASE [redacted] NNO PROBLEMS[redacted]STORED IN ABS, DIAG FAULT USING DATA IN MODUEL ABS DIAGNOSIS AND TEST[redacted]STORED IN ABS, DIAG FAULT USING DATA IN MODUEL ABS DIAGNOSIS AND TEST

(Claim) Correction:

REPLACED BOTH ABS MODULE AND HCU, FILL AND BLED BRAKES, PERFORMED VEHICLE CONF REPLACED SCCM, CLEARED ALL FAULTS AND TEST DROVE USING CRUISE[redacted]REPLACED BOTH ABS MODULE AND HCU, FILL AND BLED BRAKES, PERFORMED VEHICLE CONF REPLACED BOTH ABS MODULE AND HCU, FILL AND BLED BRAKES, PERFORMED VEHICLE CONF

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 LARAMIE CREW CAB 4X4
Build Date	06/01/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	07/20/2017
Claim Type	S Safety (Recalls)	**Repair Date**	10/23/2018
Claim Status	Paid	**Mileage (Miles)**	30,176

Expense

Labor	$24 71	**Sublet**	$0 72	**Part**	$0 00	**Total Paid**	$25 43

Dealer Information

Code	[redacted]	**Name**	GREENVILLE CHRYSLER DODGE JEEP RAM	**Zone**	63 DALLAS
Address	5401 INTERSTATE HIGHWAY 30 , GREENVILLE, TX 75402				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08U74182	Safety Recall U74 - Tailgate Latch ; Install Tailgate Actuator Stop Block	UC	UNCODABLE (NARRATIVE REQUIRED)	68448027AA	ACTUATOR	1	X	0.72	$24.71

RO Narratives

(RO) Customer Concern:

Recall / CSN 1 [U74: Safety Recall U74 - Tailgate Latch**] Change diesel engine oil and filter(synthetic oil may be required based on geographic location) REPLACE DIESEL FUEL FILTER REPLACE DIESEL FUEL FILTER Mopar Express Lane Inspection

(RO) Cause:

NA

(RO) Correction:

U74 RECALL Change diesel engine oil and filter (synthetic oilmay be required based on geographic location) DIESEL LUBE,OIL AND FILTER CHANGE WITH ROTELLA MOPAR OIL REPLACE DIESEL FUEL FILTER REPLACE DIESEL FUEL FILTER Mopar Express Lane Inspection RECOMMENDED ADD'L MAINTENANCE SEE MPI Mopar Express Lane Inspection DECLINED MAINTENANCE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted] RAM 500 LARAMIE CREW CAB 4 4
Build Date	06/01/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	07/20/2017
Claim Type	F Service Contract	**Repair Date**	10/23/2018
Claim Status	Paid	**Mileage (Miles)**	0,176

Expense

Labor	$0 00	**Sublet**	$0 00	**Part**	$75 00	**Total Paid**	$75 00

Dealer Information

Code	[redacted]	**Name**	GREENVILLE CHRYSLER DODGE JEEP RAM	**Zone**	63 DALLAS
Address	5401 INTER TATE HIGHWAY 0 , GREENVILLE, T 7540				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	6860 0	Maintenance Interval chedule B ; To be u ed every 3,000 Intervals	MC	MAINTENANCE CARE						$0 00
A	95 60001	Maintenance Allowance ; Fixed Co t Maintenance								$75 00

RO Narratives

(RO) Customer Concern:

Recall / C N 1 [U74 afety Recall U74 Tailgate Latch**] Change die el engine oil and filter(ynthetic oil may be required ba ed on geographic location) REPLACE DIE EL FUEL FILTER REPLACE DIE EL FUEL FILTER Mopar Expre Lane In pection

(RO) Cause:

NA

(RO) Correction:

U74 RECALL Change diesel engine oil and filter (synthetic oilmay be required based on geographic location) DIESEL LUBE,OIL AND FILTER CHANGE WITH ROTELLA MOPAR OIL REPLACE DIE EL FUEL FILTER REPLACE DIE EL FUEL FILTER Mopar Expre Lane Inspection RECOMMENDED ADD'L MAINTENANCE SEE MPI Mopar Express Lane Inspection DECLINED MAINTENANCE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 2500 LARAMIE CREW CAB 4X4
Build Date	06/08/2018	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	08/27/2018
Claim Type	W - Warranty	**Repair Date**	10/23/2018
Claim Status	Paid	**Mileage (Miles)**	905

Expense

Labor	$193.80	**Sublet**	$0.00	**Part**	$120.00	**Total Paid**	$313.80

Dealer Information

Code	[redacted]	**Name**	GOLDY CHRYSLER DODGE JEEP RAM	**Zone**	35 WASHINGTON
Address	187 KINETIC DR , HUNTINGTON, WV 25701				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	02000140	Wheel alignment ; Front wheel alignment	37	EXCESSIVE WEAR						$106.59
A	19208100	Shaft, steering column intermediate								$87.21
A	95400142	Loaner Car ; High Line Vehicles								$120.00

RO Narratives

(RO) Customer Concern:

Customer states service electronic brake message in evic

(RO) Cause:

Vech returned with a [redacted]working with star we checked clock spring position / we checked for play in steering column / we checked for play and problems with outer steering knuckle / rechecked alignment looked for anyother steering issues / working with star we determined that the steering gear was installed incorrectly moving it to a centered position fixed issue for this code / re align vech after repairs and recheck

(RO) Correction:

recheck clock spring position / re-position steering gear / alignment / adjust all air pressures

(RO) Technical Notes:

PLEASE SEE STAR AND CAIR CASE THERE WAS A STAR CASE OPEN BY TECHNICIAN AS WELL AS CAIR CAS OPENED BY CUSTOMER.

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES SERVICE ELECTRONIC BRAKE MESSAGE IN EVIC

(Claim) Cause:

VECH RETURNED WITH A [redacted]WORKING WITH STAR WE CHECKED CLOCK SPRING POSITI ON / WE CHECKED FOR PLAY IN STEERING COLUMN / WE CHECKED FOR PLAY AND PROBLEMS WITH OUTER STEERING KNUCKLE / RECHECKED ALIGNMENT LOOKED FOR ANYOTHER STEERI NG ISSUES / WORKING WITH STAR WE DETERMINED THAT THE STEERING GEAR WAS INSTAL

LED INCORRECTLY MOVING IT TO A CENTERED POSITION FIXED ISSUE FOR THIS CODE / RE ALIGN VECH AFTER REPAIRS AND RECHECK

(Claim) Correction:

VECH RETURNED WITH A [redacted]WORKING WITH STAR WE CHECKED CLOCK SPRING POSITI ON / WE CHECKED FOR PLAY IN STEERING COLUMN / WE CHECKED FOR PLAY AND PROBLEMS WITH OUTER STEERING KNUCKLE / RECHECKED ALIGNMENT LOOKED FOR ANYOTHER STEERI NG ISSUES / WORKING WITH STAR WE DETERMINED THAT THE STEERING GEAR WAS INSTAL LED INCORRECTLY MOVING IT TO A CENTERED POSITION FIXED ISSUE FOR THIS CODE / RE ALIGN VECH AFTER REPAIRS AND RECHECK RECHECK CLOCK SPRING POSITION / RE-PO SITION STEERING GEAR / ALIGNMENT / ADJUST ALL AIR PRESSURES

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	018	**Body**	[redacted]
Build Date	10 02 2018	**Plant**	S LTILL TRU K SSEMBL PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10 4 018
Claim Type	K R ad R ad (PREPN)	**Repair Date**	10 24 2018
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$143 4	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$143 4

Dealer Information

Code	[redacted]	**Name**	L R D SPRINGS D DGE	**Zone**	4 DEN ER
Address	455 U TIN BLUFF PK Y OLOR DO PRING O 809 3				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	85900040	R ad Read Ba i Pr p	NU	NE EHI LE PREP						$143 24

RO Narratives

(RO) Customer Concern

N

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

N

(Claim) Cause

N

(Claim) Correction

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 ST CREW CAB 4X2
Build Date	11/22/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	08/31/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	10/24/2018
Claim Status	Paid	**Mileage (Miles)**	17,763

Expense

Labor	$50.22	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$50.22

Dealer Information

Code	[redacted]	**Name**	MIDWAY CHRYSLER DODGE JEEP RAM	**Zone**	71 LOS ANGELES
Address	777 CAMINO DEL RIO SOUTH , SAN DIEGO, CA 92108				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19T79182	Safety Recall T79 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update	UC	UNCODABLE (NARRATIVE REQUIRED)						$50.22

RO Narratives

(RO) Customer Concern:

00 quired based on geographic location) (Multi-point inspection according to maintenance interval) (Replace chassis mounted fuel filter element) (Replace engine fuel filter element) (Rotate tires) T79 Safety Recall T79 - Brake Transmission Shift Interlock (Recall CSN 1) REPLACE AIR FILTER

(RO) Cause:

ROUTINE MAINTENANCE ROUTINE MAINTENANCE MAINTENANCE ROUTINE MAINTENANCE

(RO) Correction:

DIESEL OIL AND FILTER CHANGE PER CUSTOMERS REQUEST PERFORMED MULTI POINT INSPECTION DONE OK NOW REPLACED FUEL FILTER ROTATED TIRES AS REQUESTED [redacted] to targeted part number [redacted] INSPECTED SHIFTER OK PERFORM FLASH REPLACE DIRTY

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 LONGHORN CREW CAB 4X4
Build Date	06/14/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/27/2017
Claim Type	W - Warranty	**Repair Date**	10/25/2018
Claim Status	Paid	**Mileage (Miles)**	27,997

Expense

Labor	$199.90	**Sublet**	$951.68	**Part**	$0.00	**Total Paid**	$1,151.58

Dealer Information

Code	[redacted]	**Name**		**Zone**	66 ORLANDO
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	ML	CHECK ENGINE/SERVICE ENGINE SO	68143491AA	CONTROL	1	X	660.06	$115.73
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	ML	CHECK ENGINE/SERVICE ENGINE SO	68347098AB	MODULE	1		283.71	$115.73
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	ML	CHECK ENGINE/SERVICE ENGINE SO	04318080AD	FLUID	1		7.91	$115.73
A	08191002	Module, anti-lock brake control ; All others			68143491AA	CONTROL	1	X	660.06	$63.13
A	08191002	Module, anti-lock brake control ; All others			68347098AB	MODULE	1		283.71	$63.13
A	08191002	Module, anti-lock brake control ; All others			04318080AD	FLUID	1		7.91	$63.13
A	08191063	Module, anti-lock brake control ; 6.7L diesel equipped			68143491AA	CONTROL	1	X	660.06	$21.04
A	08191063	Module, anti-lock brake control ; 6.7L diesel equipped			68347098AB	MODULE	1		283.71	$21.04
A	08191063	Module, anti-lock brake control ; 6.7L diesel equipped			04318080AD	FLUID	1		7.91	$21.04

RO Narratives

(RO) Customer Concern:

Customer States abs lite is on sop abs pump (Brake Systems C oncern) U74 Safety Recall U74 - Tailgate Latch [redacted]
LGATE LATCH (Recall CSN 1) (Multi-point inspection according to maintenance interval)

(RO) Cause:

FOUND CODE C002001 ABS PUMP ELECTRICAL FAILURE RECALL CUSTOMER REQUEST

(RO) Correction:

REPLACE PUMP ASSEMBLY AND MODULE, PROGRAM AND BLEED SYSTEM PUT ON LIST WHEN PART COMES IN, CUST. WILL BE CONTACTED COMPLETED FREE VEHICLE INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES ABS LIGHTIS ON

(Claim) Cause:

FOUND CODE C002001 ABS PUMP ELECTRICAL FAILURE

(Claim) Correction:

REPLACED PUMP ASSEMBLY AND MODULE AND BLEED SYSTEM

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 SLT CREW CAB 4X4
Build Date	04/09/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	01/12/2018
Claim Type	S - Safety (Recalls)	**Repair Date**	10/25/2018
Claim Status	Paid	**Mileage (Miles)**	22,030

Expense

Labor	$25.79	**Sublet**	$0.86	**Part**	$0.00	**Total Paid**	$26.65

Dealer Information

Code	[redacted]	**Name**	MEADOR CHRYSLER-PLYMOUTH INC	**Zone**	63 DALLAS
Address	2351 EAST INTERSTATE 20 , FORT WORTH, TX 76119				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08U74182	Safety Recall U74 - Tailgate Latch ; Install Tailgate Actuator Stop Block	UC	UNCODABLE (NARRATIVE REQUIRED)	68448027AA	ACTUATOR	1	X	0.86	$25.79

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES ABS LIGHT AND TRACTION CONTROL LIGHT CAME ON. HAS DTC FOR ABS PUMP MOTOR FAILURE. CHECK AND ADVISE INSPECT AND INSTALL TAILGATE LATCH ACTUATOR STOP BLOCK L-2 RENTAL VEHICLE MULTI POINT INSPECTION ESTIMATED TIME TIRES GOOD YES NO CHECK FLUIDS QUALITY CHECK VEHICLE OPERATION BY -- MILES OUT --

(RO) Cause:

CHECKED CODES FOUND CODE[redacted]ABS PUMP MOTOR CONTROL - GENERAL ELETRICAL FAILURE. RAN DIAG, REPLACE CAB AND HCU. INSTALL TAILGATE LATCH ACTUATOR STOP BLOCK, CHECK OPERATION [redacted]OUT ON 10/16/2018 THIS VEHICLE HAS BEEN QUALITY CHECKED BY - MILES OUT -

(RO) Correction:

REPLACED ABS MODULE AND HCU PER DIAG. BLEED BRAKES AND RAN ABS RELEARN. TEST DROVE, NO FURTHER DTCS DETECTED AT THIS TIME. [redacted]FCML 1.1HRS. COMPLETE LOANER BACK IN ON 10/25/2018 YOU MAY RECEIVE A SURVEY FROM FCA/CHRYSLER WE WANT YOU TO BE COMPLETELY SATISFIED PERFECT 10 ON THE SURVEY IS WHAT WE STRIVE FOR! IF YOU HAVE ANY QUESTIONS OR CONCERNS, PLEASE CONTACT OUR CUSTOMER EXPERIENCE REPRESENTATIVE AT [redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES ABS LIGHT AND TRACTION CONTROL LIGHT CAME ON. HAS DTC FOR ABS PUMP MOTOR FAILURE. CHECK AND ADVISE

(Claim) Cause:

CHECKED CODES FOUND CODE C0020-01 ABS PUMP MOTOR CONTROL - GENERAL ELETRICAL FAILURE. RAN DIAG, REPLACE CAB AND HCU.

(Claim) Correction:

REPLACED ABS MODULE AND HCU PER DIAG. BLEED BRAKES AND RAN ABS RELEARN. TEST D ROVE, NO FURTHER DTCS DETECTED AT THIS TIME.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted]
Build Date	0 / 0 017	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	07/0 / 017
Claim Type	arrant	**Repair Date**	10 01
Claim Status	Paid	**Mileage (Miles)**	7 446

Expense

Labor	$ 4 60	**Sublet**	$0 00	**Part**	$ 0 00	**Total Paid**	$ 4 60

Dealer Information

Code	[redacted]	**Name**	JEFF D' MBRO IO CHRY LER JEEP DODGE	**Zone**	HINGTON
Address	1 1 E L NC TER E DO NINGTO N P 19				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	410 00	Brake Trouble Not Found Brake	OD							$ 4 60
A	95400141	Loaner Car tandard Line ehicle								$ 80 00

RO Narratives

(RO) Customer Concern

BR KE PED L GOE TO THE FLOOR FIR T D Y RENT L

(RO) Cause

FIR T DAY RENTAL

(RO) Correction:

RO D TE TED ND FOUND THE BR KE OEPR TION TO BE DE IGNED THE PED L T Y UP ND TRUCK TOP OPER TIND DE ING FIR T D Y RENT L

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

THE BR KE PED L GOE TO THE FLOOR

(Claim) Cause

CONDITION NOT PRE ENT T THI TIME

(Claim) Correction

RO D TE TED ND FOUND THE BR KE OEPR TION TO BE OPER TING DE IGNED THE PED

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 SLT CREW CAB 4X4
Build Date	04/09/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	01/12/2018
Claim Type	W - Warranty	**Repair Date**	10/25/2018
Claim Status	Paid	**Mileage (Miles)**	22,030

Expense

Labor	$141.86	**Sublet**	$958.19	**Part**	$70.00	**Total Paid**	$1,170.05

Dealer Information

Code	[redacted]	**Name**	MEADOR CHRYSLER-PLYMOUTH INC	**Zone**	63 DALLAS
Address	2351 EAST INTERSTATE 20 , FORT WORTH, TX 76119				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	ML	CHECK ENGINE/SERVICE ENGINE SO	68143491AA	CONTROL	1	X	653.70	$141.86
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	ML	CHECK ENGINE/SERVICE ENGINE SO	68347098AB	MODULE	1		280.98	$141.86
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	ML	CHECK ENGINE/SERVICE ENGINE SO	04318080AD	FLUID	3		23.51	$141.86
A	95400141	Loaner Car ; Standard Line Vehicles			68143491AA	CONTROL	1	X	653.70	$70.00
A	95400141	Loaner Car ; Standard Line Vehicles			68347098AB	MODULE	1		280.98	$70.00
A	95400141	Loaner Car ; Standard Line Vehicles			04318080AD	FLUID	3		23.51	$70.00

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES ABS LIGHT AND TRACTION CONTROL LIGHT CAME ON. HAS DTC FOR ABS PUMP MOTOR FAILURE. CHECK AND ADVISE INSPECT AND INSTALL TAILGATE LATCH ACTUATOR STOP BLOCK L-2 RENTAL VEHICLE MULTI POINT INSPECTION ESTIMATED TIME TIRES GOOD YES NO CHECK FLUIDS QUALITY CHECK VEHICLE OPERATION BY -- MILES OUT --

(RO) Cause:

CHECKED CODES FOUND CODE[redacted] ABS PUMP MOTOR CONTROL - GENERAL ELETRICAL FAILURE. RAN DIAG, REPLACE CAB AND HCU. INSTALL TAILGATE LATCH ACTUATOR STOP BLOCK, CHECK OPERATION[redacted]UT ON 10/16/2018 THIS VEHICLE HAS BEEN QUALITY CHECKED BY - MILES OUT -

(RO) Correction:

REPLACED ABS MODULE AND HCU PER DIAG. BLEED BRAKES AND RAN ABS RELEARN. TEST DROVE, NO FURTHER DTCS DETECTED AT THIS TIME[redacted]FCML 1.1HRS. COMPLETE LOANER BACK IN ON 10/25/2018 YOU MAY RECEIVE A SURVEY FROM FCA/CHRYSLER WE WANT YOU TO BE COMPLETELY SATISFIED PERFECT 10 ON THE SURVEY IS WHAT WE STRIVE FOR! IF YOU HAVE ANY QUESTIONS OR CONCERNS, PLEASE CONTACT OUR CUSTOMER EXPERIENCE REPRESENTATIVE AT [redacted]

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
CUSTOMER STATES ABS LIGHT AND TRACTION CONTROL LIGHT CAME ON. HAS DTC FOR ABS PUMP MOTOR FAILURE. CHECK AND ADVISE

(Claim) Cause:
CHECKED CODES FOUND CODE C0020-01 ABS PUMP MOTOR CONTROL - GENERAL ELETRICAL FAILURE. RAN DIAG, REPLACE CAB AND HCU.

(Claim) Correction:
REPLACED ABS MODULE AND HCU PER DIAG. BLEED BRAKES AND RAN ABS RELEARN. TEST D ROVE, NO FURTHER DTCS DETECTED AT THIS TIME.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	018	**Body**	[redacted]
Build Date	11 29 201	**Plant**	S LTILL TRU K SSEMBL PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	01 29 2018
Claim Type	S Saf t (R all)	**Repair Date**	10 26 2018
Claim Status	Paid	**Mileage (Miles)**	5 656

Expense

Labor	$35 5	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$35 5

Dealer Information

Code	[redacted]	**Name**	H FFM N HR SLER JEEP D DGE	**Zone**	35 SHINGT N
Address	1 1 EDGE OOD DR H GER TO N MD 1 40				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	18U61083	afet Recall U61 Repr gram P rtrain ntr l M dul In p t P M S ft ar L l and P rf rm ft are Update (018 M del Years nl)	U	UN D BLE (N RR TI E REQUIRED)						$35 5

RO Narratives

(RO) Customer Concern

R all SN 1 [U61 Saf t R all U61 R pr gram P rtrain ntr l M dul] M par E pr Lan In p ti n

(RO) Cause

MPLETED RE LL

(RO) Correction

afet Recall U61 Repr gram P ertrain ntr l M dule Repr gram Inspect P M ft are Le el and Perf rm ft are Update ([redacted] M d l ar nl) RE LL U61 M par E pr Lan In p ti n M P R EXPRESS L NE INSPE TI N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

N

(Claim) Cause

N

(Claim) Correction

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 SLT CREW CAB 4X4
Build Date	04/23/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/01/2017
Claim Type	W - Warranty	**Repair Date**	10/26/2018
Claim Status	Paid	**Mileage (Miles)**	32,068

Expense

Labor	$51.33	**Sublet**	$36.95	**Part**	$0.00	**Total Paid**	$88.28

Dealer Information

Code	[redacted]	**Name**	MID COUNTY CHRYSLER DODGE JEEP RAM	**Zone**	63	DALLAS
Address	8181 MEMORIAL BLVD , PORT ARTHUR, TX 77640					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	23432501	Pump, washer ; Front/Combination	58	INTERNAL DEFECT	68081805AB	PUMP	1	X	36.95	$51.33

RO Narratives

(RO) Customer Concern:

CUST STATES THE W/S WASHER IS NOT SPRAYING PROPERLY PERFORM COMPREHENSIVE VISUAL MULTI-POINT INSPECTION

(RO) Cause:

NOZZLE INOP M.P.I.

(RO) Correction:

REPLACED NOZZLE PERFORMED MOPAR MULTI POINT

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUST STATES THE W/S WASHER IS NOT SPRAYING PROPERLY

(Claim) Cause:

NOZZLE INOP NOT SPRAYING

(Claim) Correction:

REPLACED WASHER PUMP

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	01	**Body**	[redacted]
Build Date	1 06 01	**Plant**	LTILLO TRU K EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	04 0 01
Claim Type	arrant	**Repair Date**	10 9 018
Claim Status	Paid	**Mileage (Miles)**	1 99

Expense

Labor	[redacted]	**Sublet**	$ 69 0	**Part**	$0 00	**Total Paid**	$706 1

Dealer Information

Code	069	**Name**	POMO O HRY LER JEEP DODGE	**Zone**	35	HINGTON	
Address	1 6 9 JEFFER ON E NE PORT NE 60						

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	0 0 0111	Batter B th batteries	B	Batter Di charged	BB0H 30 B	B TTERY			364 00	$63 63
B	0 19100	Module anti lock brake c ntr l ll thers	4	GROUNDED OR HORTED	6 4709 B	MODULE	1		0 0	$ 4 4
B	08191063	Module anti lock brake c ntr l 6 L diesel equipped			6834 098 B	MODULE	1		05 80	$18 18

RO Narratives

(RO) Customer Concern

DI GNO TIC DI GNO TIC REPL CE DIE EL FUEL FILTER REPL CE DIE EL FUEL FILTER P RT ONLY

(RO) Cause

N

(RO) Correction

[redacted]

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

DI GNO TI OLD T RT I UE U TOMER T TE EHI LE H H RD DI GNO TI ER I E ELE TRONI BR KE CONTROL LIGHT COME ON

(Claim) Cause

B TTERIE F ILED INTERN L F ILURE ON MODUL E

(Claim) Correction

TE T REPL ED B MODULE INTERN L F ILUER TE T REPL ED BOTH B TTERY

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted] RAM 500 POWER WAGON CREW CAB
Build Date	01 11/ 017	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/ 5/ 017
Claim Type	W Warranty	**Repair Date**	10/ 9/ 018
Claim Status	Paid	**Mileage (Miles)**	21,549

Expense

Labor	$86 54	**Sublet**	$169 4	**Part**	$0 00	**Total Paid**	$ 55 78

Dealer Information

Code	[redacted]	**Name**	JIM MOLICH MOTOR INC	**Zone**	70	PHOENI
Address	1865 NORTH EAST HIGHWAY 20 , BEND, OR 97701					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	1 490	Lumbar ; upport, Front seat Right or left	7	DAMAGED	6819674 AA	LUMBAR	1		169 4	$86 54

RO Narratives

(RO) Customer Concern:

DIAGNOSE SQUEAK/RATTLE

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C/ EAT TILL QUEAKING

(Claim) Cause:

FOUND THAT THE SEAT BACK SUPPORT SPRINGS WERE BENT AND ALSO THE LUMBAR MOTOR W AS NOT IN THE PROPER PLACEMENT AFTER LOOKING AT TO LIKE VEHICLE ORDERD

(Claim) Correction:

REPLACED BOTH THE EAT BACK UPPORT AND LUMBAR UPPORT

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 ST CREW CAB 4X4
Build Date	05/15/ 017	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/17/ 017
Claim Type	W Warranty	**Repair Date**	10/ 0/ 018
Claim Status	Paid	**Mileage (Miles)**	15,599

Expense

Labor	$156 06	**Sublet**	$701 8	**Part**	$0 00	**Total Paid**	$857 88

Dealer Information

Code	[redacted]	**Name**	WEAVER MOTOR INC OF KIRBYVILLE	**Zone**	6 DALLA
Address	603 SOUTH MARGARET , KIRBYVILLE, TX 75956				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	05400701	Control unit, Brake anti lock hydraulic (HCU ICU) ; All others	ML	CHECK ENGINE/SERVICE ENGINE O	68143491AA	CONTROL	1	X	478 80	$100 98
A	05400701	Control nit, Brake anti lock hydraulic (HCU ICU) ; All others	ML	CHECK ENGINE/SERVICE ENGINE O	68347098AB	MODULE	1		205 80	$100 98
A	05400701	Control unit, Brake anti lock hydraulic (HCU ICU) ; All others	ML	CHECK ENGINE/ ERVICE ENGINE SO	04 18080AD	FLUID			17	$100 98
A	08191002	Module, anti lock brake control ; All other			68143491AA	CONTROL	1	X	478 80	$55 08
A	0819100	Module, anti lock brake control ; All others			68 47098AB	MODULE	1		05 80	$55 08
A	08191002	Module, anti lock brake control ; All other			04318080AD	FLUID	3		17 22	$55 08

RO Narratives

(RO) Customer Concern:

Cu tomer tate AB LIGHT ARE ON

(RO) Cause:

[redacted] Checked all wiring and connector , ecured Internal failure of ICU

(RO) Correction:

Replaced ABS module and HCU, bled and confirmed operation No DTC's returned

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES ABS LIGHTS ARE ON

(Claim) Cause:

[redacted]CHECKED ALL WIRING AND CONNECTORS. SECURED. INTERNAL FAILURE OF ICU.

(Claim) Correction:

REPLACED ABS MODULE AND HCU. BLED AND CONFIRMED OPERATION. DTC DID NOT RETURN

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 2500 SLT CREW CAB 4X4
Build Date	06/14/2018	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	07/30/2018
Claim Type	F - Service Contract	**Repair Date**	10/30/2018
Claim Status	Paid	**Mileage (Miles)**	10,091

Expense

Labor	$0 00	**Sublet**	$0 00	**Part**	$75 00	**Total Paid**	$75 00

Dealer Information

Code	[redacted]	**Name**	NORTHWEST JEEP, INC	**Zone**	70 PHOENIX
Address	10600 S W CANYON ROAD , BEAVERTON, OR 97005				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26860303	Maintenance Interval Schedule B ; To be used every 3,000 Intervals	MC	MAINTENANCE CARE						$0.00
A	95260001	Maintenance Allowance ; Fixed Cost Maintenance								$75.00

RO Narratives

(RO) Customer Concern:

Perform oil change Multi Point Vehicle Inspection

(RO) Cause:

NA

(RO) Correction:

DONE OIL AND OIL FILTER CHANGED DONE N/A

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	018	**Body**	[redacted]
Build Date	10 02 2018	**Plant**	S LTILL TRU K SSEMBL PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10 24 2018
Claim Type	arrant	**Repair Date**	10 30 2018
Claim Status	Paid	**Mileage (Miles)**	286

Expense

Labor	$4 5	**Sublet**	$15 5	**Part**	$0 00	**Total Paid**	$63 50

Dealer Information

Code	[redacted]	**Name**	L R D SPRINGS D DGE	**Zone**	4 DEN ER
Address	455 USTIN BLUFFS PK	L R D SPRINGS	80923		

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	08808401	S it h n r brake pedal	U	UN OD BLE (N RR TI E REQUIRED)	680 8 00 E	SENS R	1	X	15 5	$4 5

RO Narratives

(RO) Customer Concern

N

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

LIGHT IS N

GCS Narratives

(Claim) Customer Concern

UST MER ST TES HE K ENGINE LIGHT IS N D ISE PLE SE

(Claim) Cause

LIGHT IS N

(Claim) Correction

86 BR KE IT H TU K F ULT REPL ED BR KE IT H

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	01	**Body**	[redacted]
Build Date	04 18 01	**Plant**	LTILLO TRU K EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06 9 01
Claim Type	arrant	**Repair Date**	10 30 018
Claim Status	Paid	**Mileage (Miles)**	16 0 3

Expense

Labor	$1 1 50	**Sublet**	$ 01 8	**Part**	$0 00	**Total Paid**	$8 88

Dealer Information

Code	[redacted]	**Name**	FREE TONE HRY LER JEEP DODGE	**Zone**	63	D LL
Address	350 E T I H45 F IRFIELD T 5840					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	05400 01	Control unit Brake anti l ck h draulic (H U I U) ll thers	ML	HE K ENGINE ER I E ENGINE O	68143491	ONTROL	1		4 8 80	$110 9
	05400 01	ntr l unit Brake anti l ck h draulic (H U I U) ll other	ML	HE K ENGINE ER I E ENGINE O	6834 098 B	MODULE	1		05 80	$110 9
	05400 01	ntr l unit Brake anti l ck h draulic (H U I U) ll thers	ML	HE K ENGINE ER I E ENGINE O	04318080 D	FLUID	3		1	$110 9
	0819100	M dule anti l ck brake c ntr l ll thers			68143491	ONTROL	1		4 8 80	$60 53
	0819100	M dule anti l ck brake c ntr l ll thers			6834 098 B	MODULE	1		05 80	$60 53
	0819100	M dule anti l ck brake c ntr l ll thers			04318080 D	FLUID	3		1	$60 53

RO Narratives

(RO) Customer Concern

BR KE RE LL

(RO) Cause

[redacted] PRE ENT HE KED LL IRING THE L T H M Y RELE E ITHOUT RNING

(RO) Correction

[redacted]

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern:

CUST STATES ABS AND TRACTION CONTROL LIGHTS ARE ON.

(Claim) Cause:

DIAG FOUND DTC C0020-01 PRESENT, CHECKED ALL WIRING AND CONNECTIONS NO ISSUES FOUND. PER DIAGNOSTICS WILL REQUIRE HYDROLIC CONTROL UNIT AND ABS MODULE REPLA CEMENT.

(Claim) Correction:

REPLACED HCU AND ABS MODULE, BLEED BRAKE SSTEM, NO FURTHER ISSUES PRESENT AFTE R DTC'S CLEARED ON THIS DATE.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	201	**Body**	[redacted] R M 2500 ST RE B 4X4
Build Date	04 18 01	**Plant**	S LTILL TRU K SSEMBL PL NT	**Co erage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06 29 201
Claim Type	S S f t R c ll	**Repair Date**	10 30 018
Claim Status	Paid	**Mileage (Miles)**	16 0 3

Expense

Labor	$20 18	**Sublet**	$0 63	**Part**	$0 00	**Total Paid**	$20 81

Dealer Information

Code	[redacted]	**Name**	FREEST NE HR SLER JEEP D D E	**Zone**	63 D LL S
Address	350 E ST I H45 F IRFIELD TX 5840				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	08U 4182	Saf t R all U 4 Tailgat Lat h In tall Tailgat tuat r St p Bl k	U	UN D BLE (N RR TI E REQUIRED)	6844802	TU T R	1	X	0 63	$20 18

RO Narratives

(RO) Customer Concern

BR KES RE LL

(RO) Cause

DI G F UND DT [redacted] PRESENT HE KED LL IRI G THE L T H M RELE SE ITH UT RNING

(RO) Correction

[redacted] M dul anti l k brak ntr l ll th r 05400 01 ntr l unit Brak anti l k h drauli (H U) [redacted] th r [redacted] Saf t R all U 4 Tailgat Lat h In tall Tailgat [redacted] tuat r St p Bl k

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

UST ST TES BS ND TR TI N NTR L LIGHTS RE N

(Claim) Cause

DI G F UND DT 0020 01 PRESENT HE KED LL IRING ND NNE TI NS N ISSUES F UND PER DI GN STI S ILL REQUIRE H DR LI NTR L UNIT ND BS M DULE REPL EMENT

(Claim) Correction

REPL ED H U ND BS M DULE BLEED BR KE SSTEM N FURTHER ISSUES PRESENT FTE R DT S LE RED N THIS D TE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 3500 LARAMIE CREW CAB 4X4
Build Date	06/07/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/10/2017
Claim Type	W - Warranty	**Repair Date**	10/30/2018
Claim Status	Paid	**Mileage (Miles)**	65,430

Expense

Labor	$121.37	**Sublet**	$430.16	**Part**	$0.00	**Total Paid**	$551.53

Dealer Information

Code	[redacted]	**Name**	BAYSHORE CHRYSLER JEEP DODGE	**Zone**	63 DALLAS
Address	5225 I 10 EAST , BAYTOWN, TX 77521				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	14500502	Module/Pump, Diesel ; Fuel tank mounted - 6.7 liter Diesel - Midship Tank	43	FUEL LEAK	05145571AA	MODULE	1	X	430.16	$121.37

RO Narratives

(RO) Customer Concern:

Multi-point inspection RRT 1 [redacted](DJ/DD/DF/D2/DP/DX) CRACKED CLEARANCE LA**] General Concern #1 [Customer StatesBOTH THE A.B.S. AND TRACTION CONTROL WARNING LIGHTS CAME ON WHILE DRIVING] General Concern #2 [Customer StatesGRAHAM TOWING AND RECOVERY, LLC.] General Concern #3 [Customer StatesTHE CHECK ENGINE WARNING LIGHT CAMEON DRIVING] PER DIAGNOSTIC TEST PROCEDURE REQUEST, CUSTOMER HAS AUTHORIZED REPLACEMENT OF BOTH FUEL FILTERS AND RECHECK

(RO) Cause:

[redacted]FUEL RAIL PRESSURE TO LOW FUEL FILTERS

(RO) Correction:

Multi-point inspection 23 POINT VEHICLE INSPECTION RRT 1 [redacted]DJ/DD/DF/D2/DP/DX) CRACKED CLEARANCE LA**] PERFORM RAPID RESPONSE TRANSMITTAL General Concern #1 [Customer States BOTH THEA.B.S. AND TRACTION CONTROL WARNING LIGHTS CAME ON WHILE DRIVING] MISC SERVICES General Concern #2 [Customer States GRAHAM TOWING AND RECOVERY, LLC.] MISC SERVICES [redacted]FUEL RAIL PRESSURE TO LOW14500502 100 VERIFIED CUSTOMER CONCERN FOUNDCODE[redacted]FUEL RAIL PRESSURE TOO LOW REMOVEDPERFORMED FUEL FLOW TEST FOUND VEHICLE TOFAIL THE FLOW TEST SPECIFICATION IS 500ml IN10sec AND VEHICLE WAS ONLY PUSHING 400ml IN10sec CHANGED FUEL FILTERS AND RE-TESTED ANFOUND VEHICLE TO FAIL AGAIN FOUND LIFT PUMPSCREEN WAS CLOGGED REMOVED AND REPLACED LIFTPUMP AS PER SERVICE MANAGER AND TEST DROVEVEHICLE AND VEHICLE IS PERFORMING AS DESIGNEDAT THIS TIME General Concern #3 [Customer States THE CHECK ENGINE WARNING LIGHT CAME ON DRIVING] TOW MISC SERVICES SUBLET REPAIRS 65430 FUEL FILTERS 80 AS PER SERVICEPROCEDURE ONE OF THE STEPS WAS TO REPLACEFUEL FILTERS IF FLOW WAS NOT ENOUGH REMOVEDAND REPLACED FUEL FILTERS GENERAL REPAIRS

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CEL IS ON

(Claim) Cause:

VERIFIED CUSTOMER CONCERN FOUND CODE [redacted] FUEL RAIL PRESSURE TOO LOW REMOVED PERFORMED FUEL FLOW TEST FOUND VEHICLE TO FAIL THE FLOW TEST SPECIFICATION I S 500ML IN 10SEC AND VEHICLE WAS ONLY PUSHING 400ML IN 10SEC CHANGED FUEL FIL TERS AND RE-TESTED AN FOUND VEHICLE TO FAIL AGAIN FOUND LIFT PUMP SCREEN WAS CLOGGED REMOVED AND REPLACED LIFT PUMP AS PER SERVICE MANAGER AND TEST DROVE VEHICLE AND VEHICLE IS PERFORMING AS DESIGNED AT THIS TIME F** PER DIAGNOSTI C TEST PROCEDURE REQUEST, CUSTOMER HAS AUTHORIZED

(Claim) Correction:

VERIFIED CUSTOMER CONCERN FOUND CODE [redacted] FUEL RAIL PRESSURE TOO LOW REMOVED PERFORMED FUEL FLOW TEST FOUND VEHICLE TO FAIL THE FLOW TEST SPECIFICATION I S 500ML IN 10SEC AND VEHICLE WAS ONLY PUSHING 400ML IN 10SEC CHANGED FUEL FIL TERS AND RE-TESTED AN FOUND VEHICLE TO FAIL AGAIN FOUND LIFT PUMP SCREEN WAS CLOGGED REMOVED AND REPLACED LIFT PUMP AS PER SERVICE MANAGER AND TEST DROVE VEHICLE AND VEHICLE IS PERFORMING AS DESIGNED AT THIS TIME F** PER DIAGNOSTI C TEST PROCEDURE REQUEST, CUSTOMER HAS AUTHORIZED

Warranty Claim Report

Vehicle Information

VIN	[redacted]	Year	018	Body	[redacted]
Build Date	0 03 018	Plant	LTILLO TRU K EMBLY PL NT	Coverage Code	[redacted]

Claim Information

Claim #	[redacted]	In Service Date	06 1 018
Claim Type	arrant	Repair Date	10 31 018
Claim Status	Paid	Mileage (Miles)	11 854

Expense

Labor	Sublet	Part	Total Paid
$95 50	$ 60	$0 00	$318 10

Dealer Information

Code	[redacted]	Name	OLOR DO PRING DODGE	Zone	4 DEN ER
Address	455 U TIN BLUFF PK Y OLOR DO PRING O 809 3				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	1985 50	Clock pring teering c lumn c ntr l m dule (M)	U	UNCOD BLE (N RR TI E REQUIRED)	68346 51 B	MODULE	1		60	$95 50

RO Narratives

(RO) Customer Concern

N

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

LIGHT I ON

GCS Narratives

(Claim) Customer Concern

U TOMER T TE IRB G LIGHT H ILLUMIN TED PRE IOU LY DI GNO ED REPL

(Claim) Cause

LIGHT I ON

(Claim) Correction

[redacted] IOU RO DI GNO I OR MODULE REPL E OR MODULE ND INITI LI E

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 LARAMIE CREW CAB 4X4
Build Date	03/24/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/10/2017
Claim Type	W - Warranty	**Repair Date**	10/31/2018
Claim Status	Paid	**Mileage (Miles)**	30,090

Expense

Labor	$46.95	**Sublet**	$39.79	**Part**	$0.00	**Total Paid**	$86.74

Dealer Information

Code	[redacted]	**Name**	MILLER MOTOR SALES INC	**Zone**	51 CHICAGO
Address	1196 MILWAUKEE AVE , BURLINGTON, WI 53105				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08508002	Lamp, Clearance ; One	UC	UNCODABLE (NARRATIVE REQUIRED)	68261677AC	LAMP	5	X	39.79	$18.78
A	08508050	Lamp, Clearance ; Each additional clearance lamp			68261677AC	LAMP	5	X	39.79	$9.39
A	08508050	Lamp, Clearance ; Each additional clearance lamp			68261677AC	LAMP	5	X	39.79	$9.39
A	08508050	Lamp, Clearance ; Each additional clearance lamp			68261677AC	LAMP	5	X	39.79	$9.39

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES WATER LEAKING FROM A-PILLAR [redacted]ANDY-) REMOVED MORE ACORNS FROM SUNROOF DRAINS (06-DALTON-)

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

lamps cracked when installed, screw holes are cracked and leaking.

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THERE IS CONDENSATION ON PASS ENGER SIDE CLEARANCE LIGHT

(Claim) Cause:

FOUND SCREWS OVERTIGHTENED IN LAMPS DURING FA AND CAUSED CONDENSATION AND MOISTURE PUDDLIN

(Claim) Correction:

REPLACED CLEARANCE LAMP

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	201	**Body**	[redacted] R M 3500 SLT RE B 4X4
Build Date	06 11 201	**Plant**	S LTILL TRU K SSEMBL PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10 26 201
Claim Type	F S r i ntra t	**Repair Date**	10 31 2018
Claim Status	Paid	**Mileage (Miles)**	66 26

Expense

Labor	$156 29	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$156 29

Dealer Information

Code	[redacted]	**Name**	FRESN HR SLER JEEP	**Zone**	1	L S NGELES	
Address	4880 N RTH BL KST NE ENUE FRESN 93 26						

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	0894TGH2	ltag R gul ti n	1	NNE T R L SE N T TT HED						$55 82
	85410000	p rati n diagn ti ith r pair Mu t b u d in njun ti n ith appr priat r pair Lab r p rati n								$100 4

RO Narratives

(RO) Customer Concern

UST MER ST TES TH T N SE ER L SI NS THE H E BEEN L ED ITH EIGHT ND RE S ENDING UP STEEP R DE EHI LE L SES P E ND ILL F IL T H E STR N ELER TI N H S N TI ED NE TIME HEN THIS URRED TH T HE K ENGINE LIGHT S FL SHING UST MER H S N TI ED SE ER L TIMES HERE THE TR NSMISSI N GE RS SEEM T S IT H ERR TI LL N FL T GR UND S ELL UST MER ST TES TH T N SE ER L SI NS HEN EHI LE IS EI THER RUNNING ND RM R HEN MBIENT TEMP IS ER H T THE RUNNING B RDS M F IL T PER TE THE P ER UTLET T ENTER NS LE ILL DR P H RGING PH NE BLUET TH ILL UT UT UST MER ST TES THE ILL T U H P SITI E P ST ND SEE IMPR EMENT HE K ND D ISE (Multi p int in p ti n a rding t maint nan int r al) (TIRE PRESSURE HE K) UST MER ST TES TH T HEN M KING TURN LEFT R RIGHT FR M DE D ST P IT FTEN FEELS LIKE H T RESEMBLES THE RE R HEELS DR GGING ND N HE R SKIPPING HE K ND D ISE

(RO) Cause:

HE KED BLES 1ST STEP F UND P SS LE D T EHI LE L SE HERE RUNNING B RDS ERE NNE TED LS RUNNING B RDS D N T PPE R T BE N FUSED IR UIT UST MER ST TES T PERF RM MULTI P INT INSPE TI N

(RO) Correction

REM ED RUNNING B RD IRE FR M M IN P ER LE D ND RE N NE TED T 250 IR UIT FUSE TIGHTENED BLES ND L MP N NE T RS FTER TIGHTENEING BLES T B TTER R D TESTED SEE INE 1 PERF RMED MULTI P INT INSPE TI N PER HE KLIST SET TIRE PRESSURE T SPE S L F 6 R F 6 L R 6 R R 6 R D TEST ND DR EIN IR LES B TH DIRRE TI NS N IBR TI NS FELT FR M RE R END IF ST PPED DID FEEL H TTER T KIING FF IN STR IGHT LINE 1ST R 2ND GE RS Q R D TEST 34 MILES ND N PR BLEMS F UND

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THAT ON SEVERAL OCCASIONS THEY HAVE BEEN LOA DED WITH WEIGHT A CUSTOMER STATES THAT ON SEVERAL OCCASIONS THEY HAVE BEEN LOA DED WITH WEIGHT A

(Claim) Cause:

CHECKED CABLES 1ST STEP,FOUND POSS LEAD TO VEHICLE LOOSE WHERE RUNNING BOARDS CHECKED CABLES 1ST STEP,FOUND POSS LEAD TO VEHICLE LOOSE WHERE RUNNING BOARDS

(Claim) Correction:

REMOVED RUNNING BOARD WIRE FROM MAIN POWER LEAD AND RECON NECTED TO 250 CIRCUI REMOVED RUNNING BOARD WIRE FROM MAIN POWER LEAD AND RECON NECTED TO 250 CIRCUI

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 2500 LONGHORN MEGA CAB 4X4
Build Date	12/18/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	01/02/2018
Claim Type	W - Warranty	**Repair Date**	10/31/2018
Claim Status	Paid	**Mileage (Miles)**	16,603

Expense

Labor	$81.43	**Sublet**	$237.45	**Part**	$35.00	**Total Paid**	$353.88

Dealer Information

Code	[redacted]	**Name**	ADVANTAGE DODGE-CHRY-JEEP	**Zone**	70 PHOENIX
Address	3200 EAST MAIN STREET , FARMINGTON, NM 87402				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08191002	Module, anti-lock brake control ; All others	14	BURNED OR BURNED OUT	68347098AB	MODULE	1	X	232.16	$61.07
A	08191002	Module, anti-lock brake control ; All others	14	BURNED OR BURNED OUT	68144445AA	FUSE	1		5.29	$61.07
A	08191063	Module, anti-lock brake control ; 6.7L diesel equipped			68347098AB	MODULE	1	X	232.16	$20.36
A	08191063	Module, anti-lock brake control ; 6.7L diesel equipped			68144445AA	FUSE	1		5.29	$20.36
A	95400141	Loaner Car ; Standard Line Vehicles			68347098AB	MODULE	1	X	232.16	$35.00
A	95400141	Loaner Car ; Standard Line Vehicles			68144445AA	FUSE	1		5.29	$35.00

RO Narratives

(RO) Customer Concern:

customer states service abs light is on. PERFROM FREE 27 POINT INSPECTION RENTAL PROVIDED.

(RO) Cause:

FOUND [redacted] FOUND FUSE FOR ABS MOTOR OPEN. FOLLOWED FLOW CHART AND FOUND CIRCUITS GOOD. ABS MODULE INTERNALLY SHORTED TO GROUND FREE VEHICLE INSPECTION 10/26/18, [redacted] 18 RAM 2500, U3660

(RO) Correction:

REPLACED ABS MODULE PER FLOW CHART. TEST DROVE AND FOUND ABS OPERATING AS DESIGHNED, NO FURTHER ACTION REQUIRED PERFORMED FREE 27 POINT VEHICLE INSPECTION. REGULAR $12.95 VALUE, PROVIDED CUSTOMER WITH ESTIMATE OF ANY CONDITIONS FOUND, THAT ARE IN NEED OF REPAIRS. RENTAL WAS PROVIDED TO CUSTOMER DURING REPAIRS.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

customer states service abs light is on. customer states service abs light is on.

(Claim) Cause:

FOUND [redacted] FOUND FUSE FOR ABS MOTOR OPEN. FOLLOWED FLOW CHART AND FOUND FOUND [redacted] FOUND FUSE FOR ABS MOTOR OPEN. FOLLOWED FLOW CHART AND FOUND

(Claim) Correction:

REPLACED ABS MODULE PER FLOW CHART. TEST DROVE AND FOUND ABS OPERATING AS DESI REPLACED ABS MODULE PER FLOW CHART. TEST DROVE AND FOUND ABS OPERATING AS DESI

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	018	**Body**	[redacted] R M 500 LONGHORN RE B 4 4
Build Date	10 04 01	**Plant**	LTILLO TRU K EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06 9 018
Claim Type	arrant	**Repair Date**	11 01 018
Claim Status	Paid	**Mileage (Miles)**	1 85

Expense

Labor	$38 41	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$38 41

Dealer Information

Code	[redacted]	**Name**	FLET HER HRY PRODU T IN	**Zone**	4	DETROIT
Address	3099 NORTH MORTON FR NKLIN IN 46131					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	3090900	Ramb x	U	UN OD BLE (N RR TI E REQUIRED)						$38 41

RO Narratives

(RO) Customer Concern

REP IR PER E TIM TE

(RO) Cause

(RO) Correction

REP IR PER E TIM TE

(RO) Technical Notes

RE E LED LE K

GCS Narratives

(Claim) Customer Concern

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(Claim) Cause

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(Claim) Correction

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Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 ST CREW CAB 4X4
Build Date	08/27/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11/22/2016
Claim Type	afety (Recall)	**Repair Date**	11/01/ 018
Claim Status	Paid	**Mileage (Miles)**	50,041

Expense

Labor	$20 87	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$20 87

Dealer Information

Code	[redacted]	**Name**	WHITTEN BROTHER OF A HLAND, INC	**Zone**	5 WA HINGTON
Address	11409 WA HINGTON HWY , A HLAND, VA 005				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U6108	afety Recall U61 Reprogram Powertrain Control Module ; Inspect PCM Software Level and Perform oftware Update	UC	UNCODABLE (NARRATIVE REQUIRED)						$ 0 87

RO Narratives

(RO) Customer Concern:

(Multi point in pection according to maintenance interval) T79 afety Recall T79 Brake Tran mi ion hift Interlock (Recall 1) U61 afety Recall U61 Reprogram Powertrain Control Module (Recall) AB LIGHT I ON (Perform DTC In pection)

(RO) Cause:

CHECKED FOR CODES [redacted]

(RO) Correction:

COMPLEATED COMPLEATED REPLACED RR AB EN OR

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 SLT CREW CAB 4X4
Build Date	04/22/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	07/05/2017
Claim Type	W - Warranty	**Repair Date**	11/01/2018
Claim Status	Paid	**Mileage (Miles)**	4,810

Expense

Labor	$152.99	**Sublet**	$888.60	**Part**	$70.00	**Total Paid**	$1,111.59

Dealer Information

Code	[redacted]	**Name**		**Zone**	66 ORLANDO
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	UC	UNCODABLE (NARRATIVE REQUIRED)	68143491AA	CONTROL	1	X	606.23	$129.45
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	UC	UNCODABLE (NARRATIVE REQUIRED)	68347098AB	MODULE	1		260.57	$129.45
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	UC	UNCODABLE (NARRATIVE REQUIRED)	04318080AD	FLUID	3		21.80	$129.45
A	08191063	Module, anti-lock brake control ; 6.7L diesel equipped			68143491AA	CONTROL	1	X	606.23	$23.54
A	08191063	Module, anti-lock brake control ; 6.7L diesel equipped			68347098AB	MODULE	1		260.57	$23.54
A	08191063	Module, anti-lock brake control ; 6.7L diesel equipped			04318080AD	FLUID	3		21.80	$23.54
A	95400141	Loaner Car ; Standard Line Vehicles			68143491AA	CONTROL	1	X	606.23	$70.00
A	95400141	Loaner Car ; Standard Line Vehicles			68347098AB	MODULE	1		260.57	$70.00
A	95400141	Loaner Car ; Standard Line Vehicles			04318080AD	FLUID	3		21.80	$70.00

RO Narratives

(RO) Customer Concern:

Axle/Driveshaft/Differential Concern [CUSTOMER STATES NEEDS DEF TEST] Electrical/Non PCM Flashes Concern [Customer States abs light is on. SOP are in] CUSTOMER REQUEST RENTAL VEHICLE

(RO) Cause:

REMOVED ABOUT 2-3 GALLONS OF DEF FROM TANK AND CHECKED DEF LEVEL ON CLUSTER, JUST OVER 50%. DEF PUMPIS OPERATING AS DESIGNED. C0020-01 ACTIVE FOUND ABS MODULE AND HCUHAVE INTERNAL FAILUR MUST BE REPLACED AS UNIT RENTAL

(RO) Correction:

[redacted]REMOVED ABOUT 2-3 GALLONS OF DEF FROMTANK AND CHECKED DEF LEVEL ON CLUSTER, JUSTOVER 50%. DEF PUMP IS OPERATING AS DESIGNED. NO PROBLEMS FOUND TOPPED OFF DEF TO 100% Control unit, Brake anti-lock hydraulic (HCU)-Replace All others (3 -Highly Skilled) [redacted]ACTIVE FOUND ABS MODULE AND HCUHAVE INTERNAL FAILUR MUST BE REPLACED AS UNIT REPLACED HCU AND ABS MODULE, BLED BRAKESYSTEM, PERFORMED ABS INITIALIZATION AND ABSBLEED AND PERFORMED BRAKE SYSTEM BLEED AGAIN.TEST DROVE VEH AND VEH IS OPERATING ASDESIGNED MODULE ANTI LOCK BRAKE CONTROL 6.7L DIESEL [redacted]RENTAL ENTERPRISE [redacted]PROVIDE CUSTOMER WITH RENTAL VEHICLE AS PER REQUEST RENTAL PROVIDE CUSTOMER WITH RENTAL VEHICLE AS PER REQUEST SUBLET REPAIRS

(RO) Technical Notes:

[redacted]ACTIVE FOUND ABS INTERNAL FAILUR MODULE AND HCU HAVE INTERNAL FAILUR MUST BE REPLACED AS UNIT.REPLACED HCU AND ABS MODULE, BLED BRAKE SYSTEM, PERFORMED ABS INITIALIZATION AND ABS BLEED AND PERFORMED BRAKE SYSTEM BLEED AGAIN. TEST DROVE VEH AND VEH IS OPERATING AS DESIGNED

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES ABS LIGHT IS ON

(Claim) Cause:

[redacted]ACTIVE FOUND ABS MODULE AND HCU HAVE INTERNAL FAILUR MUST BE REPLACED AS UNIT

(Claim) Correction:

REPLACED HCU AND ABS MODULE, BLED BRAKE SYSTEM, PERFORMED ABS INITIALIZATIONAN D ABS BLEED AND PERFORMED BRAKE SYSTEM BLEED AGAIN. TEST DROVE VEHICLE AND VEH ICLE IS OPERATING AS DESIGEND.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	018	**Body**	[redacted] RAM 500 T CREW CAB 4 4
Build Date	07/ / 018	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/ 1/ 018
Claim Type	W Warranty	**Repair Date**	11/01/ 018
Claim Status	Paid	**Mileage (Miles)**	300

Expense

Labor	$0 00	**Sublet**	$6 8	**Part**	$0 00	**Total Paid**	$6 8

Dealer Information

Code	[redacted]	**Name**	TACOMA DODGE CHRY LER JEEP RAM	**Zone**	70 PHOENI
Address	4101 S TACOMA WAY , TACOMA, WA 98409				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	25080140	DEF Fluid Top Off ; Vehicle Delivery Fill See LOP note for vehicle pecific allowance	40	FLUID HIGH OR LOW	68056278AC	FLUID	2	X	62 28	$0 00

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
TOPPED OFF FLUID

(Claim) Cause:
TOPPED OFF FLUID

(Claim) Correction:
TOPPED OFF FLUID

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 LARAMIE MEGA CAB 4X4
Build Date	04/12/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06/22/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	11/01/2018
Claim Status	Paid	**Mileage (Miles)**	64,040

Expense

Labor	$19.00	**Sublet**	$0.74	**Part**	$0.00	**Total Paid**	$19.74

Dealer Information

Code	[redacted]	**Name**	HILL-KELLY DODGE JEEP	**Zone**	66 ORLANDO
Address	6171 PENSACOLA BLVD , PENSACOLA, FL 32505				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08U74182	Safety Recall U74 - Tailgate Latch ; Install Tailgate Actuator Stop Block	UC	UNCODABLE (NARRATIVE REQUIRED)	68448027AA	ACTUATOR	1	X	0.74	$19.00

RO Narratives

(RO) Customer Concern:

ABSTRACTION CONTROL LIGHTS ON (General Concern 1) (Multi-point inspection according to maintenance interval) U74 Safety Recall U74 - Tailgate Latch (RECALL 1) Customer Requests service and inspection (Differential Servi ce) LUBE, OIL AND FILTER CHANGE / DIESEL

(RO) Cause:

CHECK DTCS PER CUSTOMERS CONCERN- PINPOINT FOUND ABS CONTROL MODULE, AND HCU MUST BE REPLACED AS UNIT- 1 PART MAY TAKE OUT THE OTHER COMPLETED MULTIPOINT INSPECTION PREVENTIVE MAINTENANCE, BORASCOPE INSPECTION

(RO) Correction:

NO REPAIRS MADE AT THIS TIME- ESTIMATE PROVIDED ESTIMATE OF 1155 PLUS TAX. PART NOT AVAILABLE VISUAL INSPECTION,FLUID TOP OFF, TIRE PRESSURE CHECK AND TOP OFF TO MANUFACTURER SPECS.9090 OPERATION CODE INSTALLED TAILGATE BLOCK PER RECALL SERVICE PERFORMED BY FACTORY TRAINED TECHNICIAN INSPECTED WORKING AS DESIGNED NO DAMAGE PERFORMED DIESEL OIL CHANGE, TOPPED OFF FLUID LEVELS & SET THE TIRE PSI.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

U74 Safety Recall U74 - Tailgate Latch (RECALL 1)

(Claim) Cause:

NA

(Claim) Correction:

INSTALLED TAILGATE BLOCK PER RECALL

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 3500 SLT CREW CAB 4X4
Build Date	04/22/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	07/05/2017
Claim Type	W - Warranty	**Repair Date**	11/01/2018
Claim Status	Paid	**Mileage (Miles)**	4,806

Expense

Labor	$0 00	**Sublet**	$23 75	**Part**	$0 00	**Total Paid**	$23 75

Dealer Information

Code	[redacted]	**Name**		**Zone**	66 ORLANDO
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	UC	UNCODABLE (NARRATIVE REQUIRED)	68035704AC	FLUID	2	X	23.75	$0.00

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
C0020 01 XXX

GCS Narratives

(Claim) Customer Concern:
CUST STATES NEEDS DEF

(Claim) Cause:
[redacted] ACTIVE FOUND INTERNAL FAILURE

(Claim) Correction:
HAS TO BE REPLACED AS A UNIT , BLED BRAKE SYSTEM

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	201	**Body**	[redacted]
Build Date	08 016	**Plant**	S LTILL TRU K SSEMBL PL NT	**Co erage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Ser ice Date**	11 016
Claim Type	S S f t R c ll	**Repair Date**	11 0 018
Claim Status	P id	**Mileage (Miles)**	50 041

Expense

Labor	$41 3	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$41 3

Dealer Information

Code	[redacted]	**Name**	HITTEN BR THERS F SHL ND IN	**Zone**	35 SHIN T N
Address	11409 SHIN T N H SHL ND 3005				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	19T 918	Saf t R all T 9 Brak Tr n mi i n Shift Int rl ck In p ct Br k Tr n mi i n Shift Int rl ck BTSI Functi n lit nd P rf rm B M S ft r Upd t	U	UN D BLE N RR TI E REQUIRED)						$41 3

RO Narratives

(RO) Customer Concern:

N

(RO) Cause:

N

(RO) Correction:

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern:

N

(Claim) Cause

N

(Claim) Correction:

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 ST CREW CAB 4X4
Build Date	12/19/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	04/18/2017
Claim Type	W - Warranty	**Repair Date**	11/02/2018
Claim Status	Paid	**Mileage (Miles)**	31,141

Expense

Labor	$52.51	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$52.51

Dealer Information

Code	[redacted]	**Name**	MIKE MCGRATH AUTO CENTER	**Zone**	51 CHICAGO
Address	4610 CENTER POINT RD N E , CEDAR RAPIDS, IA 52402				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85410303	Axles, Trouble Not Found ; Rear axle	OD							$52.51

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
CUSTOMER STATES THE RIGHT REAR HUB IS VERY HOT TO THE TOUCH

(Claim) Cause:
TEST DROVE ABOUT TEN MILES AND THEN CHECKED THE TEMP OF THE ROTORS AND HUBS. T

(Claim) Correction:
SYSTEM IS WORKING AS DESIGNED

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 ST CREW CAB 4X4
Build Date	12/19/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	04/18/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	11/02/2018
Claim Status	Paid	**Mileage (Miles)**	31,141

Expense

Labor	$21.00	**Sublet**	$0.63	**Part**	$0.00	**Total Paid**	$21.63

Dealer Information

Code	[redacted]	**Name**	MIKE MCGRATH AUTO CENTER	**Zone**	51 CHICAGO
Address	4610 CENTER POINT RD N E , CEDAR RAPIDS, IA 52402				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08U74182	Safety Recall U74 - Tailgate Latch ; Install Tailgate Actuator Stop Block	UC	UNCODABLE (NARRATIVE REQUIRED)	68448027AA	ACTUATOR	1	X	0.63	$21.00

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES THE RIGHT REAR HUB IS VERY HOT TO THE TOUCH CUSTOMER REQUESTS WE PERFORM A COURTESY INSPECTION OF THEIR VEHICLE AND REPORT BACK WITH THE FINDINGS. REPLACE REAR DIFFERENTIAL FLUIDS AND INSPECT PINION SEAL FOR LEAKS, AND D/SHAFT U/JOINTS FOR WEAR. REPLACE FRONT DIFFERENTIAL FLUID, INSPECT AXLE SEALS AND CV BOOTS (IF APPLICABLE). PERFORM OPEN RECALL CAMPAIGN ON VEHICLE U74 CUSTOMER STATES TRAILER BRAKE CONTROLLER WILL INTERMITTENTLY

(RO) Cause:

TEST DROVE ABOUT TEN MILES AND THEN CHECKED THE TEMP OF THE ROTORS AND HUBS. THE ROTOR WERE ALL AT CLOSE TO 170 DEGREES, THE HUBS WERE ALL AROUND 90 DEGREES. OPEN RECALL USING WITECH I DID A VEHICLE SCAN REPORT, NO CODES WERE ACTIVE OR STORED FOR ANY MODULE.

(RO) Correction:

SYSTEM IS WORKING AS DESIGNED TECH COMPLETED THE INSPECTION AND FOUND THE FOLLOWING; DRAIN OR EXTRACT REAR DIFFERENTIAL FLUIDS AND REFILL WITH CORRECT VISCOSITY GEAR OIL TO PROPER LEVEL. INSPECT PINION SEAL FOR LEAKS AND DRIVESHAFT U/JOINTS FOR WEAR. REMOVE SKID PLATE (IF APPLICABLE), DRAIN OR EXTRACT FRT DIFFERENTIAL FLUID AND REFILL WITH NEW FLUID TO MANUFACTURER SPEC'S. INSPECT FRT DIFF AXLE SEALS, CV BOOTS AND HARDWARE FOR WEAR OR DAMAGE. INSTALL RUBBER STOPPER INTO TAIL GATE PER RECALL SYSTEM IS WORKING AS DESIGNED AT THIS TIME

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

PERFORM OPEN RECALL CAMPAIGN ON VEHICLE U74

(Claim) Cause:

OPEN RECALL

(Claim) Correction:

INSTALL RUBBER STOPPER INTO TAIL GATE PER RECALL

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 3500 LARAMIE CREW CAB 4X4
Build Date	08/17/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	01/29/2018
Claim Type	W - Warranty	**Repair Date**	11/05/2018
Claim Status	Paid	**Mileage (Miles)**	24,523

Expense

Labor	$193.89	**Sublet**	$116.11	**Part**	$0.00	**Total Paid**	$310.00

Dealer Information

Code	[redacted]	**Name**	LITHIA CHRYSLER DODGE OF MISSOULA	**Zone**	74 DENVER
Address	5001 GRIZZLY COURT , MISSOULA, MT 59802				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	05300502	Hose, brake flexible ; Front-Right	X2	SPLIT, CUT OR TORN	68224904AJ	HOSE	1	X	99.63	$45.62
A	05300502	Hose, brake flexible ; Front-Right	X2	SPLIT, CUT OR TORN	06502114	GASKET	2		8.89	$45.62
A	05300502	Hose, brake flexible ; Front-Right	X2	SPLIT, CUT OR TORN	04318080AD	FLUID	1		7.59	$45.62
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68224904AJ	HOSE	1	X	99.63	$148.27
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			06502114	GASKET	2		8.89	$148.27
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			04318080AD	FLUID	1		7.59	$148.27

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES WHILE PARKING VEHICLE, BRAKE WAS APPLIED WITH NO BRAKING, LATER BRAKE FLUID LOW MESSAGE CAME ON, TOWED IN, PLEASE CHECK PERFORM COURTESY VEHICLE INSPECTION. INCLUDES: VISUAL INSPECTION OF VEHICLE, TIRES, AND SET TIRE PRESSURE TO SPEC'S. FREE TIRE ROTATION

(RO) Cause:

SPLIT RIGHT FRONT BRAKE FLUID LINE

(RO) Correction:

[redacted]ERIFIED CUSTOMER CONCERN, FOUNDBRAKES GO STRAIGHT TO THE FLOOR, FOUND BRAKEFLUID RESERVOIR IS ALMOST EMPTY, FILLED BRAKESYSTEM WITH FLUID AND RAISED VEHICLE WHILEPUMPING BRAKES, COULD NOT FIND LEAKINITIALLY, REMOVED BRAKE MASTER CYLINDER TOINSPECT INSIDE BOOSTER FOR FLUID, NONE FOUND,INSTALLED BRAKE MASTER CYLINDER AND INSPECTEDBRAKE LINES AGAIN, FOUND LEAK IN RIGHT FRONTBAKE FLUID LINE, THERE IS A SPLIT IN THEMETAL TUBING, RECOMMEND REPLACING RIGHT FRONTBRAKE LINE THAT CONNECTS TO BRAKE CALIPER Hose, brake flexible - Replace Front-Right (1 - Semi-Skilled) Operation Diagnostics - With repair HOSE, BRAKE FLEXIBLE-Replace (B) Operation Diagnostics - With repair PERFORM COURTESY VEHICLE INSPECTION. INCLUDES: VISUAL INSPECTION OF VEHICLE, TIRES, AND SET TIRE PRESSURE TO SPEC'S. [redacted]ROTATED TIRES FREE TIRE ROTATION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C/S WHILE PARKING VEHICLE, BRAKE WAS APPLIED WITH NO BRAKING, ;ATER BRAKE FLUI D LOW MESSAGE CAME ON

(Claim) Cause:

VERIFIED CONCERN, BRAKE RESERVOIR ALMOST EMPTY, FILLED SYSTEM WITH FLUID,NO OB VIOUS LEAK REMOVED BRAKE MASTER CYLINDER TO INSPECT INSIDE BOOSTER FOR FLUID, NONE FOUND. INSPECTED BRAKE LINES AGAIN, FOUND LEAK IN RIGHT FRONT BRAKE FLU ID LINE, FOUND SPLIT IN THE METAL TUBING

(Claim) Correction:

REPLACED BRAKE LINE, PERFORMED MANUAL BRAKE FLUID BLEED ON ALL CALIPERS, PERFO RMED BLEED PROCEDURE WITH SCAN TOOL, PERFORMED MANUAL BLEED PROCEDURE AGAIN AN D TOPPED OFF BRAKE FLUID. VERIFIED PROPER OPERATION.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted]
Build Date	05 19 01	**Plant**	LTILLO TRU K EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10 3 01
Claim Type	afet (Recalls)	**Repair Date**	11 05 018
Claim Status	Paid	**Mileage (Miles)**	16 435

Expense

Labor	$18 86	**Sublet**	$0 8	**Part**	$0 00	**Total Paid**	$19 68

Dealer Information

Code	[redacted]	**Name**	L KEL ND HRY LER DODGE	**Zone**	66 ORL NDO
Address	335 NORTH D DE ITY HIGH Y L KEL ND FL 33804				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	08U 418	afet Recall U74 Tailgate Latch Install Tailgate ctuat r t p Bl ck	U	UN OD BLE (N RR TI E REQUIRED)	684480	TU TOR	1		0 8	$18 86

RO Narratives

(RO) Customer Concern

Multi p int inspecti n (acc rding t maintenance inter al) lient T TE B LIGHT ON and tracti n c ntr l light RE LL u 4 latch

(RO) Cause

N

(RO) Correction

Multi p int inspecti n (acc rding t maintenanceinter al) U TOMER T TE PERFORM MULTI POINT IN PE TION 16435 inspected f r abs dtcs f und [redacted] pump m t r c ntr l generalele tric failure inspected f r an tsbs rser ice bulletins inspected iring f r andchafed r br ken ires inspected c nnect rf und n pr blem ithin iring repair f rthis failure it is necessar t replace b thabs m dule and hcu U TOMER T TE B LIGHTON [redacted] rmed u 4 tailgate latch recall RE LL

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

N

(Claim) Cause

N

(Claim) Correction

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted] RAM 500 LONGHORN CREW CAB 4 4
Build Date	06/14/ 017	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/ 7/ 017
Claim Type	afety (Recall)	**Repair Date**	11/05/ 018
Claim Status	Paid	**Mileage (Miles)**	8,816

Expense

Labor	$ 1 04	**Sublet**	$0 87	**Part**	$0 00	**Total Paid**	$ 1 91

Dealer Information

Code	[redacted]	**Name**		**Zone**	66 ORLANDO
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08U7418	afety Recall U74 Tailgate Latch ; In tall Tailgate Actuator top Block	UC	UNCODABLE (NARRATIVE REQUIRED)	684480 7AA	ACTUATOR	1		0 87	$ 1 04

RO Narratives

(RO) Customer Concern:

(Change die el engine oil and filter ynthetic oil may be re quired ba ed on geographic location) U74 afety Recall U74 Tailgate Latch U74 015 017 TAI LGATE LATCH (Recall C N 1) (Replace Die el Fuel Filter) CU TOMER REQUE T CHA I MOUNT FUEL FILTER(DIE EL) CHANGED

(RO) Cause:

normal ervice RECALL TIME AND MILEAGE TIME AND MILEAGE

(RO) Correction:

PERFORMED DIE EL OIL AND FILTER CHANGE AND COMPLETE MULTI POINT IN PECTION PERFORM RECALL A REQUIRED REPLACE DIE EL ENGINE FUEL FILTER REPLACE CHA I MOUNTED FUEL FILTER

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	Year	01	Body	[redacted]
Build Date	0 4 01	Plant	LTILLO TRUCK EMBLY PL NT	Coverage Code	[redacted]

Claim Information

Claim #	[redacted]	In Service Date	05/08/ 018
Claim Type	afet (Recall)	Repair Date	11 06 01
Claim Status	Paid	Mileage (Miles)	9 4

Expense

Labor	$ 6	Sublet	$0 00	Part	$0 00	Total Paid	$ 6

Dealer Information

Code	[redacted]	Name		Zone	66 ORL NDO
Address					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	1 U 1	Cu tomer ati faction Notification U Occupant Re traint Control Module Reprogram Occupant Re traint Controller (ORC) Module Include ORC and B Initiali ation	UC	UNCOD BLE (N RR TI E REQUIRED)						$ 6

RO Narratives

(RO) Customer Concern

N

(RO) Cause

NA

(RO) Correction:

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

N

(Claim) Cause

N

(Claim) Correction

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted]
Build Date	0 / 8/ 017	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	09/1 / 017
Claim Type	afety (Recall)	**Repair Date**	11/06/ 018
Claim Status	Paid	**Mileage (Miles)**	4 1

Expense

Labor	$ 0	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$ 0 2

Dealer Information

Code	[redacted]	**Name**		**Zone**	4 DETROIT
Address					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19U1118	afet Recall U11 Brake Tran mi ion hift Interlock ; In pect Brake Tran mi ion hift Interlock (BT I) Functionalit and Perform BCM oftware Update (017 Model Year Onl)	UC	UNCOD BLE (NARRATIVE REQUIRED)						$ 0

RO Narratives

(RO) Customer Concern:

N

(RO) Cause

N

(RO) Correction

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern

AB /TRACTION CONTROL LIGHT I ON

(Claim) Cause:

MORE THAN ONE FAILURE WHICH INCLUDE DEFECTIVE MODULE, AND WHEEL PEED EN OR

(Claim) Correction:

E TR TIME REQUIRED FOR DI GNO I DUE TO MULTIPLE CODE ND MORE TH N ONE F I LURE NECE RY TO REPL CE THE AB MODULE FOR CORRECTION OF CODE C 00 44, A ND THE R/R WHEEL PEED EN OR FOR CORRECTION OF CODE C00 A 1D

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 ST CREW CAB 4X4
Build Date	04/09/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	07/12/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	11/06/2018
Claim Status	Paid	**Mileage (Miles)**	27,755

Expense

Labor	$25.96	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$25.96

Dealer Information

Code	[redacted]	**Name**		**Zone**	63 DALLAS
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U53182	Customer Satisfaction Notification U53 - Occupant Restraint Control Module ; Reprogram Occupant Restraint Controller (ORC) Module - Includes ORC and ABS Initialization	UC	UNCODABLE (NARRATIVE REQUIRED)						$25.96

RO Narratives

(RO) Customer Concern:

U53 Customer Satisfaction Notification U53 - Occupant Restra int Control Module (Recall CSN 1) --Multi-point inspection according to maintenance interval-- C--- --Inspect front suspension tie rod ends and replace if necessary--C (Multi-point inspection according to maintenanc e interval) (Rotate tires) --Lubricate front drive shaft fitting --C--- --Replace engin e fuel filter element--C--- --Replace chassis mounted fuel f ilter element--C (Lubricate front drive shaft fitting) (Change diesel engine oil and filter synthetic oil may be re quired based on geographic location) --Inspect rear axle fluid Inspect and replace if necessary a t every 20000 miles --C--- --Inspect front axle fluid Inspec t and replace if necessary at every 20000 miles --C (Inspect rear axle fluid Inspect and replace if necessary at every 2 0000 miles)

(RO) Cause:

NA

(RO) Correction:

PERFORMED ORC RECALL COMPLETED MULTI-POINT INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - RAM 2500 SLT CREW CAB 4X4
Build Date	09/03/2018	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	07/17/2019
Claim Type	W - Warranty	**Repair Date**	11/06/2018
Claim Status	Paid	**Mileage (Miles)**	18

Expense

Labor	$81.90	**Sublet**	$44.03	**Part**	$0.00	**Total Paid**	$125.93

Dealer Information

Code	[redacted]	**Name**	Tilleman Motor Co	**Zone**	74 DENVER
Address	1720 HIGHWAY 2 EAST 1720 HIGHWAY 2 EAST, HAVRE, MT 59501				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08141808	Sensor, wheel speed-Anti-lock brakes ; rear - right	X6	TERMINALS DAMAGED	04779980AC	SENSOR	1	X	44.03	$36.40
A	0891PNJ5	Anti-lock brake system			04779980AC	SENSOR	1	X	44.03	$45.50

RO Narratives

(RO) Customer Concern:

FOUND RIGHT REAR WHEEL SPEED SENSOR WIRES TORN AND PULLED OUT OF SENSOR. R&R SENSOR, CODE C003A-10 RETURNED. PERFORM DIAG FOUND CIRCUIT OPEN IN WIRING FROM TRANS HARNESS TO RR SENSOR CONNECTOR, CONTACTED STAR AS TO HOW THEY WANTED REPAIR DONE. MADE NEW TWISTED PAIR HARNESS AND RAN FROM TRANS HARNESS CONNECTOR TO RR SENSOR CONNECTOR. TEST DROVE AND VERIFIED OPERATION RR SENSOR LOP# 08-14-18-08 .4 WIRE REPAIR LOP# 08-91-PN-J5 .5

(RO) Cause:

NA

(RO) Correction:

TILLEMAN MULTIPOINT INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C/S DURING OFF ROAD TEST DRIVE ABS LIGHT CAME ON STEADY

(Claim) Cause:

VERIFIED. SCANNED HAS ACTIVE C003A-10. INSPECTED AND FOUND RIGHT REAR SPEED SE NSOR CONNECTOR BROKEN.

(Claim) Correction:

REPLACED BROKEN SENSOR, CLEARED CODE TEST DROVE CODE RETURNED. TESTED WIRES FR OM TRANS HARNESS CONNECTOR, FOUND BOTH CIRCUITS OPEN. CONTACTED STAR, SIAD TO REPAIR BOTH WIRES. REPAIRED BOTH WIRES,

CLEARED CODE TEST DROVE, VERIFIED PROP ER OPERATION.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted]
Build Date	0 / 8/ 017	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	09/1 / 017
Claim Type	arrant	**Repair Date**	11 06 01
Claim Status	Paid	**Mileage (Miles)**	4 1

Expense

Labor	$1 6 01	**Sublet**	$ 57 95	**Part**	$0 00	**Total Paid**	$ 9 96

Dealer Information

Code	[redacted]	**Name**		**Zone**	4 DETROIT
Address					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08141808	en or wheel peed nti lock brake rear right			68 47098AB	MODULE	1		05 80	$ 0
A	08141808	en or wheel peed nti lock brake rear right			68 67479AB	EN OR	1		5 15	$ 0
A	0819100	Module anti lock brake control ll other	14	BURNED OR BURNED OUT	68 47098AB	MODULE	1		05 80	$45 4
	0 19100	Module anti lock brake control All other	14	BURNED OR BURNED OUT	6 67479 B	EN OR	1		1	$4 4
	0 19106	Module anti lock brake control 6 7L die el equipped			6 4709 B	MODULE	1		0 0	$1 11
	0 19106	Module anti lock brake control 6 7L die el equipped			6 67479 B	EN OR	1		1	$1 11
A	85410000	Operation diagno tic With repair Mu t be u ed in conjunction with appropriate repair Labor Operation			68 47098AB	MODULE	1		05 80	$45 4
A	85410000	Operation diagno tic ith repair ; Mu t be u ed in conjunction with appropriate repair Labor Operation			68 67479AB	EN OR	1		5 15	$45 4

RO Narratives

(RO) Customer Concern

NA

(RO) Cause:

N

(RO) Correction:

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern:

ABS/TRACTION CONTROL LIGHT IS ON

(Claim) Cause:

MORE THAN ONE FAILURE WHICH INCLUDE DEFECTIVE MODULE, AND WHEEL SPEED SENSOR

(Claim) Correction:

EXTRA TIME REQUIRED FOR DIAGNOSIS DUE TO MULTIPLE CODES, AND MORE THAN ONE FAI LURE. NECESSARY TO REPLACE THE ABS MODULE FOR CORRECTION OF CODE [redacted] ND THE R/R WHEEL SPEED SENSOR FOR CORRECTION OF CODE C003A-1D

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	01	**Body**	[redacted]
Build Date	11 0 01	**Plant**	LTILLO TRU K EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11 19 018
Claim Type	afet (Recalls)	**Repair Date**	11 06 018
Claim Status	Paid	**Mileage (Miles)**	6

Expense

Labor	$ 3 6	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$ 3 6

Dealer Information

Code	[redacted]	**Name**	NTHONY D MBRO IO DODGE HRY JEEP	**Zone**	35 HINGTON
Address	ROUTE T 4 EL ER ON P 19 0				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	18U5318	Cu tomer ati faction Notification U53 Occupant Restraint ntr l M dule Repr gram Occupant Re traint Controller (ORC) Module Includes OR and B Initiali ati n	U	UNCOD BLE (N RR TI E REQUIRED)						$ 3 6

RO Narratives

(RO) Customer Concern

ust mer states REPROGR M OR U53 RE LL

(RO) Cause

F OPEN RE LL

(RO) Correction

Cu tomer ati faction Notification U Occupant Re traint Control Module Reprogram Reprogram Occupant Re traint Controller (ORC) M dule Includes OR and B Initiali ati n (0 L killed)

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

N

(Claim) Cause

N

(Claim) Correction

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted]
Build Date	01 6 017	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	0 14 017
Claim Type	afet (Recall)	**Repair Date**	11 06 01
Claim Status	Paid	**Mileage (Miles)**	51 51

Expense

Labor	$1 67	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$1 67

Dealer Information

Code	[redacted]	**Name**	NORTHPOINTE CHRY DODGE JEEP	**Zone**	HINGTON
Address	3485 T TE ROUTE 5 ENE P 16346				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	1 U 1	ust mer atisfacti n N tificati n U53 Occupant Restraint ntr l Module Reprogram Occupant Restraint ntr ller (OR) M dule Include ORC and B Initiali ation	UC	UN OD BLE (N RR TI E REQUIRED)						$1 67

RO Narratives

(RO) Customer Concern

ER ICE D I OR T TE EHICLE LK ROUND IN PECTION PERFORMED FOR CU TOMER (99 UBLET) COMPLIMENT RY C R H ON LL ER ICE I IT (99 UBLET) MULTI POINT IN PECTION TIRE [redacted] BR KE T NO HEEL OFF (99 UBLET)

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

U CU TOMER TI F CTION NOTIFIC TION U OCCUP NT RE TR INT CONTROL MODULE** ORC MODULE

(Claim) Cause

[redacted]

(Claim) Correction

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 LARAMIE CREW CAB 4X4
Build Date	01/26/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	08/14/2017
Claim Type	F ervice Contract	**Repair Date**	11/06/ 018
Claim Status	Paid	**Mileage (Miles)**	51, 51

Expense

Labor	$0 00	**Sublet**	$0 00	**Part**	$110 00	**Total Paid**	$110 00

Dealer Information

Code	[redacted]	**Name**	NORTHPOINTE CHRY DODGE JEEP	**Zone**	5 WA HINGTON
Address	485 TATE ROUTE 57 , ENECA, PA 16 46				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	6860 0	Maintenance Interval chedule B ; To be u ed every 3,000 Intervals	MC	MAINTENANCE CARE						$0 00
A	95 60001	Maintenance Allowance ; Fixed Cost Maintenance								$110 00

RO Narratives

(RO) Customer Concern:

SERVICE ADVISOR STATES VEHICLE WALK AROUND INSPECTION PERFORMED FOR CUSTOMER (99 SUBLET) COMPLIMENTARY CAR WA H ON ALL ERVICE VI IT (99 UBLET) MULTI POINT IN PECTION TIRE AT FT 10/ REAR 1 / BRAKES AT NO WHEELS OFF (99 SUBLET)

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CU TOMER REQUE T DIE EL LUBE, OIL, & FILTER CHANGE ERVICE PERFORMED LOF

(Claim) Cause:

NA

(Claim) Correction:

ESSENTIAL CARE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	201	**Body**	[redacted]
Build Date	01 26 201	**Plant**	S LTILL TRU K SSEMBL PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	08 14 201
Claim Type	S Saf t (R all)	**Repair Date**	11 06 2018
Claim Status	Paid	**Mileage (Miles)**	51 251

Expense

Labor	$12 44	**Sublet**	$0 1	**Part**	$0 00	**Total Paid**	$13 15

Dealer Information

Code	[redacted]	**Name**	N RTHP INTE HR D DGE JEEP	**Zone**	35 SHINGT N
Address	3485 ST TE R UTE 25 SENE P 16346				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	08U 4182	Saf t R all U 4 Tailgate Latch Install Tailgat tuat r St p Bl k	U	UN D BLE (N RR TI E REQUIRED)	6844802	TU T R	1	X	0 1	$12 44

RO Narratives

(RO) Customer Concern

SER I E D IS R ST TES EHI LE LK R UND INSPE TI N PERF RMED F R UST MER (99 SUBLET)
MPLIMENT R R SH N LL SER I E ISITS (99 SUBLET) MULTI P INT INSPE TI N TIRES [redacted]
BR KES T N HEELS FF (99 SUBLET)

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

U 4 FETY RE LL U 4 T ILG TE L T H PERFORMED OPEN RE LL IN T LLED TU TOR

(Claim) Cause

N

(Claim) Correction

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted]RAM 2500 SLT CREW CAB 4X4
Build Date	09/03/2018	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	07/17/2019
Claim Type	W - Warranty	**Repair Date**	11/06/2018
Claim Status	Paid	**Mileage (Miles)**	18

Expense

Labor	$0.00	**Sublet**	($44.03)	**Part**	$0.00	**Total Paid**	($44.03)

Dealer Information

Code	[redacted]	**Name**	Tilleman Motor Co	**Zone**	74 DENVER
Address	1720 HIGHWAY 2 EAST 1720 HIGHWAY 2 EAST, HAVRE, MT 59501				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08141808	Sensor, wheel speed-Anti-lock brakes ; rear - right	X6	TERMINALS DAMAGED	04779980AC	SENSOR	1	X	-44.03	$0.00

RO Narratives

(RO) Customer Concern:

FOUND RIGHT REAR WHEEL SPEED SENSOR WIRES TORN AND PULLED OUT OF SENSOR. R&R SENSOR, [redacted] RETURNED. PERFORM DIAG FOUND CIRCUIT OPEN IN WIRING FROM TRANS HARNESS TO RR SENSOR CONNECTOR, CONTACTED STAR AS TO HOW THEY WANTED REPAIR DONE. MADE NEW TWISTED PAIR HARNESS AND RAN FROM TRANS HARNESS CONNECTOR TO RR SENSOR CONNECTOR. TEST DROVE AND VERIFIED OPERATION RR SENSOR [redacted] .4 WIRE REPAIR[redacted]

(RO) Cause:

NA

(RO) Correction:

TILLEMAN MULTIPOINT INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C/S DURING OFF ROAD TEST DRIVE ABS LIGHT CAME ON STEADY

(Claim) Cause:

VERIFIED. SCANNED HAS ACTIVE [redacted] INSPECTED AND FOUND RIGHT REAR SPEED SE NSOR CONNECTOR BROKEN.

(Claim) Correction:

REPLACED BROKEN SENSOR, CLEARED CODE TEST DROVE CODE RETURNED. TESTED WIRES FR OM TRANS HARNESS CONNECTOR, FOUND BOTH CIRCUITS OPEN. CONTACTED STAR, SIAD TO REPAIR BOTH WIRES. REPAIRED BOTH WIRES, CLEARED CODE TEST DROVE, VERIFIED PROP ER OPERATION.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 2500 LARAMIE CREW CAB 4X4
Build Date	02/24/2018	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	12/17/2018
Claim Type	S Safety (Recalls)	**Repair Date**	11/07/2018
Claim Status	Paid	**Mileage (Miles)**	52

Expense

Labor	$38 82	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$38 82

Dealer Information

Code	[redacted]	**Name**		**Zone**	71 LOS ANGELES
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U53182	Customer Satisfaction Notification U53 Occupant Restraint Control Module ; Reprogram Occupant Restraint Controller (ORC) Module Includes ORC and ABS Initialization	UC	UNCODABLE (NARRATIVE REQUIRED)						$38 82

RO Narratives

(RO) Customer Concern:

PERFORM RECALL U53 OCCUPANT RESTRAINT CONTROL MOD

(RO) Cause:

NA

(RO) Correction:

10 Flashing from current part number68346749AA to targeted part numbe[redacted]
hours RECALL

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted] RAM 500 LARAMIE CREW CAB 4 4
Build Date	08/18/ 016	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/1 / 016
Claim Type	afety (Recall)	**Repair Date**	11/07/ 018
Claim Status	Paid	**Mileage (Miles)**	24,903

Expense

Labor	$ 6 1	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$ 6 1

Dealer Information

Code	[redacted]	**Name**	CHRY LER WORLD INC	**Zone**	51 CHICAGO
Address	2612 COUNTY HIGHWAY EE , ABRAMS, WI 54101				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U5 18	Customer Satisfaction Notification U5 Occupant Re traint Control Module ; Reprogram Occupant Restraint Controller (ORC) Module Include ORC and AB Initiali ation	UC	UNCODABLE (NARRATIVE REQUIRED)						$ 6 1

RO Narratives

(RO) Customer Concern:

PROGRAM ENTRY KEY Recall # U5 , Launch Date [redacted] OCCUPANT RE TRAINT CONTROL MODULE

(RO) Cause:

NA

(RO) Correction:

programmed extra key performed u53 recall flash updated orc from [redacted] also performed abs initialization verified repair

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 2500 SLT CREW CAB 4X4
Build Date	09/29/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	08/30/2018
Claim Type	S - Safety (Recalls)	**Repair Date**	11/07/2018
Claim Status	Paid	**Mileage (Miles)**	2,330

Expense

Labor	$28.49	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$28.49

Dealer Information

Code	[redacted]	**Name**	LARRY H MILLER BOUNTIFUL CHRYSLER JEEP DODGE	**Zone**	70 PHOENIX
Address	2929 SOUTH MAIN STREET , BOUNTIFUL, UT 84010				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U53182	Customer Satisfaction Notification U53 - Occupant Restraint Control Module ; Reprogram Occupant Restraint Controller (ORC) Module - Includes ORC and ABS Initialization	UC	UNCODABLE (NARRATIVE REQUIRED)						$28.49

RO Narratives

(RO) Customer Concern:

Indicator/Warning Lights Concern [Customer States THAT THEY ARE GETTING A ELECTRONIC BRAKE WARNING LIGHT COMING ON AND OFF AND TRACK CONTROL LIGHTS ARE ON] Recall [U53: OCCUPANT RESTRAINT CONTROL MODULE **] Multi-point inspection (according to maintenance interval)

(RO) Cause:

E EF

(RO) Correction:

[redacted]FOLLOWED FLOWCHART AND CHECKED FUSE, FUSED IGNITION SWITCHCIRCUIT AND CIRCUIT FOR ANY OPENS AND FOUNDNONE. REPLACE ABS MODULE AS PER FLOW CHARTAND RECONFIGURED NEW ABS MODULE TO VEHICLEAND RE-TESTED NO FURTHER ISSUES AT THIS TIME Module, anti-lock brake control - Test and Replace All others (2 - Skilled) MODULE/CONTROL, ANTI-LOCKBRAKE-Replace (A) 2330 Reprogram the ORC module[redacted]3 hours Flashing from current part number[redacted]o targeted part numbe[redacted]Customer Satisfaction Notification U53 - Occupant Restraint Control Module - Reprogram Reprogram Occupant Restraint Controller (ORC) Module -Includes ORC and ABS Initialization (0 - Low Skilled) U53 2330 WE HAVE PERFORMED A COMPLIMENTARYMULTI-POINT INSPECTION ON YOUR VEHICLE, WEHAVE CHECKED FLUID LEVELS AND TOPPED THEM OFFIF NEEDED. WE HAVE CHECKED YOUR TIREPRESSURES, FRONTS WERE SET TO ____, REARSWERE SET TO _____. WE HAVE CHECKED YOUR BRAKELINING MEASUREMENTS WHEN APPLICABLE, FRONTSWERE MEASURED AT _____, REARS WERE MEASUREDAT _____. THE INSPECTION SHEET WILL BEPROVIDED AND DISCUSSED WITH YOU BY OURSERVICE STAFF AND ANY DEFICIENCIES IN YOURVEHICLES APPEARANCE OR HEALTH WILL BEELABORATED ON. IN THE EVENT OF ANY QUESTIONS,PLEASE FEEL FREE TO CONTACT US FORCLARIFICATION. Multi-point inspection (according to maintenanceinterval) Multiple Point Vehicle Inspection, includes brakes, lights, tires, and battery

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

BRAKE WARNING LIGHT COMING ON

(Claim) Cause:

FOUND CODE [redacted] FOLLOWED FLOW CHART AND CHECKED FUSE, FUSED IGNITION SWIT CH CIRCUIT AND CIRCUIT FOR ANY OPENS AND FOUND NONE. REPLACE ABS MODULE AS PER FLOW CHART AND RECONFIGURED NEW ABS MODULE TO VEHICLE AND RE-TESTED NO FURTHE R ISSUES AT THIS TIME

(Claim) Correction:

REPLACED THE MODULE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 2500 SLT CREW CAB 4X4
Build Date	09/29/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	08/30/2018
Claim Type	W - Warranty	**Repair Date**	11/07/2018
Claim Status	Paid	**Mileage (Miles)**	2,330

Expense

Labor	$56.99	**Sublet**	$205.80	**Part**	$0.00	**Total Paid**	$262.79

Dealer Information

Code	[redacted]	**Name**	LARRY H MILLER BOUNTIFUL CHRYSLER JEEP DODGE	**Zone**	70 PHOENIX
Address	2929 SOUTH MAIN STREET , BOUNTIFUL, UT 84010				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08191002	Module, anti-lock brake control ; All others	ML	CHECK ENGINE/SERVICE ENGINE SO	68347098AB	MODULE	1	X	205.80	$56.99

RO Narratives

(RO) Customer Concern:

Indicator/Warning Lights Concern [Customer States THAT THEY ARE GETTING A ELECTRONIC BRAKE WARNING LIGHT COMING ON AND OFF AND TRACK CONTROL LIGHTS ARE ON] Recall [U53: OCCUPANT RESTRAINT CONTROL MODULE **] Multi-point inspection (according to maintenance interval)

(RO) Cause:

E EF

(RO) Correction:

[redacted]FOUND CODE C211B-92. FOLLOWED FLOWCHART AND CHECKED FUSE, FUSED IGNITION SWITCHCIRCUIT AND CIRCUIT FOR ANY OPENS AND FOUNDNONE. REPLACE ABS MODULE AS PER FLOW CHARTAND RECONFIGURED NEW ABS MODULE TO VEHICLEAND RE-TESTED NO FURTHER ISSUES AT THIS TIME Module, anti-lock brake control - Test and Replace All others (2 - Skilled) MODULE/CONTROL, ANTI-LOCKBRAKE-Replace (A) [redacted] Reprogram the ORC module [redacted]Flashing from current part number[redacted]o targeted part numbe[redacted]Customer Satisfaction Notification U53 - Occupant Restraint Control Module - Reprogram Reprogram Occupant Restraint Controller (ORC) Module -Includes ORC and ABS Initialization (0 - Low Skilled) U53 2330 WE HAVE PERFORMED A COMPLIMENTARYMULTI-POINT INSPECTION ON YOUR VEHICLE, WEHAVE CHECKED FLUID LEVELS AND TOPPED THEM OFFIF NEEDED. WE HAVE CHECKED YOUR TIREPRESSURES, FRONTS WERE SET TO ____, REARSWERE SET TO _____. WE HAVE CHECKED YOUR BRAKELINING MEASUREMENTS WHEN APPLICABLE, FRONTSWERE MEASURED AT _____, REARS WERE MEASUREDAT _____. THE INSPECTION SHEET WILL BEPROVIDED AND DISCUSSED WITH YOU BY OURSERVICE STAFF AND ANY DEFICIENCIES IN YOURVEHICLES APPEARANCE OR HEALTH WILL BEELABORATED ON. IN THE EVENT OF ANY QUESTIONS,PLEASE FEEL FREE TO CONTACT US FORCLARIFICATION. Multi-point inspection (according to maintenanceinterval) Multiple Point Vehicle Inspection, includes brakes, lights, tires, and battery

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

BRAKE WARNING LIGHT COMING ON

(Claim) Cause:

FOUND CODE [redacted] FOLLOWED FLOW CHART AND CHECKED FUSE, FUSED IGNITION SWIT CH CIRCUIT AND CIRCUIT FOR ANY OPENS AND FOUND NONE. REPLACE ABS MODULE AS PER FLOW CHART AND RECONFIGURED NEW ABS MODULE TO VEHICLE AND RE-TESTED NO FURTHE R ISSUES AT THIS TIME

(Claim) Correction:

REPLACED THE MODULE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	018	**Body**	[redacted]
Build Date	09 15 201	**Plant**	S LTILL TRU K SSEMBL PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	04 0 018
Claim Type	S Saf t (R all)	**Repair Date**	11 08 2018
Claim Status	Paid	**Mileage (Miles)**	10 339

Expense

Labor	$1 31	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$1 31

Dealer Information

Code	[redacted]	**Name**	KELL HR SLER JEEP D DGE	**Zone**	35 SHINGT N
Address	8 ENTS BL D BR K ILLE P 15825				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	18U53182	ust mer atisfacti n N tificati U53 upant R traint ntr l M dul R pr gram upant R traint ntr ll r (R) M dul In lud R and BS Initiali ati n	U	UN D BLE (N RR TI E REQUIRED)						$1 31

RO Narratives

(RO) Customer Concern

RE LL U53 UP NT RESTR INT NTR L U53 UST MER S TISF TI N N TIFI TI N U53 UP NT RESTR INT ONTROL MODULE [redacted] U T T TE THE OLT LIGHT ME ON [redacted] D TE T NO LIGHTS ME N F UND N DES INSPE TED LL H RGING S STEM NNE T RS G D B TTER ND LTERN T R [redacted]

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

UST ST RTES THE LT GE LIGHT ME N BUT [redacted]

(Claim) Cause

ULD N T DUPLI TE N ERN INSPE TED LTERN T R ND B TTER IRING

(Claim) Correction

OULD NOT DUPLI TE ON ERN EHI LE OPER TING DE IGNED T THI TIME

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 LARAMIE CREW CAB 4X4
Build Date	04/23/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	07/14/2017
Claim Type	S Safety (Recalls)	**Repair Date**	11/08/2018
Claim Status	Paid	**Mileage (Miles)**	9,156

Expense

Labor	$26.06	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$26.06

Dealer Information

Code	[redacted]	**Name**	JACK GIAMBALVO JEEP	**Zone**	35 WASHINGTON
Address	1793 WHITEFORD ROAD , YORK, PA 17402				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U53182	Customer Satisfaction Notification U53 Occupant Restraint Control Module ; Reprogram Occupant Restraint Controller (ORC) Module Includes ORC and ABS Initialization	UC	UNCODABLE (NARRATIVE REQUIRED)						$26.06

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	018	**Body**	[redacted] RAM 500 T CREW CAB 4 4
Build Date	0 / 5/ 018	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	0 / 5/ 019
Claim Type	S Safety (Recalls)	**Repair Date**	11/08/2018
Claim Status	Paid	**Mileage (Miles)**	43

Expense

Labor	$ 8 66	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$ 8 66

Dealer Information

Code	[redacted]	**Name**		**Zone**	66 ORLANDO
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U5 18	Customer Satisfaction Notification U53 Occupant Restraint Control Module ; Reprogram Occupant Restraint Controller (ORC) Module Includes ORC and ABS Initialization	UC	UNCODABLE (NARRATIVE REQUIRED)						$ 8 66

RO Narratives

(RO) Customer Concern:

[redacted] Customer Satisfaction Notification [redacted] Occupant Restra int Control Module (Recall CSN 1)

(RO) Cause:

FACTORY REQUIRED REPAIR

(RO) Correction:

COMPLETED RECALL AS DIRECTED [redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

[redacted] Customer Satisfaction Notification U53 Occupant Restra int Control Modul

(Claim) Cause:

FACTORY REQUIRED REPAIR

(Claim) Correction:

COMPLETED RECALL A DIRECTED (18 U5 1 8)

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 2500 LARAMIE CREW CAB 4X4
Build Date	10/21/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11/16/ 017
Claim Type	S Safety (Recalls)	**Repair Date**	11/08/2018
Claim Status	Paid	**Mileage (Miles)**	11,843

Expense

Labor	$ 1 06	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$ 1 06

Dealer Information

Code	[redacted]	**Name**	KEN GARFF WEST VALLEY CHRYSLER JEEP DODGE	**Zone**	70 PHOENIX
Address	4175 W 3500 SOUTH , WEST VALLEY CITY, UT 84120				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U5 18	Customer Satisfaction Notificatio U53 Occupant Restraint Control Module ; Reprogram Occupant Restraint Controller (ORC) Module Includes ORC and ABS Initialization	UC	UNCODABLE (NARRATIVE REQUIRED)						$ 1 06

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
[redacted]ustomer Satisfaction Notification U[redacted] Occupant Restra int Control Modul

(Claim) Cause:
OPEN RECALL

(Claim) Correction:
INSPECT, PROGRM ORC[redacted] PERFORM INITIALIZATION RECALL COMPLETE [redacted]

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 2500 LARAMIE CREW CAB 4X4
Build Date	10/21/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11/16/2017
Claim Type	W - Warranty	**Repair Date**	11/08/2018
Claim Status	Paid	**Mileage (Miles)**	11,843

Expense

Labor	$300.27	**Sublet**	$8.24	**Part**	$0.00	**Total Paid**	$308.51

Dealer Information

Code	[redacted]	**Name**	KEN GARFF WEST VALLEY CHRYSLER JEEP DODGE	**Zone**	70 PHOENIX
Address	4175 W 3500 SOUTH , WEST VALLEY CITY, UT 84120				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
B	08142701	Sensor, ambient temperature	48	GROUNDED OR SHORTED	68138681AE	SENSOR	1	X	8.24	$31.06
C	181904HZ	Module, Engine Control (ECM) ; Module, Engine Control (ECM) - Reprogram, Quicklearn 68RFE Only (A/T)	CC	SENDING UNITS/SENSORS						$72.48
A	186002VL	Radio ; Radio, Software - Create USB Jump Drive From Uconnect Website (UAQ) (One Time Only)	RF							$124.25
A	186002VP	Radio ; Radio, Check Software Level and Perform Software Update (UCS Radios)								$51.77
D	23133500	Adjuster, manual seat	UC	UNCODABLE (NARRATIVE REQUIRED)						$20.71

RO Narratives

(RO) Customer Concern:

Customer States (Multi-point inspection according to mainten ance interval [redacted] LALDLXWDWKD-TRUCK RADIO UASUAQUCSUCQ Customer St ates (RRT 1) U53 Customer Satisfaction Notification [redacted]- Occupant Restra int Control Module Customer States (RECALL CSN 1) Customer States the memory seat is not working all the time it n termitently works (Body SystemsTrim Concern Non-Electri cal) Customer States the ourtisde temperature sensor is not worki ng properly all the time Yesterday it showed 10 degress all day (Exterior Concern) Customer States sounds like the engine is jake braking (Engi ne Performance)

(RO) Cause:

OPEN RRT. OPEN RECALL. SEAT CALIBRATION CORRUPTED. [redacted] REPAIR PLEASE. TEMP SENSOR SHORTED. FOUND BULLETIN [redacted] ADDRESSES IDLE PERFORMANCE. VERIFIED CHARACTERISTIC OPERATION AND NO FAULT AT THIS TIME.

(RO) Correction:

[redacted]

[redacted]

(RO) Technical Notes:

MEMORY SEAT IS NOT WORKING RECALIBRATED

GCS Narratives

(Claim) Customer Concern:

Customer States sounds like the engine is jake braking (Engi ne Performance) Customer States the ourtisde temperature sensor is not worki ng properly all t CUSTOMER STATES THE MEMORY SEAT IS NOT WORKING ALL THE TIME | [redacted]LALDLXWDWKD-TRUCK RADIO UASUAQUCSUCQ Customer St ates (RRT 1) IT N TERMITENTLY WORKS 18 091 2018 LALDLXWDWKD TRUCK RADIO UASUAQUCSUCQ Customer St ates (RRT 1)

(Claim) Cause:

FOUND BULLETIN 18-040-18 ADDRESSES IDLE PERFORMANCE. VERIFIED CHARACTERISTIC O TEMP SENSOR SHORTED. OPEN RRT SEAT CALIBRATION CORRUPTED OPEN RRT

(Claim) Correction:

[redacted]

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	018	**Body**	[redacted]
Build Date	08 06 018	**Plant**	LTILLO TRU K EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11 09 01
Claim Type	arrant	**Repair Date**	11 09 018
Claim Status	Paid	**Mileage (Miles)**	34

Expense

Labor	$0 00	**Sublet**	$ 7 9	**Part**	$0 00	**Total Paid**	$ 7 9

Dealer Information

Code	[redacted]	**Name**	RRIGO DODGE HRY LER JEEP R M	**Zone**	66 ORL NDO
Address	5851 U HIGH Y 1 FORT PIER E FL 3498				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	5080140	DEF Fluid T p Off ehicle Deli er Fill ee LOP n te f r ehicle pecific allowance	40	FLUID HIGH OR LO	68056 8	FLUID	1		39	$0 00

RO Narratives

(RO) Customer Concern

N

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

TOP OFF DEF

(Claim) Cause

TOP OFF DEF

(Claim) Correction

[redacted]

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 2500 ST CREW CAB 4X4
Build Date	10/06/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	02/05/2018
Claim Type	S - Safety (Recalls)	**Repair Date**	11/09/2018
Claim Status	Paid	**Mileage (Miles)**	19,830

Expense

Labor	$43.73	**Sublet**	$0.00	**Part**	$70.00	**Total Paid**	$113.73

Dealer Information

Code	[redacted]	**Name**	AIRPARK CHRYSLER JEEP	**Zone**	70 PHOENIX
Address	15656 N HAYDEN ROAD , SCOTTSDALE, AZ 85260				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U53182	Customer Satisfaction Notification U53 - Occupant Restraint Control Module ; Reprogram Occupant Restraint Controller (ORC) Module - Includes ORC and ABS Initialization	UC	UNCODABLE (NARRATIVE REQUIRED)						$43.73
A	95400141	Loaner Car ; Standard Line Vehicles								$70.00

RO Narratives

(RO) Customer Concern:

Recall [U53: Customer Satisfaction Notification U53 - Occupant Restraint Control Module**] C99 - Description UnAvailable [Customer States Vehicle will no crank no start after about 3rd or 4th turn vehicle will crank and start] HL99 - Description UnAvailable [Customer States There is a flutternoise coming from the engine on deacceleration] DRIVEABILITY [Customer States Rightfront theres a vibration at 65mph] Multi-point inspection (according to maintenance interval) RENTAL CAR

(RO) Cause:

- - - - -

(RO) Correction:

[redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

HL99 - DESCRIPTION UNAVAILABLE [CUSTOMER STATES THERE IS A FLUTTER NOISE COMIN G FROM THE ENGINE ON DEACCELERATION]

(Claim) Cause:

TEST DROVE VEHICLE SOUNDS NORMAL AT THIS TIME NO ABNORMAL NOISES HEARD. DID F LASH ECM TO NEWER SOFTWARE FOR POWERTRAIN DIAGNOSTIC AND SYSTEM IMPROVEMENTS [redacted]

(Claim) Correction:

TEST DROVE VEHICLE SOUNDS NORMAL AT THIS TIME NO ABNORMAL NOISES HEARD. DID F LASH ECM TO NEWER SOFTWARE FOR POWERTRAIN DIAGNOSTIC AND SYSTEM IMPROVEMENTS [redacted]

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 2500 ST CREW CAB 4X4
Build Date	10/06/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	543845	**In Service Date**	02/05/2018
Claim Type	W - Warranty	**Repair Date**	11/09/2018
Claim Status	Paid	**Mileage (Miles)**	19,830

Expense

Labor	$102.03	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$102.03

Dealer Information

Code	[redacted]	**Name**	AIRPARK CHRYSLER JEEP	**Zone**	70 PHOENIX
Address	15656 N HAYDEN ROAD , SCOTTSDALE, AZ 85260				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	181904HZ	Module, Engine Control (ECM) ; Module, Engine Control (ECM) - Reprogram, Quicklearn 68RFE Only (A/T)	CC	SENDING UNITS/SENSORS						$102.03

RO Narratives

(RO) Customer Concern:

Recall [U53: Customer Satisfaction Notification U53 - Occupant Restraint Control Module**] C99 - Description UnAvailable [Customer States Vehicle will no crank no start after about 3rd or 4th turn vehicle will crank and start] HL99 - Description UnAvailable [Customer States There is a flutternoise coming from the engine on deacceleration] DRIVEABILITY [Customer States Rightfront theres a vibration at 65mph] Multi-point inspection (according to maintenance interval) RENTAL CAR

(RO) Cause:

. . . . .

(RO) Correction:

[redacted] PERFORMED U53 Reprogram the ORCmodule [redacted] hours RECALL [redacted] WAS NOT ABLE TO DUPLICATE CUSTOMERCONCERN. NO STAR CASES NO DTS NO TSBS. COULD NOT DUPLICATE CUSTOMER'S CONCERN [redacted] TEST DROVE VEHICLE SOUNDSNORMAL AT THIS TIME NO ABNORMAL NOISES HEARD.DID FLASH ECM TO NEWER SOFTWARE FORPowertrain Diagnostic and System Improvements [redacted] Module, Engine Control (ECM) [redacted] FOUND NO WORN SUSPENSION COMPONENTSAT THIS TIME COULD NOT DUPLICATE CUSTOMER'S CONCERN Multi-point inspection (according to maintenanceinterval) MULTI POINT VEHICLE INSPECTION RENTAL CAR ERAC [redacted] RENTAL CAR SUBLET REPAIRS

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

HL99 - DESCRIPTION UNAVAILABLE [CUSTOMER STATES THERE IS A FLUTTER NOISE COMIN G FROM THE ENGINE ON DEACCELERATION]

(Claim) Cause:

TEST DROVE VEHICLE SOUNDS NORMAL AT THIS TIME NO ABNORMAL NOISES HEARD. DID F LASH ECM TO NEWER SOFTWARE FOR POWERTRAIN DIAGNOSTIC AND SYSTEM IMPROVEMENTS [redacted]

(Claim) Correction:

TEST DROVE VEHICLE SOUNDS NORMAL AT THIS TIME NO ABNORMAL NOISES HEARD. DID F LASH ECM TO NEWER SOFTWARE FOR POWERTRAIN DIAGNOSTIC AND SYSTEM IMPROVEMENTS [redacted]

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	018	**Body**	[redacted]
Build Date	09 15 01	**Plant**	LTILLO TRU K EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	04 0 018
Claim Type	arrant	**Repair Date**	11 09 018
Claim Status	Paid	**Mileage (Miles)**	10 339

Expense

Labor	Sublet	Part	Total Paid
$ 8 86	$0 00	$0 00	$ 8 86

Dealer Information

Code	[redacted]	**Name**	KELLY HRY LER JEEP DODGE	**Zone**	35 HINGTON
Address	8 ENT BL D BROOK ILLE P 158 5				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	8541800	harging tarting and iring stems Tr uble N t F und 1 tarting harging stems	OD							$ 6

RO Narratives

(RO) Customer Concern

RE LL U53 O UP NT RE TR INT ONTROL U53 U TOMER TI F TION NOTIFI TION U53 O UP NT RE TR INT ONTROL MODULE [redacted] U T T TE THE OLT LIGHT ME ON G UGE RE D 14 RO D TE T NO LIGHT ME ON FOUND NO ODE IN PE TED LL H RGING Y TEM ONNE TOR GOOD B TTERY ND LTERN TOR GOOD [redacted]

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

U T T RTE THE OLT GE LIGHT ME ON BUT OLT G UGE RE D 14

(Claim) Cause

OULD NOT DUPLI TE ON ERN IN PE TED LTERN TOR ND B TTERY IRING

(Claim) Correction

OULD NOT DUPLI TE ON ERN EHI LE OPER TING DE IGNED T THI TIME

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 3500 LARAMIE CREW CAB 4X4
Build Date	01/16/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	04/17/2017
Claim Type	W - Warranty	**Repair Date**	11/09/2018
Claim Status	Paid	**Mileage (Miles)**	35,862

Expense

Labor	$468.32	**Sublet**	$151.90	**Part**	$35.00	**Total Paid**	$655.22

Dealer Information

Code	[redacted]	**Name**		**Zone**	70	PHOENIX
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	05500102	Pedal, brake ; Automatic transmission equipped	K4	LOOSE	52014128AE	PEDAL	1	X	35.56	$63.29
B	85410902	Engine Mechanical, Trouble Not Found ; Engine Leaks	OD		05010042AC	DYES	2	X	20.16	$63.29
C	02106019	Ball Joint, Front Upper ; Straight axle 235-275 mm, 4X4-Both	K4	LOOSE	68214646AA	BALLJOINT	2	X	96.18	$341.74
C	95400141	Loaner Car ; Standard Line Vehicles			68214646AA	BALLJOINT	2	X	96.18	$35.00

RO Narratives

(RO) Customer Concern:

BRAKE REPAIRS [Customer States BRAKE PEDAL IS RATTLING] INSPECT FOR LEAKS [Customer States THERE IS AN OIL LEAK AGAIN] CUSTOMER STATES THE TIRES ARE WEARING EXCESSIVELY LITHIA RENTAL [redacted]

(RO) Cause:

. . . .

(RO) Correction:

[redacted]he brake pedal bushings are wornout causing the pedal to move side to sides/o b/o replaced the brake pedal lube thebushings verified no ,more brake pedal rattle BRAKE REPAIRS [Customer States BRAKE PEDAL IS RATTLING] BRAKE REPAIRS 35862 inspect for oil leak cleaned oil offthe engine added oil dye road test 50 milesfound a small soft pug on the left side ofthe engine is seeping oil resealed the softplug to stop leak verified no more leaksfound at this time. no parts needed to bereplaced, sealed leaking plug using silicone INSPECT FOR LEAKS, CUSTOMER STATES THERE IS AN OIL LEAK INSPECT FOR LEAKS 35862 inspect for tire ware found theupper ball joints have excessive play 63thousands of play causing tire ware replacedboth upper ball joints to stop tire ware BODY MISC REPAIRS RENTAL FOR CUSTOMER LITHIA RENTAL [redacted]35/Day if not covered bywarranty. Please replacefuel as used and return rental in same condition as rented. Please no petsor Smoking. Fuel Chargesmay apply. MISC. SHOP CHARGES

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES BRAKE PEDAL IS RATTLING CUSTOMER STATES THE TIRES ARE WEARING EXCESSIVELY CUSTOMER STATES THERE IS AN OIL LEAK AGAIN

(Claim) Cause:

INSPECT FOR OIL LEAK CLEANED OIL OFF THE ENGINE ADDED OIL DYE ROAD TEST 50 MIL INSPECT FOR TIRE WARE FOUND THE UPPER BALL JOINTS HAVE EXCESSIVE PLAY 63 THOUS THE BRAKE PEDAL BUSHINGS ARE WORN OUT CAUSING THE PEDAL TO MOVE SIDE TO SIDE S /O B/O REPLACED THE BRAKE PEDAL LUBE THE BUSHINGS VERIFIED NO ,MORE BRAKE PEDA ANDS OF PLAY CAUSING TIRE WARE REPLACED BOTH UPPER BALL JOINTS TO STOP TIRE WA ES FOUND A SMALL SOFT PUG ON THE LEFT SIDE OF THE ENGINE IS SEEPING OIL RESEAL ED THE SOFT PLUG TO STOP LEAK VERIFIED NO MORE LEAKS FOUND AT THIS TIME. NO PA L RATTLE RE RTS NEEDED TO BE REPLACED, SEALED LEAKING PLUG USING SILICONE

(Claim) Correction:

INSPECT FOR TIRE WARE FOUND THE UPPER BALL JOINTS HAVE EXCESSIVE PLAY 63 THOUS THE BRAKE PEDAL BUSHINGS ARE WORN OUT CAUSING THE PEDAL TO MOVE SIDE TO SIDE S /O B/O REPLACED THE BRAKE PEDAL LUBE THE BUSHINGS VERIFIED NO ,MORE BRAKE PEDA ANDS OF PLAY CAUSING TIRE WARE REPLACED BOTH UPPER BALL JOINTS TO STOP TIRE WA INSPECT FOR OIL LEAK CLEANED OIL OFF THE ENGINE ADDED OIL DYE ROAD TEST 50 MIL ES FOUND A SMALL SOFT PUG ON THE LEFT SIDE OF THE ENGINE IS SEEPING OIL RESEAL L RATTLE RE ED THE SOFT PLUG TO STOP LEAK VERIFIED NO MORE LEAKS FOUND AT THIS TIME. NO PA RTS NEEDED TO BE REPLACED, SEALED LEAKING PLUG USING SILICONE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	01	**Body**	[redacted]
Build Date	06 03 01	**Plant**	LTILLO TRU K EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	09 01
Claim Type	afet (Recalls)	**Repair Date**	11 1 018
Claim Status	Paid	**Mileage (Miles)**	1 479

Expense

Labor	$ 1 5	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$ 1 5

Dealer Information

Code	[redacted]	**Name**	DIRE T DODGE HRY LER JEEP IN	**Zone**	35 HINGTON
Address	49 E T LEE H Y YTHE ILLE 4				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	18U5318	Cu tomer ati faction Notificatio U53 Occupant Restraint ntr l M dule Repr gram Occupant Re traint Controller (ORC) Module Includes OR and B Initiali ati n	U	UN OD BLE (N RR TI E REQUIRED)						$ 1 5

RO Narratives

(RO) Customer Concern

Recall [redacted] afe Recall U 4 Tailgate Latch Recall N U53 ust mer atisfacti n N tificati n U53 Occupant Restraint ntr l M dule Multi p int inspecti n (acc rding t maintenance inter al)

(RO) Cause

N

(RO) Correction

OMPLETED OMPLETED

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

N

(Claim) Cause

N

(Claim) Correction

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted]
Build Date	06 0 017	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	09/ 7/ 017
Claim Type	afet (Recall)	**Repair Date**	11 1 01
Claim Status	Paid	**Mileage (Miles)**	1 4 0

Expense

Labor	$14 8	**Sublet**	$0 76	**Part**	$0 00	**Total Paid**	$15 14

Dealer Information

Code	[redacted]	**Name**	DIRECT DODGE CHRY LER JEEP INC	**Zone**	HINGTON
Address	49 E T LEE H Y YTHE ILLE 4				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	0 U741	afet Recall U74 Tailgate Latch In tall Tailgate Actuator top Block	UC	UNCODABLE (N RR TI E REQUIRED)	6 44 0 7	CTU TOR	1		0 76	$14

RO Narratives

(RO) Customer Concern

Recall [redacted] afet Recall U74 Tailgate Latch** Recall C N U Cu tomer ati faction Notification U Occupant Re traint Control Module** Multi point in pection (according to maintenance inter al)

(RO) Cause

NA

(RO) Correction:

COMPLETED COMPLETED

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern:

N

(Claim) Cause

N

(Claim) Correction

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 SLT CREW CAB 4X4
Build Date	05/09/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/10/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	11/12/2018
Claim Status	Paid	**Mileage (Miles)**	22,667

Expense

Labor	$51.66	**Sublet**	$0.63	**Part**	$0.00	**Total Paid**	$52.29

Dealer Information

Code	[redacted]	**Name**		**Zone**	63 DALLAS
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08U7415Z	Safety Recall U74 - Tailgate Latch ; - Additional labor time for bedliner ****Consequential Damage****			68448027AA	ACTUATOR	1	X	0.63	$8.61
A	08U74182	Safety Recall U74 - Tailgate Latch ; Install Tailgate Actuator Stop Block	UC	UNCODABLE (NARRATIVE REQUIRED)	68448027AA	ACTUATOR	1	X	0.63	$17.22
B	18U53182	Customer Satisfaction Notification U53 - Occupant Restraint Control Module ; Reprogram Occupant Restraint Controller (ORC) Module - Includes ORC and ABS Initialization	UC	UNCODABLE (NARRATIVE REQUIRED)						$25.83

RO Narratives

(RO) Customer Concern:

C/S PERFORM OPEN RECALL U74 - TAILGATE LATCH C/S PERFORM OPEN RECALL U53 - OCCUPANT RESTRAINT CONTROL MODULE

(RO) Cause:

INSPECTED FOR OPEN RECALL PER RECALL

(RO) Correction:

REMOVED BEDLINER AND INSTALLED TAILGATE LATCH STOP PER RECAL FLASHED ORC PER RECALL

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 LARAMIE CREW CAB 4X4
Build Date	01/11/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	04/17/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	11/12/2018
Claim Status	Paid	**Mileage (Miles)**	49,789

Expense

Labor	$55.10	**Sublet**	$0.81	**Part**	$0.00	**Total Paid**	$55.91

Dealer Information

Code	[redacted]	**Name**	LEITH CHRYSLER DODGE JEEP RAM	**Zone**	66 ORLANDO
Address	11220 N US HIGHWAY 15 501 , ABERDEEN, NC 28315				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
B	08U74182	Safety Recall U74 - Tailgate Latch ; Install Tailgate Actuator Stop Block	UC	UNCODABLE (NARRATIVE REQUIRED)	68448027AA	ACTUATOR	1	X	0.81	$22.04
A	18U53182	Customer Satisfaction Notification U53 - Occupant Restraint Control Module ; Reprogram Occupant Restraint Controller (ORC) Module - Includes ORC and ABS Initialization	UC	UNCODABLE (NARRATIVE REQUIRED)						$33.06

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

Replace synthetic engine oil and filter Rotate tires Multi-point inspection (according to maintenance interval) REPROGRAM THE ORC MODULE RECALL U53 U74 RECALL Essential Care Platinum Synthetic With Tire Rotations [redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted]
Build Date	01 11 01	**Plant**	LTILLO TRU K EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	04 1 01
Claim Type	F er ice ntract	**Repair Date**	11 1 018
Claim Status	Paid	**Mileage (Miles)**	49 89

Expense

Labor	$0 00	**Sublet**	$0 00	**Part**	$60 00	**Total Paid**	$60 00

Dealer Information

Code	[redacted]	**Name**	LEITH HRY LER DODGE JEEP R M	**Zone**	66 ORL NDO
Address	11 0 N U HIGH Y 15 501 BERDEEN N 8315				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	6860303	Maintenance Inter al chedule B T be used e er 3 000 Inter als	M	M INTEN N E C RE						$0 00
	95 60001	Maintenance ll ance Fixed Co t Maintenance								$50 00
	95 6000	Maintenance ll ance TIRE ROT TION								$10 00

RO Narratives

(RO) Customer Concern

N

(RO) Cause

N

(RO) Correction

Replace s nthetic engine il and filter R tate tires Multi p int inspecti n (acc rding t maintenance inter al) REPROGR M THE OR MODULE REC LL U U74 REC LL E ential Care Platinum nthetic ith Tire Rotation (ECP R 4N)

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

N

(Claim) Cause

N

(Claim) Correction

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 ST CREW CAB 4X4
Build Date	05/31/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	08/03/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	11/12/2018
Claim Status	Paid	**Mileage (Miles)**	34,440

Expense

Labor	$69.93	**Sublet**	$0.72	**Part**	$0.00	**Total Paid**	$70.65

Dealer Information

Code	[redacted]	**Name**	COMMONWEALTH DODGE INC	**Zone**	42 DETROIT
Address	6408 PRESTON HIGHWAY , LOUISVILLE, KY 40219				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
C	08U74182	Safety Recall U74 - Tailgate Latch ; Install Tailgate Actuator Stop Block	UC	UNCODABLE (NARRATIVE REQUIRED)	68448027AA	ACTUATOR	1	X	0.72	$19.98
A	18U53182	Customer Satisfaction Notification U53 - Occupant Restraint Control Module ; Reprogram Occupant Restraint Controller (ORC) Module - Includes ORC and ABS Initialization	UC	UNCODABLE (NARRATIVE REQUIRED)						$29.97
B	18U61082	Safety Recall U61 - Reprogram Powertrain Control Module ; Inspect PCM Software Level and Perform Software Update	UC	UNCODABLE (NARRATIVE REQUIRED)						$19.98

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted] RAM 500 T CREW CAB 4 4
Build Date	04/29/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06/ 6/ 017
Claim Type	afety (Recall)	**Repair Date**	11/1 / 018
Claim Status	Paid	**Mileage (Miles)**	18, 18

Expense

Labor	$ 5 4	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$ 5 34

Dealer Information

Code	[redacted]	**Name**	ALLEN SAMUELS DODGE	**Zone**	63 DALLAS
Address	1777 KATY FREEWAY , KATY, T 77450				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U5 18	Cu tomer ati faction Notification U5 Occupant Re traint Control Module ; Reprogram Occupant Re traint Controller (ORC) Module Include ORC and AB Initiali ation	UC	UNCODABLE (NARRATIVE REQUIRED)						$ 5 4

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C AB /TRACTION LIGHT CAME ON, TARTED FLA HING, THEN TURNED OFF PLEA E CHEC

(Claim) Cause:

AFETY RECALL

(Claim) Correction:

RECALL [redacted] Reprogram the ORC module [redacted]

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - RAM 2500 LARAMIE CREW CAB 4X4
Build Date	06/08/2018	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	08/27/2018
Claim Type	W - Warranty	**Repair Date**	11/12/2018
Claim Status	Paid	**Mileage (Miles)**	1,092

Expense

Labor	$184.11	**Sublet**	$387.35	**Part**	$400.00	**Total Paid**	$971.46

Dealer Information

Code	[redacted]	**Name**	GOLDY CHRYSLER DODGE JEEP RAM	**Zone**	35 WASHINGTON
Address	187 KINETIC DR , HUNTINGTON, WV 25701				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	02000140	Wheel alignment ; Front wheel alignment			68110740AE	SCCM	1	X	387.35	$106.59
A	19852502	Clockspring/Steering column control module (SCCM)	58	INTERNAL DEFECT	68110740AE	SCCM	1	X	387.35	$77.52
A	95400142	Loaner Car ; High Line Vehicles			68110740AE	SCCM	1	X	387.35	$400.00

RO Narratives

(RO) Customer Concern:

Customer states abs traction light is on

(RO) Cause:

[redacted]steering wheel position sensor signal amplitude max steering angle is not reading, its stuck at 720. vehicle is also out of alignment

(RO) Correction:

replaced steering angle sensor, adjusted front caster, toe and centered steering wheel. road tested vehicle and condtiion is no longer present [redacted] Clockspring/Steering column control module (SCCM) - Replace (2 - Skilled) 6 - Electrical and Body Systems 58 INTERNAL DEFECT Primary 0.8 hrs [redacted] Wheel alignment - Alignment Front wheel alignment (1 - Semi-Skilled) 4 - Chassis LM LEADS RIGHT Primary 1.1 hrs

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES ABS TRACTION LIGHT IS ON

(Claim) Cause:

[redacted]STEERING WHEEL POSITION SENSOR SIGNAL AMPLITUDE MAX STEERING ANGLE IS NOT READING, ITS STUCK AT 720. VEHICLE IS ALSO OUT OF ALIGNMENT

(Claim) Correction:

REPLACED STEERING ANGLE SENSOR, ADJUSTED FRONT CASTER, TOE AND CENTERED STEERI NG WHEEL. ROAD TESTED VEHICLE AND CONDTIION IS NO LONGER PRESENT [redacted]C LOCKSPRING/STEERING COLUMN CONTROL MODULE (SCCM) - REPLACE (2 - SKILLED) 6 - ELECTRICAL AND BODY SYSTEMS 58 INTERNAL DEFECT PRIMARY 0.8 HRS [redacted]WHEEL ALIGNMENT - ALIGNMENT FRONT WHEEL ALIGNMENT (1 - SEMI-SKILLED) 4 - CHA SSIS LM LEADS RIGHT PRIMARY 1.1 HRS

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 ST CREW CAB 4X4
Build Date	04/29/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06/26/2017
Claim Type	W Warranty	**Repair Date**	11/12/2018
Claim Status	Paid	**Mileage (Miles)**	18,218

Expense

Labor	$129 57	**Sublet**	$1,022 62	**Part**	$0 00	**Total Paid**	$1,152 19

Dealer Information

Code	[redacted]	**Name**	ALLEN SAMUELS DODGE	**Zone**	63 DALLAS
Address	21777 KATY FREEWAY , KATY, TX 77450				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	05400701	Control unit, Brake anti lock hydraulic (HCU ICU) ; All others	ML	CHECK ENGINE/SERVICE ENGINE SO	68143491AA	CONTROL	1	X	692.00	$129.57
A	05400701	Control unit, Brake anti-lock hydraulic (HCU ICU) ; All others	ML	CHECK ENGINE/SERVICE ENGINE SO	68347098AB	MODULE	1		297.44	$129.57
A	05400701	Control unit, Brake anti-lock hydraulic (HCU ICU) ; All others	ML	CHECK ENGINE/SERVICE ENGINE SO	04318080AD	FLUID	4		33.18	$129.57
A	08191001	Module, anti lock brake control ; RWAL equipped			68143491AA	CONTROL	1	X	692.00	$0.00
A	08191001	Module, anti-lock brake control ; RWAL equipped			68347098AB	MODULE	1		297 44	$0 00
A	08191001	Module, anti lock brake control ; RWAL equipped			04318080AD	FLUID	4		33.18	$0.00

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CS: ABS/TRACTION LIGHT CAME ON, STARTED FLASHING, THEN TURNED OFF. PLEASE CHEC CS: ABS/TRACTION LIGHT CAME ON, STARTED FLASHING, THEN TURNED OFF. PLEASE CHEC

(Claim) Cause:

GENERAL ELECTRIC FAILURE

(Claim) Correction:

ABS AND HCU [redacted] REPLACE THE HCU AND ABS MODULE DUE TO DTC C

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted]
Build Date	06 08 01	**Plant**	LTILLO TRU K EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	0 1 01
Claim Type	arrant	**Repair Date**	11 13 018
Claim Status	Paid	**Mileage (Miles)**	67

Expense

Labor	$1 3	**Sublet**	$14 94	**Part**	$0 00	**Total Paid**	$13 1

Dealer Information

Code	[redacted]	**Name**	L RRY H MILLER DODGE R M TU ON	**Zone**	0 PHOENI
Address	4 0 E ND T TUC ON 711				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	0894PN 3	nti Lock Brake tem	18	CIRCUIT OPEN	04 85 0	LEE E	4		14 94	$1 3

RO Narratives

(RO) Customer Concern

CU TOMER T TE B LIGHT COME ON INTERMITTENTLY BOUT 0 MIN OF DRI ING TIL IT H PPEN REFERENCE PRE IOU REP IR ORDER TE [redacted]

(RO) Cause

e

(RO) Correction

[redacted] IIGH RE I T NCE ON LEFT RE R EN ORCONNECTER H D TORED CODE [redacted] ND 1DUN BLE TO RECRE TE ON ERN PERFORMING LO DTE T ND IGGLE TE T FOUND RE I T N E TO BEHIGHER T UNDER BODY ONNE TER H RD IREDCIRCUIT REC LLO ING M N GER TO DRI E0 94PN nti Lock Brake tem Te t and Repair (killed)

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

CU TOMER T TE B LIGHT COME ON INTERMITTENTLY BOUT 0 MIN OF DRI ING TIL IT H PPEN REFERENCE PRE IOU REP IR ORDER TECH 911 [redacted]

(Claim) Cause

HIGH RE I T N E ON LEFT RE R EN OR ONNE TER

(Claim) Correction

[redacted] H D TORED CODE ND 1D UN BLE TO RECRE TE CONCERN PERFORMING LO D TE T ND IGGLE TE T FOUND RE I T NCE TO BE HIGHER T UNDER BODY CONNECTER H R D IRED CIRCUIT REC LLO ING M N GER TO DRI E

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 LARAMIE MEGA CAB 4X4
Build Date	10/03/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	01/03/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	11/13/2018
Claim Status	Paid	**Mileage (Miles)**	15,547

Expense

Labor	$215.66	**Sublet**	$98.97	**Part**	$0.00	**Total Paid**	$314.64

Dealer Information

Code	[redacted]	**Name**	TYSON MOTOR CORPORATION	**Zone**	51 CHICAGO
Address	1 SW FRONTAGE RD , SHOREWOOD, IL 60404				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08U74182	Safety Recall U74 - Tailgate Latch ; Install Tailgate Actuator Stop Block	UC	UNCODABLE (NARRATIVE REQUIRED)	68448027AA	ACTUATOR	1	X	0.63	$22.70
D	07T51182	Safety Recall T51 - Diesel Water Pump ; Inspect for Vent and Replace Water Pump	UC	UNCODABLE (NARRATIVE REQUIRED)	CS2HT511AA	CAMPAIGN	1	X	33.11	$113.51
D	07T51182	Safety Recall T51 - Diesel Water Pump ; Inspect for Vent and Replace Water Pump	UC	UNCODABLE (NARRATIVE REQUIRED)	68163849AB	ANTIFREEZ	4		65.24	$113.51
B	18U53182	Customer Satisfaction Notification U53 - Occupant Restraint Control Module ; Reprogram Occupant Restraint Controller (ORC) Module - Includes ORC and ABS Initialization	UC	UNCODABLE (NARRATIVE REQUIRED)						$34.05
C	19T79182	Safety Recall T79 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update	UC	UNCODABLE (NARRATIVE REQUIRED)						$45.40

RO Narratives

(RO) Customer Concern:

U74 Safety Recall U74 - Tailgate Latch (Recall CSN 3) U53 Customer Satisfaction Notification U53 - Occupant Restra int Control Module (Recall CSN 4) T79 Safety Recall T79 - Brake Transmission Shift Interlock (Recall CSN 2) T51 Safety Recall T51 - Diesel Water Pump (Recall CSN 1) (Multi-point inspection according to maintenance interval)

(RO) Cause:

PER WI-TECH PER WI-TECH INSPECTED PER CHECK LIST.

(RO) Correction:

PERFORMED RECALL INSTALLED RUBBER STOP IN TAILGATE LATCH PERFORMED RECALL FLASHED ORC . PERFORMED RECALL FLASHED BCM PERFORMED RECALL INSPECTED AND REPLACED WATER PUMP AND COOLANT . SEE ATTACHED INSPECTION FOR DETAILS

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

[redacted] Diesel Water Pump (Recall CSN 1) [redacted] - Brake Transmission Shift Interlock [redacted] Customer Satisfaction [redacted] Occupant Restra int Control Modul U74 Safety Recall U74 [redacted]

(Claim) Cause:

PER WI-TECH

(Claim) Correction:

PERFORMED RECALL FLASHED BCM PERFORMED RECALL INSPECTED AND REPLACED WATER PUMP AND COOLANT . PERFORMED RECALL FLASHED ORC . PERFORMED RECALL INSTALLED RUBBER STOP IN TAILGATE LATCH

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 3500 ST REG CAB 4X2
Build Date	06/29/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	08/20/2018
Claim Type	W - Warranty	**Repair Date**	11/13/2018
Claim Status	Paid	**Mileage (Miles)**	3,150

Expense

Labor	$251.94	**Sublet**	$866.03	**Part**	$0.00	**Total Paid**	$1,117.97

Dealer Information

Code	[redacted]	**Name**	RON CARTER CHRYSLER-JEEP-DODGE OF TEXAS CITY	**Zone**	63 DALLAS
Address	2601 PALMER HWY , TEXAS CITY, TX 77590				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	63	LOW OR NO ASSIST	68143491AA	CONTROL	1	X	561.32	$131.97
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	63	LOW OR NO ASSIST	04318080AD	FLUID	4		26.92	$131.97
B	08191002	Module, anti-lock brake control ; All others	48	GROUNDED OR SHORTED	68347098AB	MODULE	1	X	241.27	$71.98
C	08508096	Lamp, Clearance ; Lamp, Clearance - Replace All	ZZ	SERVICE ACTION	68261677AC	LAMP	5	X	36.52	$47.99

RO Narratives

(RO) Customer Concern:

Electrical Concern [Customer StatesABS AND TRAC CONTROL LIGHT IS ON] Electrical/Non PCM Flashes Concern [Customer States MARKER LIGHTS ON ROOF ARE HOLDING MOISTURE] RRT 1 [redacted](DJ/DD/DF/D2/DP/DX) CRACKED CLEARANCE LA**] Multi-point inspection (according to maintenance interval)

(RO) Cause:

checked sys found u140e c2200 and shorted abs mod

(RO) Correction:

[redacted]andshorted abs mod replaced abs mod and pumpbled sys and test drove CONTROL UNIT Module, anti-lock brake control [redacted]replaced cab lights Electrical/Non PCM Flashes Concern [CustomerStates MARKER LIGHTS ON ROOF ARE HOLDING MOISTURE] ELECTRICAL [redacted] replaced cab light according to rrt LAMPS, CLEARANCE - REPLACE ALL Multi-point inspection (according to maintenanceinterval) COMPLEMENTARY MULTI POINTINSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

[CUSTOMER STATES ABS AND TRAC CONTROL LIGHT IS ON] SEE CONDITION 1

(Claim) Cause:

CHECKED SYS FOUND [redacted] AND SHORTED ABS MOD SEE CONDITION 1

(Claim) Correction:

REPLACED ABS MOD AND PUMP BLED SYS AND TEST DROVE SEE CONDITION 1

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 3500 LARAMIE CREW CAB 4X4
Build Date	07/13/2018	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	08/27/2018
Claim Type	W - Warranty	**Repair Date**	11/13/2018
Claim Status	Paid	**Mileage (Miles)**	1,381

Expense

Labor	$120.62	**Sublet**	$0.00	**Part**	$280.00	**Total Paid**	$400.62

Dealer Information

Code	[redacted]	**Name**	TRONCALLI CHRY-JEEP-DODGE	**Zone**	66 ORLANDO
Address	818 ATLANTA RD , CUMMING, GA 30040				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
B	0860029N	Radio/Telematics Gateway Module ; Inspect Radio Assembly Lockup while Loading Navigation	ZZ	SERVICE ACTION						$21.93
A	0891BJE3	Ground	18	CIRCUIT OPEN						$98.69
A	95400142	Loaner Car ; High Line Vehicles								$280.00

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT CAME ON AND COULD FEEL A SHUDDER INTERMITTENTLY WHILE DRIVING WAS PULLING A TRAILER W HEN WAS HAPPENING (IndicatorWarning Lights Concern) (Multi-point inspection according to maintenance interval) [redacted] UAQ RADIO REPLACEMENT (RRT 1) RENTAL

(RO) Cause:

FOUND STORED CODES REGARDING LOSS OF COMMUNICATION WITH ECM/PCM AT ABS MODULE AND ASCM MODULES. TEST DROVE VEHICLE AND FOUND INTERMITTENT LOSS OF POWER FOR SHORT PERIOD OF TIME. PERFORM INSPECTION [redacted]

(RO) Correction:

REMOVE AND INSPECT CONNECTORS TO MODULES AND CHECK WIRING. SECURE WIRING CONNECTIONS AND RETEST. TEST DROVE VEHICLE APPROX 80 MILES. CONDITION IS NO LONGER PRESENT. VEHICLE OPERATING AS DESIGNED AT THIS TIME. SEE ATTACHED SHEET FOR RESULT OF INSPECTION [redacted] nspect Radio Assembly. NAVIGATION IS UP TO DATE AND LOADING PROPERLY AS PER RRT. Lockup while Loading Navigation (1 SemiSkilled) 6 Electrical and Body Systems 0.2 Hrs

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT CAME ON AND COULD FEEL A SHUDDER INTERMIT TENTLY WHILE DRIVING WAS PULLING A TRAILER WHEN WAS HAPPENING

(Claim) Cause:

FOUND STORED CODES REGARDING LOSS OF COMMUNICATION WITH ECM/PCM AT ABS MODULE AND ASCM MODULES. TEST DROVE VEHICLE AND FOUND INTERMITTENT LOSS OF POWER FO R SHORT PERIOD OF TIME.

(Claim) Correction:

REMOVE AND INSPECT CONNECTORS TO MODULES AND CHECK WIRING. SECURE WIRING CONN ECTIONS AND RETEST. TEST DROVE VEHICLE APPROX 80 MILES. CONDITION IS NO LONGE R PRESENT. VEHICLE OPERATING AS DESIGNED AT THIS TIME.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	01	**Body**	[redacted]
Build Date	08 09 01	**Plant**	LTILLO TRU K EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	01 0 018
Claim Type	arrant	**Repair Date**	11 14 018
Claim Status	Paid	**Mileage (Miles)**	33 3 4

Expense

Labor	$ 8 85	**Sublet**	$31 15	**Part**	$0 00	**Total Paid**	$60 00

Dealer Information

Code	[redacted]	**Name**	I TORY HRY LER DODGE JEEP R M	**Zone**	35 HINGTON
Address	16583 ETER N MEMORI L H Y KING OOD 653				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	08508096	Lamp Clearance Lamp learance Replace ll		ER ICE TION	68 616	L MP	5		31 15	$ 8 85

RO Narratives

(RO) Customer Concern

MULTI POINT IN PE TION R R T TR N MI ION

(RO) Cause

N

(RO) Correction

PERFORMED MULTIPOINT IN PECTION EE TT CHED HE

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

C B LIGHT CR CKED

(Claim) Cause

IN PE TED ND ERIFIED ON ERN [redacted] B LIGHT NEED REPL ED

(Claim) Correction

REMO ED ND REPL ED LL 5 B LIGHT DUE TO BEING R KED

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] R M 3500 L R MIE MEG B 4X4
Build Date	08 09 201	**Plant**	S LTILL TRU K SSEMBL PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	01 0 018
Claim Type	arrant	**Repair Date**	11 14 2018
Claim Status	Paid	**Mileage (Miles)**	33 3 4

Expense

Labor	$5 0	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$5 0

Dealer Information

Code	[redacted]	**Name**	I T R HR SLER D DGE JEEP R M	**Zone**	35 SHINGT N
Address	16583 ETER NS MEM RI L H KING D 2653				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	85412 03	Su p n i n Tr ubl N t F und R ar Su p n i n	D							$5 0

RO Narratives

(RO) Customer Concern

N

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

N ISE HEN THE EHI LE SHIFTS FR [redacted] 4TH GE R

(Claim) Cause

TEST DR E EHI LE ND ULD DUPLI TE THE UST MERS N ERN S NNED F R DT S F UND N TI E DES INSPE TED THE DRI E LINE ND SUSPENSI N F UND N N ERNS

(Claim) Correction

OULD NOT ERIFY U TOMER ON ERN EHI LE OPER TING DE IGNED

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	01	**Body**	[redacted]
Build Date	04 04 017	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	01 019
Claim Type	afet (Recall)	**Repair Date**	11 14 01
Claim Status	Paid	**Mileage (Miles)**	43

Expense

Labor	$ 9	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$ 9

Dealer Information

Code	[redacted]	**Name**	N LE NDRO CHRY LER DODGE JEEP	**Zone**	71	LO NGELE
Address	1444 M RIN BL D N LE NDRO 945					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	1 U 1	ust mer atisfacti n N tificati n U53 Occupant Restraint ntr l Module Reprogram Occupant Restraint ntr ller (OR) M dule Include ORC and B Initiali ation	UC	UN OD BLE (N RR TI E REQUIRED)						$ 9

RO Narratives

(RO) Customer Concern

Recall C N 1 [U Cu tomer ati faction Notification U Occupant Re traint Control Module**]

(RO) Cause

N

(RO) Correction

[redacted]at ff sitel t Repr grammed the OR m dule ith itslatest s ft are update a ailable Repr gramthe OR module [redacted] Cu tomer ati faction Notification U Occupant Re traint Control Module**]
RE LL

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

N

(Claim) Cause

N

(Claim) Correction

N

Warranty Claim Report

ehicle Info mation

VIN	[redacted]	**Year**	01	**Body**	[redacted]
Build Date	5 16	**lant**	LTILL TRU K EMBL PL NT	**Co e age Code**	[redacted]

Claim Info mation

Claim #	[redacted]	**In Se ice Date**	1 16
Claim Type	arrant	**Repai Date**	11 14 1
Claim Status	Paid	**Mileage (Miles)**	31 911

Expense

Labo	$59 99	**Sublet**	$1 9 4	**a t**	$	**Total aid**	$1 9 41

Deale Info mation

Code	[redacted]	**Name**	LUMBI N HR LER JEEP D D E	**Zone**	4	DETR IT
Add ess	1 MMER E IR LE LUMBI N H 444					

Condition Info mation

Condition Code	L	L Desc	Failure Code	Failure Desc	a t Numbe	Part Name	Part Quantity	Part ailed	Part pense	LOP pense
	4 1 3	h l T		RU TED	4 55 9	HEEL			9 1	$59 99
	4 1 3	h l T		RU TED	6 49 1	EN R			1	$59 99

RO Narratives

(RO) Customer Concern:

RE R HEEL RR DED M UNT U T MER UPPLIED TIRE IN BED F TRU K T NE RE R HEEL

(RO) Cause:

N

(RO) Correction:

N

(RO) Technical Notes:

N

GCS Narratives

(Claim) Customer Concern:

RE R HEEL RR DED

(Claim) Cause:

ERIFIED & T K PI TURE

(Claim) Correction:

REPL ED HEEL

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	01	**Body**	[redacted]
Build Date	03 3 018	**Plant**	LTILLO TRU K EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	0 7 019
Claim Type	afet (Recalls)	**Repair Date**	11 14 018
Claim Status	Paid	**Mileage (Miles)**	9

Expense

Labor	$ 0 04	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$ 0 04

Dealer Information

Code	[redacted]	**Name**	RRIGO DODGE HRY LER JEEP R M	**Zone**	66 ORL NDO
Address	5851 U HIGH Y 1 FORT PIER E FL 3498				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	1 U 1	Cu tomer ati faction Notification U53 Occupant Restraint ntr l Module Reprogram Occupant Re traint Controller (ORC) Module Includes OR and B Initiali ati n	UC	UN OD BLE (N RR TI E REQUIRED)						$ 0 04

RO Narratives

(RO) Customer Concern

N

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

U REC LL

(Claim) Cause

[redacted]L

(Claim) Correction

[redacted] LL Repr gram the OR m [redacted]

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - RAM 2500 LONGHORN MEGA CAB 4X4
Build Date	12/18/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	01/02/2018
Claim Type	W - Warranty	**Repair Date**	11/14/2018
Claim Status	Paid	**Mileage (Miles)**	16,856

Expense

Labor	$142.51	**Sublet**	$31.74	**Part**	$0.00	**Total Paid**	$174.25

Dealer Information

Code	[redacted]	**Name**	ADVANTAGE DODGE-CHRY-JEEP	**Zone**	70 PHOENIX
Address	3200 EAST MAIN STREET , FARMINGTON, NM 87402				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	0894PNL3	Anti-Lock Brake System	61	INTERMITTENT OPERATION	05073034AA	CONNEC	1	X	16.50	$142.51
A	0894PNL3	Anti-Lock Brake System	61	INTERMITTENT OPERATION	04868008AB	FUSE	1		2.29	$142.51
A	0894PNL3	Anti-Lock Brake System	61	INTERMITTENT OPERATION	00000NPN	WIRE	1		6.32	$142.51
A	0894PNL3	Anti-Lock Brake System	61	INTERMITTENT OPERATION	04778570	SLEEVE	2		6.63	$142.51

RO Narratives

(RO) Customer Concern:

Customer States ABS LIGHT CAME BACK ON (Brake Systems Concer n) Customer States CRUISE CONTROL DOES NOT WORK (ElectricalNon PCM Flashes Concern) PERFROM FREE 27 POINT INSPECTION

(RO) Cause:

FOUND DTC [redacted]OUND FUSE OPEN. FOUND INTERMITTANT SHORT B+ TO GROUND ON B+ ABS CIRCUIT FREE VEHICLE INSPECTION

(RO) Correction:

REWIRED ABS B+ CIRCUIT FROM TIPM C2 PIN 1 TO ABS MODULE PIN 36. SECURED NEW CIRCUIT AND FOUND ALL OPERATING AS DESIGNED FOUND CRUISE CONTROL INOP DUE TO ABS DEFAULT. NO ACTION REQUIRED AT THIS TIME PER PREVIOUS REPAIR PERFORMED FREE 27 POINT VEHICLE INSPECTION. REGULAR $12.95 VALUE, PROVIDED CUSTOMER WITH ESTIMATE OF ANY CONDITIONS FOUND, THAT ARE IN NEED OF REPAIRS.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES ABS LIGHT CAME BACK ON (BRAKE SYSTEMS CONCER N)

(Claim) Cause:

FOUND DTC [redacted] FOUND FUSE OPEN. FOUND INTERMITTANT SHORT B+ TO GROUND ON B + TO GROUND ON B+ ABS CIRCUIT

(Claim) Correction:

REWIRED ABS B+ CIRCUIT FROM TIPM C2 PIN 1 TO ABS MODULE PIN 36. SECURED NEW CI RCUIT AND FOUND ALL OPERATING AS DESIGNED

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 ST CREW CAB 4X2
Build Date	06/26/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	03/19/2018
Claim Type	W - Warranty	**Repair Date**	11/15/2018
Claim Status	Paid	**Mileage (Miles)**	6,158

Expense

Labor	$63.84	**Sublet**	$38.23	**Part**	$0.00	**Total Paid**	$102.07

Dealer Information

Code	[redacted]	**Name**	NICHOLS DODGE INC	**Zone**	66 ORLANDO
Address	988 PLANTATION RD , BURLINGTON, NC 27216				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08508002	Lamp, Clearance ; One	UC	UNCODABLE (NARRATIVE REQUIRED)	68261677AC	LAMP	5	X	38.23	$21.28
A	08508050	Lamp, Clearance ; Each additional clearance lamp			68261677AC	LAMP	5	X	38.23	$10.64
A	08508050	Lamp, Clearance ; Each additional clearance lamp			68261677AC	LAMP	5	X	38.23	$10.64
A	08508050	Lamp, Clearance ; Each additional clearance lamp			68261677AC	LAMP	5	X	38.23	$10.64
A	08508050	Lamp, Clearance ; Each additional clearance lamp			68261677AC	LAMP	5	X	38.23	$10.64

RO Narratives

(RO) Customer Concern:

TRANS MAKES CHIRPING SOUND WHEN IN GEAR WATER COMING IN THROUGH GRAB HANDLES 16 POINT INSPECTION (CHRYSLER). U61 U74

(RO) Cause:

. . .

(RO) Correction:

[redacted] FOUND CONDENSATION IN CAB LIGHTS.WATER TESTED ROOF AND FOUND WATER COMING INTHROUGH CAB LIGHTS DUE TO DEFECTIVE SEALS.REPLACED CAB LIGHTS TO CORRECT WATER LEAKCONDITION LAMP, CLEARANCE-Replace (D) CAB LIGHT CAB LIGHT CAB LIGHT CAB LIGHT 16 POINT INSPECTION (CHRYSLER). [redacted] -INSTALLED TAILGATE LATCH ACTUATOR STOP BLOCK

(RO) Technical Notes:

WATER LEAKING IN THRU THE CAB LIGHTS

GCS Narratives

(Claim) Customer Concern:

C/S CK FOR WATER COMING THRU THE GRAB HANDLES

(Claim) Cause:

FOUND CONDENSATION IN CAB LIGHTS. WATER TESTED ROOF AND FOUND WATER COMING IN THROUGH CAB LIGHTS DUE TO DEFECTIVE SEALS. REPLACED CAB LIGHTS TO CORRECT WATE R LEAK CONDITION

(Claim) Correction:

FOUND CONDENSATION IN CAB LIGHTS. WATER TESTED ROOF AND FOUND WATER COMING IN THROUGH CAB LIGHTS DUE TO DEFECTIVE SEALS. REPLACED CAB LIGHTS TO CORRECT WATE R LEAK CONDITION

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 ST CREW CAB 4X2
Build Date	06/26/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	03/19/2018
Claim Type	S - Safety (Recalls)	**Repair Date**	11/15/2018
Claim Status	Paid	**Mileage (Miles)**	6,158

Expense

Labor	$42.56	**Sublet**	$0.77	**Part**	$0.00	**Total Paid**	$43.33

Dealer Information

Code	[redacted]	**Name**	NICHOLS DODGE INC	**Zone**	66 ORLANDO
Address	988 PLANTATION RD , BURLINGTON, NC 27216				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
B	08U74182	Safety Recall U74 - Tailgate Latch ; Install Tailgate Actuator Stop Block	UC	UNCODABLE (NARRATIVE REQUIRED)	68448027AA	ACTUATOR	1	X	0.77	$21.28
A	18U61082	Safety Recall U61 - Reprogram Powertrain Control Module ; Inspect PCM Software Level and Perform Software Update	UC	UNCODABLE (NARRATIVE REQUIRED)						$21.28

RO Narratives

(RO) Customer Concern:

TRANS MAKES CHIRPING SOUND WHEN IN GEAR WATER COMING IN THROUGH GRAB HANDLES 16 POINT INSPECTION (CHRYSLER). [redacted]

(RO) Cause:

. . .

(RO) Correction:

[redacted] FOUND CONDENSATION IN CAB LIGHTS.WATER TESTED ROOF AND FOUND WATER COMING INTHROUGH CAB LIGHTS DUE TO DEFECTIVE SEALS.REPLACED CAB LIGHTS TO CORRECT WATER LEAKCONDITION LAMP, CLEARANCE-Replace (D) CAB LIGHT CAB LIGHT CAB LIGHT CAB LIGHT 16 POINT INSPECTION (CHRYSLER). U61 RECALL RECALL U74-INSTALLED TAILGATE LATCH ACTUATOR STOP BLOCK

(RO) Technical Notes:

WATER LEAKING IN THRU THE CAB LIGHTS

GCS Narratives

(Claim) Customer Concern:

C/S CK FOR WATER COMING THRU THE GRAB HANDLES

(Claim) Cause:

FOUND CONDENSATION IN CAB LIGHTS. WATER TESTED ROOF AND FOUND WATER COMING IN THROUGH CAB LIGHTS DUE TO DEFECTIVE SEALS. REPLACED CAB LIGHTS TO CORRECT WATE R LEAK CONDITION

(Claim) Correction:

FOUND CONDENSATION IN CAB LIGHTS. WATER TESTED ROOF AND FOUND WATER COMING IN THROUGH CAB LIGHTS DUE TO DEFECTIVE SEALS. REPLACED CAB LIGHTS TO CORRECT WATE R LEAK CONDITION

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted] RAM 500 LARAMIE CREW CAB 4
Build Date	05/02/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	07/13/2017
Claim Type	afety (Recall)	**Repair Date**	11/15/ 018
Claim Status	Paid	**Mileage (Miles)**	10,075

Expense

Labor	$29 35	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$29 35

Dealer Information

Code	[redacted]	**Name**	ALLEN AMUEL CHRY LER DODGE JEEP	**Zone**	6 DALLA
Address	877 OUTH HIGHWAY 5 BYPA , ARAN A PA , T 78 6				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U53182	Cu tomer ati faction Notification U5 Occupant Re traint Control Module ; Reprogram Occupant Re traint Controller (ORC) Module Include ORC and AB Initiali ation	UC	UNCODABLE (NARRATIVE REQUIRED)						$29 35

RO Narratives

(RO) Customer Concern:

GENERAL / OTHER CONCERN PERFORM RECALL A PER MANUFACTURER NOTIFICATION

(RO) Cause:

VERIFIED CONCERN TESTED BATTERY BATTERY FAILED T CUSTOMER SATISFACTION NOTIFICATION U53 OCCUPANT

(RO) Correction:

[redacted] BATTERY Te t and charge and rete t and replace [redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 LARAMIE MEGA CAB 4X4
Build Date	05/19/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/23/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	11/15/2018
Claim Status	Paid	**Mileage (Miles)**	16,773

Expense

Labor	$28.29	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$28.29

Dealer Information

Code	[redacted]	**Name**	LAKELAND CHRYSLER DODGE	**Zone**	66 ORLANDO
Address	2335 NORTH DADE CITY HIGHWAY , LAKELAND, FL 33804				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U53182	Customer Satisfaction Notification U53 - Occupant Restraint Control Module ; Reprogram Occupant Restraint Controller (ORC) Module - Includes ORC and ABS Initialization	UC	UNCODABLE (NARRATIVE REQUIRED)						$28.29

RO Narratives

(RO) Customer Concern:

CLIENT STATES ABS AND BRAKE LIGHT ARE ON SO PART Multi-point inspection (according to maintenance interval) RECALL [redacted] OCCUPANT RESTRAINT MODULE CUSTOMER REQUESTS RENTAL CAR

(RO) Cause:

RENTAL CAR

(RO) Correction:

[redacted] ABS & Brake Light Replace ABS Module& Pump due to internal failure. tested absmodule and hcu for continuity tested okay.contacted star dept they stated to replacedabs modue and hcu . replaced abs module andhcu bleed brakes and performed absinitialization. test drove 100 miles with nodts. ABS Light On [SOPRT] CUSTOMER STATES Multi-point inspection (according to maintenanceinterval) CUSTOMER STATES PERFORM MULTI POINT INSPECTION 16773 Recall U53 Reprogram the ORC module [redacted] hours RECALL CUSTOMER REQUESTS RENTAL CAR

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 LARAMIE CREW CAB 4X2
Build Date	05/0 / 017	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	07/13/2017
Claim Type	W Warranty	**Repair Date**	11/15/ 018
Claim Status	Paid	**Mileage (Miles)**	10,075

Expense

Labor	$39 13	**Sublet**	$142 49	**Part**	$0 00	**Total Paid**	$181 62

Dealer Information

Code	[redacted]	**Name**	ALLEN AMUEL CHRY LER DODGE JEEP	**Zone**	6 DALLA
Address	877 SOUTH HIGHWAY 35 BYPASS , ARANSAS PASS, TX 78336				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08080110	Battery ; Single battery	B4	BATTERY FAILED TE T	00000NPN	BATTERY	1	X	142 49	$39 13

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER CONCERN THE CUSTOMER STATES HE HAD TO JUMP START VEHICLE

(Claim) Cause:

CAUSE VERIFIED CONCERN, TESTED BATTERY THE BATTERY FAILED THE GR8 BATTERY TE ST WARRANTY CODE Q018F A [redacted] BATTERY TE T WARRANTY CODE [redacted] NO MOPAR REPLACEMENT BATTERIE AVAILABLE AT THIS TIME THE AREA MANAGE R STATED NO PRIOR APPROVAL IS REQUIRED FOR THE USE OF AN AFTER MARKET BATTERY

(Claim) Correction:

CORRECTION TESTED AND REPLACED THE BATTERY DUE TO THE RESULTS OF THE GR8 CLE ARED THE LOW BATTERY VOLTAGE CODES AND RETESTED THE SYSTEM IS OPERATING TO FA CTORY SPECS AT THIS TIME

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 3500 LARAMIE MEGA CAB 4X4
Build Date	04/20/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	02/02/2018
Claim Type	F - Service Contract	**Repair Date**	11/15/2018
Claim Status	Paid	**Mileage (Miles)**	10,989

Expense

Labor	$0.00	**Sublet**	$0.00	**Part**	$10.00	**Total Paid**	$10.00

Dealer Information

Code	[redacted]	**Name**	DON JOHNSON MOTORS INC	**Zone**	63 DALLAS
Address	2101 CENTRAL BOULEVARD , BROWNSVILLE, TX 78520				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26860303	Maintenance Interval Schedule B ; To be used every 3,000 Intervals	MC	MAINTENANCE CARE						$0.00
A	95260002	Maintenance Allowance ; TIRE ROTATION								$10 00

RO Narratives

(RO) Customer Concern:

TIRE ROTATION RAPID RESPONSE TRANSMITTALS (RRT) ARE ISSUED AS RECALL/CAMPAIGN MANUFACTURER RECALL/CAMPAIGN

(RO) Cause:

NA

(RO) Correction:

[redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C/R RRT

(Claim) Cause:

T/S RRT NEEDED

(Claim) Correction:

T/P RRT

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	01	**Body**	[redacted]
Build Date	0 09 018	**Plant**	LTILLO TRU K EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	0 8 018
Claim Type	afet (Recalls)	**Repair Date**	11 16 018
Claim Status	Paid	**Mileage (Miles)**	3 561

Expense

Labor	$33 64	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$33 64

Dealer Information

Code	[redacted]	**Name**	MOUNT IN IE HRY LER DODGE JEEP	**Zone**	66 ORL NDO
Address	154 N H ILLE TREET RINGGOLD G 30 36				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	18U5318	Cu tomer ati faction Notification U53 Occupant Restraint ntr l M dule Repr gram Occupant Restraint ntr ller (OR) M dule Includes OR and B Initiali ati n	U	UN OD BLE (N RR TI E REQUIRED)						$33 64

RO Narratives

(RO) Customer Concern

O UP NT RE TR INT ONTROL MODULE MULTI POINT IN PE TION

(RO) Cause

RE LL

(RO) Correction

[redacted] OMPLETED OFT RE UPD TE PER RE LL ust mer atisfacti n N tificati n U53 Occupant Restraint ntr l M dule Repr gram Repr gram Occupant Restraint ntr ller (OR) M dule Includes OR and B Initiali ati n (0 L killed) MULTI POINT IN PE TION

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

N

(Claim) Cause

N

(Claim) Correction

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 LONGHORN MEGA CAB 4X4
Build Date	06/01/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	01/02/2018
Claim Type	S - Safety (Recalls)	**Repair Date**	11/16/2018
Claim Status	Paid	**Mileage (Miles)**	6,010

Expense

Labor	$87.28	**Sublet**	$0.85	**Part**	$0.00	**Total Paid**	$88.13

Dealer Information

Code	[redacted]	**Name**	MIAMI LAKES DODGE CHRYSLER JEEP	**Zone**	66 ORLANDO
Address	16600 NW 57TH AVE , MIAMI LAKES, FL 33014				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
B	08U74182	Safety Recall U74 - Tailgate Latch ; Install Tailgate Actuator Stop Block	UC	UNCODABLE (NARRATIVE REQUIRED)	68448027AA	ACTUATOR	1	X	0.85	$29.09
A	19U11182	Safety Recall U11 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update (2017 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$58.19

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

[CUSTOMER STATES ELECTRONIC BRAKE LIGHT COMES ON WHILE DRIVING.] RRT [redacted] (DJ/DD/DF/D2/DP/DX) CRACKED CLEARANCE LA**]

(Claim) Cause:

PERFORMED [redacted] REPLACED CLEARANCE LAMPS. TEST DROVE VEHICLE. VERIFIED ABS AND TRACTION CONTROL LIGHTS INTERMITTENTLY CO ME ON WHILE DRIVING. PERFORMED DTC INSPECTION. VERIFIED ACTIVE [redacted] PUMP MOTOR CONTROL - GENERAL ELECTRICAL FAILURE

(Claim) Correction:

PERFORMED [redacted] REPLACED CLEARANCE LAMPS REPLACED ABS MODULE AND HYDRAULIC CONTROL UNIT PERFORMED ABS INITIALIZATION A ND BLEED BRAKE SYSTEM. TEST DROVE VEHICLE. VERIFIED ABS SYSTEM FUNCTIONING AS DESIGNED. VERIFIED NO CODES RETURNED. VERIFIED REPAIR.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 LONGHORN MEGA CAB 4X4
Build Date	06/01/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	01/02/2018
Claim Type	W - Warranty	**Repair Date**	11/16/2018
Claim Status	Paid	**Mileage (Miles)**	6,010

Expense

Labor	$305.49	**Sublet**	$994.22	**Part**	$140.00	**Total Paid**	$1,439.71

Dealer Information

Code	[redacted]	**Name**	MIAMI LAKES DODGE CHRYSLER JEEP	**Zone**	66 ORLANDO
Address	16600 NW 57TH AVE , MIAMI LAKES, FL 33014				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	05000101	Bleed brake system			68143491AA	CONTROL	1	X	649.46	$0.00
A	05000101	Bleed brake system			68347098AB	MODULE	1		279.15	$0.00
A	05000101	Bleed brake system			04318080AD	FLUID	3		23.36	$0.00
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	63	LOW OR NO ASSIST	68143491AA	CONTROL	1	X	649.46	$160.02
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	63	LOW OR NO ASSIST	68347098AB	MODULE	1		279.15	$160.02
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	63	LOW OR NO ASSIST	04318080AD	FLUID	3		23.36	$160.02
A	08191002	Module, anti-lock brake control ; All others			68143491AA	CONTROL	1	X	649.46	$87.28
A	08191002	Module, anti-lock brake control ; All others			68347098AB	MODULE	1		279.15	$87.28
A	08191002	Module, anti-lock brake control ; All others			04318080AD	FLUID	3		23.36	$87.28
A	95400141	Loaner Car ; Standard Line Vehicles			68143491AA	CONTROL	1	X	649.46	$140.00
A	95400141	Loaner Car ; Standard Line Vehicles			68347098AB	MODULE	1		279.15	$140.00
A	95400141	Loaner Car ; Standard Line Vehicles			04318080AD	FLUID	3		23.36	$140.00
B	08508096	Lamp, Clearance ; Lamp, Clearance - Replace All	ZZ	SERVICE ACTION	68261677AC	LAMP	5	X	42.25	$58.19

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

[CUSTOMER STATES ELECTRONIC BRAKE LIGHT COMES ON WHILE DRIVING.] [redacted] (DJ/DD/DF/D2/DP/DX) CRACKED CLEARANCE LA**]

(Claim) Cause:

PERFORMED [redacted] - REPLACED CLEARANCE LAMPS. TEST DROVE VEHICLE. VERIFIED ABS AND TRACTION CONTROL LIGHTS INTERMITTENTLY CO ME ON WHILE DRIVING. PERFORMED DTC INSPECTION. VERIFIED ACTIVE CODE [redacted] PUMP MOTOR CONTROL - GENERAL ELECTRICAL FAILURE

(Claim) Correction:

PERFORMED RRT [redacted] - REPLACED CLEARANCE LAMPS. REPLACED ABS MODULE AND HYDRAULIC CONTROL UNIT. PERFORMED ABS INITIALIZATION A ND BLEED BRAKE SYSTEM. TEST DROVE VEHICLE. VERIFIED ABS SYSTEM FUNCTIONING AS DESIGNED. VERIFIED NO CODES RETURNED. VERIFIED REPAIR.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	018	**Body**	[redacted]
Build Date	09 3 01	**Plant**	LTILLO TRU K EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	1 01
Claim Type	F er ice ntract	**Repair Date**	11 16 018
Claim Status	Paid	**Mileage (Miles)**	35 99

Expense

Labor	$0 00	**Sublet**	$0 00	**Part**	$60 00	**Total Paid**	$60 00

Dealer Information

Code	[redacted]	**Name**	H YE HRY LER PLYMOUTH DODGE IN	**Zone**	66 ORL NDO
Address	3115 FRONT GE RO D G INE ILLE G 30504				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	6860303	Maintenance Inter al chedule B T be used e er 3 000 Inter als	M	M INTEN N E RE						$0 00
	95 60001	Maintenance ll ance Fixed st Maintenance								$50 00
	95 6000	Maintenance ll ance TIRE ROT TION								$10 00

RO Narratives

(RO) Customer Concern

(Multi p int inspecti n acc rding t maintenance inter al) (R tate tires) (hange diesel engine il and filter s nthetic il ma be re quired based n ge graphic l cati n)

(RO) Cause

PERIODI HE K UP ROUTINE HEDULED M INTEN N E E ER I E LL M KE ND MODEL

(RO) Correction

16 P int Inspecti n ll OMPLETED TIRE ROT TION REQUIRED M INTEN N E

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

(R tate tires)

(Claim) Cause

ROUTINE HEDULED M INTEN N E

(Claim) Correction

OMPLETED TIRE ROT TION

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 2500 LARAMIE CREW CAB 4X4
Build Date	11/06/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	01/02/2018
Claim Type	S - Safety (Recalls)	**Repair Date**	11/16/2018
Claim Status	Paid	**Mileage (Miles)**	16,510

Expense

Labor	$31.85	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$31.85

Dealer Information

Code	[redacted]	**Name**	LARRY H MILLER CHRYSLER JEEP	**Zone**	70 PHOENIX
Address	13165 N AUTOSHOW AVE , SURPRISE, AZ 85388				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U53182	Customer Satisfaction Notification U53 - Occupant Restraint Control Module ; Reprogram Occupant Restraint Controller (ORC) Module - Includes ORC and ABS Initialization	UC	UNCODABLE (NARRATIVE REQUIRED)						$31.85

RO Narratives

(RO) Customer Concern:

SOP IN [INSTALL CAB MARKER LIGHT] Recall / CSN 1 [U53: Customer Satisfaction Notification U53 - Occupant Restraint Control Module**] [SEE HIST Customer States DRIVERS SEAT BOTTOM LEATHER COMING LOOSE] OVERHEAD PANEL LOOSE

(RO) Cause:

NA

(RO) Correction:

[redacted]INSTALLED CAB LIGHTS INSTALLED CABLIGHTS 10/10 WOULD NOT RECOMMEND INSTALL CAB LIGHTS Body & Accessories [redacted]Reprogramthe ORC module Customer Satisfaction Notification U53 - Occupant Restraint Control Module - Reprogram Reprogram Occupant Restraint Controller (ORC) Module -Includes ORC and ABS Initialization (0 - Low Skilled) [redacted] DRIVER SEAT CLIP SEAT CLIP UNATTCHED.REATTATCHED SEAT COVER CLIP TO SEAT FRAME Body Systems/Trim Concern[Non-Electrical] [SEE HIST Customer States DRIVERS SEAT BOTTOM LEATHER COMING LOOSE] Body & Accessories [redacted] OVERHEAD PANEL LOOSEQ OVERHEAD PANELLOOSE. R/R WITH NEW OEM PART. TRANSFERREDRELEVANT COMPONENTS AND VERIFIED OPERATION. Bezel/cover, overhead console - Replace Housing(0 - Low Skilled) 10% DISCOUNT MISC. SHOP CHARGES

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

OVERHEAD PANEL LOOSE

(Claim) Cause:

VERIFIED IT HAS POOR FITTING

(Claim) Correction:
REPLACED OVERHEAD CONSOLE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted]RAM 2500 LARAMIE CREW CAB 4X4
Build Date	11/06/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	01/02/2018
Claim Type	W - Warranty	**Repair Date**	11/16/2018
Claim Status	Paid	**Mileage (Miles)**	16,510

Expense

Labor	$21.23	**Sublet**	$143.58	**Part**	$0.00	**Total Paid**	$164.81

Dealer Information

Code	[redacted]	**Name**	LARRY H MILLER CHRYSLER JEEP	**Zone**	70 PHOENIX
Address	13165 N AUTOSHOW AVE , SURPRISE, AZ 85388				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	23140401	Bezel/cover, overhead console ; Housing	81	POOR FIT	5SK70BD1AA	HOUSING	1	X	143.58	$21.23

RO Narratives

(RO) Customer Concern:

SOP IN [INSTALL CAB MARKER LIGHT] Recall / CSN 1 [U53: Customer Satisfaction Notification U53 - Occupant Restraint Control Module**] [SEE HIST Customer States DRIVERS SEAT BOTTOM LEATHER COMING LOOSE] OVERHEAD PANEL LOOSE

(RO) Cause:

NA

(RO) Correction:

[redacted]NSTALLED CABLIGHTS 10/10 WOULD NOT RECOMMEND INSTALL CAB LIGHTS Body & Accessories Reprogramthe ORC module Customer Satisfaction Notification U53 - Occupant Restraint Control Module - Reprogram Reprogram Occupant Restraint Controller (ORC) Module -Includes ORC and ABS Initialization (0 - Low Skilled) [redacted] DRIVER SEAT CLIP SEAT CLIP UNATTCHED.REATTATCHED SEAT COVER CLIP TO SEAT FRAME Body Systems/Trim Concern[Non-Electrical] [SEE HIST Customer States DRIVERS SEAT BOTTOM LEATHER COMING LOOSE] Body & Accessories 16510 OVERHEAD PANEL LOOSEQ OVERHEAD PANELLOOSE. R/R WITH NEW OEM PART. TRANSFERREDRELEVANT COMPONENTS AND VERIFIED OPERATION. Bezel/cover, overhead console - Replace Housing(0 - Low Skilled) 10% DISCOUNT MISC. SHOP CHARGES

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

OVERHEAD PANEL LOOSE

(Claim) Cause:

VERIFIED IT HAS POOR FITTING

(Claim) Correction:

REPLACED OVERHEAD CONSOLE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	Year	2018	Body	[redacted] RAM 3500 SLT CREW CAB 4X4
Build Date	11/07/ 017	Plant	ALTILLO TRUCK A EMBLY PLANT	Coverage Code	[redacted]

Claim Information

Claim #	[redacted]	In Service Date	08/13/2018
Claim Type	W Warranty	Repair Date	11/16/ 018
Claim Status	Paid	Mileage (Miles)	8, 60

Expense

Labor	Sublet	Part	Total Paid
$49 31	$156 80	$0 00	$206 11

Dealer Information

Code	[redacted]	Name	GILLIE HYDE DODGE CHRY LER JEEP	Zone	4 DETROIT
Address	610 HAPPY VALLEY RD , GLA GOW, KY 4 141				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	5081001	Sensor, NOX Down tream ; 6 7 liter diesel	ML	CHECK ENGINE/ ERVICE ENGINE SO	68 07 6AA	EN OR	1		156 80	$49 1

RO Narratives

(RO) Customer Concern:

MULTIPOINT INSPECTION [redacted]

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CU T TATE CK ENG LIGHT ON DIAG AND ADVI E

(Claim) Cause:

DIAG AND FOUND CODE P 0EE, REPLACE DOWN TREAM NO EN OR

(Claim) Correction:

REPLACED NOX SENSOR AND ALL OPPERATING PROPER LY

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 LONGHORN MEGA CAB 4X4
Build Date	05/02/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	09/15/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	11/16/2018
Claim Status	Paid	**Mileage (Miles)**	29,639

Expense

Labor	$65.13	**Sublet**	$0.79	**Part**	$0.00	**Total Paid**	$65.92

Dealer Information

Code	[redacted]	**Name**	DAYTONA DODGE CHRYSLER	**Zone**	66 ORLANDO
Address	1450 NORTH TOMOKA FARMS ROAD , DAYTONA BEACH, FL 32114				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
B	08U74182	Safety Recall U74 - Tailgate Latch ; Install Tailgate Actuator Stop Block	UC	UNCODABLE (NARRATIVE REQUIRED)	68448027AA	ACTUATOR	1	X	0.79	$21.71
A	19U11182	Safety Recall U11 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update (2017 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$43.42

RO Narratives

(RO) Customer Concern:

[redacted] Brake Transmission Shift Interlock (Recall CSN [redacted] - Tailgate Latch (Recall CSN 2) CUSTOMER STATES ABS LIGHT IS ON AND WARNING MESSAGES STATING SERVICE MULTIPLE SYSTEMS PLEASE ADVISE (Perform DTC Inspect ion) CUSTOMER STATES DOOR WILL NOT LOCK INTERMITTENT ALARM WILL B EEP AND ACTIVATE BUT DOOR WILL NOT LOCK PLEASE ADVISE (Elect rical Concern) FULL SYNTHETIC DIESEL OIL SERVICE PERFORM FACTORY RECALL U53 OCCUPANT RESTRAINT CONTROL MODULE

(RO) Cause:

[redacted]

(RO) Correction:

PERFORMED RRT 18-045 PERFORMED U11 SAFETY RECALL INSTALLED STOP BLOCK FOR TAILGATE LATCH PER RECALL U74 COMPLETED REPAIRS AND TEST DROVE THE VEHICLE TO VERIFIED CONFIRMED THAT NO FAULT CODES RETURNED. REPLACED THE BCM AND VERIFIED DOORS ARE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

BRAKE LIGHT IS STUCK ON DOOR WILL NOT LOCK. INTERMITTANTLY ALARM WILL BEEP. STILL HAS CODE

(Claim) Cause:

CHECKED CIRCUITS [redacted] FOR RESISTANCE AND CONTINUITY. FOUND BRAKE TRAV CODE [redacted] STILL PRESENT. SHORT IN TRANS WIRING FOUND INTERMITTANT SHORT IN BCM EL SENSORS FAULTY

(Claim) Correction:

REPLACED THE BCM REPLACED TRANSMISSION WIRING HARNESS REPLACED TRAVEL SENSOR

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 LONGHORN MEGA CAB 4X4
Build Date	05/0 / 017	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	09/15/2017
Claim Type	W Warranty	**Repair Date**	11/16/ 018
Claim Status	Paid	**Mileage (Miles)**	9,6 9

Expense

Labor	$16 81	**Sublet**	$641 11	**Part**	$0 00	**Total Paid**	$80 9

Dealer Information

Code	[redacted]	**Name**	DAYTONA DODGE CHRY LER	**Zone**	66 ORLANDO
Address	1450 NORTH TOMOKA FARM ROAD , DAYTONA BEACH, FL 114				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08508096	Lamp, Clearance ; Lamp, Clearance Replace All		ERVICE ACTION	68 61677AC	LAMP	5		9 16	$4 4
B	05400701	Control unit, Brake anti lock hydraulic (HCU ICU) ; All other	ML	CHECK ENGINE/ ERVICE ENGINE O	6814 491AA	CONTROL	1		601 95	$119 9

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

AB LIGHT I ON AND THERE A RE WARNING ME AGE TO ERVICE MULTIPLE Y TEM

(Claim) Cause:

FOUND ACTIVE CODE C00 01 FOLLOWED FLOW CHART AND FOUND HCU INTERNALLY FAULTE D

(Claim) Correction:

REPLACED HCU

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 LONGHORN MEGA CAB 4X4
Build Date	05/0 / 017	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	09/15/2017
Claim Type	afety (Recall)	**Repair Date**	11/16/ 018
Claim Status	Paid	**Mileage (Miles)**	9,6 9

Expense

Labor	$32 56	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$32 56

Dealer Information

Code	[redacted]	**Name**	DAYTONA DODGE HRY LER	**Zone**	66	ORLANDO
Address	1450 NORTH TOMOKA FARM ROAD , DAYTONA BEACH, FL 114					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U53182	Customer Satisfaction Notification U5 Occupant Re traint Control Module ; Reprogram Occupant Re traint Controller (ORC) Module Include ORC and AB Initiali ation	UC	UNCODABLE (NARRATIVE REQUIRED)						$ 56

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
ABS LIGHT IS ON AND THERE A RE WARNING MESSAGES TO SERVICE MULTIPLE SYSTEMS

(Claim) Cause:
FOUND ACTIVE [redacted] FOLLOWED FLOW CHART AND FOUND HCU INTERNALLY FAULTE D

(Claim) Correction:
REPLACED HCU

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 LONGHORN MEGA CAB 4X4
Build Date	05/02/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	09/15/2017
Claim Type	W - Warranty	**Repair Date**	11/16/2018
Claim Status	Paid	**Mileage (Miles)**	29,639

Expense

Labor	$119.39	**Sublet**	$936.89	**Part**	$0.00	**Total Paid**	$1,056.28

Dealer Information

Code	[redacted]	**Name**	DAYTONA DODGE CHRYSLER	**Zone**	66 ORLANDO
Address	1450 NORTH TOMOKA FARMS ROAD , DAYTONA BEACH, FL 32114				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	UC	UNCODABLE (NARRATIVE REQUIRED)	04318080AD	FLUID	6		43.30	$119.39
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	UC	UNCODABLE (NARRATIVE REQUIRED)	68204421AC	TUBE	1		32.91	$119.39
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	UC	UNCODABLE (NARRATIVE REQUIRED)	68143491AA	CONTROL	1	X	601.95	$119.39
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	UC	UNCODABLE (NARRATIVE REQUIRED)	68347098AB	MODULE	1		258.73	$119.39
A	08191001	Module, anti-lock brake control ; RWAL equipped			04318080AD	FLUID	6		43.30	$0.00
A	08191001	Module, anti-lock brake control ; RWAL equipped			68204421AC	TUBE	1		32.91	$0.00
A	08191001	Module, anti-lock brake control ; RWAL equipped			68143491AA	CONTROL	1	X	601.95	$0.00
A	08191001	Module, anti-lock brake control ; RWAL equipped			68347098AB	MODULE	1		258.73	$0.00

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

UPON INSTALLING HCU CLAIM [redacted] FOUND IT WAS THREADED INCORRECTLY

(Claim) Cause:

INCORRECTLY MACHINED CAUSING DAMGE TO ABS MODULE AND BRAKE LINE

(Claim) Correction:

REPLACED HCU, ABS MODULE, AND BRAKE LINE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	RAM 2500 LONGHORN MEGA CAB 4X4
Build Date	05/02/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	09/15/2017
Claim Type	W Warranty	**Repair Date**	11/16/ 018
Claim Status	Paid	**Mileage (Miles)**	9,6 9

Expense

Labor	$75 98	**Sublet**	$258 73	**Part**	$0 00	**Total Paid**	$334 71

Dealer Information

Code	[redacted]	**Name**	DAYTONA DODGE CHRY LER	**Zone**	66 ORLANDO
Address	1450 NORTH TOMOKA FARM ROAD , DAYTONA BEACH, FL 114				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08191001	Module, anti lock brake control ; RWAL equipped	14	BURNED OR BURNED OUT	68 47098AB	MODULE	1		58 7	$ 1 71
A	85410000	Operation diagno tic With repair ; Must be used in conjunction with appropriate repair Labor Operation			68347098AB	MODULE	1	X	258 73	$54 27

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

AB LIGHT TILL ON

(Claim) Cause:

HA CODE [redacted] FOLLOWED FLOW CHART FOUND AB MODULE I INTERNALLY HORTED

(Claim) Correction:

REPLACED ABS MODULE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	Year	01	Body	[redacted]
Build Date	0 0 017	Plant	LTILLO TRUCK EMBLY PL NT	Coverage Code	[redacted]

Claim Information

Claim #	[redacted]	In Service Date	09 1 017
Claim Type	arrant	Repair Date	11 16 01
Claim Status	Paid	Mileage (Miles)	9 639

Expense

Labor	Sublet	Part	Total Paid
$ 7 94	$ 7	$0 00	$4 6 67

Dealer Information

Code	[redacted]	Name	D YTON DODGE CHRY LER	Zone	66 ORL NDO
Address	14 0 NORTH TOMOK F RM RO D D YTON BE CH FL 114				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	0 191001	Module anti lock brake c ntr l R L equipped	ML	HE K ENGINE ER ICE ENGINE O	6 4709 B	MODULE	1		7	$ 1 71
	410000	Operation diagno tic ith repair Mu t be u ed in conjunction with appropriate repair Labor Operati n			6 4709 B	MODULE	1		7	$ 06

RO Narratives

(RO) Customer Concern

N

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

B LIGHT TILL ON

(Claim) Cause

H [redacted] IN FOLLO ED FLO CH RT ND FOUND B MODULE INTERN LLY F ULTED

(Claim) Correction

REPL CED B MODULE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 LONGHORN MEGA CAB 4X4
Build Date	05/02/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	09/15/2017
Claim Type	W Warranty	**Repair Date**	11/16/2018
Claim Status	Paid	**Mileage (Miles)**	29,639

Expense

Labor	$640 39	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$640 39

Dealer Information

Code	[redacted]	**Name**	DAYTONA DODGE CHRYSLER	**Zone**	66 ORLANDO
Address	1450 NORTH TOMOKA FARMS ROAD , DAYTONA BEACH, FL 32114				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	0894PNM3	Anti-Lock Brake System	58	INTERNAL DEFECT						$640 39

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

ABS LIGHT STILL ON

(Claim) Cause:

HAS CODE[redacted] CONTACTED STAR SEE CASE[redacted] VERIFIED PART #'S ON MODULE S, INSPECTED ORC FOR PROPER INSTALLATION TESTED PINS[redacted] OUND COR RECT VOLTS CHECKED RESISTANCE FROM PIN [redacted] CHECKED CIR CUITS A107 AND F941 FOR SHORT TO GROUND. FOUND A107 SHORTED.

(Claim) Correction:

RAN OVERLAY ON BOTH WIRES PER STAR

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 LONGHORN MEGA CAB 4X4
Build Date	05/02/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	09/15/2017
Claim Type	W - Warranty	**Repair Date**	11/16/2018
Claim Status	Paid	**Mileage (Miles)**	29,639

Expense

Labor	$922.58	**Sublet**	$770.12	**Part**	$400.00	**Total Paid**	$2,092.72

Dealer Information

Code	[redacted]	**Name**	DAYTONA DODGE CHRYSLER	**Zone**	66 ORLANDO
Address	1450 NORTH TOMOKA FARMS ROAD , DAYTONA BEACH, FL 32114				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08909902	Wiring harness, transmission ; Automatic transmission	ML	CHECK ENGINE/SERVICE ENGINE SO	52112919AB	WIRING	1	X	515.71	$520.99
A	08909902	Wiring harness, transmission ; Automatic transmission	ML	CHECK ENGINE/SERVICE ENGINE SO	68271635AA	CLIP	2		4.05	$520.99
A	08909961	Wiring harness, transmission ; 4 X 4 equipped			52112919AB	WIRING	1	X	515.71	$32.56
A	08909961	Wiring harness, transmission ; 4 X 4 equipped			68271635AA	CLIP	2		4.05	$32.56
B	08808401	Switch/sensor, brake pedal	07	BINDS, STICKS, OR SEIZED	68078700AE	SENSOR	1	X	19.80	$43.42
B	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68078700AE	SENSOR	1	X	19.80	$206.23
C	08190201	Module, body control ; All others	61	INTERMITTENT OPERATION	68320319AC	MODULE	1	X	230.57	$119.39
C	95400142	Loaner Car ; High Line Vehicles			68320319AC	MODULE	1	X	230.57	$400.00

RO Narratives

(RO) Customer Concern:

[redacted]

(RO) Cause:

FACTORY REQUIRED RRT FACTORY REQUIRED RECALL FACTORY REQUIRED RECALL VERIFIED CONCERN, FOUND ACTIVE [redacted] FOLLOWED CHART FOUND, IC INTERNALLY FAULTED, APON INSTALLING NEW HCU, FOUND HCU THREADED INCORRECTLY FROM FACTORY AND DAMAGES BRAKE LINE INSTALLED NEW HCU, BRAKE LINE AND ABS MODULE, FOUND ACTIVE CODE [redacted] FOLLOWE CHART, FOUND ABS MODULE INTERNALLY SHORTED, RNR ABS MODULE, FOUND CODE [redacted] CAME BACK FOLLOWED CHART, FOUND ABS MODULE FAULTED, RNR ABS MODULE. FOUND ACTIVE CODE [redacted] CONTACTED STAR (CASE ATTACHED) VERIFIED PART #'S ON MODULES CORRECT, INSPECTED ORC FOR PROPER INSTALLATION AND PINS/TERMINALS, TESTED PINS [redacted] FOUND CORRECT VOLTS, CHECKED RESISTANCE FROM

[redacted] CHECKED CIRCUITS [redacted] FO R SHORT TO GROUND, FOUND [redacted] SHORTED, RAN OVERLAY ON BOTH WIRES PER STAR, CORRECTED SHORTS HOWEVER STILL HAD CODE. RNR TRANS HARNESS, CODES CORRECTED HOWEVER BRAKE LIGHT STUCK ON, CHECKED CIRCUITS [redacted] FOR RESISTANCE AND CONTINUITY, DETERMINED BRAKE TRAVEL SENSORS FAULTY, RNR TRAVEL SENSOR, VERIFIED VEHICLE IS NOW FUNCTIONING AS INTENED E VERIFIED CONCERN FOUND INTERMITTENT SHORT IN BCM. COMPLETED DIESEL O.C FACTORY REQUIRED RECALL

(RO) Correction:

PERFORMED [redacted] SAFETY RECALL INSTALLED STOP BLOCK FOR TAILGATE LATCH PER RECALL [redacted] COMPLETED REPAIRS AND TEST DROVE THE VEHICLE TO VERIFIED CONFIRMED THAT NO FAULT CODES RETURNED. REPLACED THE BCM AND VERIFIED DOORS ARE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

BRAKE LIGHT IS STUCK ON DOOR WILL NOT LOCK. INTERMITTANTLY ALARM WILL BEEP. STILL HAS CODE

(Claim) Cause:

CHECKED CIRCUITS [redacted] FOR RESISTANCE AND CONTINUITY. FOUND BRAKE TRAV CODE [redacted] STILL PRESENT. SHORT IN TRANS WIRING FOUND INTERMITTANT SHORT IN BCM EL SENSORS FAULTY

(Claim) Correction:

REPLACED THE BCM REPLACED TRANSMISSION WIRING HARNESS REPLACED TRAVEL SENSOR

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	[redacted] RAM 500 LT CREW CAB 4 4
Build Date	10 7 016	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	08/14/ 017
Claim Type	F er ice Contract	**Repair Date**	11 17 01
Claim Status	Paid	**Mileage (Miles)**	46,061

Expense

Labor	$0 00	**Sublet**	$0 00	**Part**	$75 00	**Total Paid**	$75 00

Dealer Information

Code	[redacted]	**Name**	P TTER ON DODGE CHRY LER JEEP	**Zone**	6 D LL
Address	900 JACK BORO HWY , WICHITA FALL , T 76 0				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	6 60 0	Maintenance Interval chedule B To be u ed e er ,000 Interval	MC	MAINTENANCE CARE						$0 00
A	95 60001	Maintenance llowance Fixed Co t Maintenance								$75 00

RO Narratives

(RO) Customer Concern

(Change die el engine oil and filter ynthetic oil may be re quired ba ed on geographic location)

(RO) Cause:

NA

(RO) Correction:

COMPLETED ER ICE

(RO) Technical Notes

NA

GCS Narratives

(Claim) Customer Concern:

N

(Claim) Cause

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted] RAM 500 LARAMIE CREW CAB 4 4
Build Date	0 04 017	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	09/06/ 017
Claim Type	arrant	**Repair Date**	11 17 01
Claim Status	Paid	**Mileage (Miles)**	16 114

Expense

Labor	$91 7	**Sublet**	$ 97 4	**Part**	$0 00	**Total Paid**	$ 9 11

Dealer Information

Code	[redacted]	**Name**	N PLETON' OUTH ORL NDO CHRY LER JEEP DODGE	**Zone**	66 ORL NDO
Address	1460 E O CEOL PK Y KI IMMEE FL 4744				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	0 19100	Module anti lock brake control ll other	7	D M GED	6 4709 B	MODULE	1		97 4	$6 4
	0 19106	Module anti lock brake control 6 7L die el equipped			6 4709 B	MODULE	1		97 4	$

RO Narratives

(RO) Customer Concern

MOAPR WARRANTY AB MODULE NO VEHICLE IN PECTION DONE

(RO) Cause:

GENER L CONCERN

(RO) Correction

[redacted]THE B MODULE NOT CTI E ORKED ITH T R ND THEY ID TO TRYREPL CING IT G IN FTER E CHECKED ALL THEWIRE WE OHMED THEM OUT AND LOAD TE TEDTHEM REPLACED MODULE TARCA E # [redacted] REFERENCE RO# 100 CU TOMER T TE NO EHICLE IN PECTION DONE

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern:

C B LIGHT ON

(Claim) Cause

B MODULE NOT RE PONDING

(Claim) Correction

REPLACED MODULE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 LARAMIE CREW CAB 4X4
Build Date	05/04/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	09/06/2017
Claim Type	W - Warranty	**Repair Date**	11/17/2018
Claim Status	Paid	**Mileage (Miles)**	16,114

Expense

Labor	$193.94	**Sublet**	$1,024.00	**Part**	$350.00	**Total Paid**	$1,567.94

Dealer Information

Code	[redacted]	**Name**	NAPLETON'S SOUTH ORLANDO CHRYSLER-JEEP-DODGE	**Zone**	66 ORLANDO
Address	1460 E OSCEOLA PKWY , KISSIMMEE, FL 34744				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	ML	CHECK ENGINE/SERVICE ENGINE SO	68347098AB	MODULE	1		297.84	$125.49
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	ML	CHECK ENGINE/SERVICE ENGINE SO	68143491AA	CONTROL	1	X	692.93	$125.49
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	ML	CHECK ENGINE/SERVICE ENGINE SO	04318080AD	FLUID	4		33.23	$125.49
A	08191002	Module, anti-lock brake control ; All others			68347098AB	MODULE	1		297.84	$68.45
A	08191002	Module, anti-lock brake control ; All others			68143491AA	CONTROL	1	X	692.93	$68.45
A	08191002	Module, anti-lock brake control ; All others			04318080AD	FLUID	4		33.23	$68.45
A	95400141	Loaner Car ; Standard Line Vehicles			68347098AB	MODULE	1		297.84	$350.00
A	95400141	Loaner Car ; Standard Line Vehicles			68143491AA	CONTROL	1	X	692.93	$350.00
A	95400141	Loaner Car ; Standard Line Vehicles			04318080AD	FLUID	4		33.23	$350.00

RO Narratives

(RO) Customer Concern:

z-(DMS Appt. Feed) Line 1 [SERVICEANTILOCK BRAKE SYSTEM WARNING ON PANEL. PLEASE CHECK AND ADVISE.] Multi-point inspection (according to maintenance interval) Perform DTC Inspection

(RO) Cause:

ABS

(RO) Correction:

[redacted]TECH RANTHROUGH FLOW CHART AND FOUND THE PUMP ANDMODULE TO HAVE INTERNAL SHORT. REPLACED PUMPAND MODULE[redacted]1.1 z-(DMS Appt. Feed) Line 1 [SERVICE ANTILOCK BRAKESYSTEM WARNING ON PANEL. PLEASE CHECK AND ADVISE.] Multi-point inspection (according to maintenanceinterval) COMPLETE VISUAL MULTI-POINT INSPECTION. Perform DTC Inspection 11 DAY RENTAL CUSTOMER STATES .

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CS ANTI LOCK LIGHT ON

(Claim) Cause:

[redacted]

(Claim) Correction:

REPLACED ANTI LOCK BRAKE MODULE AND CONTROL

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 LARAMIE CREW CAB 4X4
Build Date	05/04/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	09/06/2017
Claim Type	W - Warranty	**Repair Date**	11/17/2018
Claim Status	Paid	**Mileage (Miles)**	16,114

Expense

Labor	$308.02	**Sublet**	$1,024.00	**Part**	$0.00	**Total Paid**	$1,332.02

Dealer Information

Code	[redacted]	**Name**	NAPLETON'S SOUTH ORLANDO CHRYSLER-JEEP-DODGE	**Zone**	66 ORLANDO
Address	1460 E OSCEOLA PKWY , KISSIMMEE, FL 34744				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	59	INTERNAL LEAK	68347098AB	MODULE	1		297.84	$125.49
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	59	INTERNAL LEAK	68143491AA	CONTROL	1	X	692.93	$125.49
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	59	INTERNAL LEAK	04318080AD	FLUID	4		33.23	$125.49
A	08191002	Module, anti-lock brake control ; All others			68347098AB	MODULE	1		297.84	$68.45
A	08191002	Module, anti-lock brake control ; All others			68143491AA	CONTROL	1	X	692.93	$68.45
A	08191002	Module, anti-lock brake control ; All others			04318080AD	FLUID	4		33.23	$68.45
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68347098AB	MODULE	1		297.84	$114.08
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68143491AA	CONTROL	1	X	692.93	$114.08
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			04318080AD	FLUID	4		33.23	$114.08

RO Narratives

(RO) Customer Concern:

MOPAR WARRANTY ABS PUMP AND MODULE CUSTOMER STATES

(RO) Cause:

GENERAL CONCERN GENERAL CONCERN

(RO) Correction:

[redacted]THE ABS MODULE WAS STILL NOT ACTIVE.PLUGGED IN MODULE OUTSIDE OF PUMP BEFOREINSTALLING THE ONE PREVIOUSLY AND IT WASACTIVE BUT ONCE I INSTALLED IT TO THE PUMP ITWENT NON ACTIVE. TECH RECHECKED ALL THE WIRESAND THEY WERE GOOD. REPLACED THE ABS PUMP ANDMODULE. BLEED BRAKES, INITIALIZED ABS ANDRELEARNED

THE BRAKE PEDAL. TEST DROVE 20MILES STARCASE [redacted]
CUSTOMER STATES NO VEHICLE INSPECTION DONE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

SERVICE ANTILOCK BRAKE SYSTEM WARNING ON PANEL. PLEASE CHECK AND ADVISE

(Claim) Cause:

THE ABS MODULE WAS STILL NOT ACTIVE. PLUGGED IN MODULE OUTSIDE OF PUMP BEFORE INSTALLING THE ONE PREVIOUSLY AND IT WAS ACTIVE BUT ONCE I INSTALLED IT TO T HE PUMP IT WENT NON ACTIVE. TECH RECHECKED ALL THE WIRES AND THEY WERE GOOD

(Claim) Correction:

EPLACED THE ABS PUMP AND MODULE. BLEED BRAKES, INITIALIZED ABS AND RELEARNED T HE BRAKE PEDAL. TEST DROVE 20 MILES

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted] RAM 500 LARAMIE CREW CAB 4 4
Build Date	05/04/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	09/06/2017
Claim Type	W Warranty	**Repair Date**	11/17/ 018
Claim Status	Paid	**Mileage (Miles)**	16,114

Expense

Labor	$0 00	**Sublet**	$297 84	**Part**	$0 00	**Total Paid**	$297 84

Dealer Information

Code	[redacted]	**Name**	NAPLETON' OUTH ORLANDO CHRY LER JEEP DODGE	**Zone**	66 ORLANDO
Address	1460 E O CEOLA PKWY , KI IMMEE, FL 4744				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08191002	Module, anti lock brake control ; All other	18	CIRCUIT OPEN	68347098AB	MODULE	1	X	297 84	$0 00
A	0819106	Module, anti lock brake control ; 6 7L die el equipped			68 47098AB	MODULE	1		97 84	$0 00

RO Narratives

(RO) Customer Concern:

MOPAR WARRANTY ABS MODULE NO VEHICLE INSPECTION DONE

(RO) Cause:

GENERAL CONCERN

(RO) Correction:

[redacted]THE AB WOULD NOT INITIALI E OPENEDA TARCA E WITH [redacted] THEY AID TOREPLACE THE MODULE TECH REPLACED ABS MODUL[redacted] CUSTOMER STATES NO VEHICLE INSPECTION DONE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

AB MODULE WOULD NOT INITIALI E

(Claim) Cause:

FAULTY MODULE

(Claim) Correction:

REPLACED ABS MODULE PER STAR CASE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 LARAMIE CREW CAB 4X4
Build Date	05/23/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	08/21/2017
Claim Type	S Safety (Recalls)	**Repair Date**	11/19/2018
Claim Status	Paid	**Mileage (Miles)**	11,069

Expense

Labor	$26 93	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$26 93

Dealer Information

Code	[redacted]	**Name**	CONWAY CHRYSLER DODGE JEEP INC	**Zone**	66 ORLANDO
Address	2385 HWY 501 WEST , CONWAY, SC 29526				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U53182	Customer Satisfaction Notification U53 - Occupant Restraint Control Module ; Reprogram Occupant Restraint Controller (ORC) Module - Includes ORC and ABS Initialization	UC	UNCODABLE (NARRATIVE REQUIRED)						$26 93

RO Narratives

(RO) Customer Concern:

OWNER STATES RECALL / [redacted] CUSTOMER SATISFACTIONNOTIFICATION [redacted] OCCUPANT RESTRAINT CONTROL MODULE** OWNER STATES RECALL / [redacted] TAILGATE LATCH** OWNER STATES SEAL AT BACK GLASS DISTORTED

(RO) Cause:

NA

(RO) Correction:

COMPLETED RECALL COMPLETED RECALL ORDERED SEAL

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted] RAM 500 LONGHORN CREW CAB 4 4
Build Date	05/08/ 017	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	0 / 8/ 018
Claim Type	F ervice Contract	**Repair Date**	11/19/ 018
Claim Status	Paid	**Mileage (Miles)**	10, 07

Expense

Labor	$0 00	**Sublet**	$0 00	**Part**	$75 00	**Total Paid**	$75 00

Dealer Information

Code	[redacted]	**Name**	ABERNETHY CHRY JEEP DODGE INC	**Zone**	66 ORLANDO
Address	144 E MAIN T , LINCOLNTON, NC 809				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	6860 0	Maintenance Interval chedule B ; To be u ed every ,000 Interval	MC	MAINTENANCE CARE						$0 00
A	95 60001	Maintenance Allowance ; Fixed Co t Maintenance								$75 00

RO Narratives

(RO) Customer Concern:

Change die el engine oil and filter (nthetic oil ma be required ba ed on geographic location) Lubricate front dri e haft fitting Multi point in pection (according to maintenance interval) E ENTIAL CARE ROTELLA DIE EL OIL CHANGE ONLY $ 55 00

(RO) Cause:

NA

(RO) Correction:

CH NGED OIL ND FILTER

(RO) Technical Notes

NA

GCS Narratives

(Claim) Customer Concern:

N

(Claim) Cause

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	01	**Body**	[redacted]
Build Date	05 23 201	**Plant**	S LTILL TRU K SSEMBL PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	08 21 201
Claim Type	S Saf t (R all)	**Repair Date**	11 19 2018
Claim Status	Paid	**Mileage (Miles)**	11 0 0

Expense

Labor	$1 95	**Sublet**	$0 63	**Part**	$0 00	**Total Paid**	$18 58

Dealer Information

Code	[redacted]	**Name**	N HR SLER D DGE JEEP IN	**Zone**	66 RL ND
Address	2385 H 501 EST N S 29526				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	08U 418	afet Recall U 4 Tailgat Lat h In tall Tailgat tuat r St p Bl k	U	UN D BLE (N RR TI E REQUIRED)	684480	TU TOR	1		0 63	$1 95

RO Narratives

(RO) Customer Concern

N

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

N

(Claim) Cause

N

(Claim) Correction

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	201	**Body**	[redacted]
Build Date	10 0 016	**Plant**	S LTILL TRU K SSEMBL PL NT	**Co erage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11 2 201
Claim Type	S S f t R c ll	**Repair Date**	11 0 018
Claim Status	Paid	**Mileage (Miles)**	14 814

Expense

Labor	$2 30	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$2 30

Dealer Information

Code	[redacted]	**Name**	ERR D HR SLER JEEP D D E	**Zone**	66 RL ND
Address	525 J KE LEX NDER BL D S UTH S LISBUR N 2814				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Q antity	Part Failed	Part Expense	LOP Expense
	18U53182	u t m r Sati fa ti n N tifi ati n U53 ccup nt R tr int ntr l M dul R pr gram upant R traint ntr ll r (R) M dul Includ R nd BS Initi li ti n	U	UN D BLE (N RR TI E REQUIRED)						$2 30

RO Narratives

(RO) Customer Concern

[redacted]

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern:

N

(Claim) Cause

N

(Claim) Correction

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted]
Build Date	04 09 01	**Plant**	LTILLO TRU K EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	01 1 01
Claim Type	afet (Recalls)	**Repair Date**	11 0 018
Claim Status	Paid	**Mileage (Miles)**	

Expense

Labor	$ 6 9	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$ 6 9

Dealer Information

Code	[redacted]	**Name**	LL T R DODGE	**Zone**	63	D LL
Address	4600 C NYON DRI E M RILLO T 79109					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	1 U 1	Cu tomer ati faction Notification U53 Occupant Restraint ntr l Module Reprogram Occupant Re traint Controller (ORC) Module Includes OR and B Initiali ati n	UC	UN OD BLE (N RR TI E REQUIRED)						$ 6 9

RO Narratives

(RO) Customer Concern

[redacted] ust mer atisfacti n N tificati n U53 Occupant Restraint ntr l M dule] Electrical N n P M Flashes ncern [PROGR M KEY FOB]

(RO) Cause

REC LL U

(RO) Correction

[redacted] ust mer atisfacti n N tificati n U53 Occupant Restraint ntr l M dule] RE LL ROUTINE M INTEN NCE

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

N

(Claim) Cause

N

(Claim) Correction

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - RAM 2500 LARAMIE CREW CAB 4X4
Build Date	10/18/2018	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	12/17/2018
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	11/20/2018
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$141.98	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$141.98

Dealer Information

Code	[redacted]	**Name**		**Zone**	51 CHICAGO
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$141.98

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 2500 LARAMIE CREW CAB 4X2
Build Date	0 / 4/ 018	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/08/ 018
Claim Type	W Warranty	**Repair Date**	11/ 0/ 018
Claim Status	Paid	**Mileage (Miles)**	6, 57

Expense

Labor	$ 8 56	**Sublet**	$149 8	**Part**	$0 00	**Total Paid**	$178 8

Dealer Information

Code	[redacted]	**Name**		**Zone**	66 ORLANDO
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	0 1104	Molding/cladding ; Adhesive type Front door Right or left	11	BROKEN OR CRACKED	68140 6AA	MOLDING	1		149 8	$ 8 56

RO Narratives

(RO) Customer Concern:

GENERAL CONCERN CU TOMER TATE THAT HI PA ENGER DOOR MOLDING I COMING OFF CU TOMER I HERE FOR SOP PART PART NUMBER [redacted] AA GENERAL CONCERN CUSTOMER STATES THAT TRACTION CONTROL LIGHT IS ON DECLINED ERVICE CU TOMER DECLINED MULTI WA JU T DONE LA T VI IT

(RO) Cause:

NA

(RO) Correction:

INSTALLED CHROME STRIP ON PASSENGER FRONT DOOR PERFORMED ABS INITIALIZATION COMPLETED

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES PASSENGER DOOR MOLDING IS COMING OFF

(Claim) Cause:

FAILED DOOR MOLDING

(Claim) Correction:

REPLACED PA ENGER DOOR MOLDING FOR CORRECTION

Warranty Claim Report

Vehicle Information

VIN	[redacted]	Year	018	Body	[redacted]
Build Date	05 06 018	Plant	LTILLO TRU K EMBLY PL NT	Coverage Code	[redacted]

Claim Information

Claim #	[redacted]	In Service Date	0 0 019
Claim Type	afet (Recall)	Repair Date	11 0 01
Claim Status	Paid	Mileage (Miles)	4

Expense

Labor	Sublet	Part	Total Paid
$33 83	$0 00	$0 00	$33 83

Dealer Information

Code	[redacted]	Name	REEDM N TOLL UTO ORLD	Zone	35 HINGTON
Address	1700 E LINCOLN H Y L NGHORNE P 19047				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	18U5318	Cu tomer ati faction Notification U Occupant Re traint Control M dule Repr gram Occupant Re traint Controller (ORC) Module Includes OR and B Initiali ati n	U	UNCOD BLE (N RR TI E REQUIRED)						$33 83

RO Narratives

(RO) Customer Concern

N

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

N

(Claim) Cause

N

(Claim) Correction

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 2500 ST REG CAB 4X4
Build Date	09/28/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11/27/2017
Claim Type	S Safety (Recalls)	**Repair Date**	11/20/2018
Claim Status	Paid	**Mileage (Miles)**	,58

Expense

Labor	$29 27	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$29 27

Dealer Information

Code	[redacted]	**Name**	UNIVERSITY CHRYSLER DODGE JEEP	**Zone**	66 ORLANDO
Address	54 FLORENCE BLVD , FLORENCE, AL 56 0				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U53182	Cu tomer ati faction Notification U5 Occupant Re traint Control Module ; Reprogram Occupant Re traint Controller (ORC) Module Includes ORC and ABS Initialization	UC	UNCODABLE (NARRATIVE REQUIRED)						$29 27

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES U53 Customer Satisfaction Notification [redacted] Occupant Restraint Control Module (Recall CSN 1) CUSTOMER STATES (Multi point inspection according to maintenance interval) CUSTOMER STATES TRANSMISSION JERKING (General Concern 1)

(RO) Cause:

[redacted] ION JERKING ON ACCLERATION

(RO) Correction:

PERFORM SAFETY RECALL TO CHRYSLER RECOMMENDED STANDARD PERFORMED MULTI POINT INSPECTION [redacted] FLASH

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted]
Build Date	09 28 201	**Plant**	S LTILL TRU K SSEMBL PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11 01
Claim Type	arrant	**Repair Date**	11 20 2018
Claim Status	Paid	**Mileage (Miles)**	23 582

Expense

Labor	$68 31	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$68 31

Dealer Information

Code	[redacted]	**Name**	UNI ERSIT HR SLER D DGE JEEP	**Zone**	66	RL ND
Address	2354 FL REN E BL D FL REN E L 35630					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	181904H	M dul Engin ntr l (E M) M dul Engin ntr l (E M) R pr gram Qui kl arn 68RFE nl (T)		SENDING UNITS SENS RS						$68 31

RO Narratives

(RO) Customer Concern

[redacted] upant R traint ntr l M dul (R all SN 1) UST MER ST TES (Multi p int in p ti n a rding t maint nan int r al) UST MER ST TES TR NSMISSI N JERKING (G n ral n rn 1)

(RO) Cause

[redacted] ION JERKING ON LER TION

(RO) Correction

PERF RM S FET RE LL T HR SLER RE MMENDED ST ND RD PERF RMED MULTI P INT INSPE TI N 18 19 04 H FL SH

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

UST MER ST TES TR NSMISSI N IS JERKING

(Claim) Cause

[redacted] R THIS N ERN

(Claim) Correction

UPD TED P M T L TEST S FT RE TEST DR E ND TR NS N L NGER JERKING

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	01	**Body**	[redacted]
Build Date	10 0 016	**Plant**	S LTILL TRU K SSEMBL PL NT	**Co erage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Ser ice Date**	11 01
Claim Type	S S f t R c ll	**Repair Date**	11 0 018
Claim Status	P id	**Mileage (Miles)**	14 813

Expense

Labor	$18 0	**Sublet**	$0 1	**Part**	$0 00	**Total Paid**	$18 91

Dealer Information

Code	[redacted]	**Name**	ERR D HR SLER JEEP D D E	**Zone**	66 RL ND
Address	5 5 J KE LE NDER BL D S UTH S LISBUR N 814				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	08U 418	S f t R c ll U 4 Tailgat Lat h In tall T ilg t ctu t r St p Bl ck	U	UN D BLE N RR TI E REQUIRED)	684480	TU T R	1		0 1	$18 0

RO Narratives

(RO) Customer Concern:

[redacted] ccup nt R tr int ntr l M dul R c ll SN U 4 S f t R c ll U 4 T ilg t L tch R c ll SN 1 r h

(RO) Cause:

[redacted] lu N ch rg t cu t m r ith r ic

(RO) Correction:

R pr gr m th R m dul [redacted] ut p 6 4149 In t ll t ilg t l tch ctu t r t p bl ck 08 U 41 8 0 h ur mpl t d mplim ntar t n r ar a h

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern:

N

(Claim) Cause

N

(Claim) Correction:

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	018	**Body**	[redacted] RAM 500 LARAMIE CREW CAB 4 4
Build Date	0 / 1/ 018	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11/ 7/ 018
Claim Type	afety (Recall)	**Repair Date**	11/ 1/ 018
Claim Status	Paid	**Mileage (Miles)**	5

Expense

Labor	$ 9 5	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$ 9 5

Dealer Information

Code	[redacted]	**Name**	GRE HAM DODGE INC	**Zone**	70 PHOENI
Address	855 E BURN IDE , GRE HAM, OR 970 0				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U5 18	Cu tomer ati faction Notificatio U Occupant Re traint Control Module ; Reprogram Occupant Re traint Controller (ORC) Module Include ORC and AB Initiali ation	UC	UNCODABLE (NARRATIVE REQUIRED)						$ 9 5

RO Narratives

(RO) Customer Concern:

[redacted] Occupant Re traint Control Module**]

(RO) Cause:

ECALL

(RO) Correction:

[redacted]

(RO) Technical Notes

NA

GCS Narratives

(Claim) Customer Concern:

N

(Claim) Cause

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 LARAMIE CREW CAB 4X4
Build Date	06/23/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11/27/2017
Claim Type	S Safety (Recalls)	**Repair Date**	11/21/2018
Claim Status	Paid	**Mileage (Miles)**	15,265

Expense

Labor	$31 30	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$31 30

Dealer Information

Code	[redacted]	**Name**	DODGE OF WINTER HAVEN	**Zone**	66 ORLANDO
Address	299 CYPRESS GARDENS BLVD , WINTER HAVEN, FL 33880				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U53182	Customer Satisfaction Notification U53 Occupant Restraint Control Module ; Reprogram Occupant Restraint Controller (ORC) Module Includes ORC and ABS Initialization	UC	UNCODABLE (NARRATIVE REQUIRED)						$31 30

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

Replace synthetic engine oil and filter

(Claim) Cause:

U53

(Claim) Correction:

[redacted]PERFORMED CHRYSLER RECALL AS PER MANUFACTURER INSTRUCTIONS Reprogram

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted] RAM 500 LARAMIE CREW CAB 4 4
Build Date	06/23/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11/ 7/ 017
Claim Type	F Service Contract	**Repair Date**	11/21/2018
Claim Status	Paid	**Mileage (Miles)**	15, 65

Expense

Labor	$0 00	**Sublet**	$0 00	**Part**	$65 00	**Total Paid**	$65 0

Dealer Information

Code	[redacted]	**Name**	DODGE OF WINTER HAVEN	**Zone**	66 ORLANDO
Address	99 CYPRE GARDEN BLVD , WINTER HAVEN, FL 880				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26860303	Maintenance Interval Schedule B ; To be used every ,000 Interval	MC	MAINTENANCE CARE						$0 00
A	95 60001	Maintenance Allowance ; Fixed Co t Maintenance								$65 00

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	018	**Body**	[redacted] RAM 500 T CREW CAB 4 4
Build Date	03/01/2018	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06/ 5/ 018
Claim Type	afety (Recall)	**Repair Date**	11/ 1/ 018
Claim Status	Paid	**Mileage (Miles)**	7,716

Expense

Labor	$ 6 78	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$ 6 78

Dealer Information

Code	[redacted]	**Name**	GREENBRIER MOTOR CO INC	**Zone**	35 WASHINGTON
Address	111 ENECA TRAIL , LEWI BURG, WV 4901				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U5 18	Cu tomer ati faction Notification U5 Occupant Re traint C ntrol Module ; Reprogram Occupant Re traint Controller (ORC) Module Include ORC and AB Initiali ation	UC	UNCODABLE (NARRATIVE REQUIRED)						$ 6 78

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 3500 ST CREW CAB 4X4
Build Date	06/16/ 017	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/20/2017
Claim Type	W Warranty	**Repair Date**	11/ 1/ 018
Claim Status	Paid	**Mileage (Miles)**	7 ,08

Expense

Labor	$708 06	**Sublet**	$,716 79	**Part**	$ 60 00	**Total Paid**	$,784 85

Dealer Information

Code	[redacted]	**Name**	NORTHWE T DODGE	**Zone**	6 DALLA
Address	19616 NORTHWE T FWY , HOU TON, T 77065				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	1000169	Tran mi ion ; DEF equipped 500 500 4x4 pick up only			RL 570 AB	CONVERTER	1		594 9	$75 86
A	21000169	Tran mi ion ; DEF equipped 500 500 4x4 pick up only			05189966AB	FLUID AFT	8		121 87	$75 86
A	100 801	Tran mi ion, Remove and in tall for repair A 68RC/A 69RC ; 500/4500/5500 erie			RL 570 AB	CONVERTER	1		594 9	$ 91 96
A	100 801	Tran mi ion, Remove and in tall for repair AS68RC/AS69RC ; 500/4500/5500 erie			05189966AB	FLUID AFT	8		1 1 87	$ 91 96
A	100 860	Tran mi ion, Remove and in tall for repair AS68RC/AS69RC ; Skid plate equipped			RL 570 AB	CONVERTER	1		594 9	$ 5 9
A	100 860	Tran mi ion, Remove and in tall for repair A 68RC/A 69RC ; kid plate equipped			05189966AB	FLUID AFT	8		1 1 87	$ 5 9
A	21002861	Transmission, Remove and in tall for repair A 68RC/A 69RC ; 4x4 equipped			RL335702AB	CONVERTER	1	X	2594 92	$151 73
A	21002861	Tran mi ion, Remove and in tall for repair A 68RC/A 69RC ; 4x4 equipped			05189966AB	FLUID AFT	8		121 87	$151 73
A	100 86	Tran mi ion, Remove and in tall for repair A 68RC/A 69RC ; Two piece propeller haft equipped			RL 570 AB	CONVERTER	1		594 9	$ 5 9
A	100 86	Tran mi ion, Remove and install for repair A 68RC/A 69RC ; Two piece propeller haft equipped			05189966AB	FLUID AFT	8		1 1 87	$ 5 9
A	1 0151	Torque converter replace ; Torque converter Replace 6 7L TD Cummin w/ Ai in A 68RC/A 69RC Auto Tran (Highly killed)	58	INTERNAL DEFECT	RL 570 AB	CONVERTER	1		594 9	$ 7 9
A	1 0151	Torque converter replace ; Torque converter Replace 6 7L TD Cummin w/ Ai in AS68RC/AS69RC Auto Trans (Highly killed)	58	INTERNAL DEFECT	05189966AB	FLUID AFT	8		1 1 87	$ 7 9

A	95400142	Loaner Car ; High Line Vehicles			RL335702AB	CONVERTER	1	X	2594.92	$360.00
A	95400142	Loaner Car ; High Line Vehicles			05189966AB	FLUID AFT	8		121.87	$360.00

RO Narratives

(RO) Customer Concern:

customer states when turning vehicle shared or vibrates as t urning will also do it as taking of (AxleDriveshaftDifferent ial Concern) customer states when stop vehicle vibrates just replace wheel bearings Customer requests AdvantageCare lube, oil and filter change and tire rotation. CUSTOMER REQUESTS VEHICLE WASH PERFORM 27 POINT CHECK

(RO) Cause:

TORQUE CONVERTER INTENAL FAILURE. CUSTOMER HAS PREPAID WASHES. IN HOUSE CUSTOMER REQUEST

(RO) Correction:

[redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

WHEN TURNING VEHICLE SHARED OR VIBRATES AS TURNING WILL ALSO DO IT AS TAKING O F

(Claim) Cause:

TORQUE CONVERTER INTENAL FAILURE

(Claim) Correction:

EST DROVE VEHICLE AND VERIFIED CUSTOMER CONCERN. INSPECTED FRONT WHEEL HUB BE ARINGS FROM EXCESSIVE PLAY, PASSED. INSPECTED DRIVESHAFT U-JOINTS FOR ANY FAI LURE, PASSED. INSPECTED REAR WHEEL BEARINGS FOR EXCESSIVE PLAY, PASSED PLACE D VEHICLE ON LIFT AND DIPLICATED CONCERN REMOVED DRIVESHAFT, DETERMINED VIBR ATION ORIGINATING FROM TRANSMISSION. REMOVED TRANSISSION AND INSPECTED INPUT A ND OUTPUT SHAFTS FORM EXCESSIVE AXIAL AND RADIAL PLAY, PASSED. REMOVED AND R EPLACED TORQUE CONVERTER. RE-ASSEMBLED TRANSMISSION AND FILLED TO PROPER LEVEL . PERFOMED TRANSMISSION QUICKLEARN PROCEDURE. TEST DROVE VEHICLE AND VERIFIE D TRANSMISSION SHIFTING NORMALLY AT THIS TIME.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - RAM 2500 LARAMIE CREW CAB 4X4
Build Date	10/05/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	12/27/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	11/21/2018
Claim Status	Paid	**Mileage (Miles)**	20,661

Expense

Labor	$34 84	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$34 84

Dealer Information

Code	[redacted]	**Name**	JOHN L. SULLIVAN DODGE CHRYSLER, INC.	**Zone**	71 LOS ANGELES
Address	529 5TH ST , MARYSVILLE, CA 95901				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U53182	Customer Satisfaction Notification U53 - Occupant Restraint Control Module ; Reprogram Occupant Restraint Controller (ORC) Module - Includes ORC and ABS Initialization	UC	UNCODABLE (NARRATIVE REQUIRED)						$34 84

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	018	**Body**	[redacted]
Build Date	10 25 2018	**Plant**	S LTILL TRU K SSEMBL PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	01 10 2019
Claim Type	K R ad R ad (PREPN)	**Repair Date**	11 22 2018
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$116 50	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$116 50

Dealer Information

Code	[redacted]	**Name**	ESTG TE HR SLER JEEP D DGE R M	**Zone**	66 RL ND
Address	64 1 OLD E TG TE RD R LEIGH N 61				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	85900040	R ad Read Ba i Pr p	NU	NE EHI LE PREP						$116 50

RO Narratives

(RO) Customer Concern

N

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

N

(Claim) Cause

N

(Claim) Correction

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 LONGHORN MEGA CAB 4X4
Build Date	04/26/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	08/01/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	11/23/2018
Claim Status	Paid	**Mileage (Miles)**	83,146

Expense

Labor	$50.58	**Sublet**	$0.78	**Part**	$0.00	**Total Paid**	$51.36

Dealer Information

Code	[redacted]	**Name**	NORTHWEST DODGE	**Zone**	63 DALLAS
Address	19616 NORTHWEST FWY , HOUSTON, TX 77065				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
B	08U74182	Safety Recall U74 - Tailgate Latch ; Install Tailgate Actuator Stop Block	UC	UNCODABLE (NARRATIVE REQUIRED)	68448027AA	ACTUATOR	1	X	0.78	$25.29
A	19U11181	Safety Recall U11 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Verify BCM Software Level (2017-2018 Model Year)	UC	UNCODABLE (NARRATIVE REQUIRED)						$25.29

RO Narratives

(RO) Customer Concern:

[redacted] Brake Transmission Shift Interlock (Recall CSN [redacted] Tailgate Latch (Recall CSN 2) (Multi-point inspection according to maintenance interval) WE RECOMMENDED MAINTENANCE AND THE CUSTOMER DECLINED CUSTOMER REQUESTS OIL AND FILTER CHANGE TIRE ROTATION cust wants outer rear tires swapped with two front tires and make sure they are set to 70 psi CUSTOMER REQUESTS VEHICLE WASH.

(RO) Cause:

[redacted] CUSTOMER REQUEST CUSTOMER HAS PREPAID WASHES.

(RO) Correction:

INSPECTED BTSI FUNCTIONALITY AND INSPECETD BCM FLASH. LOP:[redacted] NSTALLED TAILGATE LATCH ACTUATOR STOP BLOCKER. LOP:[redacted] PERFORMED 27 POINT INSPECTION CUSTOMER DECLINED THE RECOMMENDED MAINTENANCE CHANGE OIL AND FILTER COMPLETED TIRE ROTATION VEHICLE HAS BEEN WASHED.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 LONGHORN MEGA CAB 4X4
Build Date	04/26/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	08/01/2017
Claim Type	F - Service Contract	**Repair Date**	11/23/2018
Claim Status	Paid	**Mileage (Miles)**	83,146

Expense

Labor	$0.00	**Sublet**	$0.00	**Part**	$85.00	**Total Paid**	$85.00

Dealer Information

Code	[redacted]	**Name**	NORTHWEST DODGE	**Zone**	63 DALLAS
Address	19616 NORTHWEST FWY , HOUSTON, TX 77065				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26860303	Maintenance Interval - Schedule B ; To be used every 3,000 Intervals	MC	MAINTENANCE CARE						$0.00
A	95260001	Maintenance Allowance ; Fixed Cost Maintenance								$75.00
A	95260002	Maintenance Allowance ; TIRE ROTATION								$10.00

RO Narratives

(RO) Customer Concern:

[redacted] Brake Transmission Shift Interlock (Recall CSN 1) [redacted] - Tailgate Latch (Recall CSN 2) (Multi-point inspection according to maintenance interval) WE RECOMMENDED MAINTENANCE AND THE CUSTOMER DECLINED CUSTOMER REQUESTS OIL AND FILTER CHANGE TIRE ROTATION cust wants outer rear tires swapped with two front tires and make sure they are set to 70 psi CUSTOMER REQUESTS VEHICLE WASH.

(RO) Cause:

[redacted] CUSTOMER REQUEST CUSTOMER HAS PREPAID WASHES.

(RO) Correction:

INSPECTED BTSI FUNCTIONALITY AND INSPECETD BCM FLASH. LOP: [redacted] NSTALLED TAILGATE LATCH ACTUATOR STOP BLOCKER. LOP: [redacted] PERFORMED 27 POINT INSPECTION CUSTOMER DECLINED THE RECOMMENDED MAINTENANCE CHANGE OIL AND FILTER COMPLETED TIRE ROTATION VEHICLE HAS BEEN WASHED.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	018	**Body**	[redacted] RAM 500 T CREW CAB 4 4
Build Date	03/05/2018	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/ 1/ 018
Claim Type	S Safety (Recalls)	**Repair Date**	11/23/2018
Claim Status	Paid	**Mileage (Miles)**	12,016

Expense

Labor	$ 5 5	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$ 5 5

Dealer Information

Code	[redacted]	**Name**	BLUE RIDGE CHRYSLER DODGE JEEP RAM	**Zone**	35 WASHINGTON
Address	864 US HIGHWAY 19 , LEBANON, VA 24266				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U5 18	Cu tomer ati faction Notification U53 Occupant Restraint Control Module ; Reprogram Occupant Restraint Controller (ORC) Module Includes ORC and ABS Initialization	UC	UNCODABLE (NARRATIVE REQUIRED)						$ 5 5

RO Narratives

(RO) Customer Concern:

CHECK ENGINE LIGHT RECALL u53

(RO) Cause:

NA

(RO) Correction:

UREA MODULE ON ORDER Customer Satisfaction Notification U53 Occupant Restraint Control Module Reprogram Reprogram Occupant Restraint Controller (ORC) Module Includes ORC and ABS Initialization (0 Low Skilled)

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 LARAMIE CREW CAB 4X4
Build Date	04/27/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	08/31/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	11/23/2018
Claim Status	Paid	**Mileage (Miles)**	19,287

Expense

Labor	$52.74	**Sublet**	$0.79	**Part**	$0.00	**Total Paid**	$53.53

Dealer Information

Code	[redacted]	**Name**	UNIVERSITY CHRYSLER DODGE JEEP	**Zone**	66 ORLANDO
Address	2500 NEW CALHOUN HWY NE , ROME, GA 30161				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08U74182	Safety Recall U74 - Tailgate Latch ; Install Tailgate Actuator Stop Block	UC	UNCODABLE (NARRATIVE REQUIRED)	68448027AA	ACTUATOR	1	X	0.79	$21.10
B	18U53182	Customer Satisfaction Notification U53 - Occupant Restraint Control Module ; Reprogram Occupant Restraint Controller (ORC) Module - Includes ORC and ABS Initialization	UC	UNCODABLE (NARRATIVE REQUIRED)						$31.64

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES U74 Safety Recall U74 - Tailgate Latch (Recall CSN 1) CUSTOMER STATES U53 Customer Satisfaction Notification U53 - Occupant Restraint Control Module (Recall CSN 2) CUSTOMER STATES (Change diesel engine oil and filter synthetic oil may be required based on geographic location) CUSTOMER STATES (Lubricate front drive shaft fitting) CUSTOMER STATES (Multi-point inspection according to maintenance interval) CUSTOMER STATES ROTATE CUSTOMERS TIRES FRONT TO BACK, SET TIRE PRESSURE

(RO) Cause:

RECALL RECALL MAINT MAINT MAINT/RECALL MAINT

(RO) Correction:

PERFORMED RECALL BY.....INSTALL TAILGATE LATCH ACTUATOR STOP BLOCK 08-U7-41-82 PERFORMED RECALL BY.....REPROGRAM THE ORC MODULE [redacted] CHANGED OIL AND FILTER IN VEHICLE TECHNICIAN LUBRICATED FRONT DRIVE SHAFT COMPLETED 23 POINT VEHICLE INSPECTION ROTATED TIRES AND SET AIR PRESSURES

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	018	**Body**	[redacted]
Build Date	11 19 01	**Plant**	LTILLO TRU K EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06 5 018
Claim Type	afet (Recalls)	**Repair Date**	11 3 018
Claim Status	Paid	**Mileage (Miles)**	8 304

Expense

Labor	$31 1	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$31 1

Dealer Information

Code	[redacted]	**Name**	BIG O DODGE OF GREEN ILLE IN	**Zone**	66 ORL NDO
Address	645 L UREN RD GREEN ILLE 9606				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	18U5318	ust mer atisfacti n N tificati n U53 Occupant Restraint ntr l M dule Repr gram Occupant Restraint ntr ller (OR) M dule Includes OR and B Initiali ati n	U	UN OD BLE (N RR TI E REQUIRED)						$31 1

RO Narratives

(RO) Customer Concern

N

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

U53 ust mer atisfacti n N tificati n U53 Occupant Restra int ntr l M dul

(Claim) Cause

RE LL

(Claim) Correction

OMPLETE 18U5318

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 ST CREW CAB 4X4
Build Date	05/02/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/25/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	11/23/2018
Claim Status	Paid	**Mileage (Miles)**	21,592

Expense

Labor	$39.33	**Sublet**	$0.00	**Part**	$200.00	**Total Paid**	$239.33

Dealer Information

Code	[redacted]	**Name**	STATE LINE CHRYSLER DODGE JEEP RAM	**Zone**	74 DENVER
Address	1001 W 104TH STREET , KANSAS CITY, MO 64114				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U53182	Customer Satisfaction Notification U53 - Occupant Restraint Control Module ; Reprogram Occupant Restraint Controller (ORC) Module - Includes ORC and ABS Initialization	UC	UNCODABLE (NARRATIVE REQUIRED)						$39.33
A	95400142	Loaner Car ; High Line Vehicles								$200.00

RO Narratives

(RO) Customer Concern:

U53 Customer Satisfaction Notification [redacted] Occupant Restraint Control Module (Recall CSN 1) CUSTOMER STATES WAS DRIVING DOWN THE HIGHWAY AND ALL DASH LIGHTS AND RADIO LIGHTS SHUT OFF, PLEASE CHECK AND ADVISE CUSTOMER REQUESTS ALTERNATE TRANSPORTATION

(RO) Cause:

PER RECALL-REPROGRAM ORC MODULE AND INITIATE ABS FOUND VOLTAGE HIGH CODES-TEST DROVE 3 TIMES COULD NOT VERIFY COMPLAINT NO

(RO) Correction:

PER RECALL-REPROGRAM ORC MODULE AND INITIATE ABS DIAGNOSIS PERFORMED-TEST DROVE AND OPERATING AS DESIGNED RENTAL SUPPLIED

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 2500 POWER WAGON CREW CAB
Build Date	11/19/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06/25/2018
Claim Type	W - Warranty	**Repair Date**	11/23/2018
Claim Status	Paid	**Mileage (Miles)**	8,304

Expense

Labor	$145.66	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$145.66

Dealer Information

Code	[redacted]	**Name**	BIG O DODGE OF GREENVILLE INC	**Zone**	66 ORLANDO
Address	2645 LAURENS RD , GREENVILLE, SC 29606				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	02190103	Control Arm / Bushing - Buzz Squeaks Rattles ; Right Rear	UC	UNCODABLE (NARRATIVE REQUIRED)						$72.83
A	02190104	Control Arm / Bushing - Buzz Squeaks Rattles ; Left Rear								$72.83

RO Narratives

(RO) Customer Concern:

(Multi-point inspection according to maintenance interval) CUSTOMER STATES THERE IS A LOUD SQUEAKING NOISE WHEN GOING O VER BUMPS OR UNEVEN TERRAIN IN THE REAR OF TRUCK CAN HEAR IF U BOUNCE UP AND DOWN ON REAR BUMPER (SteeringSuspensionStee ring Wheel Concern) U53 Customer Satisfaction Notification U53 - Occupant Restra int Control Module (Recall CSN 1)

(RO) Cause:

MAINTENANCE INSPECTION VERIFED CONCERN FOUND REAR CONTROL ARMS MAKING THE NOISE RECALL

(RO) Correction:

INSPECTION COMPLETE LOOSEN BOLTS RETORQUED TEST DROVE NO FURTHER ISSES COMPLETE [redacted]

(RO) Technical Notes:

FOUND BOTH REAR ARMS NOISY

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THERE IS A LOUD SQUEAKING NOISE WHEN GOING O VER BUMPS OR UNEV CUSTOMER STATES THERE IS A LOUD SQUEAKING NOISE WHEN GOING O VER BUMPS OR UNEV

(Claim) Cause:

VERIFED CONCERN FOUND REAR CONTROL ARMS MAKING THE NOISE VERIFED CONCERN FOUND REAR CONTROL ARMS MAKING THE NOISE

(Claim) Correction:

LOOSEN BOLTS RETORQUED TEST DROVE NO FURTHER ISSES LOOSEN BOLTS RETORQUED TEST DROVE NO FURTHER ISSES

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted] RAM 500 T CREW CAB 4 4
Build Date	04/17/ 017	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	07/1 / 017
Claim Type	afety (Recall)	**Repair Date**	11/ 4/ 018
Claim Status	Paid	**Mileage (Miles)**	22,765

Expense

Labor	$ 0 67	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$ 0 67

Dealer Information

Code	[redacted]	**Name**	GO DODGE INC	**Zone**	NEW YORK
Address	1485 SHELBURNE RD , SOUTH BURLINGTON, VT 05403				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U5 18	Cu tomer ati faction Notification U5 Occupant Re traint Control Module ; Reprogram Occupant Restraint Controller (ORC) Module Include ORC and AB Initiali ation	UC	UNCODABLE (NARRATIVE REQUIRED)						$ 0 67

RO Narratives

(RO) Customer Concern:

GENERAL CONCERN GET CU TOMER DETAIL COMPLETE COMPLEMENTARY MULTI POINT VEHICLE HEALTH FACTORY RECALL RECALL U74 TAILGATE LATCH RENTAL VEHICLE WHILE VEHICLE I BEING REPAIRED RRT [redacted]

(RO) Cause:

NA

(RO) Correction:

[redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

GC GENERAL CONCERN GET CU TOMER DETAIL GE NERAL CONCERN AB LIGHT I ON AND 4WD WILL NOT WORK CHECK ENGINE LIGHT WA ON AND FLA HING FOR A BIT AN D VEHICLE FELT LIKE IT WA BEING DRIVEN ON RUMBLE TRIP

(Claim) Cause:

C/S ABS LIGHT ON CHECK CODES SEE SHEET CHECK PER D IA G MANUAL CHECK WIRING BETWEEN SENSOR AND ABS MOD ULE BOTH CIRCUIT OK

(Claim) Correction:

REPLACE R/F AB EN OR

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 ST CREW CAB 4X4
Build Date	04/17/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	07/12/2017
Claim Type	W - Warranty	**Repair Date**	11/24/2018
Claim Status	Paid	**Mileage (Miles)**	22,765

Expense

Labor	$132.90	**Sublet**	$113.91	**Part**	$40.00	**Total Paid**	$286.81

Dealer Information

Code	[redacted]	**Name**	GOSS DODGE INC	**Zone**	32 NEW YORK
Address	1485 SHELBURNE RD , SOUTH BURLINGTON, VT 05403				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08141806	Sensor, wheel speed-Anti-lock brakes ; front-right	14	BURNED OR BURNED OUT	68165624AD	SENSOR	1	X	76.05	$61.34
A	08141861	Sensor, wheel speed-Anti-lock brakes ; 2500-3500 equipped			68165624AD	SENSOR	1	X	76.05	$30.67
A	95400142	Loaner Car ; High Line Vehicles			68165624AD	SENSOR	1	X	76.05	$40.00
B	08508096	Lamp, Clearance ; Lamp, Clearance - Replace All	ZZ	SERVICE ACTION	68261677AC	LAMP	5	X	37.86	$40.89

RO Narratives

(RO) Customer Concern:

GENERAL CONCERN... GET CUSTOMER DETAILS COMPLETE COMPLEMENTARY MULTI-POINT VEHICLE HEALTH FACTORY RECALL RECALL U74 TAILGATE LATCH RENTAL VEHICLE WHILE VEHICLE IS BEING REPAIRED RRT [redacted]

(RO) Cause:

NA

(RO) Correction:

[redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

GC: GENERAL CONCERN... GET CUSTOMER DETAILS GE NERAL CONCERN ABS LIGHT IS ON AND 4WD WILL NOT WORK - CHECK ENGINE LIGHT WAS ON AND FLASHING FOR A BIT AN D VEHICLE FELT LIKE IT WAS BEING DRIVEN ON RUMBLE S TRIPS

(Claim) Cause:

C/S ABS LIGHT ON CHECK CODES SEE SHEET CHECK PER D IA G MANUAL CHECK WIRING BETWEEN SENSOR AND ABS MOD ULE BOTH CIRCUITS OK

(Claim) Correction:
REPLACE R/F ABS SENSOR

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted] RAM 500 T CREW CAB 4 4
Build Date	1 /14/ 016	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	01/16/ 017
Claim Type	afety (Recall)	**Repair Date**	11/ 4/ 018
Claim Status	Paid	**Mileage (Miles)**	66 0

Expense

Labor	$160 5	**Sublet**	$5 0	**Part**	$0 00	**Total Paid**	$ 1 7

Dealer Information

Code	[redacted]	**Name**		**Zone**	4 DETROIT
Address					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	07T5118	afety Recall T51 Die el Water Pump ; In pect for Vent and Replace Water Pump	UC	UNCODABLE (NARRATIVE REQUIRED)	C HT511AA	CAMPAIGN	1		11	$94 4
A	07T5118	afety Recall T51 Die el ater Pump In pect for Vent and Replace Water Pump	UC	UNCODABLE (NARRATIVE REQUIRED)	6804895 AC	ANTIFREE	1		0 09	$94 4
C	18U5 18	Cu tomer ati faction Notification U Occupant Re traint Control Module ; Reprogram Occupant Re traint Controller (ORC) Module Include ORC and AB Initiali ation	UC	UNCODABLE (NARRATIVE REQUIRED)						$ 8
B	19T791	afety Recall T79 Brake Tran mi ion hift Interlock In pect Brake Tran mi ion hift Interlock (BT I) Functionalit and Perform BCM oftware Update	UC	UNCODABLE (N RR TI E REQUIRED)						$ 7 77

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

N

(RO) Technical Notes

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 2500 ST CREW CAB 4X4
Build Date	11/23/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/31/2018
Claim Type	S - Safety (Recalls)	**Repair Date**	11/24/2018
Claim Status	Paid	**Mileage (Miles)**	14,246

Expense

Labor	$58.78	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$58.78

Dealer Information

Code	[redacted]	**Name**	TOM O'BRIEN CHRYSLER JEEP NORTH	**Zone**	42 DETROIT
Address	4630 E 96TH STREET , INDIANAPOLIS, IN 46240				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U53182	Customer Satisfaction Notification U53 - Occupant Restraint Control Module ; Reprogram Occupant Restraint Controller (ORC) Module - Includes ORC and ABS Initialization	UC	UNCODABLE (NARRATIVE REQUIRED)						$29.39
B	18U61083	Safety Recall U61 - Reprogram Powertrain Control Module ; Inspect PCM Software Level and Perform Software Update (2018 Model Years Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$29.39

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

ENGINE RUNNING REALLY ROUGH WITH CHECK ENGINE LIGHT BLINKING

(Claim) Cause:

[redacted] COMPRESSION TEST. CYLINDER 8 HAS 0 COMPRESSION PSI. PERFORM LEAK DOWN TEST. FINDING 100% LEAKAGE AT INTAKE SIDE. REMOVE CYLINDER HEAD. FOUND IN TAKE VALVE ON CYLINDER 8 IS NOT SEATED ON THE HEAD CAUSING THE LEAKAGE.

(Claim) Correction:
REPLACED THE RIGHT CYLINDER HEAD

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted]
Build Date	11 3 01	**Plant**	S LTILL TRU K SSEMBL PL NT	**Co erage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Ser ice Date**	05 31 018
Claim Type	rr nt	**Repair Date**	11 4 018
Claim Status	P id	**Mileage (Miles)**	14 46

Expense

Labor	$480 01	**Sublet**	$1 944 69	**Part**	$0 00	**Total Paid**	$ 4 4 0

Dealer Information

Code	[redacted]	**Name**	T M BRIEN HR SLER JEEP N RTH	**Zone**	4 DETR IT
Address	4630 E 96TH STREET INDI N P LIS IN 46 40				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	09350336	H ad lind r mbl 5 6 4 lit r ngin Right	ML	HE K EN INE SER I E EN INE S	68 80506	HE D	1		13 6 04	$3 5
	09350336	H d c lind r mbl 5 6 4 lit r ngin Right	ML	HE K EN INE SER I E EN INE S	050454 6 B	SKET	1		53 14	$3 5
	09350336	H ad lind r mbl 5 6 4 lit r ngin Right	ML	HE K EN INE SER I E EN INE S	051141 9 B	SKET	1		6 16	$3 5
	09350336	H d c lind r a mbl 5 6 4 lit r ngin Right	ML	HE K ENGINE SER I E EN INE S	05045496	G SKET	1		24 94	$3 2 25
	09350336	H ad lind r mbl 5 6 4 lit r ngin Right	ML	HE K EN INE SER I E EN INE S	06510140	B LT	6		9 9	$3 5
	09350336	H d c lind r a mbl 5 6 4 lit r ngin Right	ML	HE K ENGINE SER I E EN INE S	06510141	STUD	2		5 68	$3 2 25
	09350336	H ad lind r mbl 5 6 4 lit r ngin Right	ML	HE K EN INE SER I E EN INE S	06509863	STUD			1 15	$3 5
	09350336	H d c lind r a mbl 5 6 4 lit r ngin Right	ML	HE K ENGINE SER I E EN INE S	06036 34	S RE	4		50 5	$3 2 25
	09350336	H d c lind r mbl 5 6 4 lit r ngin Right	ML	HE K EN INE SER I E EN INE S	06036684	NUT	4		30	$3 5
	09350336	H d c lind r a mbl 5 6 4 lit r ngin Right	ML	HE K ENGINE SER I E EN INE S	0462 633	SE L	8		196 0	$3 2 25
	09350336	H d c lind r mbl 5 6 4 lit r ngin Right	ML	HE K EN INE SER I E ENGINE S	0610 04	S RE	8		13 6	$3 5
	09350336	H d c lind r a mbl 5 6 4 lit r ngin Right	ML	HE K ENGINE SER I E EN INE S	68163849 B	NTIFREE	3		60 11	$3 2 25
	09350336	H d c lind r mbl 5 6 4 lit r ngin Right	ML	HE K EN INE SER I E ENGINE S	681 1066P	IL			4 04	$3 5
	09350336	H d c lind r a mbl 5 6 4 lit r ngin Right	ML	HE K ENGINE SER I E EN INE S	04892339	FILTER	1		12 4	$3 2 25
	093509	H d 8 c lind r ngin c mpr i n and l ak d n t t			68 80506	HE D	1		13 6 04	$10 6

A	09350972	Head, ; 8 cylinder engine, compression and leak down test			05045476AB	GASKET	1		53.14	$107.76
A	09350972	Head, ; 8 cylinder engine, compression and leak down test			05114179AB	GASKET	1		67.16	$107.76
A	09350972	Head, ; 8 cylinder engine, compression and leak down test			05045496AA	GASKET	1		24.94	$107.76
A	09350972	Head, ; 8 cylinder engine, compression and leak down test			06510140AA	BOLT	6		9.29	$107.76
A	09350972	Head, ; 8 cylinder engine, compression and leak down test			06510141AA	STUD	2		5.68	$107.76
A	09350972	Head, ; 8 cylinder engine, compression and leak down test			06509863AA	STUD	2		21.15	$107.76
A	09350972	Head, ; 8 cylinder engine, compression and leak down test			06036734AA	SCREW	4		50.57	$107.76
A	09350972	Head, ; 8 cylinder engine, compression and leak down test			06036684AA	NUT	4		30.27	$107.76
A	09350972	Head, ; 8 cylinder engine, compression and leak down test			04627633AA	SEAL	8		196.07	$107.76
A	09350972	Head, ; 8 cylinder engine, compression and leak down test			06102047AA	SCREW	8		13.76	$107.76
A	09350972	Head, ; 8 cylinder engine, compression and leak down test			68163849AB	ANTIFREEZ	3		60.11	$107.76
A	09350972	Head, ; 8 cylinder engine, compression and leak down test			68171066PA	OIL	7		74.04	$107.76
A	09350972	Head, ; 8 cylinder engine, compression and leak down test			04892339AA	FILTER	1		12.47	$107.76

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

ENGINE RUNNING REALLY ROUGH WITH CHECK ENGINE LIGHT BLINKING

(Claim) Cause:

[redacted] COMPRESSION TEST. CYLINDER 8 HAS 0 COMPRESSION PSI. PERFORM LEAK DOWN TEST. FINDING 100% LEAKAGE AT INTAKE SIDE. REMOVE CYLINDER HEAD. FOUND IN TAKE VALVE ON CYLINDER 8 IS NOT SEATED ON THE HEAD CAUSING THE LEAKAGE.

(Claim) Correction:
REPLACED THE RIGHT CYLINDER HEAD

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	201	**Body**	[redacted]
Build Date	05 01 01	**Plant**	LTILLO TRU K EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06 13 201
Claim Type	afet (Recalls)	**Repair Date**	11 4 018
Claim Status	Paid	**Mileage (Miles)**	16 461

Expense

Labor	$23 01	**Sublet**	$0 4	**Part**	$0 00	**Total Paid**	$23 75

Dealer Information

Code	[redacted]	**Name**	ED P YNE MOTOR LLP	**Zone**	63 D LL
Address	2101 E EXPRESS 83 ESL TX 8596				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	08U 4182	Saf t R all U 4 Tailgate Latch Install Tailgat tuat r St p Bl k	U	UN OD BLE (N RR TI E REQUIRED)	6844802	TU T R	1	X	0 4	$23 01

RO Narratives

(RO) Customer Concern

[redacted]ailgat Lat h (R all SN 1) UST MER ST TES TR TI N LIGHT MES N (Indi at r arning Li ght ncern) (Multi p int inspecti n acc rding t maintenance inter al) HE K LEFT FRONT TIRE EN OR (Tire heel ncern)

(RO) Cause

F UND F ULT BS M DULE F UND F ULT LEFT FR NT TIRE SENS R

(RO) Correction

PERF RMED RE LL U 4 INST LLED ST PPER F R T ILG TE REPL ED F ULT BS M DULE PERF RMED MULTI P INT IN PE TION REPL E LEFT FRONT TIRE EN OR

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

U 4 afet Recall U 4 Tailgate Latch (Recall N 1)

(Claim) Cause

(Claim) Correction

PERF RMED RE LL U 4 INST LLED ST PPER F R T ILG TE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 LONGHORN MEGA CAB 4X4
Build Date	05/01/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06/13/2017
Claim Type	W - Warranty	**Repair Date**	11/24/2018
Claim Status	Paid	**Mileage (Miles)**	16,461

Expense

Labor	$264.59	**Sublet**	$867.77	**Part**	$0.00	**Total Paid**	$1,132.36

Dealer Information

Code	[redacted]	**Name**	ED PAYNE MOTORS LLP	**Zone**	63 DALLAS
Address	2101 E EXPRESSWAY 83 , WESLACO, TX 78596				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08191002	Module, anti-lock brake control ; All others	18	CIRCUIT OPEN	68347098AB	MODULE	1	X	241.76	$69.02
A	08191063	Module, anti-lock brake control ; 6.7L diesel equipped			68347098AB	MODULE	1	X	241.76	$23.01
B	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	59	INTERNAL LEAK	68143491AA	CONTROL	1	X	562.45	$126.54
C	22140102	Sensor, Low Tire Pressure ; One	48	GROUNDED OR SHORTED	68249201AA	SENSOR	1	X	63.56	$46.02

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CHECK LEFT FRONT TIRE SENSOR (TireWheel Concern) CUSTOMER STATES TRACTION LIGHT COMES ON (IndicatorWarning Li ghts Concern) CUSTOMER STATES TRACTION LIGHT COMES ON (IndicatorWarning Li ghts Concern)

(Claim) Cause:

FOUND FAULTY ABS MODULE FOUND FAULTY LEFT FRONT TIRE SENSOR FOUND FAULTY ABS MODULE FOUND FAULTY ABS MODULE

(Claim) Correction:

REPLACE LEFT FRONT TIRE SENSOR REPLACED FAULTY ABS MODULE REPLACED FAULTY ABS MODULE REPLACED FAULTY ABS MODULE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 LARAMIE CREW CAB 4X4
Build Date	04/28/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/06/2017
Claim Type	S Safety (Recalls)	**Repair Date**	11/27/2018
Claim Status	Paid	**Mileage (Miles)**	26,947

Expense

Labor	$22 15	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$22 15

Dealer Information

Code	[redacted]	**Name**	STALLINGS MOTORS INC	**Zone**	66 ORLANDO
Address	1 45 8TH BOULEVARD, N E , CAIRO, GA 98 8				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U53182	Customer Satisfaction Notification U53 Occupant Restraint Control Module ; Reprogram Occupant Restraint Controller (ORC) Module Includes ORC and ABS Initialization	UC	UNCODABLE (NARRATIVE REQUIRED)						$22 15

RO Narratives

(RO) Customer Concern:

RECALL U53 FLASHED ORC MODULE PER RECALL (17 ERIC WORTHY) CUST REQUEST TO BRING TIRE PRESSURES UP TO SPECS (17 ERIC WORTHY)

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	Year	018	Body	[redacted]
Build Date	0 1 018	Plant	LTILLO TRU K EMBLY PL NT	Coverage Code	[redacted]

Claim Information

Claim #	[redacted]	In Service Date	0 01
Claim Type	arrant	Repair Date	11 018
Claim Status	Paid	Mileage (Miles)	9 650

Expense

Labor	Sublet	Part	Total Paid
$47 6	$0 00	$0 00	$47 6

Dealer Information

Code	[redacted]	Name	FO LER DODGE IN	Zone	63 D LL
Address	55 E T INTER T TE 40 OKL HOM ITY OK 3139				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	41 60	B E P peed ntr l and ITBM Tr uble N t F und ITBM	OD							$47 6

RO Narratives

(RO) Customer Concern

N

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

TR ILER BR KE PPLYING IT ELF ND LO KING UP BR KE H PPENED ON T O DIFFER ENT TR ILER

(Claim) Cause

HOOKED BLO ER MOTOR INLINE OF THE TR ILER BR KE IR UIT ON THE PIN ONNE TOR IR UIT IN ORKING ORDER ON TRU K

(Claim) Correction

NO PROBLEM FOUND

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 LONGHORN CREW CAB 4X4
Build Date	06/21/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11/29/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	11/28/2018
Claim Status	Paid	**Mileage (Miles)**	16,200

Expense

Labor	$33.35	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$33.35

Dealer Information

Code	[redacted]	**Name**	RALPH SELLERS CHRYSLER DODGE JEEP	**Zone**	63 DALLAS
Address	14215 N AIRLINE HWY , GONZALES, LA 70737				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U53182	Customer Satisfaction Notification U53 - Occupant Restraint Control Module ; Reprogram Occupant Restraint Controller (ORC) Module - Includes ORC and ABS Initialization	UC	UNCODABLE (NARRATIVE REQUIRED)						$33.35

RO Narratives

(RO) Customer Concern:

WIND NOISE WHILE DRIVING, FEELS LIKE DOOR THAT WAS REPAIRED IS OUT OF PLACE CUST STATES OIL LEAKING NEAR BELL HOUSING RECALL U53 ORC FLASH

(RO) Cause:

E LEAKING RECALL

(RO) Correction:

ADJUSTED DOOR PANEL MISC 16200 LEAKING upon visual inspection ofbell housing area i found fluid to be exitingthrough transmission pan seal. fluid was redin color. re-sealed transmission pan with rtvand filled with fluid. test drove vehicle andreinspected area. could no longer duplicateconcern at this time Pan, Oil - Replace or Reseal - Replace or Reseal Includes: Replace pan and/or gasket, if necessary. (1 - Semi-Skilled) PAN, OIL - Replace and/orreseal (B) 16200 update already performed U53 - Occupant Restraint Control Module - Reprogram ENTERPRISE RENTAL [redacted] - Occupant Restraint Control Module - Reprogram SUBLET REPAIRS

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUST STATES OIL LEAKING NEAR BELL HOUSING

(Claim) Cause:

LEAKING

(Claim) Correction:

LEAKING UPON VISUAL INSPECTION OF BELL HOUSING AREA I FOUND FLUID TO BE EXITI NG THROUGH TRANSMISSION PAN SEAL. FLUID WAS RED IN COLOR. RE-SEALED TRANSMISS ION PAN WITH RTV AND FILLED WITH FLUID. TEST DROVE VEHICLE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted]RAM 2500 LARAMIE CREW CAB 4X4
Build Date	02/03/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	03/28/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	11/28/2018
Claim Status	Paid	**Mileage (Miles)**	19,979

Expense

Labor	$44.51	**Sublet**	$0.63	**Part**	$0.00	**Total Paid**	$45.15

Dealer Information

Code	[redacted]	**Name**	CHRYSLER DODGE JEEP RAM OF GADSDEN	**Zone**	66 ORLANDO
Address	1149 1ST AVE , GADSDEN, AL 35901				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08U74182	Safety Recall U74 - Tailgate Latch ; Install Tailgate Actuator Stop Block	UC	UNCODABLE (NARRATIVE REQUIRED)	68448027AA	ACTUATOR	1	X	0.63	$17.81
B	18U53182	Customer Satisfaction Notification U53 - Occupant Restraint Control Module ; Reprogram Occupant Restraint Controller (ORC) Module - Includes ORC and ABS Initialization	UC	UNCODABLE (NARRATIVE REQUIRED)						$26.71

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES U74 Safety Recall U74 - Tailgate Latch (Recall CSN 1) CUSTOMER STATES U53 Customer Satisfaction Notification U53 - Occupant Restraint Control Module (Recall CSN 2) CUSTOMER STATES (Multi-point inspection according to maintenance interval)

(RO) Cause:

COMP COMP C

(RO) Correction:

RECALL 1 RECALL 2 COMPLETED 23 POINT VEHICLE INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 LONGHORN CREW CAB 4X4
Build Date	05/08/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	02/28/2018
Claim Type	W Warranty	**Repair Date**	11/28/2018
Claim Status	Paid	**Mileage (Miles)**	11,656

Expense

Labor	$37 59	**Sublet**	$35 78	**Part**	$0 00	**Total Paid**	$73 37

Dealer Information

Code	[redacted]	**Name**	ABERNETHY CHRY JEEP DODGE INC	**Zone**	66 ORLANDO
Address	144 E MAIN T , LINCOLNTON, NC 809				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08508096	Lamp, Clearance ; Lamp, Clearance Replace All	ZZ	ERVICE ACTION	68261677AC	LAMP	5	X	35 78	$37 59

RO Narratives

(RO) Customer Concern:

[redacted]

(RO) Cause:

NA

(RO) Correction:

in talled latch complete update replaced clearence light canned y tem no update and found no trouble code

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 LONGHORN CREW CAB 4X4
Build Date	05/08/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	02/28/2018
Claim Type	S - Safety (Recalls)	**Repair Date**	11/28/2018
Claim Status	Paid	**Mileage (Miles)**	11,656

Expense

Labor	$46.99	**Sublet**	$0.72	**Part**	$0.00	**Total Paid**	$47.71

Dealer Information

Code	[redacted]	**Name**	ABERNETHY CHRY-JEEP-DODGE INC	**Zone**	66 ORLANDO
Address	1442 E MAIN ST , LINCOLNTON, NC 28092				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
B	08U74182	Safety Recall U74 - Tailgate Latch ; Install Tailgate Actuator Stop Block	UC	UNCODABLE (NARRATIVE REQUIRED)	68448027AA	ACTUATOR	1	X	0.72	$18.80
A	18U53182	Customer Satisfaction Notification U53 - Occupant Restraint Control Module ; Reprogram Occupant Restraint Controller (ORC) Module - Includes ORC and ABS Initialization	UC	UNCODABLE (NARRATIVE REQUIRED)						$28.19

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 SLT CREW CAB 4X4
Build Date	10/13/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06/27/2017
Claim Type	W - Warranty	**Repair Date**	11/28/2018
Claim Status	Paid	**Mileage (Miles)**	29,276

Expense

Labor	$51.12	**Sublet**	$217.84	**Part**	$0.00	**Total Paid**	$268.96

Dealer Information

Code	[redacted]	**Name**	UPSTATE DODGE-CHRY-JEEP INC	**Zone**	32 NEW YORK
Address	15-24 WEST AVE , ATTICA, NY 14011				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	23511012	Weatherstrip/seal, door opening on door ; Rear-Right or left	51	IMPROPERLY INSTALLED	55112362AE	WEATHERST	1	X	108.43	$25.56
A	23511012	Weatherstrip/seal, door opening on door ; Rear-Right or left	51	IMPROPERLY INSTALLED	55112363AE	WEATHERST	1		109.41	$25.56
A	23511013	Weatherstrip/seal, door opening on door ; Rear-Right or left			55112362AE	WEATHERST	1	X	108.43	$25.56
A	23511013	Weatherstrip/seal, door opening on door ; Rear-Right or left			55112363AE	WEATHERST	1		109.41	$25.56

RO Narratives

(RO) Customer Concern:

C/S DRIVER DOOR HANDLE FEELS LOOSE FOUND INNER PLASTIC DOOR PANEL ASSEMBLY TO NOT BE SECURED, PART IN CUSTOMER NO SHOW FOR APPT. NEED TO RESCHEDULE (85- DONALD-) C/S BOTH REAR DOOR SEALS FALLING OFF FOUND BOTH REAR DOOR WEATHER SEALS NOT TO BE SECURE, REPLACED BOTH REAR WEATHER SEALS. VERIFIED REPAIR (85-DONALD-)

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CS BOTH REAR DOOR SEALS FALLING OFF

(Claim) Cause:
FOUND BOTH DOOR SEAL NOT TO BE SECURE

(Claim) Correction:
REPLACE SEALS AND VERIFY REPAIR

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - RAM 3500 SLT CREW CAB 4X4
Build Date	06/21/2018	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	09/21/2018
Claim Type	W - Warranty	**Repair Date**	11/28/2018
Claim Status	Paid	**Mileage (Miles)**	228

Expense

Labor	$56.87	**Sublet**	$104.66	**Part**	$35.00	**Total Paid**	$196.53

Dealer Information

Code	[redacted]	**Name**	NAPLETON'S CLERMONT CHRYSLER JEEP	**Zone**	66 ORLANDO
Address	15859 STATE ROAD 50 , CLERMONT, FL 34711				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	03101501	Cover, rear axle housing - Reseal	65	LEAKS	68210057AB	LUBRICANT	2		41.50	$56.87
A	03101501	Cover, rear axle housing - Reseal	65	LEAKS	04318060AD	LUBRICANT	1		9.78	$56.87
A	03101501	Cover, rear axle housing - Reseal	65	LEAKS	05086905AA	GASKET	1	X	53.38	$56.87
A	95400141	Loaner Car ; Standard Line Vehicles			68210057AB	LUBRICANT	2		41.50	$35.00
A	95400141	Loaner Car ; Standard Line Vehicles			04318060AD	LUBRICANT	1		9.78	$35.00
A	95400141	Loaner Car ; Standard Line Vehicles			05086905AA	GASKET	1	X	53.38	$35.00

RO Narratives

(RO) Customer Concern:

Multi-point inspection (according to maintenance interval) General Concern #1 [CUSTOMER STATESHEARS THUMPING NOISE FROM REAR END WHEN CAMPER IS ON , OR UNDER LOAD] General Concern #2 [CUSTOMER STATESBRAKE TOW IS NOT WORKING PROPERLY]

(RO) Cause:

1

(RO) Correction:

Multi-point inspection (according to maintenanceinterval) 23 POINT INSPECTION 228 TECH CHECKED REAR DIFF AND FOUND FLUIDLOW , LEAKING BY GASKET, RESEALED REAR DIFFAND ROADTEST OK NOW BRAKES OK BOTH SIDES GENERAL CONCERN RENTAL GENERAL CONCERN . GENERAL CONCERN

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES HEARS THUMPING NOISE FROM REAR END WHEN CAMPER IS ON , OR UNDE R LOAD

(Claim) Cause:

TECH CHECKED REAR DIFF AND FOUND FLUID LOW , LEAKING BY GASKET

(Claim) Correction:

RESEALED REAR DIFF AND ROADTEST OK NOW BRAKES OK BOTH SIDES

Warranty Claim Report

Vehicle Information

VIN	[redacted]	Year	017	Body	[redacted]
Build Date	0 017	Plant	LTILLO TRUCK EMBLY PL NT	Coverage Code	[redacted]

Claim Information

Claim #	[redacted]	In Service Date	09 1 017
Claim Type	arrant	Repair Date	11 01
Claim Status	Paid	Mileage (Miles)	14

Expense

Labor	Sublet	Part	Total Paid
$60 45	$ 05 80	$0 00	$ 66 5

Dealer Information

Code	[redacted]	Name		Zone	4 DETROIT
Address					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	0819100	Module anti lock brake control ll other	14	BURNED OR BURNED OUT	6834 098 B	MODULE	1		05 80	$45 34
	0 19106	Module anti lock brake control 6 7L die el equipped			6 4709 B	MODULE	1		0 0	$1 11

RO Narratives

(RO) Customer Concern

N

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

CU TOMER T TE B TR CTION LIGHT H E COME B CK ON G IN

(Claim) Cause

FOUND INTERN L DEFE T IN MODULE

(Claim) Correction

REPL CED THE B CONTROL MODULE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 LARAMIE CREW CAB 4X4
Build Date	04/12/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/10/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	11/29/2018
Claim Status	Paid	**Mileage (Miles)**	26,379

Expense

Labor	$28.87	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$28.87

Dealer Information

Code	[redacted]	**Name**	ACADIANA DODGE INCORPORATED	**Zone**	63 DALLAS
Address	1700 SOUTHEAST EVANGELINE HIGHWAY , LAFAYETTE, LA 70508				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U53182	Customer Satisfaction Notification U53 - Occupant Restraint Control Module ; Reprogram Occupant Restraint Controller (ORC) Module - Includes ORC and ABS Initialization	UC	UNCODABLE (NARRATIVE REQUIRED)						$28.87

RO Narratives

(RO) Customer Concern:

Multi-point inspection [16 POINT INSPECTION] PERFORM RECALL/ CAMPAIGN [U53 OCCUPANT RESTRAINT CONTROL MODULE] BODY [CUST STATES HAS WATER IN CLEARANCE LIGHTS] REPLACE AIR FILTER

(RO) Cause:

F FF REPLACE AIR FILTER

(RO) Correction:

[redacted] performed inspection Multi-point inspection [16 POINT INSPECTION] 16 POINT INSPECTION [redacted] performed recall ,old [redacted] Customer Satisfaction Notification U53 - Occupant Restraint Control Module - Reprogram Reprogram Occupant Restraint Controller (ORC) Module -Includes ORC and ABS Initialization (0 - Low Skilled) [redacted] REPLACED CLEARANCE LAMPS THAT WEREHOLDING MOISTURE. Lamp, Clearance - Test and Replace One (0 - Low Skilled) 26379 REPLACED AIR FILTER REPLACED AIR FILTER REPLACE AIR FILTER

(RO) Technical Notes:

HOLDS MOISTURE

GCS Narratives

(Claim) Customer Concern:

WATER IN CLEARANCE LIGHT

(Claim) Cause:

HOLDING MOISTURE

(Claim) Correction:

REPLACED CLEARANCE LAMP

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	01	**Body**	[redacted]
Build Date	04 12 201	**Plant**	S LTILL TRU K SSEMBL PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05 10 01
Claim Type	arrant	**Repair Date**	11 29 2018
Claim Status	Paid	**Mileage (Miles)**	26 3 9

Expense

Labor	$19 25	**Sublet**	$6 23	**Part**	$0 00	**Total Paid**	$25 48

Dealer Information

Code	[redacted]	**Name**	DI N D DGE IN RP R TED	**Zone**	63 D LL S
Address	1 00 S UTHE ST E NGELINE HIGH L F ETTE L 0508				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	08508002	Lamp I aran n	U	UN OD BLE (N RR TI E REQUIRED)	682616	L MP	1	X	6 23	$19 25

RO Narratives

(RO) Customer Concern

Multi p int in p ti n [16 P INT INSPE TI N] PERF RM RE LL MP IGN [U53 UP NT RESTR INT NTR L M DULE] B D [UST ST TES H S TER IN LE R N E LIGHTS] REPL E IR FILTER

(RO) Cause

F FF REPL E IR FILTER

(RO) Correction

[redacted]

(RO) Technical Notes

H LDS M ISTURE

GCS Narratives

(Claim) Customer Concern

TER IN LE R N E LIGHT

(Claim) Cause

H LDING M ISTURE

(Claim) Correction

REPL ED LE R N E L MP

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 3500 LARAMIE MEGA CAB 4X4
Build Date	04/20/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	02/02/2018
Claim Type	S Safety (Recalls)	**Repair Date**	11/29/2018
Claim Status	Paid	**Mileage (Miles)**	10,989

Expense

Labor	$21 75	**Sublet**	$0 63	**Part**	$0 00	**Total Paid**	$22 38

Dealer Information

Code	[redacted]	**Name**	DON JOHNSON MOTORS INC	**Zone**	63 DALLAS
Address	101 CENTRAL BOULEVARD , BROWN VILLE, T 785 0				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08U7418	afety Recall U74 Tailgate Latch ; Install Tailgate Actuator Stop Block	UC	UNCODABLE (NARRATIVE REQUIRED)	684480 7AA	ACTUATOR	1		0 6	$ 1 75

RO Narratives

(RO) Customer Concern:

TIRE ROTATION RAPID RE PON E TRAN MITTAL (RRT) ARE I UED A RECALL/CAMPAIGN MANUFACTURER RECALL/CAMPAIGN

(RO) Cause:

NA

(RO) Correction:

[redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C/R RRT

(Claim) Cause:

[redacted]

(Claim) Correction:

T/P RRT

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	01	**Body**	[redacted]
Build Date	04 0 017	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	0 0 018
Claim Type	arrant	**Repair Date**	11 9 01
Claim Status	Paid	**Mileage (Miles)**	10 989

Expense

Labor	$43 51	**Sublet**	$31 15	**Part**	$0 00	**Total Paid**	$ 4 66

Dealer Information

Code	[redacted]	**Name**	DON JOHN ON MOTOR INC	**Zone**	6	D LL
Address	101 ENTR L BOULE RD BRO N ILLE T 85 0					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	08508096	Lamp learance Lamp learance Replace ll		ER I E TION	68 616	L MP	5		31 15	$43 51

RO Narratives

(RO) Customer Concern

TIRE ROT TION R PID RE PON E TR N MITT L (RRT) RE I UED RE LL MP IGN M NUF TURER RE LL MP IGN

(RO) Cause

N

(RO) Correction

[redacted]

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

R RRT

(Claim) Cause

T RRT NEEDED

(Claim) Correction

T P RRT

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 LARAMIE CREW CAB 4X4
Build Date	05/20/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	03/19/2018
Claim Type	W - Warranty	**Repair Date**	11/29/2018
Claim Status	Paid	**Mileage (Miles)**	13,342

Expense

Labor	$390.28	**Sublet**	$1,432.86	**Part**	$0.00	**Total Paid**	$1,823.14

Dealer Information

Code	[redacted]	**Name**	SKYLAND CHRY-JEEP	**Zone**	66 ORLANDO
Address	255 SMOKY PARK HIGHWAY , ASHEVILLE, NC 28806				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	23204503	Headliner ; Crew cab			6KB91BD1AB	HEADLINER	1	X	1432.86	$390.28
A	23502501	Windshield	65	LEAKS	6KB91BD1AB	HEADLINER	1	X	1432.86	$0.00

RO Narratives

(RO) Customer Concern:

General Concern #2 [CUSTOMER STATESTHAT THERE IS A LARGE WATER LEAK COMING IN FROM THE PASSENGER SIDE FRONT NEAR THE A PILLAR.] General Concern #3 [CUSTOMER STATESTHAT THE SOP HEAD LINER NEEDS TO BEINSTALLED] General Concern #1 [CUSTOMER STATESTHAT THERE IS A WHISTLING NOISE COMING FROM THE SUNROOF WHILE DRIVING AT HWY SPEEDS.] FCA MULTI-POINT INSPECTION TO BE COMPLETED PROV DE ALTERNATE TRANSPORTATION ENTERPRISE

(RO) Cause:

WATER LEAK DAMAGE TOHEADLINER AND SINDSHILED NOISE SUBLET PULL SEATS AND FRT GLASS E PER CUSTOMER REQUEST. LOANER

(RO) Correction:

[redacted]Water was leaking through theclearance lights that were cracked. Waterleak caused the headliner to warp and notstay in place. Replaced headliner. HEADLINER-Replace [redacted]SEE LINE A General Concern #3 [CUSTOMER STATES THAT THESOP HEAD LINER NEEDS TO BE INSTALLED] PERFORM MISCELLANEOUS MAINTENANCE [redacted]ALL OK AT THIS TIME. COULD NOT DUPLICATE CUSTOMERS CONCERN/NO ABNORMAL CONDITIONS NOTEDAT THIS INSPECTION COULD NOT DUPLICATE CUSTOMERS CONCERN/NO ABNORMAL CONDITIONS NOTED AT THIS INSPECTION FCA MULTI-POINT INSPECTION TO BE COMPLETED LOANER CAR- (C) WINDSHIELD TO REMOVE AND REPLACE GLASS LOANER CAR- (C) SUBLET REPAIRS

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THAT THERE IS A LARGE WATER LEAK COMING IN FROM THE PASSENGER SIDE FRONT NEAR THE A PILLAR

(Claim) Cause:

WATER LEAK DAMAGE TO HEADLINER AND SINDSHILED NOISE SUBLET PULL SEATS AND FRT GLASS

(Claim) Correction:

WATER WAS LEAKING THROUGH THE CLEARANCE LIGHTS THAT WERE CRACKED. WATER LEAK CAUSED THE HEADLINER TO WARP AND NOT STAY IN PLACE. REPLACED HEADLINER

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted] RAM 500 LT CREW CAB 4 4
Build Date	1 / / 016	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	0 / 1/ 017
Claim Type	W Warranty	**Repair Date**	11/ 9/ 018
Claim Status	Paid	**Mileage (Miles)**	19 607

Expense

Labor	$ 58 59	**Sublet**	$460 51	**Part**	$0 00	**Total Paid**	$719 10

Dealer Information

Code	[redacted]	**Name**	A TORG DODGE CHRY LER JEEP	**Zone**	5	WA HINGTON	
Address	1 01 7TH T P RKER BURG 6101						

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08141806	en or, wheel peed Anti lock brake ; front right			68 47098AB	MODULE	1		9 80	$5 50
A	08141806	en or, wheel peed Anti lock brake ; front right			04779980AC	EN OR	1		51 0	$5 50
A	08141806	en or, wheel peed Anti lock brake ; front right			04779981AC	EN OR	1		47 88	$5 50
A	08141806	en or, wheel peed Anti lock brake ; front right			68 67479AB	EN OR			1 1 5	$5 50
A	08141807	en or, wheel peed Anti lock brake ; front left			68 47098AB	MODULE	1		9 80	$5 50
A	08141807	en or, wheel peed Anti lock brake ; front left			04779980AC	EN OR	1		51 0	$5 50
A	08141807	en or, wheel peed Anti lock brake ; front left			04779981AC	EN OR	1		47 88	$5 50
A	08141807	en or, wheel peed Anti lock brake ; front left			68 67479AB	EN OR			1 1 5	$5 50
A	08141808	en or, wheel peed Anti lock brake ; rear right			68 47098AB	MODULE	1		9 80	$ 5 67
A	08141808	en or, wheel peed Anti lock brake ; rear right			04779980AC	EN OR	1		51 0	$ 5 67
A	08141808	en or wheel peed Anti lock brake ; rear right			04779981AC	EN OR	1		47 88	$ 5 67
A	08141808	en or, wheel peed Anti lock brake ; rear right			68 67479AB	EN OR			1 1 5	$ 5 67
A	08141809	en or wheel peed Anti lock brake ; rear left			68 47098AB	MODULE	1		9 80	$ 5 67
A	08141809	en or, wheel peed Anti lock brake ; rear left			04779980AC	EN OR	1		51 0	$ 5 67
A	08141809	en or wheel peed Anti lock brake ; rear left			04779981AC	EN OR	1		47 88	$ 5 67

A	08141809	Sensor, wheel speed-Anti-lock brakes ; rear - left			68267479AB	SENSOR	2		121.53	$35.67
A	08141861	Sensor, wheel speed-Anti-lock brakes ; 2500-3500 equipped			68347098AB	MODULE	1	X	239.80	$26.75
A	08141861	Sensor, wheel speed-Anti-lock brakes ; 2500-3500 equipped			04779980AC	SENSOR	1		51.30	$26.75
A	08141861	Sensor, wheel speed-Anti-lock brakes ; 2500-3500 equipped			04779981AC	SENSOR	1		47.88	$26.75
A	08141861	Sensor, wheel speed-Anti-lock brakes ; 2500-3500 equipped			68267479AB	SENSOR	2		121.53	$26.75
A	08191002	Module, anti-lock brake control ; All others	48	GROUNDED OR SHORTED	68347098AB	MODULE	1	X	239.80	$53.50
A	08191002	Module, anti-lock brake control ; All others	48	GROUNDED OR SHORTED	04779980AC	SENSOR	1		51.30	$53.50
A	08191002	Module, anti-lock brake control ; All others	48	GROUNDED OR SHORTED	04779981AC	SENSOR	1		47.88	$53.50
A	08191002	Module, anti-lock brake control ; All others	48	GROUNDED OR SHORTED	68267479AB	SENSOR	2		121.53	$53.50

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

ABS LIGHTS CAME BACK ON DURING TEST DRIVE-FROM ORIGINAL CLAIM

(Claim) Cause:

TESTED MODULE FOUND SHORT/ OPEN CIRCUIT IN MODULE

(Claim) Correction:

REPLACED WHEEL SPEED SENSORS ALSO AND REPLACED SHORTED ANTILOCK MODULE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted] RAM 500 LT CREW CAB 4 4
Build Date	12/23/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	03/21/2017
Claim Type	S Safety (Recalls)	**Repair Date**	11/29/2018
Claim Status	Paid	**Mileage (Miles)**	19,607

Expense

Labor	$26 75	**Sublet**	$0 73	**Part**	$0 00	**Total Paid**	$27 48

Dealer Information

Code	[redacted]	**Name**	ASTORG DODGE CHRYSLER JEEP	**Zone**	35 WASHINGTON
Address	1501 7TH T , PARKER BURG, WV 6101				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08U7415Z	afety Recall U74 Tailgate Latch ; Additional labor time for bedliner ****Con equential Damage****			68448027AA	ACTUATOR	1	X	0 73	$8 92
A	08U74182	afety Recall U74 Tailgate Latch ; Install Tailgate Actuator top Block	UC	UNCODABLE (NARRATIVE REQUIRED)	68448027AA	ACTUATOR	1	X	0 73	$17 83

RO Narratives

(RO) Customer Concern:

[redacted]

(RO) Cause:

[redacted]

(RO) Correction:

[redacted]

(RO) Technical Notes:

MULTIPLE WARNING LIGHT ON MULTIPLE HORT IN WIRING MULTIPLE WARN NG LIGHT ON AND PEEDOMETER INOPERABLE MULTIPLE WIR

GCS Narratives

(Claim) Customer Concern:

INDICATOR/WARNING LIGHTS CONCERN [MULTIPLE CLUSTER WARNING LIGHTS ON AND SPEE DOMETER IS INOPERABLE.]

(Claim) Cause:

[redacted] PERFORM ALL PINPOINTS FOR EACH ACTIVE CODE-RESULTS INCONCLUSIVE/REAR SENSORS THROUGH COMMON CONNECTOR/RF THROUGH SEPERATE CONNECTOR/LF HARD WIRED TO ABS .

(Claim) Correction:

TESTED AND REPLACED ABS MODULE AND RETEST. CHECKED ALL WIRING/WHEEL SPEED SENS OR +/- SHORT TO GROUND /SHORT TO POWER/SHORT EACH OTHER/LOAD TEST -VOLTAGE D ROP CIRCUITS/CHECK FOR ALL FOUR SENSRO/CHECK ELECTRICAL CIRCUITS AT ALL PINS /TERMINALS IN ABS MODULE FOR SHORT TO POWER/SHORT TO GROUND/SHORT TO EACH OT HER FROM EVERY WIRE AND PIN TERMINALTO ANOTHER FOR WHOLE VEHICLE UNDERHOOD W IRING AND ABS ENGINE HARNESS AND UNDER VEHICLE HARNESS. NO PROBLEM WITH ANY OF THE WIRING FOR VEHICLE.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 SLT CREW CAB 4X4
Build Date	12/23/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	03/21/2017
Claim Type	W - Warranty	**Repair Date**	11/29/2018
Claim Status	Paid	**Mileage (Miles)**	19,607

Expense

Labor	$249.68	**Sublet**	$1,035.87	**Part**	$350.00	**Total Paid**	$1,635.55

Dealer Information

Code	[redacted]	**Name**	ASTORG DODGE CHRYSLER JEEP	**Zone**	35 WASHINGTON
Address	1501 7TH ST , PARKERSBURG, WV 26101				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	05210903	Hub and Bearing, front ; Right or left			68347098AB	MODULE	1	X	239.80	$89.17
A	05210903	Hub and Bearing, front ; Right or left			68185437AD	HUB	2		796.07	$89.17
A	08191001	Module, anti-lock brake control ; RWAL equipped			68347098AB	MODULE	1	X	239.80	$17.83
A	08191001	Module, anti-lock brake control ; RWAL equipped			68185437AD	HUB	2		796.07	$17.83
A	08191002	Module, anti-lock brake control ; All others	DE	I/M TEST FAILURE	68347098AB	MODULE	1	X	239.80	$53.50
A	08191002	Module, anti-lock brake control ; All others	DE	I/M TEST FAILURE	68185437AD	HUB	2		796.07	$53.50
A	08906500	Wiring harness, engine compartment and headlamp ; Engine and transmission			68347098AB	MODULE	1	X	239.80	$44.59
A	08906500	Wiring harness, engine compartment and headlamp ; Engine and transmission			68185437AD	HUB	2		796.07	$44.59
A	08907500	Wiring harness, body			68347098AB	MODULE	1	X	239.80	$44.59
A	08907500	Wiring harness, body			68185437AD	HUB	2		796.07	$44.59
A	95400141	Loaner Car ; Standard Line Vehicles			68347098AB	MODULE	1	X	239.80	$350.00
A	95400141	Loaner Car ; Standard Line Vehicles			68185437AD	HUB	2		796.07	$350.00

RO Narratives

(RO) Customer Concern:

Indicator/Warning Lights Concern MULTIPLE CLUSTER WARNING LIGHTS ON AND SPEEDOMETER IS INOPERABLE. Multi-point inspection 17 Wrangler WHT Date out: 08/07/2018 Miles out[redacted]uel 3/4 Date in: 08/30/2018 Miles in: 7730 5/8 16 Ram Blue Date out: 08/30/2018 Miles out: 30,246 Fuel 3/4 DAte in: 10/05/2018 Miles in: 31,642 1/4 RECALL U74. Customer states ABS REPAIRS

(RO) Cause:

[redacted]

[redacted]



(RO) Technical Notes:

MULTIPLE WARNING LIGHTS ON. MULTIPLE SHORT IN WIRING. MULTIPLE WARNING LIGHTS ON AND SPEEDOMETER INOPERABLE. MULTIPLE WIR

GCS Narratives

(Claim) Customer Concern:

INDICATOR/WARNING LIGHTS CONCERN [MULTIPLE CLUSTER WARNING LIGHTS ON AND SPEE DOMETER IS INOPERABLE.]

(Claim) Cause:

WITECH DIAGNOSTICS FOUND ACTIVE CODES [redacted] PERFORM ALL PINPOINTS FOR EACH ACTIVE CODE-RESULTS INCONCLUSIVE/REAR SENSORS THROUGH COMMON CONNECTOR/RF THROUGH SEPERATE CONNECTOR/LF HARD WIRED TO ABS .

(Claim) Correction:

TESTED AND REPLACED ABS MODULE AND RETEST. CHECKED ALL WIRING/WHEEL SPEED SENS OR +/- SHORT TO GROUND /SHORT TO POWER/SHORT EACH OTHER/LOAD TEST -VOLTAGE D ROP CIRCUITS/CHECK FOR ALL FOUR SENSRO/CHECK ELECTRICAL CIRCUITS AT ALL PINS /TERMINALS IN ABS MODULE FOR SHORT TO POWER/SHORT TO GROUND/SHORT TO EACH OT HER FROM EVERY WIRE AND PIN TERMINALTO ANOTHER FOR WHOLE VEHICLE UNDERHOOD W IRING AND ABS ENGINE HARNESS AND UNDER VEHICLE HARNESS. NO PROBLEM WITH ANY OF THE WIRING FOR VEHICLE.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	01	**Body**	[redacted]
Build Date	12 23 2016	**Plant**	S LTILL TRU K SSEMBL PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	03 1 01
Claim Type	arrant	**Repair Date**	11 29 2018
Claim Status	Paid	**Mileage (Miles)**	19 608

Expense

Labor	$53 50	**Sublet**	$ 39 80	**Part**	$0 00	**Total Paid**	$ 93 30

Dealer Information

Code	[redacted]	**Name**	ST RG D DGE HR SLER JEEP	**Zone**	35 SHINGT N
Address	1501 TH T P RKER BURG 6101				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	08191002	M dule anti l ck brak ntr l ll thers	ML	HE K ENGINE SER I E ENGINE O	6834 098 B	M DULE	1	X	239 80	$53 50

RO Narratives

(RO) Customer Concern

N

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

SER I E 4 HEEL DRI E S STEM LIGHT N

(Claim) Cause

ERIF UST MER N ERN ITE H DI GN STI F UND DE BS 0034 RF HEEL SPEED SENS R IR UIT

(Claim) Correction

TE HNI I N TE TED ND REPL ED B MODULE RETE TED ND ERIFIED OPER TING NOR M L FTER REP IR

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 LARAMIE MEGA CAB 4X4
Build Date	05/19/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/23/2017
Claim Type	W - Warranty	**Repair Date**	11/29/2018
Claim Status	Paid	**Mileage (Miles)**	17,041

Expense

Labor	$103.74	**Sublet**	$886.22	**Part**	$0.00	**Total Paid**	$989.96

Dealer Information

Code	[redacted]	**Name**	LAKELAND CHRYSLER DODGE	**Zone**	66 ORLANDO
Address	2335 NORTH DADE CITY HIGHWAY , LAKELAND, FL 33804				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	ML	CHECK ENGINE/SERVICE ENGINE SO	68143491AA	CONTROL	1	X	619.81	$103.74
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	ML	CHECK ENGINE/SERVICE ENGINE SO	68347098AB	MODULE	1		266.41	$103.74

RO Narratives

(RO) Customer Concern:

CLIENT STATES ABS AND BRAKE LIGHT ARE ON MOPAR WARRANTY SEE RO 217082 CUSTOMER STATES PERFORM MULTI POINTINSPECTION

(RO) Cause:

NA

(RO) Correction:

[redacted]contacted start dept performedall test failure code still set afterreplacement of abs module 2nd time .advisestar DEPT of this condition and they said toreplaced hcu and retest. replaced abs moduleand hcu performed abs initialization andbleed brakes test drove vehicle 125 miles. nodtcs present. ABS BRAKE CONCERN CUSTOMER STATES PERFORM MULTI POINT INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CLIENT STATES ABS AND BRAKE LIGHT ARE ON MOPAR WARRANTY [redacted]

(Claim) Cause:

[redacted]

STAR DEPT OF THIS CONDITI ON AND THEY SAID TO REPLACED HCU AND RETEST. REPLACED ABS MODULE AND HCU PERF ORMED ABS INITIALIZATION AND BLEED BRAKES TEST DROVE VEHICLE 125 MILES.

(Claim) Correction:

[redacted]CONTACTED START DEPT PERFORMED ALL TEST FAILURE CODE STILL SE T AFTER REPLACEMENT OF ABS MODULE 2ND TIME .ADVISE STAR DEPT OF THIS CONDITI ON AND THEY SAID TO REPLACED HCU AND RETEST. REPLACED ABS MODULE AND HCU PERF ORMED ABS INITIALIZATION AND BLEED BRAKES TEST DROVE VEHICLE 125 MILES.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 2500 ST CREW CAB 4X4
Build Date	02/03/2018	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11/30/2018
Claim Type	S Safety (Recalls)	**Repair Date**	11/30/2018
Claim Status	Paid	**Mileage (Miles)**	58

Expense

Labor	$24.47	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$24.47

Dealer Information

Code	[redacted]	**Name**	WEIR CHRYSLER DODGE JEEP RAM	**Zone**	51 CHICAGO
Address	801 NEW BALDWIN ROAD , NEW ATHENS, IL 62264				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U53182	Customer Satisfaction Notification U53 Occupant Restraint Control Module ; Reprogram Occupant Restraint Controller (ORC) Module Includes ORC and ABS Initialization	UC	UNCODABLE (NARRATIVE REQUIRED)						$24.47

RO Narratives

(RO) Customer Concern:

RECALL U53 OCCUPANT RESTRAINT CONTROL MODULE FRONT LICENSE PLATE BRACKET IS MISSING

(RO) Cause:

RECALL MISSING

(RO) Correction:

58 PERFORM RECALL U53 REPROGRAM THE ORCMODULE WITH NEW SOFTWARE [redacted] RECALLS AND CAMPAIGNS PERFORMED 58 INSTALL FRONT LICENSE PLATE BRACKET BODY AND TRIM

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 LONGHORN MEGA CAB 4X4
Build Date	06/08/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	07/17/2017
Claim Type	W - Warranty	**Repair Date**	11/30/2018
Claim Status	Paid	**Mileage (Miles)**	8,867

Expense

Labor	$288.91	**Sublet**	$287.63	**Part**	$0.00	**Total Paid**	$576.54

Dealer Information

Code	[redacted]	**Name**	LARRY H MILLER DODGE RAM TUCSON	**Zone**	70 PHOENIX
Address	4220 E 22ND ST , TUCSON, AZ 85711				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08191002	Module, anti-lock brake control ; All others	18	CIRCUIT OPEN	68347098AB	MODULE	1	X	261.48	$66.67
A	08191002	Module, anti-lock brake control ; All others	18	CIRCUIT OPEN	04778570	SLEEVE	4		14.94	$66.67
A	08191002	Module, anti-lock brake control ; All others	18	CIRCUIT OPEN	04778570	SLEEVE	3		11.21	$66.67
A	0894PNA3	Anti-Lock Brake System			68347098AB	MODULE	1	X	261.48	$222.24
A	0894PNA3	Anti-Lock Brake System			04778570	SLEEVE	4		14.94	$222.24
A	0894PNA3	Anti-Lock Brake System			04778570	SLEEVE	3		11.21	$222.24

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES ABS LIGHT COMES ON INTERMITTENTLY. ABOUT 30 MIN OF DRIVING TIL IT HAPPENS. REFERENCE PREVIOUS REPAIR ORDER. TECH 911 -241675 10/16/18 7460

(Claim) Cause:

HIGH RESISTANCE ON LEFT REAR SENSOR CONNECTER

(Claim) Correction:

[redacted]UNABLE TO RECREATE CONCERN PERFORMING LOAD TE ST AND WIGGLE TEST, FOUND RESISTANCE TO BE HIGHER AT UNDER BODY CONNECTER, HAR D WIRED CIRCUIT. UPON ROAD TEST LIGHTS CAME BACK ON, RETESTED PER CODES NEXT S TEP WAS REPLACE ABS MODULE, REPLACED MODULE ROAD TEST LIGHTS STILL ILLUMINATE, SPOKE WITH STAR LINE. RAN RECOMMENDED TEST BY STAR LINE STILL FAILS. REWIRED COMPLETE ABS LEFT SENSOR CIRCUIT TO MODULE, ROAD TESTED EXTENDED MILES NO SPIK ES ON WYTECH GRAPHS AND NO LIGHTS ON

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted]
Build Date	0 06 017	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	0 0 017
Claim Type	afet (Recall)	**Repair Date**	11 0 01
Claim Status	Paid	**Mileage (Miles)**	6 60

Expense

Labor	$ 5 11	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$ 5 11

Dealer Information

Code	[redacted]	**Name**	DEE MOTOR COMP NY	**Zone**	74 DEN ER
Address	1 00 E T COMMERCI L N COND MT 9711				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	18U5318	Cu tomer ati faction Notification U Occupant Re traint Control M dule Repr gram Occupant Re traint Controller (ORC) Module Include ORC and B Initiali ation	U	UNCOD BLE (N RR TI E REQUIRED)						$ 5 11

RO Narratives

(RO) Customer Concern

T ND RD T ND RD

(RO) Cause

N

(RO) Correction

0 U741 0 U741 1 U 1 1 U 1

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

N

(Claim) Cause

N

(Claim) Correction

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted]
Build Date	05/06/ 017	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	08/ 0/ 017
Claim Type	afety (Recall)	**Repair Date**	11/ 0/ 018
Claim Status	Paid	**Mileage (Miles)**	6, 60

Expense

Labor	$16 74	**Sublet**	$0 6	**Part**	$0 00	**Total Paid**	$17 7

Dealer Information

Code	[redacted]	**Name**	DEE MOTOR COMPANY	**Zone**	74 DENVER
Address	1 00 EA T COMMERCIAL , ANACONDA, MT 59711				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	0 U741	afet Recall U74 Tailgate Latch ; In tall Tailgate Actuator top Block	UC	UNCODABLE (N RR TI E REQUIRED)	6 44 0 7	CTU TOR	1		0 6	$16 74

RO Narratives

(RO) Customer Concern:

N

(RO) Cause

NA

(RO) Correction:

NA

(RO) Technical Notes:

N

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

N

(Claim) Correction

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 3500 ST CREW CAB 4X4
Build Date	02/03/2018	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06/21/2018
Claim Type	W - Warranty	**Repair Date**	11/30/2018
Claim Status	Paid	**Mileage (Miles)**	14,983

Expense

Labor	$131 31	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$131 31

Dealer Information

Code	[redacted]	**Name**	COLORADO SPRINGS DODGE	**Zone**	74 DENVER
Address	7455 AUSTIN BLUFFS PKWY , COLORADO SPRINGS, CO 80923				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
B	0891PBD4	Power Seats	1C	CONNECTOR LOOSE NOT ATTACHED						$71.62
A	0893BEC2	Air Bag/Supplemental restraint system	1C	CONNECTOR LOOSE NOT ATTACHED						$59 69

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
CUSTOMER STATES AIRBAG LIGHT ILLUMINATES ON AND OFF INTERMITTENT PLEASE CHECK

(Claim) Cause:
INOP.

(Claim) Correction:
[redacted]UCT WORK. DIAG AND RECONNECT THE DUCT WORK UNDER THE CENTER CONSOLE[redacted]TIPM DIAG AND ORDER A TIPM

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 SLT CREW CAB 4X4
Build Date	04/24/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/29/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	11/30/2018
Claim Status	Paid	**Mileage (Miles)**	34,924

Expense

Labor	$60.44	**Sublet**	$0.63	**Part**	$0.00	**Total Paid**	$61.07

Dealer Information

Code	[redacted]	**Name**	THOMPSONS CHRYSLER DODGE JEEP RAM	**Zone**	71 LOS ANGELES
Address	126 FORNI ROAD , PLACERVILLE, CA 95667				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
B	08U74182	Safety Recall U74 - Tailgate Latch ; Install Tailgate Actuator Stop Block	UC	UNCODABLE (NARRATIVE REQUIRED)	68448027AA	ACTUATOR	1	X	0.63	$24.18
A	18U53182	Customer Satisfaction Notification U53 - Occupant Restraint Control Module ; Reprogram Occupant Restraint Controller (ORC) Module - Includes ORC and ABS Initialization	UC	UNCODABLE (NARRATIVE REQUIRED)						$36.26

RO Narratives

(RO) Customer Concern:

Recall / CSN 2 [U53: Customer Satisfaction Notification U53 - Occupant Restraint Control Module**] Recall / CSN 1 [U74: Safety Recall U74 - Tailgate Latch**] LUBE OIL & FILTER CHANGE DIESEL ENGINE ROTATE 4 TIRES CHECK TIRE PRESSURE AND SET TO VEHICLE MANUFACTURER'S SPECS AND RECORD EACH TIRES PRESSURE RF PSI LF PSI RR PSI LR PSI PERFORM MULTI-POINT VEHICLE INSPECTION CUSTOMER STATES SERVICE ELECTRONIC BRAKE WARNING IS ON. ABS LIGHT ADN TRACTION CONTROL LIGHT IS ON. CHECKAND ADVISE CUSTOMER STATES WHEN PUTTING INTO REVERSE BACK UP SENSOR WARNING SOUNDS AND THERE IS NOTHING BEHIND,CHECK AND ADVISE ENTERPRISE RENTAL CAR REPLACE AIR FILTER REPLACE FUEL FILTER AND PURGE AIR FROM SYSTEM CUSTOMER REQUESTS BRAKE FLUID EXCHANGE SERVICE.

(RO) Cause:

[redacted]ROTATE ABS MODULE AND CONTROL UNIT FAILURE CON FIGURE LICENSE PLATE FOR USA SPEC ENTERPRISE RENTAL CAR REPLACE AIR FILTER REPLACE FUEL FILTER AND PURGE AIR FROM SYSTEM DEALER RECOMMENDED

(RO) Correction:

[redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES SERVICE ELECTRONIC BRAKE WARNING IS ON. ABS LIGHT ADN TRACTION CONTROL LIGHT IS ON. CHECK AND ADVISE

(Claim) Cause:

ABS MODULE AND CONTROL UNIT FAILURE

(Claim) Correction:

USE SCAN TOOL TO CHECK FOR RELATED CODES, 1 ABS CODE PRESENT, [redacted] ABS P UMP MOTOR CONTROL-GENERAL ELECTRICAL FAILURE, PERFORMED DIAG ON [redacted] CODE IS ACTIVE, AS PER DIAG INSPECTED RELATED WIRING, ALL APPEARS GOOD, WILL NEED ABS PUMP AND HYDRAULIC CONTROL UNIT AND RETEST REPLACE ANTI LOCK BRAKE SY STEM ABS MODULE AND HYDRAULIC CONTROL UNIT BLEED BRAKE AND CLEAR CODES RECHECK NO ABS LIGHT.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 SLT CREW CAB 4X4
Build Date	04/24/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/29/2017
Claim Type	F - Service Contract	**Repair Date**	11/30/2018
Claim Status	Paid	**Mileage (Miles)**	34,924

Expense

Labor	$0 00	**Sublet**	$0 00	**Part**	$85 00	**Total Paid**	$85 00

Dealer Information

Code	[redacted]	**Name**	THOMPSONS CHRYSLER DODGE JEEP RAM	**Zone**	71 LOS ANGELES
Address	126 FORNI ROAD , PLACERVILLE, CA 95667				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26860303	Maintenance Interval - Schedule B ; To be used every 3,000 Intervals	MC	MAINTENANCE CARE						$0.00
A	95260001	Maintenance Allowance ; Fixed Cost Maintenance								$75.00
A	95260002	Maintenance Allowance ; TIRE ROTATION								$10.00

RO Narratives

(RO) Customer Concern:

[redacted] Occupant Restraint Control Module**] Recall / [redacted] - Tailgate Latch**] LUBE OIL & FILTER CHANGE DIESEL ENGINE ROTATE 4 TIRES CHECK TIRE PRESSURE AND SET TO VEHICLE MANUFACTURER'S SPECS AND RECORD EACH TIRES PRESSURE RF PSI LF PSI RR PSI LR PSI PERFORM MULTI POINT VEHICLE INSPECTION CUSTOMER STATES SERVICE ELECTRONIC BRAKE WARNING IS ON. ABS LIGHT ADN TRACTION CONTROL LIGHT IS ON. CHECKAND ADVISE CUSTOMER STATES WHEN PUTTING INTO REVERSE BACK UP SENSOR WARNING SOUNDS AND THERE IS NOTHING BEHIND,CHECK AND ADVISE ENTERPRISE RENTAL CAR REPLACE AIR FILTER REPLACE FUEL FILTER AND PURGE AIR FROM SYSTEM CUSTOMER REQUESTS BRAKE FLUID EXCHANGE SERVICE.

(RO) Cause:

[redacted] ROTATE ABS MODULE AND CONTROL UNIT FAILURE CON FIGURE LICENSE PLATE FOR USA SPEC ENTERPRISE RENTAL CAR REPLACE AIR FILTER REPLACE FUEL FILTER AND PURGE AIR FROM SYSTEM DEALER RECOMMENDED

(RO) Correction:

[redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES SERVICE ELECTRONIC BRAKE WARNING IS ON. ABS LIGHT ADN TRACTION CONTROL LIGHT IS ON. CHECK AND ADVISE

(Claim) Cause:

ABS MODULE AND CONTROL UNIT FAILURE

(Claim) Correction:

USE SCAN TOOL TO CHECK FOR RELATED CODES, 1 ABS CODE PRESENT, [redacted] ABS P UMP MOTOR CONTROL-GENERAL ELECTRICAL FAILURE, PERFORMED DIAG ON CODE [redacted] CODE IS ACTIVE, AS PER DIAG INSPECTED RELATED WIRING, ALL APPEARS GOOD, WILL NEED ABS PUMP AND HYDRAULIC CONTROL UNIT AND RETEST REPLACE ANTI-LOCK BRAKE SY STEM ABS MODULE AND HYDRAULIC CONTROL UNIT BLEED BRAKE AND CLEAR CODES RECHECK NO ABS LIGHT.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 SLT CREW CAB 4X4
Build Date	04/24/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/29/2017
Claim Type	W - Warranty	**Repair Date**	11/30/2018
Claim Status	Paid	**Mileage (Miles)**	34,924

Expense

Labor	$193.41	**Sublet**	$684.60	**Part**	$100.00	**Total Paid**	$978.01

Dealer Information

Code	[redacted]	**Name**	THOMPSONS CHRYSLER DODGE JEEP RAM	**Zone**	71 LOS ANGELES
Address	126 FORNI ROAD , PLACERVILLE, CA 95667				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	ML	CHECK ENGINE/SERVICE ENGINE SO	68143491AA	CONTROL	1	X	478.80	$132.97
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	ML	CHECK ENGINE/SERVICE ENGINE SO	68347098AB	MODULE	1		205.80	$132.97
A	08191001	Module, anti-lock brake control ; RWAL equipped			68143491AA	CONTROL	1	X	478.80	$24.18
A	08191001	Module, anti-lock brake control ; RWAL equipped			68347098AB	MODULE	1		205.80	$24.18
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68143491AA	CONTROL	1	X	478.80	$36.26
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68347098AB	MODULE	1		205.80	$36.26
A	95400140	Loaner Car ; Competitive Vehicles			68143491AA	CONTROL	1	X	478.80	$100.00
A	95400140	Loaner Car ; Competitive Vehicles			68347098AB	MODULE	1		205.80	$100.00

RO Narratives

(RO) Customer Concern:

Recall / CSN 2 [U53: Customer Satisfaction Notification U53 - Occupant Restraint Control Module**] Recall / [redacted] - Tailgate Latch**] LUBE OIL & FILTER CHANGE DIESEL ENGINE ROTATE 4 TIRES CHECK TIRE PRESSURE AND SET TO VEHICLE MANUFACTURER'S SPECS AND RECORD EACH TIRES PRESSURE RF PSI LF PSI RR PSI LR PSI PERFORM MULTI-POINT VEHICLE INSPECTION CUSTOMER STATES SERVICE ELECTRONIC BRAKE WARNING IS ON. ABS LIGHT ADN TRACTION CONTROL LIGHT IS ON. CHECKAND ADVISE CUSTOMER STATES WHEN PUTTING INTO REVERSE BACK UP SENSOR WARNING SOUNDS AND THERE IS NOTHING BEHIND,CHECK AND ADVISE ENTERPRISE RENTAL CAR REPLACE AIR FILTER REPLACE FUEL FILTER AND PURGE AIR FROM SYSTEM CUSTOMER REQUESTS BRAKE FLUID EXCHANGE SERVICE.

(RO) Cause:

[redacted] ROTATE ABS MODULE AND CONTROL UNIT FAILURE CON FIGURE LICENSE PLATE FOR USA SPEC ENTERPRISE RENTAL CAR REPLACE AIR FILTER REPLACE FUEL FILTER AND PURGE AIR FROM SYSTEM DEALER RECOMMENDED

(RO) Correction:

[redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES SERVICE ELECTRONIC BRAKE WARNING IS ON ABS LIGHT ADN TRACTION CONTROL LIGHT IS ON CHECK AND ADVISE

(Claim) Cause:

ABS MODULE AND CONTROL UNIT FAILURE

(Claim) Correction:

USE SCAN TOOL TO CHECK FOR RELATED CODES, 1 ABS CODE PRESENT, [redacted] ABS P UMP MOTOR CONTROL GENERAL ELECTRICAL FAILURE, PERFORMED DIAG ON [redacted] CODE IS ACTIVE, AS PER DIAG INSPECTED RELATED WIRING, ALL APPEARS GOOD, WILL NEED ABS PUMP AND HYDRAULIC CONTROL UNIT AND RETEST REPLACE ANTI-LOCK BRAKE SY STEM ABS MODULE AND HYDRAULIC CONTROL UNIT BLEED BRAKE AND CLEAR CODES RECHECK NO ABS LIGHT

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 3500 LARAMIE MEGA CAB 4X4
Build Date	1 /18/ 016	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	09/08/ 017
Claim Type	F ervice Contract	**Repair Date**	11/ 0/ 018
Claim Status	Paid	**Mileage (Miles)**	16,421

Expense

Labor	$0 00	**Sublet**	$0 00	**Part**	$85 00	**Total Paid**	$85 00

Dealer Information

Code	[redacted]	**Name**	RANDALL DODGE CHRY LER JEEP	**Zone**	6 DALLA
Address	419 US HIGHWAY 79 S , HENDERSON, TX 75654				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	6860 0	Maintenance Interval chedule B ; To be u ed every ,000 Interval	MC	MAINTENANCE CARE						$0 00
A	95260001	Maintenance Allowance ; Fixed Cost Maintenance								$75 00
A	95 6000	Maintenance Allowance ; TIRE ROTATION								$10 00

RO Narratives

(RO) Customer Concern:

(Change diesel engine oil and filter synthetic oil may be re quired based on geographic location) DUALLY TIRE ROTATION (Multi point in pection according to maintenance interval)

(RO) Cause:

NA

(RO) Correction:

PERFORMED DIESEL LUBE OIL AND FILTER CHANGE ROTATED TIRES 15 Point Inspection All

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted] RAM 500 LT CREW CAB 4 4
Build Date	07/13/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	08/16/2017
Claim Type	S Safety (Recalls)	**Repair Date**	11/30/2018
Claim Status	Paid	**Mileage (Miles)**	19,798

Expense

Labor	$63 00	**Sublet**	$0 78	**Part**	$0 00	**Total Paid**	$63 78

Dealer Information

Code	[redacted]	**Name**	KEFFER CHRY JEEP INC	**Zone**	66 ORLANDO
Address	8110 E INDEPENDENCE BLVD , CHARLOTTE, NC 28227				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08U74182	Safety Recall U74 Tailgate Latch ; Install Tailgate Actuator Stop Block	UC	UNCODABLE (NARRATIVE REQUIRED)	68448027AA	ACTUATOR	1	X	0 78	$25 20
B	18U53182	Customer Satisfaction Notification U5 Occupant Restraint Control Module ; Reprogram Occupant Restraint Controller (ORC) Module Includes ORC and ABS Initialization	UC	UNCODABLE (NARRATIVE REQUIRED)						$37 80

RO Narratives

(RO) Customer Concern:

FREE VISUAL INSPECTION OF VEHICLE COMPONENTS PROVIDE A WRITTEN INSPECTION OF ANY MAINTENANCE OR REPAIR SERVICES WE RECOMMEND PERFORM DIESEL OIL AND FILTER CHANGE (NON SYNTHETIC) CUSTOMER REQUET TO HAVE DIESEL FUEL FILTERS (2) REPLACED FRONT FILTER AND IN LINE FILTER, DUE EVERY 15,000 MILES $329 95+TAX CUSTOMER REQUE T TO HAVE NAVIGATION UPLOAD IN TALLED [redacted] TAILGATE LATCH RECALL U5 OCCUPANT RE TRAINT CONTROLLER RECALL TIRE ROTATION YOUR TIRE MANUFACTURER RECOMMENDS THAT YOU ROTATE YOUR TIRES EVERY 6,000 MILES $19 95 NOTE SOME HIGH PERFORMANCE AND LOW PROFILE TIRES SHOULD BE ROTATED EVERY 3 4000 MILES TIRE WEAR THAT IS THE RESULT OF TIRES NOT BEING ROTATED IS NOT WARRANTABLE

(RO) Cause:

DOES NOT INCLUDE SYNTHETIC OIL MAINTENANCE NAVIGATION MAINTENANCE

(RO) Correction:

PERFORMED MULTI POINT INSPECTION CUSTOMER PROVIDED WITH COST ESTIMATE FOR ANY REPAIR OR MAINTENENCE NEEDED BY MANUFACTURE SPEC PERFORMED OIL AND FILTER CHANGE ON DIESEL ENGINE REPLACE BOTH FRONT AND REAR FUEL FILTERS COMPLETED THE NAVIGATION UPLOAD AND TEST SYSTEM INSTALLED ACTUATOR STOP BLOCK PER RECALL UPDATED OCCUPANT RESTRAINT CONTROLLER PER [redacted] TIRE ROTATION COMPLETED EXPRESS LANE SERVICE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

U53 OCCUPANT RESTRAINT CONTROLLER RECALL U74 TAILGATE LATCH RECALL

(Claim) Cause:

NA

(Claim) Correction:

INSTALLED ACTUATOR STOP BLOCK PER RECALL UPDATED OCCUPANT RESTRAINT CONTROLLER PER [redacted]

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 LARAMIE CREW CAB 4X4
Build Date	05/23/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	08/21/2017
Claim Type	W - Warranty	**Repair Date**	12/01/2018
Claim Status	Paid	**Mileage (Miles)**	12,529

Expense

Labor	$98.74	**Sublet**	$752.08	**Part**	$0.00	**Total Paid**	$850.82

Dealer Information

Code	[redacted]	**Name**	CONWAY CHRYSLER DODGE JEEP INC	**Zone**	66 ORLANDO
Address	2385 HWY 501 WEST , CONWAY, SC 29526				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	UC	UNCODABLE (NARRATIVE REQUIRED)	68347098AB	MODULE	1		205.80	$98.74
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	UC	UNCODABLE (NARRATIVE REQUIRED)	68143491AA	CONTROL	1	X	478.80	$98.74
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	UC	UNCODABLE (NARRATIVE REQUIRED)	68102411AA	SEAL KIT	1		67.48	$98.74

RO Narratives

(RO) Customer Concern:

OWNER STATES ELECTRICAL/NON PCM FLASHES CONCERN AFTER RECALLTHE ABS AND TRAC LIGHT CAME ON CAME BACK SAME DAY TO HAVE

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

ABS AND TRAC LIGHT ON

GCS Narratives

(Claim) Customer Concern:

ABS AND TRAC LIGHT ON

(Claim) Cause:

CONFIRMED CUSTOMER CONCERN

(Claim) Correction:

REPLACED ABS PUMP AND MODULE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 2500 ST CREW CAB 4X4
Build Date	03/01/2018	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06/25/2018
Claim Type	W - Warranty	**Repair Date**	12/03/2018
Claim Status	Paid	**Mileage (Miles)**	7,826

Expense

Labor	$151.78	**Sublet**	$835.50	**Part**	$0.00	**Total Paid**	$987.28

Dealer Information

Code	[redacted]	**Name**	GREENBRIER MOTOR CO INC	**Zone**	35 WASHINGTON
Address	111 SENECA TRAIL , LEWISBURG, WV 24901				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	59	INTERNAL LEAK	68143491AA	CONTROL	1	X	584.34	$98.21
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	59	INTERNAL LEAK	68347098AB	MODULE	1		251.16	$98.21
A	08191002	Module, anti-lock brake control ; All others			68143491AA	CONTROL	1	X	584.34	$53.57
A	08191002	Module, anti-lock brake control ; All others			68347098AB	MODULE	1		251.16	$53.57

RO Narratives

(RO) Customer Concern:

CUSTOMER CONCERN GEN.CONDITION CHECK OF VEHICLE,TIRES,FLUID LEVELS,

(RO) Cause:

NA

(RO) Correction:

[redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER CONCERN OF ABS LIGHT COMING ON

(Claim) Cause:

CHECKED AND VERIFIED CONCERN FOUND TO HAVE DEFECTIVE ABS PUMP AND MODULE

(Claim) Correction:

REPLACED ABS PUMP AND MODULE AND CHECKED OPERATION

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted] RAM 500 LARAMIE CREW CAB 4 4
Build Date	04/ 7/ 017	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/15/2017
Claim Type	afety (Recall)	**Repair Date**	1 /0 / 018
Claim Status	Paid	**Mileage (Miles)**	44,6

Expense

Labor	$26 94	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$26 94

Dealer Information

Code	[redacted]	**Name**	CHRI MYER CHRY LER JEEP DODGE	**Zone**	66 ORLANDO
Address	181 HIGHWAY 98 , DAPHNE, AL 65 6				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U53182	Cu tomer ati faction Notification U5 Occupant Re traint Control Module ; Reprogram Occupant Re traint Controller (ORC) Module Include ORC and AB Initiali ation	UC	UNCODABLE (NARRATIVE REQUIRED)						$26 94

RO Narratives

(RO) Customer Concern:

COMPLIMENTARY 14 PT IN P GENERAL CONCERN CAMPAIGN

(RO) Cause:

NA

(RO) Correction:

REMOVED AND REPLACED BOTH FUEL FILTER CLEANED

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - RAM 2500 ST CREW CAB 4X4
Build Date	10/06/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	02/05/2018
Claim Type	F - Service Contract	**Repair Date**	12/03/2018
Claim Status	Paid	**Mileage (Miles)**	21,829

Expense

Labor	$0.00	**Sublet**	$0.00	**Part**	$85.00	**Total Paid**	$85.00

Dealer Information

Code	[redacted]	**Name**	AIRPARK CHRYSLER JEEP	**Zone**	70 PHOENIX
Address	15656 N HAYDEN ROAD , SCOTTSDALE, AZ 85260				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26860303	Maintenance Interval - Schedule B ; To be used every 3,000 Intervals	MC	MAINTENANCE CARE						$0.00
A	95260001	Maintenance Allowance ; Fixed Cost Maintenance								$75.00
A	95260002	Maintenance Allowance ; TIRE ROTATION								$10.00

RO Narratives

(RO) Customer Concern:

C99 - Description UnAvailable [Customer States Vehicle will not start or crank] LOF75 Rotate tires Multi-point inspection (according to maintenance interval) RENTAL CAR

(RO) Cause:

. . . .

(RO) Correction:

[redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

[redacted] - DESCRIPTION UNAVAILABLE [CUSTOMER STATES VEHICLE WILL NOT START OR CRANK]

(Claim) Cause:

FOUND IGNITION NODE NOT TRANSMITTING SIGNAL TO RADIO FREQUENCY HUB. GOOD POWER AND GROUND REPLACED IGNITION NODE MODULE

(Claim) Correction:

FOUND IGNITION NODE NOT TRANSMITTING SIGNAL TO RADIO FREQUENCY HUB. GOOD POWER AND GROUND REPLACED IGNITION NODE MODULE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 LARAMIE CREW CAB 4X4
Build Date	11/14/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	04/17/2017
Claim Type	W - Warranty	**Repair Date**	12/03/2018
Claim Status	Paid	**Mileage (Miles)**	11,221

Expense

Labor	$51.35	**Sublet**	$0.00	**Part**	$120.00	**Total Paid**	$171.35

Dealer Information

Code	[redacted]	**Name**	LAMPE DODGE CHRYSLER JEEP OF TULARE	**Zone**	71 LOS ANGELES
Address	1950 S BLACKSTONE ST , TULARE, CA 93274				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85410500	Brakes, Trouble Not Found ; Brakes	UC	UNCODABLE (NARRATIVE REQUIRED)						$51.35
A	95400142	Loaner Car ; High Line Vehicles								$120 00

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

BRAKE PEDAL GOES ALL THE WAY TO THE FLOOR NO PROBLEMS WERE FOUND

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES BRAKE PEDAL WENT ALL THE WAY TO THE FLOOR

(Claim) Cause:

ROAD TESTED FOR NINE MILES AND WAS UNABLE TO VERIFY. CHECKED FLUID AND WAS FUL L. CHECKED BRAKE HYDRAULIC SYSTEM FOR LEAKS AND NONE WERE FOUD. CHECKED FOR BU LLETINS CODES AND STAR CASES AND NONE WERE FOUND

(Claim) Correction:

VEHICLE WORKING AS DESIGNED

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted]
Build Date	11/14/ 016	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	04 17 017
Claim Type	afety (Recall)	**Repair Date**	1 /0 / 018
Claim Status	Paid	**Mileage (Miles)**	11 1

Expense

Labor	$ 0 1	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$ 0 1

Dealer Information

Code	[redacted]	**Name**	LAMPE DOD E CHRY LER JEEP OF TULARE	**Zone**	71	LO ANGELE	
Address	19 0 BL CK TONE T TUL RE C 9 74						

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	1 U 1	Cu tomer ati faction Notification U5 Occupant Re traint Control Module Reprogram Occupant Re traint Controller (ORC) Module Include ORC and AB Initiali ation	UC	UNCODABLE (N RR TI E REQUIRED)						$ 0 1

RO Narratives

(RO) Customer Concern

NA

(RO) Cause:

N

(RO) Correction

N

(RO) Technical Notes

BRAKE PEDAL GOE ALL THE WAY TO THE FLOOR NO PROBLEM WERE FOUND

GCS Narratives

(Claim) Customer Concern

CU TOMER T TE BR KE PED L ENT LL THE Y TO THE FLOOR

(Claim) Cause

ROAD TE TED FOR NINE MILE AND WA UNABLE TO VERIFY CHECKED FLUID AND WA FUL L CHECKED BRAKE HYDRAULIC Y TEM FOR LE K ND NONE ERE FOUD CHECKED FOR BU LLETIN CODE ND T R C E ND NONE ERE FOUND

(Claim) Correction

EHICLE ORKING DE IGNED

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 2500 LONGHORN CREW CAB 4X4
Build Date	10/04/ 017	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06/29/2018
Claim Type	F ervice Contract	**Repair Date**	1 /04/ 018
Claim Status	Paid	**Mileage (Miles)**	15,787

Expense

Labor	$0 00	**Sublet**	$0 00	**Part**	$75 00	**Total Paid**	$75 00

Dealer Information

Code	[redacted]	**Name**	BOB POYNTER CHRY LER DODGE JEEP,	**Zone**	4 DETROIT
Address	0 0 N NATIONAL RD , COLUMBU , IN 47 01				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	6860 0	Maintenance Interval chedule B ; To be u ed every ,000 Interval	MC	MAINTENANCE CARE						$0 00
A	95 60001	Maintenance Allowance ; Fixed Cost Maintenance								$75 00

RO Narratives

(RO) Customer Concern:

DIESEL ENGINE OIL AND FILTER OTHER MAKES DONE (09 MATT) 23 POINT INSPECTION DONE (09 MATT)

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	018	**Body**	[redacted]
Build Date	0 03 018	**Plant**	LTILLO TRU K EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11 30 018
Claim Type	arrant	**Repair Date**	1 04 018
Claim Status	Paid	**Mileage (Miles)**	529

Expense

Labor	$16 31	**Sublet**	$114 66	**Part**	$0 00	**Total Paid**	$130 9

Dealer Information

Code	[redacted]	**Name**	EIR HRY LER DODGE JEEP R M	**Zone**	51 HI GO
Address	801 NE B LD IN R D NE THENS IL 62264				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	3 0 50	is r sun Passenger side	11	BROKEN OR R KED	1 F3 BD1	I OR	1		114 66	$16 31

RO Narratives

(RO) Customer Concern

Interi r ncern [ust mer tates passenger sun is r mirr r trim is cracked n b th t p c mers] Indicat r arning Lights ncern [ust mer tates tracti n c ntr l light is n and cruise c ntr l d esn t rk] Electrical N n P M Flashes ncern [ust mer Requests ngin bl k h at r rd t b in tall d]

(RO) Cause

TRIM R KED NTI LO K BR KE Y TEM PROBLEM U TOMER REQUE T

(RO) Correction

5 9 REPL E P ENGER UN I OR 3 0 50 11 Interi r ncern [ust mer tates passenger sun is r mirr r trim is cracked nb th t p rn r] B D ND TRIM 529 INITI LI E NTI L K BR KE S STEM LE R F ULT DES ND TEST DRI E Indicat r arning Lights ncern [ust mer tates tracti n c ntr l light is n and cruise c ntr l d es n t rk] HE K ENGINE LIGHT I ON 5 9 IN T LL ENGINE BLO K HE TER IRING Electrical N n P M Flashes ncern [ust merRequests engine bl ck heater c rd t b in tall d] MIN R ELE TRI L

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

UST MER ST TES P SSENGER SUN IS R MIRR R TRIM IS R KED N B TH T P RNERS

(Claim) Cause

R KED

(Claim) Correction

REPL E P ENGER UN I OR

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 SLT CREW CAB 4X4
Build Date	12/17/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	12/19/2016
Claim Type	S - Safety (Recalls)	**Repair Date**	12/04/2018
Claim Status	Paid	**Mileage (Miles)**	48,668

Expense

Labor	$15 90	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$15 90

Dealer Information

Code	[redacted]	**Name**	FRANKLIN CHRYSLER INC	**Zone**	32 NEW YORK
Address	484 WILTON ROAD , FARMINGTON, ME 04938				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U61082	Safety Recall U61 - Reprogram Powertrain Control Module ; Inspect PCM Software Level and Perform Software Update	UC	UNCODABLE (NARRATIVE REQUIRED)						$15.90

RO Narratives

(RO) Customer Concern:

CUSTOMER REQUESTS T79 RECALL. BRAKE TRANNY SHIFT INTERLOCK CUSTOMER REQUESTS U61 RECALL. REPROGRAM PCM CUSTOMER REQUESTS U74 RECALL. TAILGATE LATCH CUSTOMER REQUESTS U53 RECALL. OCCUPANT RESTRAINT CONTROL MODULE

(RO) Cause:

NA

(RO) Correction:

PERFORMED AUTOMATIC TRANSMISSION RECALL PERFORMED RECALL AS OUTLINED. PERFORMED RECALL U74 AS REQUESTED BY THE CUSTOMER PERFORMED RECALL AS OUTLINED E

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 SLT CREW CAB 4X4
Build Date	12/17/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	12/19/2016
Claim Type	S Safety (Recalls)	**Repair Date**	12/04/2018
Claim Status	Paid	**Mileage (Miles)**	48,668

Expense

Labor	$23 86	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$23 86

Dealer Information

Code	[redacted]	**Name**	FRANKLIN CHRYSLER INC	**Zone**	32 NEW YORK
Address	484 WILTON ROAD , FARMINGTON, ME 04938				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U53182	Cu tomer ati faction Notification U53 Occupant Restraint Control Module ; Reprogram Occupant Restraint Controller (ORC) Module Includes ORC and ABS Initialization	UC	UNCODABLE (NARRATIVE REQUIRED)						$23 86

RO Narratives

(RO) Customer Concern:

CUSTOMER REQUESTS T79 RECALL BRAKE TRANNY SHIFT INTERLOCK CUSTOMER REQUESTS U61 RECALL REPROGRAM PCM CUSTOMER REQUESTS U74 RECALL TAILGATE LATCH CUSTOMER REQUESTS U53 RECALL OCCUPANT RESTRAINT CONTROL MODULE

(RO) Cause:

NA

(RO) Correction:

PERFORMED AUTOMATIC TRANSMISSION RECALL PERFORMED RECALL AS OUTLINED PERFORMED RECALL U74 AS REQUESTED BY THE CUSTOMER PERFORMED RECALL AS OUTLINED E

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 2500 ST CREW CAB 4X4
Build Date	10/06/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	02/05/2018
Claim Type	W - Warranty	**Repair Date**	12/04/2018
Claim Status	Paid	**Mileage (Miles)**	21,829

Expense

Labor	$58.30	**Sublet**	$132.88	**Part**	$35.00	**Total Paid**	$226.18

Dealer Information

Code	[redacted]	**Name**	AIRPARK CHRYSLER JEEP	**Zone**	70 PHOENIX
Address	15656 N HAYDEN ROAD , SCOTTSDALE, AZ 85260				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08804511	Switch, ignition ; Ignition Node Module (IGNM)	T4	IGNITION FUNCTION	68271986AC	SWITCH	1	X	132.88	$58.30
A	95400141	Loaner Car ; Standard Line Vehicles			68271986AC	SWITCH	1	X	132.88	$35.00

RO Narratives

(RO) Customer Concern:

C99 - Description UnAvailable [Customer States Vehicle will not start or crank] LOF75 Rotate tires Multi-point inspection (according to maintenance interval) RENTAL CAR

(RO) Cause:

. . . .

(RO) Correction:

[redacted]FOUND IGNITION NODE NOT TRANSMITTINGSIGNAL TO RADIO FREQUENCY HUB. GOOD POWER ANDGROUND REPLACED IGNITION NODE MODULE C99 - Description UnAvailable [Customer States Vehicle will not start or crank] CUSTOMER STATES TRIM/ELECTRICAL CONCERN AS FOLLOWS.[redacted] PERFORMED LOF CHANGE OIL AND FILTER, CHECK TIRE PRESSURE AND PERFORM MULTI-POINT VEHICLE INSPECTION - DIESEL TRUCK [redacted]PERFORMED TIRE ROTATION Rotate tires PERFORM TIRE ROTATION, CHECK AIR PRESSURE AND SET TO FACTORY SPECS******NOTE, OVERSIZE TIRES NEED TOBE RE-TORQUED AFTER 50 MILES Multi-point inspection (according to maintenanceinterval) MULTI POINT VEHICLE INSPECTION RENTAL CAR ERAC[redacted]RENTAL CAR SUBLET REPAIRS

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C99 - DESCRIPTION UNAVAILABLE [CUSTOMER STATES VEHICLE WILL NOT START OR CRANK]

(Claim) Cause:

FOUND IGNITION NODE NOT TRANSMITTING SIGNAL TO RADIO FREQUENCY HUB. GOOD POWER AND GROUND REPLACED IGNITION NODE MODULE

(Claim) Correction:

FOUND IGNITION NODE NOT TRANSMITTING SIGNAL TO RADIO FREQUENCY HUB. GOOD POWER AND GROUND REPLACED IGNITION NODE MODULE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 ST CREW CAB 4X4
Build Date	04/19/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06/15/2017
Claim Type	S Safety (Recalls)	**Repair Date**	12/04/2018
Claim Status	Paid	**Mileage (Miles)**	46,537

Expense

Labor	$26.07	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$26.07

Dealer Information

Code	[redacted]	**Name**	CHRYSLER JEEP DODGE OF COSHOCTON	**Zone**	42 DETROIT
Address	1921 OSTEGO AVENUE , COSHOCTON, OH 43812				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U53182	Customer Satisfaction Notification U53 Occupant Restraint Control Module ; Reprogram Occupant Restraint Controller (ORC) Module - Includes ORC and ABS Initialization	UC	UNCODABLE (NARRATIVE REQUIRED)						$26.07

RO Narratives

(RO) Customer Concern:

General Concern #1 Customer States traction control,abs ,and check engine lights on again Recall / CSN 1 U53 Customer Satisfaction Notification U53 - Occupant Restraint Control Module** Multi-point inspection

(RO) Cause:

found fault code[redacted] tested all wiring and all wiring was ok. found faulty pcm recall

(RO) Correction:

replaced pcm and all ok at this time claim pai[redacted] updated orc as per recall claim paid 12 04 2018sg INSPECTION COMPLETE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES TRACTION CONTROL,ABS ,AND CHECK ENGINE LIGHTS ON AGAIN

(Claim) Cause:

FOUND FAULT CODE[redacted] TESTED ALL WIRING AND ALL WIRING WAS OK. FOUND FAULTY PCM

(Claim) Correction:

REPLACED PCM AND ALL OK AT THIS TIME

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 SLT CREW CAB 4X4
Build Date	12/17/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	12/19/2016
Claim Type	S - Safety (Recalls)	**Repair Date**	12/04/2018
Claim Status	Paid	**Mileage (Miles)**	48,668

Expense

Labor	$47.71	**Sublet**	$0.75	**Part**	$0.00	**Total Paid**	$48.46

Dealer Information

Code	[redacted]	**Name**	FRANKLIN CHRYSLER INC	**Zone**	32 NEW YORK
Address	484 WILTON ROAD , FARMINGTON, ME 04938				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
B	08U74182	Safety Recall U74 - Tailgate Latch ; Install Tailgate Actuator Stop Block	UC	UNCODABLE (NARRATIVE REQUIRED)	68448027AA	ACTUATOR	1	X	0.75	$15.90
A	19T79182	Safety Recall T79 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update	UC	UNCODABLE (NARRATIVE REQUIRED)						$31.81

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	201	**Body**	[redacted]
Build Date	05 1 01	**Plant**	S LTILL TRU K SSEMBL PL NT	**Co erage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05 31 201
Claim Type	S S f t R c ll	**Repair Date**	1 04 018
Claim Status	Paid	**Mileage (Miles)**	8 499

Expense

Labor	$35 99	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$35 99

Dealer Information

Code	[redacted]	**Name**	R N RTER HR SLER JEEP D D E F TE S IT	**Zone**	63 D LL S
Address	2601 P LMER H TEX S IT TX 590				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	18U53182	u t m r Sati fa ti n N tifi ati n U53 ccup nt R tr int ntr l M dul R pr gram upant R traint ntr ll r (R) M dul Includ R nd BS Initi li ti n	U	UN D BLE N RR TI E REQUIRED)						$35 99

RO Narratives

(RO) Customer Concern

R c ll [redacted] u t m r S ti f cti n N tific ti n U53 ccup nt R tr int ntr l M dul]

(RO) Cause:

U53

(RO) Correction

[redacted] MPL ETE R pr gram th R m dul E U i up t dat Su full fla h d E U fr m ld part numb [redacted] t curr nt p rt numb [redacted] R pr gr m R pr gr m ccup nt R tr int ntr ll r R M

(RO) Technical Notes:

N

GCS Narratives

(Claim) Customer Concern

N

(Claim) Cause:

N

(Claim) Correction:

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 ST CREW CAB 4X4
Build Date	04/19/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06/15/2017
Claim Type	W - Warranty	**Repair Date**	12/04/2018
Claim Status	Paid	**Mileage (Miles)**	46,537

Expense

Labor	$26.07	**Sublet**	$251.64	**Part**	$0.00	**Total Paid**	$277.71

Dealer Information

Code	[redacted]	**Name**	CHRYSLER JEEP DODGE OF COSHOCTON	**Zone**	42 DETROIT
Address	1921 OSTEGO AVENUE , COSHOCTON, OH 43812				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08190605	Module, powertrain/engine control (PCM-ECM) ; 6.4 liter engine	ML	CHECK ENGINE/SERVICE ENGINE SO	68243306AB	MODULE	1	X	251.64	$26.07

RO Narratives

(RO) Customer Concern:

General Concern #1 Customer States traction control,abs ,and check engine lights on again Recall / CSN 1 U53: Customer Satisfaction Notification U53 - Occupant Restraint Control Module** Multi-point inspection

(RO) Cause:

found fault [redacted] tested all wiring and all wiring was ok. found faulty pcm recall

(RO) Correction:

replaced pcm and all ok at this time claim paid [redacted] updated orc as per recall claim paid [redacted] INSPECTION COMPLETE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES TRACTION CONTROL,ABS ,AND CHECK ENGINE LIGHTS ON AGAIN

(Claim) Cause:

FOUND FAULT [redacted] TESTED ALL WIRING AND ALL WIRING WAS OK FOUND FAULTY PCM

(Claim) Correction:

REPLACED PCM AND ALL OK AT THIS TIME

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 2500 LARAMIE MEGA CAB 4X4
Build Date	08/04/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06/22/2018
Claim Type	S - Safety (Recalls)	**Repair Date**	12/04/2018
Claim Status	Paid	**Mileage (Miles)**	6,696

Expense

Labor	$28.85	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$28.85

Dealer Information

Code	[redacted]	**Name**	JEFF SMITH CHRYSLER DODGE JEEP	**Zone**	66 ORLANDO
Address	100 IFFIE ROAD , PERRY, GA 31069				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U53182	Customer Satisfaction Notification U53 - Occupant Restraint Control Module ; Reprogram Occupant Restraint Controller (ORC) Module - Includes ORC and ABS Initialization	UC	UNCODABLE (NARRATIVE REQUIRED)						$28.85

RO Narratives

(RO) Customer Concern:

(Multi-point inspection according to maintenance interval) U53 Customer Satisfaction Notificatio[redacted] Occupant Restra int Control Module (Recall CSN 1) CUSTOMER STATES THE SEAT RECALL MEMORY IS NOT WORKING; MIRRORS CLOSE WHEN PUSHING MEMORY SEAT BUTTON. DOOR HANDLE LIGHT ON INSIDE IS INOP. DOOR LOCKS ARE NOT WORKING WHEN PUSHING FROM DRIVER HANDLE BUTTON. MIRROR CLOSE BUTTON/OPERATION IS WONKY.

(RO) Cause:

RECALL [redacted] INSPECTED VEHICLE AND FOUND DOOR LOCKS OPERATING AS DESIGNED. VERIFIED PASSENGER INSIDE HANDLE LIGHT INOPERATIVE. VERIFIED MEMORY SEAT NOT OPERATING. MIRRORS WORKING PROPERLY.

(RO) Correction:

PERFORMED COURTESY MULTIPOINT INSPECTION PLEASE SEE YOUR SERVICE ADVISOR COMPLETED RECALL U53 - UPDATED ORC SOFTWARE REMOVED PASSENGER DOOR PANEL TO RETRIEVE WIRE AND REINSTALLED AND PLUGGED HANDLE LIGHT IN AND VERIFIED OPERATION. FOUND CODE[redacted] ACTIVE SEAT HORIZONTAL STOP NOT LEARNED. RELEARNED STOPS AND VERIFIED PROPER MEMORY SEAT OPERATION. VERIFIED OUTSIDE HANDLES LOCK AND UNLOCK AS DESIGNED.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	RAM 2500 LONGHORN MEGA CAB 4X4
Build Date	01/26/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/22/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	12/05/2018
Claim Status	Paid	**Mileage (Miles)**	39,130

Expense

Labor	$36.65	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$36.65

Dealer Information

Code	[redacted]	**Name**	WAXAHACHIE DODGE CHRYSLER JEEP	**Zone**	63 DALLAS
Address	2405 N INTERSTATE 35E , WAXAHACHIE, TX 75165				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U53182	Customer Satisfaction Notification U53 - Occupant Restraint Control Module ; Reprogram Occupant Restraint Controller (ORC) Module - Includes ORC and ABS Initialization	UC	UNCODABLE (NARRATIVE REQUIRED)						$36.65

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 3500 CREW CAB CHASSIS 4X4
Build Date	06/07/2018	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	09/11/2018
Claim Type	W - Warranty	**Repair Date**	12/05/2018
Claim Status	Paid	**Mileage (Miles)**	5,262

Expense

Labor	$46.24	**Sublet**	$55.37	**Part**	$70.00	**Total Paid**	$171.61

Dealer Information

Code	[redacted]	**Name**	BEAVER MOTORS INC	**Zone**	35 WASHINGTON
Address	ROUTE 522 , BEAVER SPRINGS, PA 17812				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08508050	Lamp, Clearance ; Each additional clearance lamp			68035318AD	PLUG	1	X	24.22	$5.78
A	08508050	Lamp, Clearance ; Each additional clearance lamp			68035318AD	PLUG	1	X	24.22	$5.78
A	08508050	Lamp, Clearance ; Each additional clearance lamp			68035318AD	PLUG	1	X	24.22	$5.78
A	23502007	Lamp assembly ; Center/CHMSL	65	LEAKS	68035318AD	PLUG	1	X	24.22	$17.34
A	95400142	Loaner Car ; High Line Vehicles			68035318AD	PLUG	1	X	24.22	$70.00
B	08508002	Lamp, Clearance ; One	UC	UNCODABLE (NARRATIVE REQUIRED)	68261677AC	LAMP	5	X	31.15	$11.56

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES CHECK FOR RUST NEAR 3RD BRAKE LIGHT AND CLEARANCE LIGHTS (LEAKS) CUSTOMER STATES ALL BUT ONE CLEARNACE LIGHT HAS MOISTURE CUSTOMER STATES ALL BUT ONE CLEARNACE LIGHT HAS MOISTURE

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

ALL CLEARANCE LAMPS HAVE MOISTURE, REPLACE ALL 5 LAMPS

GCS Narratives

(Claim) Customer Concern:

CUSTOMER FOR RUST AND LEAK NEAR 3RD BRAKE LIGHT CUSTOMER STATES CLEARANCE BULBS HAVE MOISTURE I

(Claim) Cause:

VERIFIED AND FOUND MOISTURE IN 5 LAMPS VERIFIED CUSTOMER COMPAINT

(Claim) Correction:

REPLACE 5 CLEARANCE LAMP BULBS REPLACED PLUG, WATER TEST, NO LEAK

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted]
Build Date	06/05/ 017	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	08/15/ 017
Claim Type	afety (Recall)	**Repair Date**	1 /06/ 018
Claim Status	Paid	**Mileage (Miles)**	17,851

Expense

Labor	$ 4 7	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$ 4 7

Dealer Information

Code	[redacted]	**Name**	I LAND CHRY LER DODGE JEEP RAM	**Zone**	66 ORLANDO
Address	898 OCEAN HWY , PAWLEY I LAND, C 9585				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U5 18	Cu tomer ati faction Notification U5 Occupant Re traint Control Module ; Reprogram Occupant Re traint Controller (ORC) Module Include ORC and AB Initiali ation	UC	UNCODABLE (NARRATIVE REQUIRED)						$ 4 7

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

N

(RO) Technical Notes

NA

GCS Narratives

(Claim) Customer Concern:

N

(Claim) Cause

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 LONGHORN MEGA CAB 4X4
Build Date	01/26/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/22/2017
Claim Type	W - Warranty	**Repair Date**	12/06/2018
Claim Status	Paid	**Mileage (Miles)**	39,130

Expense

Labor	$97.74	**Sublet**	$91.17	**Part**	$0.00	**Total Paid**	$188.91

Dealer Information

Code	[redacted]	**Name**	WAXAHACHIE DODGE CHRYSLER JEEP	**Zone**	63 DALLAS
Address	2405 N INTERSTATE 35E , WAXAHACHIE, TX 75165				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08661501	Relay, intake manifold heater air temperature ; 6.7 liter diesel engine	ML	CHECK ENGINE/SERVICE ENGINE SO	05187880AC	RELAY	1	X	91.17	$36.65
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			05187880AC	RELAY	1	X	91.17	$61.09
A	85434343	Goodwill Authorization ; Goodwill Authorization			05187880AC	RELAY	1	X	91.17	$0.00

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES FRONT SENSORS ARE INOPERATIVE CUSTOMER STATES CHECK ENGINE LIGHT IS ON PERFORM RECALL MULTI-POINT VEHICLE INSPECTION

(RO) Cause:

. . .

(RO) Correction:

[redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT IS ON

(Claim) Cause:

PERFORM DIAG FOR CODE . INSP POWER CONNECTIONS AT GRID AND RELAY AND BATTERY A LL OK. ACTUATE GRID HEATER HAD POWER AT GRID HEATER .

(Claim) Correction:

REPLACE GRID HEATER . LET TRUCK SIT OVER NIGHT . GRID HEATER PRE HEAT THEN STA RTED TRUCK. CODE NOT RETURNING AFTER

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	018	**Body**	[redacted]
Build Date	10 9 018	**Plant**	LTILLO TRU K EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	01 18 019
Claim Type	K R ad Read (PREPN)	**Repair Date**	1 06 018
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$130 54	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$130 54

Dealer Information

Code	[redacted]	**Name**		**Zone**	63 D LL
Address					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	85900040	R ad Read Basic Prep	NU	NE EHI LE PREP						$130 54

RO Narratives

(RO) Customer Concern

N

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

N

(Claim) Cause

N

(Claim) Correction

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	01	**Body**	[redacted]
Build Date	0 1 01	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	04 11 019
Claim Type	arrant	**Repair Date**	1 06 01
Claim Status	Paid	**Mileage (Miles)**	

Expense

Labor	$0 00	**Sublet**	$46 4	**Part**	$0 00	**Total Paid**	$46 4

Dealer Information

Code	[redacted]	**Name**	BILL BORUFF CHRY LER DODGE JEEP	**Zone**	66 ORL NDO
Address	1 0 UTO L NE P RT TN				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	0 0140	DEF Fluid Top Off ehicle Deli er Fill ee LOP note for ehicle pecific allowance	40	FLUID HIGH OR LO	6 0 6 7 C	FLUID			46 4	$0 00

RO Narratives

(RO) Customer Concern

C DD DEF (cce orie)

(RO) Cause

C DD DEF (cce orie)

(RO) Correction

DD DEF (ccess ries)

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

N

(Claim) Cause

N

(Claim) Correction

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 LONGHORN CREW CAB 4X4
Build Date	06/21/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11/29/2017
Claim Type	W - Warranty	**Repair Date**	12/06/2018
Claim Status	Paid	**Mileage (Miles)**	16,200

Expense

Labor	$55.59	**Sublet**	$47.58	**Part**	$280.00	**Total Paid**	$383.17

Dealer Information

Code	[redacted]	**Name**	RALPH SELLERS CHRYSLER DODGE JEEP	**Zone**	63 DALLAS
Address	14215 N AIRLINE HWY , GONZALES, LA 70737				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	21550131	Pan, Oil - Replace or Reseal ; Includes: Replace pan and/or gasket, if necessary.	44	LEAKS-GASKET DEFECT	68055894AA	FLUID	8		39.26	$55.59
A	21550131	Pan, Oil - Replace or Reseal ; Includes: Replace pan and/or gasket, if necessary.	44	LEAKS-GASKET DEFECT	05010884AD	SEALER	1	X	8.32	$55.59
A	95400141	Loaner Car ; Standard Line Vehicles			68055894AA	FLUID	8		39.26	$280.00
A	95400141	Loaner Car ; Standard Line Vehicles			05010884AD	SEALER	1	X	8.32	$280.00

RO Narratives

(RO) Customer Concern:

WIND NOISE WHILE DRIVING, FEELS LIKE DOOR THAT WAS REPAIRED IS OUT OF PLACE CUST STATES OIL LEAKING NEAR BELL HOUSING RECALL U53 ORC FLASH

(RO) Cause:

E LEAKING RECALL

(RO) Correction:

ADJUSTED DOOR PANEL MISC 16200 LEAKING upon visual inspection ofbell housing area i found fluid to be exitingthrough transmission pan seal. fluid was redin color. re-sealed transmission pan with rtvand filled with fluid. test drove vehicle andreinspected area. could no longer duplicateconcern at this time Pan, Oil - Replace or Reseal - Replace or Reseal Includes: Replace pan and/or gasket, if necessary. (1 - Semi-Skilled) PAN, OIL - Replace and/orreseal (B) 16200 update already performed U53 - Occupant Restraint Control Module - Reprogram ENTERPRISE RENTAL INV [redacted] - Occupant Restraint Control Module - Reprogram SUBLET REPAIRS

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUST STATES OIL LEAKING NEAR BELL HOUSING

(Claim) Cause:

LEAKING

(Claim) Correction:

LEAKING UPON VISUAL INSPECTION OF BELL HOUSING AREA I FOUND FLUID TO BE EXITI NG THROUGH TRANSMISSION PAN SEAL. FLUID WAS RED IN COLOR. RE-SEALED TRANSMISS ION PAN WITH RTV AND FILLED WITH FLUID. TEST DROVE VEHICLE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - RAM 3500 ST CREW CAB 4X4
Build Date	11/08/2018	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	04/01/2019
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	12/07/2018
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$181.50	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$181.50

Dealer Information

Code	[redacted]	**Name**	RAIRDON'S CHRYSLER JEEP OF KIRKLAND	**Zone**	70 PHOENIX
Address	12828 NE 124TH ST , KIRKLAND, WA 98034				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$181.50

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 ST CREW CAB 4X4
Build Date	06/25/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/02/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	12/07/2018
Claim Status	Paid	**Mileage (Miles)**	9,492

Expense

Labor	$47.90	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$47.90

Dealer Information

Code	[redacted]	**Name**	JAKE SWEENEY CHRYSLER JEEP DODGE, INC.	**Zone**	42 DETROIT
Address	85 W KEMPER RD , CINCINNATI, OH 45246				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U53182	Customer Satisfaction Notification U53 - Occupant Restraint Control Module ; Reprogram Occupant Restraint Controller (ORC) Module - Includes ORC and ABS Initialization	UC	UNCODABLE (NARRATIVE REQUIRED)						$28.74
B	18U61082	Safety Recall U61 - Reprogram Powertrain Control Module ; Inspect PCM Software Level and Perform Software Update	UC	UNCODABLE (NARRATIVE REQUIRED)						$19.16

RO Narratives

(RO) Customer Concern:

Recall / [redacted] - Reprogram Powertrain Control Module**] Recall [redacted] Customer Satisfaction Notification U53 - Occupant Restraint Control Module**] Replace synthetic engine oil and filter PERFORM TIRE ROTATION & BALANCE, CHECK TREAD WEAR AND SET PRESSURES TO SPECS. Mopar Express Lane Inspection

(RO) Cause:

F F

(RO) Correction:

[redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted]
Build Date	06/17/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11/ 0/ 017
Claim Type	W Warranty	**Repair Date**	1 /08/ 018
Claim Status	Paid	**Mileage (Miles)**	,904

Expense

Labor	$45	**Sublet**	$6 18	**Part**	$ 5 00	**Total Paid**	$14 50

Dealer Information

Code	[redacted]	**Name**	ROB LAMBDIN' UNIVER ITY DODGE	**Zone**	66 ORLANDO
Address	5455 UNIVER ITY DR , DAVIE, FL 8				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	14010	en or, Low Tire Pre ure ; One	48	GROUNDED OR HORTED	68249197AA	SENSOR	1	X	62 18	$45 32
A	95400141	Loaner Car ; tandard Line Vehicle			68 49197AA	EN OR	1		6 18	$ 5 00

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

General Concern #1 [Cu tomer tate rr tire pre ure inop]

(Claim) Cause:

HORTED

(Claim) Correction:

[redacted]RIGHT REAR INNER TPM EN OR INOP 60 R&R AND PROGRAMMED RIGHT REAR INNER

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	018	**Body**	[redacted]
Build Date	0 017	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06 11 01
Claim Type	afet (Recall)	**Repair Date**	1 10 01
Claim Status	Paid	**Mileage (Miles)**	8 359

Expense

Labor	$ 0 4	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$ 0 4

Dealer Information

Code	[redacted]	**Name**	BILL BRY N CHRY LER DODGE JEEP INC	**Zone**	66	ORL NDO
Address	3401 U HIGH Y 441 FRUITL ND P RK FL 34 31					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	1 U 1	ust mer atisfacti n N tificati n U53 Occupant Restraint ntr l Module Reprogram Occupant Restraint ntr ller (OR) M dule Include ORC and B Initiali ation	UC	UN OD BLE (N RR TI E REQUIRED)						$ 0 4

RO Narratives

(RO) Customer Concern

MULTI POINT IN PECTION REC LL ROT TE LL FOUR TIRE DIE EL OIL CH NGE FILTER ND LUBE

(RO) Cause

N

(RO) Correction

OMPLETED

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

N

(Claim) Cause

N

(Claim) Correction

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 SLT CREW CAB 4X4
Build Date	02/04/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	03/17/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	12/10/2018
Claim Status	Paid	**Mileage (Miles)**	27,342

Expense

Labor	$30.58	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$30.58

Dealer Information

Code	[redacted]	**Name**	MEDINA AUTO MALL	**Zone**	42 DETROIT
Address	3205 MEDINA RD , MEDINA, OH 44256				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U53182	Customer Satisfaction Notification U53 - Occupant Restraint Control Module ; Reprogram Occupant Restraint Controller (ORC) Module - Includes ORC and ABS Initialization	UC	UNCODABLE (NARRATIVE REQUIRED)						$30.58

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES WIPERS DO NOT WORK CUSTOMER STATES RECALL U-53

(RO) Cause:

SHORTED RECALL U53

(RO) Correction:

[redacted]FAILED WIPER MOTOR PERFORM DIAGNOSISFOR ACTIVE FAULT DTC [redacted]WIPER PARKSWITCH INPUT CIRCUIT OPEN AND FOUND THE WIPERMOTOR HAS FAILED, REPLACE WIPER MOTORASSEMBLY, REPLACE 30 AMP FUSE 25 AND ERASEFAULT AND THE WIPER MOTOR FUNCTIONS ASDESIGNED AT THIS TIME Motor, windshield wiper -Test and Replace (1 - Semi-Skilled) Fuse - Test and Replace Power Seats, Sunroof, Power Windows, Wiper System (0 - Low Skilled) MOTOR, WINDSHIELD WIPER- Test and replace[redacted] PERFORM RECALL U53, UPDATE AIRBAGCONTROL MODULE LO[redacted].3HRS UPDATE CONTROL MODULE PERUPDATE U53

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

WIPERS INOP

(Claim) Cause:

WIPER MOTOR INTERNAL

(Claim) Correction:

DIAG SHORT IN MOTOR, B2301-13 RENW MOTOR AND FUSE, RETEST

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 SLT CREW CAB 4X4
Build Date	03/05/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	08/07/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	12/10/2018
Claim Status	Paid	**Mileage (Miles)**	28,506

Expense

Labor	$58.90	**Sublet**	$0.77	**Part**	$40.00	**Total Paid**	$99.67

Dealer Information

Code	[redacted]	**Name**	ELMWOOD DODGE INC	**Zone**	32 NEW YORK
Address	625 TAUNTON AVE , E PROVIDENCE, RI 02914				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08U74182	Safety Recall U74 - Tailgate Latch ; Install Tailgate Actuator Stop Block	UC	UNCODABLE (NARRATIVE REQUIRED)	68448027AA	ACTUATOR	1	X	0.77	$23.56
B	18U53182	Customer Satisfaction Notification U53 - Occupant Restraint Control Module ; Reprogram Occupant Restraint Controller (ORC) Module - Includes ORC and ABS Initialization	UC	UNCODABLE (NARRATIVE REQUIRED)						$35.34
B	95400142	Loaner Car ; High Line Vehicles								$40.00

RO Narratives

(RO) Customer Concern:

[redacted]Launch Date: 10/01/2018 - OCCUPANT RESTRAINT CONTROL MODULE CHANGE OIL,FILTER,AND CHECK FLUID LEVELS one day rental covered by chrsyler new vehicle

(RO) Cause:

NA

(RO) Correction:

installed tail gate blocker completed recall reprogramed occupant restraint module completed recall DULE PERFORMED OIL AND FILTER CHANGE/CHECK ALL FLUIDS ALL OK AT THIS TIME

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 SLT CREW CAB 4X4
Build Date	02/04/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	03/17/2017
Claim Type	W - Warranty	**Repair Date**	12/10/2018
Claim Status	Paid	**Mileage (Miles)**	27,342

Expense

Labor	$81.55	**Sublet**	$235.09	**Part**	$0.00	**Total Paid**	$316.64

Dealer Information

Code	[redacted]	**Name**	MEDINA AUTO MALL	**Zone**	42 DETROIT
Address	3205 MEDINA RD , MEDINA, OH 44256				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08528001	Motor, windshield wiper	14	BURNED OR BURNED OUT	55372141AJ	WIPERUNIT	1	X	229 60	$61 16
A	08528001	Motor, windshield wiper	14	BURNED OR BURNED OUT	68144653AA	FUSE	1		5.49	$61.16
A	08951509	Fuse ; Power Seats, Sunroof, Power Windows, Wiper System			55372141AJ	WIPERUNIT	1	X	229.60	$20.39
A	08951509	Fuse ; Power Seats, Sunroof, Power Windows, Wiper System			68144653AA	FUSE	1		5.49	$20.39
A	85434343	Goodwill Authorization ; Goodwill Authorization			55372141AJ	WIPERUNIT	1	X	229.60	$0.00
A	85434343	Goodwill Authorization ; Goodwill Authorization			68144653AA	FUSE	1		5.49	$0.00

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES WIPERS DO NOT WORK CUSTOMER STATES RECALL [redacted]

(RO) Cause:

SHORTED RECALL [redacted]

(RO) Correction:

[redacted]FAILED WIPER MOTOR PERFORM DIAGNOSISFOR ACTIVE FAULT DTC B2301-13 WIPER PARKSWITCH INPUT CIRCUIT OPEN AND FOUND THE WIPERMOTOR HAS FAILED, REPLACE WIPER MOTORASSEMBLY, REPLACE 30 AMP FUSE 25 AND ERASEFAULT AND THE WIPER MOTOR FUNCTIONS ASDESIGNED AT THIS TIME Motor, windshield wiper -Test and Replace (1 - Semi-Skilled) Fuse - Test and Replace Power Seats, Sunroof, Power Windows, Wiper System (0 - Low Skilled) MOTOR, WINDSHIELD WIPER-Test and replace [redacted] PERFORM RECALL U53, UPDATE AIRBAGCONTROL MODULE LO [redacted].3HRS UPDATE CONTROL MODULE PERUPDATE U53

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:
WIPERS INOP

(Claim) Cause:
WIPER MOTOR INTERNAL

(Claim) Correction:
DIAG SHORT IN MOTOR, [redacted] RENW MOTOR AND FUSE, RETEST

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - RAM 3500 LARAMIE CREW CAB 4X4
Build Date	07/13/2018	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	08/27/2018
Claim Type	W - Warranty	**Repair Date**	12/10/2018
Claim Status	Paid	**Mileage (Miles)**	1,760

Expense

Labor	$263.18	**Sublet**	$3,309.80	**Part**	$400.00	**Total Paid**	$3,972.98

Dealer Information

Code	[redacted]	**Name**	TRONCALLI CHRY-JEEP-DODGE	**Zone**	66 ORLANDO
Address	818 ATLANTA RD , CUMMING, GA 30040				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08190401	Module, diesel engine control ; 6.7 liter diesel engine	DO	DIE-OUTS	68336278AA	MODULE	1	X	3309.80	$142.56
A	08190450	Module, diesel engine control ; Update New Module to Most Current Software Version			68336278AA	MODULE	1	X	3309.80	$21.93
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation			68336278AA	MODULE	1	X	3309.80	$98.69
A	95400142	Loaner Car ; High Line Vehicles			68336278AA	MODULE	1	X	3309.80	$400.00

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES VEHICLE CUTTING OUT SEE HISTORY (ElectricalN on PCM Flashes Concern) RENTAL

(RO) Cause:

FOUND PCM MODULE LOST COMMUNICATION WITH ALL MODULES FOUND [redacted] CONTACTED STAR CENTER AND THEY ADVISED TO RUN DIAGNOSTICS FOR DTC [redacted] CHECK ALL WIRING HARNESS ALL POWERS,GROUNDS BUS WIRES ALL WIRES ARE OK.

(RO) Correction:

REPLACED AND PROGRAMMED PCM MODULE UNDER WARANTY TEST DROVE VEHICLE AND NO DTCS COMEBACK. SI

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES VEHICLE CUTTING OUT SEE HISTORY (

(Claim) Cause:

FOUND PCM MODULE LOST COMMUNICATION WITH ALL MODULES FOUND [redacted] CONTACTE D STAR CENTER AND THEY ADVISED TO RUN DIAGNOSTICS FOR DTC U0100 CHECK ALL WIR ING HARNESS ALL POWERS,GROUNDS BUS WIRES ALL

WIRES ARE OK.

(Claim) Correction:

REPLACED AND PROGRAMMED PCM MODULE UNDER WARANTY TEST DROVE VEHICLE AND NO D TCS COMEBACK.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	018	**Body**	[redacted] RAM 500 T CREW CAB 4 4
Build Date	11/17/ 018	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	01/0 / 019
Claim Type	K Road Ready (PREPNV)	**Repair Date**	1 /11/ 018
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$11 17	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$11 17

Dealer Information

Code	[redacted]	**Name**	LAKELAND CHRY LER DODGE	**Zone**	66 ORLANDO
Address	2335 NORTH DADE CITY HIGHWAY , LAKELAND, FL 33804				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Ba ic Prep	NU	NEW VEHICLE PREP						$11 17

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 2500 SLT CREW CAB 4X4
Build Date	10/08/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	03/15/2018
Claim Type	S Safety (Recalls)	**Repair Date**	12/11/2018
Claim Status	Paid	**Mileage (Miles)**	6,068

Expense

Labor	$37 97	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$37 97

Dealer Information

Code	[redacted]	**Name**		**Zone**	70 PHOENIX
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U53182	Cu tomer ati faction Notification U53 Occupant Restraint Control Module ; Reprogram Occupant Restraint Controller (ORC) Module Includes ORC and ABS Initialization	UC	UNCODABLE (NARRATIVE REQUIRED)						$37 97

RO Narratives

(RO) Customer Concern:

PLEASE PERFORM RECALL # [U53] MultiPoint Inspection, air up tiresand insert sticker in window for next service recommendation Pleaselist any recommendations from today?s visit in comments for our guest

(RO) Cause:

(RO) Correction:

[redacted]ours PLEASE PERFORM RECALL # [U53] PLEASE PERFORM RECALL # MultiPoint Inspection, air up tires and insert sticker in window for next service recommendation Please list any recommendations from today?s visit in comments for our guest

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted]
Build Date	04 17 017	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	07 1 017
Claim Type	arrant	**Repair Date**	1 11 01
Claim Status	Paid	**Mileage (Miles)**	1 4

Expense

Labor	$ 46 9	**Sublet**	$1 186 4	**Part**	$ 80 00	**Total Paid**	$ 13 03

Dealer Information

Code	[redacted]	**Name**	GO DODGE INC	**Zone**	NE YORK
Address	14 HELBURNE RD OUTH BURLINGTON T 0 40				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	0 1 0 0	Ignition Coil 7 4 7 7 6 4 liter engine coil on plug One			6 60	COIL IGN	1		6 9	$ 0 67
	0 1 0 0	Ignition Coil 7 4 7 7 6 4 liter engine coil on plug One			P1 9 C	P RK PLU			7 6	$ 0 67
	0 1 0 0	Ignition Coil 7 4 7 7 6 4 liter engine coil on plug One			6 4 06 B	MODULE	1		6 0	$ 0 67
	0 170 04	park plug 7 6 4 engine One C linder 1 or plug			6 60	COIL IGN	1		6 9	$ 0 67
	0 170 04	park plug 7 6 4 engine One C linder 1 or plug			P1 9 C	P RK PLU			7 6	$ 0 67
	0 170 04	park plug 7 6 4 engine One C linder 1 or plug			6 4 06 B	MODULE	1		6 0	$ 0 67
	0 19060	Module powertrain engine control (PCM ECM) 6 4 liter engine	ML	CHECK ENGINE ER ICE ENGINE O	6 60	COIL/IGN	1		6 9	$ 0 67
	0 19060	Module powertrain engine control (PCM ECM) 6 4 liter engine	ML	CHECK ENGINE ER ICE ENGINE O	P1 9 C	P RK PLU			7 6	$ 0 67
	0 19060	Module powertrain engine control (PCM ECM) 6 4 liter engine	ML	CHECK ENGINE ER ICE ENGINE O	6 4 06 B	MODULE	1		6 0	$ 0 67
	0 1906 0	Module powertrain engine control (PCM ECM) Program new powertrain control module with oftware			6 60	COIL IGN	1		6 9	$ 0 4
	08190650	Module powertrain engine control (PCM ECM) Pr gram ne p ertrain control odule with oftware			P138 39	P RK PLU			3 6	$ 0 45
	0 1906 0	Module powertrain engine control (PCM ECM) Program new powertrain control odule with s ft are			6 4 06 B	MODULE	1		6 0	$ 0 4
B	0 1090	Hub and Bearing front Right or left			6 4709 B	MODULE	1		0 11	$10
B	0 1090	Hub and Bearing front Right or left			6 4 97	IRING	1		16	$10

B	05210902	Hub and Bearing, front ; Right or left			52112158AC	WIRING	1		130.16	$102.23
B	05210902	Hub and Bearing, front ; Right or left			68185437AD	HUB	1		415.14	$102.23
B	05210961	Hub and Bearing, front ; AWD/4WD equipped			68347098AB	MODULE	1	X	250.11	$10.22
B	05210961	Hub and Bearing, front ; AWD/4WD equipped			68284597AA	WIRING	1		28.16	$10.22
B	05210961	Hub and Bearing, front ; AWD/4WD equipped			52112158AC	WIRING	1		130.16	$10.22
B	05210961	Hub and Bearing, front ; AWD/4WD equipped			68185437AD	HUB	1		415.14	$10.22
B	08191002	Module, anti-lock brake control ; All others	14	BURNED OR BURNED OUT	68347098AB	MODULE	1	X	250.11	$61.34
B	08191002	Module, anti-lock brake control ; All others	14	BURNED OR BURNED OUT	68284597AA	WIRING	1		28.16	$61.34
B	08191002	Module, anti-lock brake control ; All others	14	BURNED OR BURNED OUT	52112158AC	WIRING	1		130.16	$61.34
B	08191002	Module, anti-lock brake control ; All others	14	BURNED OR BURNED OUT	68185437AD	HUB	1		415.14	$61.34
B	08902701	Wiring harness, antilock brakes			68347098AB	MODULE	1	X	250.11	$255.58
B	08902701	Wiring harness, antilock brakes			68284597AA	WIRING	1		28.16	$255.58
B	08902701	Wiring harness, antilock brakes			52112158AC	WIRING	1		130.16	$255.58
B	08902701	Wiring harness, antilock brakes			68185437AD	HUB	1		415.14	$255.58
B	08906501	Wiring harness, engine compartment and headlamp ; Engine compartment (headlamp to dash)			68347098AB	MODULE	1	X	250.11	$204.46
B	08906501	Wiring harness, engine compartment and headlamp ; Engine compartment (headlamp to dash)			68284597AA	WIRING	1		28.16	$204.46
B	08906501	Wiring harness, engine compartment and headlamp ; Engine compartment (headlamp to dash)			52112158AC	WIRING	1		130.16	$204.46
B	08906501	Wiring harness, engine compartment and headlamp ; Engine compartment (headlamp to dash)			68185437AD	HUB	1		415.14	$204.46
B	95400142	Loaner Car ; High Line Vehicles			68347098AB	MODULE	1	X	250.11	$280.00
B	95400142	Loaner Car ; High Line Vehicles			68284597AA	WIRING	1		28.16	$280.00
B	95400142	Loaner Car ; High Line Vehicles			52112158AC	WIRING	1		130.16	$280.00
B	95400142	Loaner Car ; High Line Vehicles			68185437AD	HUB	1		415.14	$280.00

RO Narratives

(RO) Customer Concern:

CUSTOMER APPROVED DIAGNOSIS OF STEERING/SUSPENSION RENTAL VEHICLE WHILE VEHICLE IS BEING REPAIRED ABS AND ECS LIGHTS ARE ON TECH TIME FOR DIAG AUTH BY SVC MANAGER TECH TIME FOR ABS MODULE BOXED INCORRECTLY

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

ABS AND ECS LIGHTS ARE ON SS: CUSTOMER APPROVED DIAGNOSIS OF STEERING/SUSPENSION ST EERING/SUSPENSION/STEERING WHEEL CONCERN ABS, TRAC TION CONTROL, TPMS AND CHECK ENGINE LIGHT ARE ON CH ECK ENGINE LIGHT WAS FLASHING

(Claim) Cause:

C/S ABS LIGHT ON CHECK CODES SEE SHEET CHECK PER D IA G MANUAL REMOVE BOTH FRONT WHEELS,L/F SPALSH SHI ELD TO CHECK R/F WHEEL SPEED SESNOR CIRCUITS BETWEEN ABS MODULE AND SENSOR CHECK FOR CONITNUITY ,SHO RTS TO GROUND SHORTS TO POWER BO C/S CHECK ENGINE LIGHT FLASHING AND ENGINE RUNS ROUGH CHECKC CODES SEE SHEET CHECK PER DIAG MANUAL N EEDS #8 COIL AND SPARK PLUGS TH CIRCUITS OPERAT ING CORRECTLY NEEDS ABS MODULE

(Claim) Correction:

INSTALL NEW ABS MODULE WOULDNT PROGRAM AND NOW HAS C REPLACE COIL AND PLUGS STILL SKIPPING CH ECK PER DIAG MANUAL COULD NOT PERFORM STEP THREE DUE ODE FOR AIR RIDE SUSPENSION INSTALL OLD ABS MODU LE A TO NOT BEING IN SCAN TOOL CHECK WIRING BETWEE N PCM ND CHECK BOTH CIRCUITS BETWEEN R/F SESNOR AND ABS MO AND COIL OK ORDER PCM REPLACE DULE BOTH CIRCUITS TEST OK CONTACT STAR ORDER WR ING HARNESSES REPLACE DA PCM AND PROGRAM SH WIRING HARNESS AND R/F WHEELWELL HARN ESS REPLACE ABS MO DULE AND PROGRAM FIRST MODULE WOULD NOT PROGRAM HAD AIR SUSPENSION CODE VEHICLE DOES NOT HAVE AIR SUSPENSION CHECK PIN DRAG IN A LL COONE CTORS IN R/F SENSOR CIRCUIT ALL GOOD HOOK UP NEW WHEELBEARING LIGHT WENT OUT REPLACE R/F WHEELB EAR ING AND ROAD TEST OPERATING AS DESIGNED

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 ST CREW CAB 4X4
Build Date	04/17/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	07/12/2017
Claim Type	W - Warranty	**Repair Date**	12/11/2018
Claim Status	Paid	**Mileage (Miles)**	23,154

Expense

Labor	$61.34	**Sublet**	$250.11	**Part**	$120.00	**Total Paid**	$431.45

Dealer Information

Code	[redacted]	**Name**	GOSS DODGE INC	**Zone**	32 NEW YORK
Address	1485 SHELBURNE RD , SOUTH BURLINGTON, VT 05403				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08191002	Module, anti-lock brake control ; All others	UC	UNCODABLE (NARRATIVE REQUIRED)	68347098AB	MODULE	1	X	250.11	$61.34
A	95400142	Loaner Car ; High Line Vehicles			68347098AB	MODULE	1	X	250.11	$120.00

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

ABS AND ECS LIGHTS ARE ON

(Claim) Cause:

C/S ABS LIGHT ON CHECK CODES SEE SHEET CHECK PER D IA G MANUAL REMOVE BOTH FRONT WHEELS,L/F SPALSH SHI ELD TO CHECK R/F WHEEL SPEED SESNOR CIRCUITS BETWEEN ABS MODULE AND SENSOR CHECK FOR CONITNUITY ,SHO RTS TO GROUND SHORTS TO POWER BO TH CIRCUITS OPERAT ING CORRECTLY NEEDS ABS MODULE

(Claim) Correction:

INSTALL NEW ABS MODULE WOULDNT PROGRAM AND NOW HAS C ODE FOR AIR RIDE SUSPENSION INSTALL OLD ABS MODU LE A ND CHECK BOTH CIRCUITS BETWEEN R/F SESNOR AND ABS MO DULE BOTH CIRCUITS TEST OK CONTACT STAR ORDER WR ING HARNESSES REPLACE DA SH WIRING HARNESS AND R/F WHEELWELL HARN ESS REPLACE ABS MO DULE AND

PROGRAM FIRST MODULE WOULD NOT PROGRAM HAD AIR SUSPENSION CODE VEHICLE DOES N OT HAVE AIR SUSPENSION CHECK PIN DRAG IN ALL COONE CTORS IN R/F SENSOR CIRCUIT ALL GOOD HOOK U P NEW WHEELBEARING LIGHT WENT OUT REPLACE R/F WHEEL BEAR ING AND ROAD TEST OPERATING AS DESIGNED

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 SLT CREW CAB 4X4
Build Date	07/29/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	12/25/2017
Claim Type	S Safety (Recalls)	**Repair Date**	12/12/2018
Claim Status	Paid	**Mileage (Miles)**	12,555

Expense

Labor	$29 24	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$29 24

Dealer Information

Code	[redacted]	**Name**	WHITTEN BROTHERS INC	**Zone**	35 WASHINGTON
Address	10701 MIDLOTHIAN PIKE , RICHMOND, VA 23236				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U53182	Cu tomer ati faction Notification U53 Occupant Restraint Control Module ; Reprogram Occupant Re traint Controller (ORC) Module Includes ORC and ABS Initialization	UC	UNCODABLE (NARRATIVE REQUIRED)						$29 24

RO Narratives

(RO) Customer Concern:

PERFORM 16 POINT INSPECTION C/S U53OCCUPANT RESTRAINT CONTROL MODULE C/S [redacted] TAILGATE LATCH Multi Point Inspection [redacted]

(RO) Cause:

NA

(RO) Correction:

PERFORMED 16 POINT INSPECTION PERFORMED RECALL FLASHED ORC MODULE INSTALLED TAILGATE ACTUATOR STOP PERFORMED MAZDA FULL CIRCLE INSPECTION WHITTEN ADVANTAGE RENTAL

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	018	**Body**	[redacted] RAM 500 T CREW CAB 4 4
Build Date	11/08/ 018	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	04/01/ 019
Claim Type	arrant	**Repair Date**	1 1 01
Claim Status	Paid	**Mileage (Miles)**	

Expense

Labor	$0 00	**Sublet**	$ 7 09	**Part**	$0 00	**Total Paid**	$ 7 09

Dealer Information

Code	[redacted]	**Name**	R IRDON' CHRY LER JEEP OF KIRKL ND	**Zone**	70 PHOENI
Address	1 NE 1 4TH T KIRKL ND 9 0 4				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	0 0140	DEF Fluid Top Off ehicle Deli er Fill ee LOP note for vehicle pecific allowance	40	FLUID HIGH OR LOW	6 0 704 C	FLUID			7 09	$0 00

RO Narratives

(RO) Customer Concern

NA

(RO) Cause:

N

(RO) Correction

N

(RO) Technical Notes

NA

GCS Narratives

(Claim) Customer Concern

NE EHICLE PDI

(Claim) Cause

E

(Claim) Correction:

1 COMPLETED NEW VEHICLE PRE DELIVERY IN PECTION AND TE T DROVE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 2500 LARAMIE CREW CAB 4X4
Build Date	12/19/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	07/23/2018
Claim Type	S - Safety (Recalls)	**Repair Date**	12/12/2018
Claim Status	Paid	**Mileage (Miles)**	2,585

Expense

Labor	$44.57	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$44.57

Dealer Information

Code	[redacted]	**Name**	MICHAEL STEAD'S HILLTOP CHRYSLER JEEP DODGE	**Zone**	71 LOS ANGELES
Address	3291 AUTO PLAZA DR , RICHMOND, CA 94806				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U53182	Customer Satisfaction Notification U53 - Occupant Restraint Control Module ; Reprogram Occupant Restraint Controller (ORC) Module - Includes ORC and ABS Initialization	UC	UNCODABLE (NARRATIVE REQUIRED)						$44.57

RO Narratives

(RO) Customer Concern:

PERFORM RECALL CAMPAIGNU53 (.) CHECK AND ADJUST TIRE PRESSURE AS NEEDED TECH QUALITY CONTROL SERVICE UPON COMPLETION

(RO) Cause:

OLD PART NO FOR ORC MODULE [redacted]

(RO) Correction:

PERFORM U53 RECALL INSPECTION REPROGRAM ORC MODULE [redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

PERFORM RECALL CAMPAIGNU53

(Claim) Cause:

OLD PART NO= FOR ORC MODULE [redacted]

(Claim) Correction:

PERFORM U53 RECALL INSPECTION REPROGRAM ORC MODULE LOP [redacted]

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	01	**Body**	[redacted]
Build Date	0 9 01	**Plant**	S LTILL TRU K SSEMBL PL NT	**Co erage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Ser ice Date**	1 5 01
Claim Type	S S f t R c ll	**Repair Date**	1 1 018
Claim Status	P id	**Mileage (Miles)**	1 555

Expense

Labor	$19 49	**Sublet**	$0 3	**Part**	$35 00	**Total Paid**	$55

Dealer Information

Code	[redacted]	**Name**	HITTEN BR THERS IN	**Zone**	35	SHIN T N	
Address	10 01 MIDL THI N PIKE RI HM ND 3 36						

Condition Information

Condition Code	LOP	LOP Desc	ailu e Code	Failure Desc	Part Number	Part Name	a t Quantity	a t Failed	a t Expense	L Expense
	08U 418	S f t R c ll U 4 T ilg t L tch In t ll T ilg t ctu t r St p Bl ck	U	UN D BLE N RR TI E RE UIRED	684480	TU T R	1		0 3	$19 49
	95400141	L an r ar tandard Lin hicl			684480	TU T R	1		0 3	$35 00

RO Narratives

(RO) Customer Concern:

N

(RO) Cause:

N

(RO) Correction:

N

(RO) Technical Notes:

N

GCS Narratives

(Claim) Customer Concern:

N

(Claim) Cause:

N

(Claim) Correction:

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted]
Build Date	0 1 2018	**Plant**	S LTILL TRU K SSEMBL PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	08 23 2018
Claim Type	arrant	**Repair Date**	12 12 2018
Claim Status	P id	**Mileage (Miles)**	13 45

Expense

Labor	$165 95	**Sublet**	$0 00	**Part**	$ 0 00	**Total Paid**	$235 95

Dealer Information

Code	[redacted]	**Name**		**Zone**	63 D LL S
Address					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	85411001	Engin Dri abilit Tr ubl N t F und Dri abilit	D							$59 2
B	85419001	In trum nt lu t r Tr ubl N t F und lu t r (N)	D							$106 68
	95400141	L n r r St nd rd Lin hi l								$ 0 00

RO Narratives

(RO) Customer Concern

UST MER REQUESTED L NER PERF RM MULTI P INT INSPE TI N D ISED UST MER F REP IRS NEEDED N THEIR EHI LE PLE SE NT T US T (405)321 8228 T S HEDULE N PP INTMENT ITH UR SER I E NSULT NT PERF RM ENGINE IL ND FILTER REPL EMENT SER I E PER UST MER REQUEST S THE EHI LE ILL R ND ML DIE HILE DRI ING D N THE R D LS THE TRU KS BL ING HITE SM KE ND SURGING THE UST EMR ST TES THE EHI LE SEEMS T IDLE HI HER TH N N RM L ND HE HE RS TI KIN S UND MIN FR M THE P SSEN ER FR NT RE HEN ITS IDLING HE S THE HITE SM KE HILE H ULING TR ILER ND H S L SS F P ER UNDER N RM L S THE EHI LES RE R XLE STI KS UT M RE N THE P SSENGER SIDE TH N THE DRI ERS SIDE LS HE HE RS R TTLIN S UND HILE DRI IN N THE HI H ND IN T N S THE EHI LE MI HT H E SH RT S ME HERE HIS D SH LIGHTS ILL R ND ML G UT THE R DI ILL FREE E ND S METIMES HIS TR ILER LIGHTS NT RK HE K ND D ISE ILL TR T H E EHI LE L KED T B 12 12 18 PERF RM FUEL FILTER REPL EMENT SER I E PERF RM FUEL FILTER REPL EMENT SER I E

(RO) Cause

PRE ENTI E M INTEN N E RETREI ED DT S ND F UND N NE REL TED T FUEL S STEM R P ERTR IN TEST DR E EHI LE ND H D N ISSUES INSPE TED EN INE RE ND F UND N ISSUES ME SURED FR M FR M R IL T HEEL N B TH SIDES ITHIN 1 4 IN H HI H IS ITHIN SPE MP RED ITH N THER L T EHI LE ND THE RESULTS ERE SIMIL R ULD N T DUPLI TE UST MER N ERN UST MER H D N FTERM RKET DE I E PLUGGED INT DL P SSIBLE INTERFEREN E ITH N BUS INSPE TED TIPM ND LL NNE TI NS T B M ND F UND N ISSUES PRE ENTI E M INTEN N E PRE ENTI E M INTEN N E

(RO) Correction

PR IDED UST MER ITH RENT L EHI LE P F THE MPLETED MULTI P INT INSPE TI N H S BEEN PR IDED T THE UST MER UST MER H S BEEN D ISED F SER I E NEEDS REPL ED EN INE IL ND EN INE IL FILTER N PR BLEM F UND T THIS TIME [redacted] T 50 13 DS N PR BLEM F UND T THIS TIME 13 DS ULD N T DUPLI TE UST MER N ERN [redacted] DS D NE PERF RMED

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern:

1. COMPLAINT : C/S THE VEHICLE MIGHT HAVE A SHORT SOMEWHERE HIS DASH LIGHTS | 1. COMPLAINT : C/S THE VEHICLE WILL RANDOMLY DIE WHILE DRIVING DOWN THE ROA | | D ALSO THE TRUCKS BLOWING WHITE SMOKE AND SURGING THE | WILL RANDOMLY GO OUT THE RADIO WILL FREEZE AND SOMETIMES HI | | CUSTOEMR STATES THE VEHICLE SEEMS TO IDLE HIGHER THAN S | | TRAILER LIGHTS WONT WORK CHECK AND ADVISE | | NORMAL AND HE HEARS A TICKING SOUND COMING FROM THE | | PASSENGER FRONT AREA WHEN ITS IDLING. HE SAW TH E WHITE SMOKE | | WHILE HAULING A TRAILER AND HAS A LOSS OF P OWER UNDER NORMAL

(Claim) Cause:

2. CAUSE : COULD NOT DUPLICATE CUSTOMER CONCERN. CUSTOMER HAD AN | | AFTERMARKET DEVICE PLUGGED INTO DLC. POSSIBLE INTERFERENCE | | WITH CAN BUS. INSPECTED TIPM AND ALL CONNECTIONS TO BCM AND | | FOUND NO ISSUES. 2. CAUSE : RETREIVED DTCS AND FOUND NONE RELATED TO FUEL SYSTEM OR | | ORIG POWERTRAIN. TEST DROVE VEHICLE AND HAD NO ISSUES INSPECTED | | ENGINE AREA AND FOUND NO ISSUES

(Claim) Correction:

3. CORRECTION: COULD NOT DUPLICATE CUSTOMER CONCERN. | | 85419001 A/T . [redacted] CORRECTION: NO PROBLEM FOUND AT THIS TIME | [redacted]

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - RAM 2500 ST CREW CAB 4X4
Build Date	03/05/2018	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/21/2018
Claim Type	W - Warranty	**Repair Date**	12/12/2018
Claim Status	Paid	**Mileage (Miles)**	12,080

Expense

Labor	$59.54	**Sublet**	$1,529.99	**Part**	$0.00	**Total Paid**	$1,589.53

Dealer Information

Code	[redacted]	**Name**	BLUE RIDGE CHRYSLER DODGE JEEP RAM	**Zone**	35 WASHINGTON
Address	864 US HIGHWAY 19 , LEBANON, VA 24266				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	25081201	Pump, Unit ; 6.7L Diesel	ML	CHECK ENGINE/SERVICE ENGINE SO	68035704AC	FLUID	4		37.52	$59.54
A	25081201	Pump, Unit ; 6.7L Diesel	ML	CHECK ENGINE/SERVICE ENGINE SO	68192659AH	MODULE	1	X	1470.00	$59.54
A	25081201	Pump, Unit ; 6.7L Diesel	ML	CHECK ENGINE/SERVICE ENGINE SO	68101172AA	O RING	1		22.47	$59.54

RO Narratives

(RO) Customer Concern:

GENERAL CONCERN: sop here

(RO) Cause:

NA

(RO) Correction:

Pump, Unit - Replace 6.7L Diesel (2 - Skilled)

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT IS ON CHECK AND ADVISE OF REPAIR NEEDED

(Claim) Cause:

VERIFIED LIGHT IS ON HAS ACTIVE CODE FOUND THAT DEF SUPPLY PUMP IS CAUSING PR OBLEM

(Claim) Correction:

REPLACED PUMP AND VERIFIED REPAIR MADE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 ST CREW CAB 4X4
Build Date	05/13/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/31/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	12/12/2018
Claim Status	Paid	**Mileage (Miles)**	47,778

Expense

Labor	$44.01	**Sublet**	$0.63	**Part**	$0.00	**Total Paid**	$44.65

Dealer Information

Code	[redacted]	**Name**	HEALY CHRYSLER DODGE INC.	**Zone**	42 DETROIT
Address	3632 W US 10 , LUDINGTON, MI 49431				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08U74182	Safety Recall U74 - Tailgate Latch ; Install Tailgate Actuator Stop Block	UC	UNCODABLE (NARRATIVE REQUIRED)	68448027AA	ACTUATOR	1	X	0.63	$17.61
B	18U53182	Customer Satisfaction Notification U53 - Occupant Restraint Control Module ; Reprogram Occupant Restraint Controller (ORC) Module - Includes ORC and ABS Initialization	UC	UNCODABLE (NARRATIVE REQUIRED)						$26.41

RO Narratives

(RO) Customer Concern:

PERFORM MULTI POINT INSPECTION AND ADVISE CUSTOMER OF VEHICLE CONDITION DIESEL ENGINE OIL CHANGE CHANGE OIL/FILTER/LUBE CHASSIS CHECK/TOP OFF ALL FLUID LEVELS,ADJUST TIRE PRESSURE. CHANGE FUEL FILTERS [redacted] - OCCUPANT RESTRAINT CONTROL MODULE CHECK BATTERY-DASH LIGHTS FLASHING

(RO) Cause:

NA

(RO) Correction:

MAINT/CUST REQUEST RECALL MAILER RECALL MAILER BATTERY FAIL TEST REPLACED WITH [redacted] NAPA BATTERY

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 POWER WAGON CREW CAB
Build Date	04/ 1/ 017	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/30/2017
Claim Type	afety (Recall)	**Repair Date**	1 /1 / 018
Claim Status	Paid	**Mileage (Miles)**	15,185

Expense

Labor	$30 89	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$30 89

Dealer Information

Code	[redacted]	**Name**	RHINELANDER CHRY LER DODGE JEEP	**Zone**	51 CHICAGO
Address	6 0 HIGHWAY 47 , RHINELANDER, WI 54501				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U53182	Cu tomer ati faction Notification U5 Occupant Re traint Control Module ; Reprogram Occupant Re traint Controller (ORC) Module Include ORC and AB Initiali ation	UC	UNCODABLE (NARRATIVE REQUIRED)						$30 89

RO Narratives

(RO) Customer Concern:

FULL ERVICE FULL YNTHETIC OIL AND FILTER CHANGE MULTI POINT IN PECTION DECLINED ROTATION CHRY LER FACTORY RECALL CHRYSLER FACTORY RECALL CHRYSLER FACTORY RECALL CHRYSLER FACTORY RECALL

(RO) Cause:

NA

(RO) Correction:

DRAINED OIL REPLACED FILTER AND REFILLED OIL [redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted] RAM 500 LARAMIE CREW CAB 4 4
Build Date	04/11/ 017	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06/15/ 017
Claim Type	afety (Recall)	**Repair Date**	1 /1 / 018
Claim Status	Paid	**Mileage (Miles)**	9,650

Expense

Labor	$ 1 80	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$ 1 80

Dealer Information

Code	[redacted]	**Name**	MIDWAY CHRY LER DODGE JEEP, INC	**Zone**	74 DENVER
Address	19 ECOND AVE EA T , KEARNEY, NE 68848				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U5 18	Cu tomer ati faction Notification U5 Occupant Re traint Control Module ; Reprogram Occupant Re traint Controller (ORC) Module Include ORC and AB Initiali ation	UC	UNCODABLE (NARRATIVE REQUIRED)						$ 1 80

RO Narratives

(RO) Customer Concern

PERFORM COMPLIMENTARY MULTIPOINT IN PECTION (61 TAYLOR B) ** 4 TIRE ROTATION (61 TAYLOR B) PERFORM DIE EL CONVENTIONAL LUBE, OIL, AND FILTER U ING HELL ROTELLA T (61 TAYLOR B)

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 POWER WAGON CREW CAB
Build Date	04/21/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/30/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	12/13/2018
Claim Status	Paid	**Mileage (Miles)**	15,185

Expense

Labor	$82.36	**Sublet**	$0.85	**Part**	$0.00	**Total Paid**	$83.21

Dealer Information

Code	[redacted]	**Name**	RHINELANDER CHRYSLER DODGE JEEP	**Zone**	51 CHICAGO
Address	3620 HIGHWAY 47 , RHINELANDER, WI 54501				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
C	08U74182	Safety Recall U74 - Tailgate Latch ; Install Tailgate Actuator Stop Block	UC	UNCODABLE (NARRATIVE REQUIRED)	68448027AA	ACTUATOR	1	X	0.85	$20.59
B	18U61082	Safety Recall U61 - Reprogram Powertrain Control Module ; Inspect PCM Software Level and Perform Software Update	UC	UNCODABLE (NARRATIVE REQUIRED)						$20.59
A	19U11182	Safety Recall U11 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update (2017 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$41.18

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 SLT CREW CAB 4X4
Build Date	06/20/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	07/17/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	12/14/2018
Claim Status	Paid	**Mileage (Miles)**	18,198

Expense

Labor	$28.13	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$28.13

Dealer Information

Code	[redacted]	**Name**	SPIRIT CHRY-DODGE-JEEP	**Zone**	35 WASHINGTON
Address	1945 KINGS HIGHWAY , SWEDESBORO, NJ 08085				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U53182	Customer Satisfaction Notification U53 - Occupant Restraint Control Module ; Reprogram Occupant Restraint Controller (ORC) Module - Includes ORC and ABS Initialization	UC	UNCODABLE (NARRATIVE REQUIRED)						$28.13

RO Narratives

(RO) Customer Concern:

[redacted]

(RO) Cause:

PERFORMED PER VIP. PER VIP OPEN RECALL PERFORMED PER VIP. Could not duplicate concern

(RO) Correction:

PERFORMED FACTORY RECALL PER FACTORY GUIDELINES. PERFORMED FACTORY RECALL PER FACTORY GUIDELINES. PERFORMED FACTORY RRT PER FACTORY GUIDELINES. ordered parts Checked seat operation, bolts, tets drove, checked for TSB's ,no problem found at this time

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THAT DRIVER SEAT IS LOOSE

(Claim) Cause:

TEST DROVE AND COULD NOT DUPLICATE

(Claim) Correction:

TIGHTENED ALL BOLTS AND CHECKED FOR TSB'S TEST DROVE AND CONFIRMED IN WORKING ORDER

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 LARAMIE CREW CAB 4X4
Build Date	05/ 1/ 017	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	08/10/2017
Claim Type	afety (Recall)	**Repair Date**	1 /14/ 018
Claim Status	Paid	**Mileage (Miles)**	14,5 5

Expense

Labor	$30 21	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$30 21

Dealer Information

Code	[redacted]	**Name**		**Zone**	51 CHICAGO
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U53182	Cu tomer ati faction Notification U5 Occupant Re traint Control Module ; Reprogram Occupant Re traint Controller (ORC) Module Include ORC and AB Initiali ation	UC	UNCODABLE (NARRATIVE REQUIRED)						$30 21

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 LARAMIE CREW CAB 4X4
Build Date	12/14/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	02/20/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	12/14/2018
Claim Status	Paid	**Mileage (Miles)**	29,843

Expense

Labor	$95.03	**Sublet**	$0.73	**Part**	$0.00	**Total Paid**	$95.77

Dealer Information

Code	[redacted]	**Name**	IMPERIAL CHRYSLER DODGE JEEP CORPORATION	**Zone**	32	NEW YORK
Address	6 UXBRIDGE ROAD , MENDON, MA 01756					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
B	08U74182	Safety Recall U74 - Tailgate Latch ; Install Tailgate Actuator Stop Block	UC	UNCODABLE (NARRATIVE REQUIRED)	68448027AA	ACTUATOR	1	X	0.73	$21.12
C	18U53182	Customer Satisfaction Notification U53 - Occupant Restraint Control Module ; Reprogram Occupant Restraint Controller (ORC) Module - Includes ORC and ABS Initialization	UC	UNCODABLE (NARRATIVE REQUIRED)						$31.68
A	19T79182	Safety Recall T79 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update	UC	UNCODABLE (NARRATIVE REQUIRED)						$42.24

RO Narratives

(RO) Customer Concern:

[redacted]

(RO) Cause:

HYDROBOOST BRAKE LINES(BOTH) LEAKING THAT LEAD TO THE BRAKE MASTER STORED ABS CODES CAUSING ELECTRONIC BRAKE CONTROLLER TO GO OUT OF CALIBRATION Recall #: [redacted]

(RO) Correction:

Replaced the two pressure lines. One from the brake booster to the pump and one from the brake booster to the steering box. bleed the system and road test. Repair verified. PERFORMED ABS/BRAKE CONTROL RECALIBRATION AND CLEARED SYSTEM BRAKE TRANSMISSION SHIFT INTERLOCK BCM ECU is up-to-date. Successfully flashed ECU from old part number [redacted] o current part numbe[redacted] ONLY Inspect BTSI Functionality and 19-T7-91-82 0.4 hours Perform BCM Software Update 2015 - 2017 TAILGATE LATCH Install tailgate latch actuator stop block [redacted] hours OCCUPANT RESTRAINT CONTROL MODULE

[redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

ELECTRICAL MINOR; CUSTOMER STATES THE ELECTRONIC BRAKE CONTROLLER WARNING LIGH EMISSIONS; CUSTOMER STATES THE HYDROBOOST IS LEAKING. CHECK AND REPORT T IS ON.*****TRUCK IS LIFTED AFTERMARKET 3 INCH LIFT** LIGHT HAS GONE OFF PLEA SE CHECK FOR CODES AND ADVISE

(Claim) Cause:

HYDROBOOST BRAKE LINES(BOTH) LEAKING THAT LEAD TO THE BRAKE MASTER ABS CODES CAUSING ELECTRONIC BRAKE CONTROLLER TO GO OUT OF CALIBRATION

(Claim) Correction:

REPLACED THE TWO PRESSURE LINES. ONE FROM THE BRAKE BOOSTER TO THE PUMP AND ON E FROM THE BRAKE BOOSTER TO THE STEERING BOX. BLEED THE SYSTEM AND ROAD TEST. PERFORMED ABS/BRAKE CONTROL RECALIBRATION AND CLEARED SYSTEM REPAIR VERIFIED.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 LARAMIE CREW CAB 4X4
Build Date	12/14/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	02/20/2017
Claim Type	W - Warranty	**Repair Date**	12/14/2018
Claim Status	Paid	**Mileage (Miles)**	29,843

Expense

Labor	$242.88	**Sublet**	$302.41	**Part**	$0.00	**Total Paid**	$545.29

Dealer Information

Code	[redacted]	**Name**	IMPERIAL CHRYSLER DODGE JEEP CORPORATION	**Zone**	32 NEW YORK
Address	6 UXBRIDGE ROAD , MENDON, MA 01756				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19501025	Hose, pump pressure ; Pump to Hydro booster	71	OIL LEAK	68218057AB	FLUID	1		8.36	$84.48
A	19501025	Hose, pump pressure ; Pump to Hydro booster	71	OIL LEAK	05154898AD	HOSE	1		116.38	$84.48
A	19501025	Hose, pump pressure ; Pump to Hydro booster	71	OIL LEAK	05154843AC	LINE	1	X	177.67	$84.48
A	19501026	Hose, pump pressure ; Hydro booster to gear			68218057AB	FLUID	1		8.36	$95.04
A	19501026	Hose, pump pressure ; Hydro booster to gear			05154898AD	HOSE	1		116.38	$95.04
A	19501026	Hose, pump pressure ; Hydro booster to gear			05154843AC	LINE	1	X	177.67	$95.04
B	05400700	Control unit, Brake anti-lock hydraulic (HCU-ICU)	63	LOW OR NO ASSIST						$63.36

RO Narratives

(RO) Customer Concern:

EMISSIONS; CUSTOMER STATES THE HYDROBOOST IS LEAKING. CHECK AND REPORT ELECTRICAL MINOR; CUSTOMER STATES THE ELECTRONIC BRAKE CONTROLLER WARNING LIGHT IS ON.*****TRUCK IS LIFTED AFTERMARKET 3 INCH LIFT** LIGHT HAS GONE OFF PLEASE CHECK FOR CODES AND ADVISE Recall #: [redacted] - BRAKE TRANSMISSION SHIFT INTERLOCK**** [redacted] hours Recall #: [redacted] TAILGATE LATCH Recall [redacted] Launch Date: [redacted] - OCCUPANT RESTRAINT CONTROL MODULE 23 PT INSP; VISUALLY INSPECT THE FOLLOWING: TIRES, BELTS, HOSES, WIPERS, LAMPS, BATTERY, FLUIDS, BRAKES, STEERING/SUSPENSION COMPONENTS, EXHAUST, CV JOINT BOOTS. BATTERY GOOD; BATTERY TESTED GOOD PLEASE PROVIDE RENTAL*****CDJ WARRANTY***CUSTOMER WILL BE RESPONSIBLE FOR RENTAL IF REPAIRS ARE NOT COVERED UNDER WARRANTY TIRES GREEN; TIRES WEARING OK AT THIS TIME BRAKES GREEN; BRAKE LINING CHECKED AND OK AT THIS TIME

(RO) Cause:

HYDROBOOST BRAKE LINES(BOTH) LEAKING THAT LEAD TO THE BRAKE MASTER STORED ABS CODES CAUSING ELECTRONIC BRAKE CONTROLLER TO GO OUT OF CALIBRATION Recall #: [redacted]

(RO) Correction:

[redacted]

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
ELECTRICAL MINOR; CUSTOMER STATES THE ELECTRONIC BRAKE CONTROLLER WARNING LIGH EMISSIONS; CUSTOMER STATES THE HYDROBOOST IS LEAKING. CHECK AND REPORT T IS ON.*****TRUCK IS LIFTED AFTERMARKET 3 INCH LIFT** LIGHT HAS GONE OFF PLEA SE CHECK FOR CODES AND ADVISE

(Claim) Cause:
HYDROBOOST BRAKE LINES(BOTH) LEAKING THAT LEAD TO THE BRAKE MASTER ABS CODES CAUSING ELECTRONIC BRAKE CONTROLLER TO GO OUT OF CALIBRATION

(Claim) Correction:
REPLACED THE TWO PRESSURE LINES. ONE FROM THE BRAKE BOOSTER TO THE PUMP AND ON E FROM THE BRAKE BOOSTER TO THE STEERING BOX. BLEED THE SYSTEM AND ROAD TEST. PERFORMED ABS/BRAKE CONTROL RECALIBRATION AND CLEARED SYSTEM REPAIR VERIFIED.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	01	**Body**	[redacted]
Build Date	0 1 018	**Plant**	LTILLO TRU K EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	0 01
Claim Type	arrant	**Repair Date**	1 14 018
Claim Status	Paid	**Mileage (Miles)**	9 4

Expense

Labor	$1 97	**Sublet**	$1 7	**Part**	$0 00	**Total Paid**	$14 7

Dealer Information

Code	[redacted]	**Name**	THOMP ON HRY LER DODGE JEEP R M	**Zone**	1 LO NGELE
Address	1 6 FORNI RO D PL CER ILLE C 9 667				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	08808401	witch en or brake pedal	07	BIND TICK OR EI ED	6 07 700 E	EN OR	1		1 7	$4
	181904H	M dule Engine ntr l (E M) Module Engine Control (ECM) Reprogram Quicklearn 6 RFE Onl (T)			680 8 00 E	EN OR	1		15 5	$84 6

RO Narratives

(RO) Customer Concern

U TOMER T TE EHI LE BROKE DO N ON FREE Y ND LO T THROTTLE ONTROL ND LIGHT ME ON LIGHTNINGBOLT CEHCK ND D I E CU TOMER T TE HE DOE NOT DRI E ITH BOTH FEET PERFORM U FETY RE LL O UP NT RE TR INT ONTROL MODULE PERFORM MULTI POINT EHI LE IN PE TION HE K TIRE PRE URE ND ET TO EHICLE M NUF CTURER' PEC ND RECORD E CH TIRE PRE URE RF P I LF P I RR P I LR P I

(RO) Cause

BR KE ITCH F ILURE U REC LL

(RO) Correction

[redacted]

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES VEHICLE BROKE DOWN ON FREEWAY AND LOST THROTTLE CONTROL AND LIGHT CAME ON LIGHTNING BOLT. CEHCK AND ADVISE CUSTOMER STATES HE DOES NOT DRI VE WITH BOTH FEET.

(Claim) Cause:

VERIFIED CHECK ENGINE LIGHT IS ON, USE SCAN TOOL TO CHECK FOR CODE IN THE ECM ,2 CODES PRESENT, P2299-BRAKE PEDAL POSITION / ACCELERATOR PEDAL POSITION INCOMPATIBLE, [redacted] MPLAUSIBLE ERS MESSAGE RECEIVED, CONTACTED SUPPORT, THEY RECOMMENDED TO CHECK BRAKE PEDAL SENSOR FOR OPERATION, CODES ARE NOW STORED, CHECKED OPERATION OF SENSOR, APPEARS TO BE OK, PARTIALLY PUSH ON PEDAL LIGH TS WENT ON, REPLACED BRAKE PEDAL SENSOR, NOW PUSHED ON PEDAL DOWN FOR ABOUT AN INCH AND LIGHT CAME ON, BETTER, THERE IS ALSO A ECM SOFTWARE UPDATE WITH NO SERVICE INFORMATION, PERFORMED ECM SOFTWARE UPDATE, SUCCESSFULLY FLASHED ECU FROM OLD PART NUMBER [redacted] TO CURRENT PART NUMBER [redacted] CLEAR ED ALL CODES, RETEST OK

(Claim) Correction:

VERIFIED CHECK ENGINE LIGHT IS ON, USE SCAN TOOL TO CHECK FOR CODE IN THE ECM ,2 CODES PRESENT, [redacted] BRAKE PEDAL POSITION / ACCELERATOR PEDAL POSITION INCOMPATIBLE, [redacted] MPLAUSIBLE ERS MESSAGE RECEIVED, CONTACTED SUPPORT, THEY RECOMMENDED TO CHECK BRAKE PEDAL SENSOR FOR OPERATION, CODES ARE NOW STORED, CHECKED OPERATION OF SENSOR, APPEARS TO BE OK, PARTIALLY PUSH ON PEDAL LIGH TS WENT ON, REPLACED BRAKE PEDAL SENSOR, NOW PUSHED ON PEDAL DOWN FOR ABOUT AN INCH AND LIGHT CAME ON, BETTER, THERE IS ALSO A ECM SOFTWARE UPDATE WITH NO SERVICE INFORMATION, PERFORMED ECM SOFTWARE UPDATE, SUCCESSFULLY FLASHED ECU FROM OLD PART NUMBER [redacted] TO CURRENT PART NUMBER [redacted] CLEAR ED ALL CODES, RETEST OK

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - RAM 2500 ST CREW CAB 4X4
Build Date	02/12/2018	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	03/23/2018
Claim Type	S Safety (Recalls)	**Repair Date**	12/14/2018
Claim Status	Paid	**Mileage (Miles)**	9,485

Expense

Labor	$36 26	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$36 26

Dealer Information

Code	[redacted]	**Name**	THOMPSONS CHRYSLER DODGE JEEP RAM	**Zone**	71 LOS ANGELES
Address	126 FORNI ROAD , PLACERVILLE, CA 95667				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U53182	Customer Satisfaction Notification U53 Occupant Restraint Control Module ; Reprogram Occupant Restraint Controller (ORC) Module - Includes ORC and ABS Initialization	UC	UNCODABLE (NARRATIVE REQUIRED)						$36 26

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES VEHICLE BROKE DOWN ON FREEWAY AND LOST THROTTLE CONTROL AND LIGHT CAME ON LIGHTNINGBOLT. CEHCK AND ADVISE CUSTOMER STATES HE DOES NOT DRIVE WITH BOTH FEET. PERFORM U53 SAFETY RECALL OCCUPANT RESTRAINT CONTROL MODULE PERFORM MULTI-POINT VEHICLE INSPECTION CHECK TIRE PRESSURE AND SET TO VEHICLE MANUFACTURER'S SPECS AND RECORD EACH TIRES PRESSURE RF PSI LF PSI RR PSI LR PSI

(RO) Cause:

BRAKE SWITCH FAILURE U53 RECALL

(RO) Correction:

[redacted]VERIFIED CHECK ENGINE LIGHT IS ON,USE SCAN TOOL TO CHECK FOR CODE IN THE ECM ,2CODES PRESENT, [redacted] BRAKE PEDAL POSITION /ACCELERATOR PEDAL POSITION INCOMPATIBLE,[redacted] IMPLAUSIBLE ERS MESSAGE RECEIVED,CONTACTED SUPPORT, THEY RECOMMENDED TO CHECKBRAKE PEDAL SENSOR FOR OPERATION, CODES ARENOW STORED, CHECKED OPERATION OF SENSOR,APPEARS TO BE OK, PARTIALLY PUSH ON PEDALLIGHTS WENT ON, REPLACED BRAKE PEDAL SENSOR,NOW PUSHED ON PEDAL DOWN FOR ABOUT AN INCHAND LIGHT CAME ON, BETTER, THERE IS ALSO AECM SOFTWARE UPDATE WITH NO SERVICEINFORMATION, PERFORMED ECM SOFTWARE UPDATE,Successfully flashed ECU from old p[redacted]to current part number[redacted]CLEARED ALL CODES, RETEST OK Switch/sensor, brake pedal - Test and Replace (1 - Semi-Skilled) Module, Engine Control (ECM) - Reprogram Module,Engine Control (ECM) - Reprogram, Quicklearn[redacted]Only (A/T) (1 - Semi-Skilled) [redacted]PERFORM RECALL U-53 PERFORMEDSOFTWARE UPDATE ON ORC MODULE, . Successfullyflashed ECU from old part number[redacted]o current part number [redacted] PERFORMEDABS INITIALIZATION, CLEARED ALL CODES, RETESTOK Customer Satisfaction Notification U53 - Occupant Restraint Control Module - Reprogram Reprogram Occupant Restraint Controller (ORC) Module Includes ORC and ABS Initialization (0 Low Skilled) [redacted] PERFORMED VISUAL MULTI POINTINSPECTION ON THE VEHICLE PLEASE SEE REVIEWINSPECTION SHEET ATTACHED PERFORM MULTI POINT VEHICLE INSPECTION CHECK TIRE PRESSURE AND SET TO VEHICLE MANUFACTURER'S SPECS AND RECORD EACH TIRES PRESSURE RF PSI LF PSI RRPSI LR PSI CHECK TIRE PRESSUR

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES VEHICLE BROKE DOWN ON FREEWAY AND LOST THROTTLE CONTROL AND LIGHT CAME ON LIGHTNING BOLT. CEHCK AND ADVISE CUSTOMER STATES HE DOES NOT DRI VE WITH BOTH FEET.

(Claim) Cause:

VERIFIED CHECK ENGINE LIGHT IS ON, USE SCAN TOOL TO CHECK FOR CODE IN THE ECM ,2 CODES PRESENT, [redacted]-BRAKE PEDAL POSITION / ACCELERATOR PEDAL POSITION INCOMPATIBLE, [redacted]MPLAUSIBLE ERS MESSAGE RECEIVED, CONTACTED SUPPORT, THEY RECOMMENDED TO CHECK BRAKE PEDAL SENSOR FOR OPERATION, CODES ARE NOW STORED, CHECKED OPERATION OF SENSOR, APPEARS TO BE OK, PARTIALLY PUSH ON PEDAL LIGH TS WENT ON, REPLACED BRAKE PEDAL SENSOR, NOW PUSHED ON PEDAL DOWN FOR ABOUT AN INCH AND LIGHT CAME ON, BETTER, THERE IS ALSO A ECM SOFTWARE UPDATE WITH NO SERVICE INFORMATION, PERFORMED ECM SOFTWARE UPDATE, SUCCESSFULLY FLASHED ECU FROM OLD PART NUMBER [redacted]TO CURRENT PART NUMBER [redacted] CLEAR ED ALL CODES, RETEST OK

(Claim) Correction:

VERIFIED CHECK ENGINE LIGHT IS ON, USE SCAN TOOL TO CHECK FOR CODE IN THE ECM ,2 CODES PRESENT, [redacted]BRAKE PEDAL POSITION / ACCELERATOR PEDAL POSITION INCOMPATIBLE, [redacted]MPLAUSIBLE ERS MESSAGE RECEIVED, CONTACTED SUPPORT, THEY RECOMMENDED TO CHECK BRAKE PEDAL SENSOR FOR OPERATION, CODES ARE NOW STORED, CHECKED OPERATION OF SENSOR, APPEARS TO BE OK, PARTIALLY PUSH ON PEDAL LIGH TS WENT ON, REPLACED BRAKE PEDAL SENSOR, NOW PUSHED ON PEDAL DOWN FOR ABOUT AN INCH AND LIGHT CAME ON, BETTER, THERE IS ALSO A ECM SOFTWARE UPDATE WITH NO SERVICE INFORMATION, PERFORMED ECM SOFTWARE UPDATE, SUCCESSFULLY FLASHED ECU FROM OLD PART NUMBER[redacted]TO CURRENT PART NUMBER [redacted] CLEAR ED ALL CODES, RETEST OK

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 LARAMIE CREW CAB 4X4
Build Date	05/31/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	08/10/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	12/14/2018
Claim Status	Paid	**Mileage (Miles)**	14,525

Expense

Labor	$60.42	**Sublet**	$0.92	**Part**	$0.00	**Total Paid**	$61.34

Dealer Information

Code	[redacted]	**Name**		**Zone**	51	CHICAGO
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
B	08U74182	Safety Recall U74 - Tailgate Latch ; Install Tailgate Actuator Stop Block	UC	UNCODABLE (NARRATIVE REQUIRED)	68448027AA	ACTUATOR	1	X	0.92	$20.14
A	19U11182	Safety Recall U11 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update (2017 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$40.28

RO Narratives

(RO) Customer Concern:

DIESEL LUBE, OIL AND FILTER COMPLEMENTARY VEHICLE INSPECTION MISC ROTATE TIRES RECALL RECALL RECALL RECALL

(RO) Cause:

[redacted]

(RO) Correction:

[redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	01	**Body**	[redacted]
Build Date	06 0 01	**Plant**	LTILLO TRU K EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	0 1 01
Claim Type	afet (Recalls)	**Repair Date**	1 14 018
Claim Status	Paid	**Mileage (Miles)**	18 199

Expense

Labor	$18 5	**Sublet**	$0 84	**Part**	$0 00	**Total Paid**	$19 59

Dealer Information

Code	[redacted]	**Name**	PIRIT HRY DODGE JEEP	**Zone**	35 HINGTON
Address	1945 KINGS HIGH S EDESB R NJ 08085				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	08U 4182	Saf t R all U 4 Tailgat Lat h In tall Tailgate ctuat r t p Bl k	U	UN OD BLE (N RR TI E REQUIRED)	6844802	TU T R	1	X	0 84	$18 5

RO Narratives

(RO) Customer Concern

N

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

N

(Claim) Cause

N

(Claim) Correction

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted] RAM 500 LT CREW CAB 4 4
Build Date	06 0 017	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	07/17/ 017
Claim Type	arrant	**Repair Date**	1 14 01
Claim Status	Paid	**Mileage (Miles)**	1 199

Expense

Labor	$ 8 1	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$ 8 1

Dealer Information

Code	[redacted]	**Name**	PIRIT CHRY DODGE JEEP	**Zone**	HINGTON
Address	194 KING HIGH Y EDE BORO NJ 0 0				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	191701	Front eat Bu queak Rattle Left	UC	UNCODABLE (N RR TI E REQUIRED)						$ 1

RO Narratives

(RO) Customer Concern

U5 Cu tomer ati faction Notification U5 Occupant Re tra int Control Module (Recall C N) U74 afety Recall U74 Tailgate Latch [redacted] DJDDDFD DPD CR CKED CLE R NCE L (RRT 1) Cu tomer tate LF eat loo e when accelerating

(RO) Cause

PERFORMED PER VIP PER VIP OPEN RECALL PERFORMED PER VIP Could not duplicate concern

(RO) Correction:

PERFORMED F CTORY REC LL PER F CTORY GUIDELINE PERFORMED F CTORY REC LL PER F CTORY GUIDELINE PERFORMED F CTORY RRT PER F CTORY GUIDELINE ordered part Checked eat operation bolt tet dro e checked for T B' ,no problem found at thi time

(RO) Technical Notes:

N

GCS Narratives

(Claim) Customer Concern

CU TOMER TATE THAT DRIVER EAT I LOO E

(Claim) Cause:

TE T DRO E ND COULD NOT DUPLIC TE

(Claim) Correction

TIGHTENED LL BOLT ND CHECKED FOR T B' TE T DRO E ND CONFIRMED IN ORKING ORDER

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 2500 SLT CREW CAB 4X4
Build Date	09/29/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	08/30/2018
Claim Type	W - Warranty	**Repair Date**	12/14/2018
Claim Status	Paid	**Mileage (Miles)**	2,567

Expense

Labor	$189.96	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$189.96

Dealer Information

Code	[redacted]	**Name**	LARRY H MILLER BOUNTIFUL CHRYSLER JEEP DODGE	**Zone**	70 PHOENIX
Address	2929 SOUTH MAIN STREET , BOUNTIFUL, UT 84010				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	0894PNM2	Anti-Lock Brake System	UC	UNCODABLE (NARRATIVE REQUIRED)						$94.98
A	0894PNM3	Anti-Lock Brake System								$94.98

RO Narratives

(RO) Customer Concern:

Indicator/Warning Lights Concern

(RO) Cause:

F

(RO) Correction:

[redacted]VERIFIED CUSTOMER CONCERN WITHWARNING LIGHT. DTC [redacted] PER DTC FLOWCHART CHECKED FOR AN ACTIVE DTC. DTC RETURNEDAFTER CLEARING DTCS AND WAS STILL ACTIVE.TESTED FUSE F76 (10A) FOR POWER. FUSE [redacted] GOOD. TESTED [redacted] WITH KEY OFF FOR ANYVOLTAGE. FOUND .5 V. MEASURED VOLTAGE ON A107FUSED B+[redacted] FUSED B+ AND [redacted] WITH TESTLIGHT AND LIGHT ILLUMINATED BRIGHTLY. PERDIAGNOSTIC FLOW CHART REPLACED ABS MODULE.DTC RETURNED AFTER DRIVING AS ACTIVE. CHECKEDGROUND WIRES FROM ABS TO BODY GROUND ANDFOUND THEM TO BE GOOD. CONTACTED STAR FORPOSSIBLE SOLUTIONS. AFTER CONTACTING STARCHECKED FOR PIN CONNECTION AND FOUND PIN 32TO BE SLIGHTLY LOOSE. TIGHTENED PIN 32 ANDREASSEMBLED. AFTER REASSEMBLY CODE WENTSTORED. TEST DROVE VEHICLE SEVERAL TIMES ANDDTC DID NOT RETURN AT THIS TIME. OO WIRING TIME

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

WARNING LIGHT IS ON

(Claim) Cause:

VERIFIED CUSTOMER CONCERN WITH WARNING LIGHT. DTC [redacted] HAD RETURNED AFTER PREVIOUS REPLACE OF ABS MODULE. PER DTC FLOW CHART CHECKED FOR AN ACTIVE DTC . DTC RETURNED AFTER CLEARING DTCS AND WAS STILL ACTIVE. TESTED FUSE [redacted] FOR POWER. FUSE 76 IS GOOD. TESTED F941 PIN 32 WITH KEY OFF FOR ANY VOLTAGE .

FOUND .5 V. MEASURED VOLTAGE ON [redacted] FUSED B+ A200 FUSED B+ AND F941 WITH T EST LIGHT AND LIGHT ILLUMINATED BRIGHTLY. CHECKED GROUND WIRES FROM ABS TO BO DY GROUND AND FOUND THEM TO BE GOOD. CONTACTED STAR FOR POSSIBLE SOLUTIONS. A FTER CONTACTING STAR CHECKED FOR PIN CONNECTION AND FOUND PIN 32 TO BE SLIGHT LY LOOSE. TIGHTENED PIN 32 AND REASSEMBLED. AFTER REASSEMBLY CODE WENT STORED . TEST DROVE VEHICLE SEVERAL TIMES AND DTC DID NOT RETURN AT THIS TIME

(Claim) Correction:

TIGHTENED PIN 32

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 ST CREW CAB 4X4
Build Date	12/19/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	04/18/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	12/14/2018
Claim Status	Paid	**Mileage (Miles)**	33,416

Expense

Labor	$31.50	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$31.50

Dealer Information

Code	[redacted]	**Name**	MIKE MCGRATH AUTO CENTER	**Zone**	51 CHICAGO
Address	4610 CENTER POINT RD N E , CEDAR RAPIDS, IA 52402				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U53182	Customer Satisfaction Notification U53 - Occupant Restraint Control Module ; Reprogram Occupant Restraint Controller (ORC) Module - Includes ORC and ABS Initialization	UC	UNCODABLE (NARRATIVE REQUIRED)						$31.50

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES MESSAGE SAYS SHIFTING INTO 4WD SHIFT IN PROGRESS CUSTOMER STATES CUTTING OUT, BLUETOOTH WONT PAIR CUSTOMER REQUESTS WE PERFORM A COURTESY INSPECTION OF THEIR VEHICLE AND REPORT BACK WITH THE FINDINGS. CUSTOMER STATES BRAKE CONTROLLER CONNECTS AND DISCONNECTS PERFORM OPEN RECALL CAMPAIGN ON VEHICLE U53

(RO) Cause:

TEST DROVE WITH CUSTOMER. INSPECTION OF SHIFTER, CONTROL MODULE INPUT ARE GOOD WITH NO CODES. FOUND NO CASES PERTAINING TO CONCERN. FOUND RADIO UP TO DATE WITH NO CODES. UNABLE TO PAIR PHONE FOUND HIGH RESISTANCE AT 7 WAY TO HARNESS CONNECTOR REVISED SOFTWARE

(RO) Correction:

INSPECT 4WHEEL DRIVE INPUTS TO CONTROL MODULE.INSPECT FOR CODES , SOFTWARE AND CASES. NONE FOUND INSPECT RADIO OPERATION. INSPECT FOR UPDATES. INSPECT PHONE PAIRING. ORDER RADIO TECH COMPLETED THE INSPECTION AND FOUND THE FOLLOWING; TEST 7 WAY OUTPUT VOLTAGE TO BRAKE CONTROLLER. REPLACE 7 WAY CONNECTOR FLASH ORC

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

PERFORM OPEN RECALL CAMPAIGN ON VEHICLE U53

(Claim) Cause:

REVISED SOFTWARE

(Claim) Correction:
FLASH ORC

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	01	**Body**	[redacted]
Build Date	12 19 2016	**Plant**	S LTILL TRU K SSEMBL PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Ser ice Date**	04 18 01
Claim Type	arrant	**Repair Date**	12 14 2018
Claim Status	Paid	**Mileage (Miles)**	33 416

Expense

Labor	$ 1 00	**Sublet**	$5 01	**Part**	$0 00	**Total Paid**	$ 3 01

Dealer Information

Code	[redacted]	**Name**	MIKE M GR TH UT ENTER	**Zone**	51	HI G
Address	4610 ENTER P INT RD N E ED R R PIDS I 52402					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	0890 02	iring h rn trail r t Plug in d pt r	14	BURNED R BURNED UT	68014986 B	NNE T R	1	X	52 01	$21 00

RO Narratives

(RO) Customer Concern

N

(RO) Cause:

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern:

UST MER ST TES BR KE NTR LLER NNE TS ND DIS NNE TS

(Claim) Cause

F UND HIGH RESIST N E T T H RNESS NNE T R

(Claim) Correction

TEST UTPUT LT E T BR KE NTR LLER REPL E NNE T R

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted]
Build Date	03 03 01	**Plant**	LTILLO TRU K EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	0 7 017
Claim Type	afet (Recalls)	**Repair Date**	1 15 018
Claim Status	Paid	**Mileage (Miles)**	9 7

Expense

Labor	$14	**Sublet**	$0	**Part**	$0 00	**Total Paid**	$146 64

Dealer Information

Code	[redacted]	**Name**	UTON TION HRY LER DODGE JEEP	**Zone**	63 D LL
Address	10 NORTH F Y # IH 45 PRING T 388				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	08U 418	afet Recall U74 Tailgate Latch Install Tailgate ctuator top Block	U	UNCOD BLE (N RR TI E REQUIRED)	684480	TU TOR	1		0 8	$ 6 51
D	18U5318	ust mer atisfacti n Not fication U Occupant Restraint ntr l M dule Repr gram Occupant Re traint Controller (ORC) M dule Includes OR and B Initiali ation	U	UN OD BLE (N RR TI E REQUIRED)						$39
B	18U6108	afet Recall U61 Reprogram Powertrain ntr l M dule Inspect P M ft are Le el and Perf rm oftware Update	U	UNCOD BLE (N RR TI E REQUIRED)						$ 6 51
	19U111	afet Recall U11 Brake Transmissi n hift Interl ck Inspect Brake Transmissi n hift Interlock (BT I) Functi nalit and Perf rm B M ft are Update (01 M del Year Onl)	UC	UN OD BLE (N RR TI E REQUIRED)						$ 0

RO Narratives

(RO) Customer Concern

N

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES - DRIVERS DOOR INTERIOR HANDLE BEZEL KEEPS POPPING OUT CUSTOMER STATES - DRIVERS DOOR INTERIOR HANDLE BEZEL KEEPS POPPING OUT

(Claim) Cause:

SAFETY RECALL SAFETY RECALL

(Claim) Correction:

[redacted]

Warranty Claim Report

ehicle Info mation

VIN	[redacted]	Year	01	Body	[redacted]
Build Date	3 3 1	lant	LTILL TRU K EMBL PL NT	Co e age Code	[redacted]

Claim Info mation

Claim #	[redacted]	In Se ice Date	3 1
Claim Type	arrant	Repai Date	1 15 1
Claim Status	Paid	Mileage (Miles)	9 3

Expense

Labo	$1 6 5	Sublet	$ 3	a t	$	Total aid	$3 3

Deale Info mation

Code	[redacted]	Name	UT N TI N HR LER D D E JEEP	Zone	63	D LL
Add ess	1 N RTH F # IH 45 PRIN T 3					

Condition Info mation

Condition Code	L	L Desc	ailu e Code	ailu e Desc	a t Numbe	a t Name	a t Quantity	a t ailed	a t pense	L pense
	31 15	r b l d rr m t handl Fr nt rr ar Right r l ft n rb th	11	BR KEN R R KED	1 65D 9 D	BE EL	1		69	$ 6 51
B	5 1	M t r ind hi ld ip r	6	N I	553 141 J	IPERUNIT	1		55 14	$ 9 54

RO Narratives

(RO) Customer Concern:

N

(RO) Cause:

N

(RO) Correction:

N

(RO) Technical Notes:

N

GCS Narratives

(Claim) Customer Concern:

U T MER T TE DRI ER D R INTERI R H NDLE BE EL KEEP P PPIN UT

(Claim) Cause:

REPL ED DRI ER IDE BE EL IND HIELD IPER M T R LINK E BU HIN N I

(Claim) Correction:

9 M INT T PPIN N I E HEN IPER N UP N IN PE TI N HERD N I E FR M 9 M INT REPL ED DRI ER D R BE EL LD NE S BR KEN LIPS N T H LDIN

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted]
Build Date	0 017	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	0 1 017
Claim Type	arrant	**Repair Date**	1 1 01
Claim Status	Paid	**Mileage (Miles)**	1 985

Expense

Labor	$ 6	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$ 6

Dealer Information

Code	[redacted]	**Name**	CON Y CHRY LER DODGE JEEP INC	**Zone**	66 ORL NDO
Address	385 H Y 501 E T ON Y 95 6				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	18600 T	Radi Radi heck oftware Le el and Perform oftware Update R 4 Radi		ENDING UNIT EN OR						$53 86

RO Narratives

(RO) Customer Concern

O NER T TE R DIO N TELEM TI ON ERN TE T REPLY FE TURENO LONGER ORKING

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

TE T REPLY FE TURE NO LONGER ORKING

(Claim) Cause

R N OME DI G FOUND OFT RE UPD TE

(Claim) Correction

PERFORMED UPD TE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 SLT CREW CAB 4X4
Build Date	12/23/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	03/21/2017
Claim Type	afety (Recall)	**Repair Date**	1 /17/ 018
Claim Status	Paid	**Mileage (Miles)**	19,70

Expense

Labor	$26 75	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$26 75

Dealer Information

Code	[redacted]	**Name**	A TORG DODGE CHRY LER JEEP	**Zone**	5	WA HINGTON	
Address	1501 7TH T , PARKER BURG, WV 6101						

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U53182	Cu tomer ati faction Notification U5 Occupant Re traint Control Module ; Reprogram Occupant Re traint Controller (ORC) Module Include ORC and AB Initiali ation	UC	UNCODABLE (NARRATIVE REQUIRED)						$26 75

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 POWER WAGON CREW CAB
Build Date	01/11/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/25/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	12/17/2018
Claim Status	Paid	**Mileage (Miles)**	22,849

Expense

Labor	$32.45	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$32.45

Dealer Information

Code	[redacted]	**Name**	JIM SMOLICH MOTORS INC	**Zone**	70 PHOENIX
Address	1865 NORTH EAST HIGHWAY 20 , BEND, OR 97701				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U53182	Customer Satisfaction Notification U53 - Occupant Restraint Control Module ; Reprogram Occupant Restraint Controller (ORC) Module - Includes ORC and ABS Initialization	UC	UNCODABLE (NARRATIVE REQUIRED)						$32.45

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C/S SEAT BELT IS MAKING NOISE ON PASSENGER SIDE C/S SEAT BELT SQUEEGEEING NOISE ON DRIVER SIDE C/S STEERING IS HARD TO TURN

(Claim) Cause:

CONFIRMED COMPLAINT. MECHANISM NOISY IN OPERATION VERIFIED COMPLAINT. NOISE INTERNALLY IN RETRACTOR. SPECIAL ORDERED BELT VERIFIED CONCERN. STEERING ASSIST GOES IN AND OUT. FLUID LEVEL WAS A TAD LOW B UT FULL OF METAL. PUMP LOOKS TO BE LEAKING A BIT. INSTALLED PRESSURE TESTED IN LINE AND CHECKED SYSTEM. PRESSURE IS 240 AND FLOW IS AROUND 3.3 GPM. BOTH A B IT LOW. ALSO WHEN TURNING WHEEL WHEN IT ACTS UP AND GETS HARD THE PUMP PRESSU RE ACTS LIKE IT HIT TURN STOPS AND GOES UP OVER 400. GEAR BOX HAS INTERNALLY F AILED AND LOOKS TO HAVE TAKEN OUT THE PUMP.

(Claim) Correction:

REMOVED AND REPLACED DRIVER SIDE BELT, RECHECKED OPERATION.NO MORE NOISE REPLACED RIGHT FRONT SEATBELT RETRACTOR. REPLACED GEARBOX. REPLACED PUMP. STEERING WHEEL WAS OFF CENTER. HAD TO ADJUST STEERING ROD AND DRIVE AGAIN AFTER BLEEDING HYDRAULIC SYSTEM. VERIFIED REPAIR NOW OK.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 SLT CREW CAB 4X4
Build Date	06/05/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	04/02/2018
Claim Type	S - Safety (Recalls)	**Repair Date**	12/17/2018
Claim Status	Paid	**Mileage (Miles)**	13,363

Expense

Labor	$30.72	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$30.72

Dealer Information

Code	[redacted]	**Name**	LITHIA CHRYSLER JEEP DODGE OF BRYAN COLLEGE STATION	**Zone**	63 DALLAS
Address	301 N EARL RUDDER FWY , BRYAN, TX 77802				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U53182	Customer Satisfaction Notification U53 - Occupant Restraint Control Module ; Reprogram Occupant Restraint Controller (ORC) Module Includes ORC and ABS Initialization	UC	UNCODABLE (NARRATIVE REQUIRED)						$30.72

RO Narratives

(RO) Customer Concern:

Recall / CSN 1 [U53: Customer Satisfaction Notification U53 - Occupant Restraint Control Module**] Multi-point inspection (according to maintenance interval) CUSTOMER STATES HE WOULD LIKE TO REGISTER HIS VEHICLE IN TEXAS INSURANCE IS STAPLED TO RO

(RO) Cause:

RECALL

(RO) Correction:

[redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 2500 ST CREW CAB 4X4
Build Date	03/01/2018	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	01/02/2019
Claim Type	S Safety (Recalls)	**Repair Date**	12/17/2018
Claim Status	Paid	**Mileage (Miles)**	20

Expense

Labor	$39 75	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$39 75

Dealer Information

Code	[redacted]	**Name**	RANDOLPH CHRYSLER JEEP INC	**Zone**	32 NEW YORK
Address	572 SOUTH MAIN ST , RANDOLPH, MA 02368				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U53182	Customer Satisfaction Notificatio U53 Occupant Restraint Control Module ; Reprogram Occupant Re traint Controller (ORC) Module Includes ORC and ABS Initialization	UC	UNCODABLE (NARRATIVE REQUIRED)						$39 75

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - RAM 2500 ST CREW CAB 4X4
Build Date	09/29/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11/30/2017
Claim Type	S Safety (Recalls)	**Repair Date**	12/18/2018
Claim Status	Paid	**Mileage (Miles)**	27,953

Expense

Labor	$37.94	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$37.94

Dealer Information

Code	[redacted]	**Name**	GANDRUD DODGE CHRYSLER	**Zone**	51 CHICAGO
Address	2300 AUTO PLAZA WAY , GREEN BAY, WI 54302				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U53182	Customer Satisfaction Notification U53 Occupant Restraint Control Module ; Reprogram Occupant Restraint Controller (ORC) Module - Includes ORC and ABS Initialization	UC	UNCODABLE (NARRATIVE REQUIRED)						$37.94

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
U53 RECALL ORC MODULE

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	01	**Body**	[redacted]
Build Date	04 24 201	**Plant**	S LTILL TRU K SSEMBL PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	04 26 201
Claim Type	S Saf t (R all)	**Repair Date**	12 18 2018
Claim Status	Paid	**Mileage (Miles)**	42 6 4

Expense

Labor	$46 60	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$46 60

Dealer Information

Code	[redacted]	**Name**	LITHI D DGE F RPUS HRISTI	**Zone**	63 D LL S
Address	4313 S ST PLES ST RPUS HRISTI TX 8411				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	18U53182	ust mer atisfacti n N tificati n U53 upant R traint ntr l M dul R pr gram upant R traint ntr ll r (R) M dul In lud R and BS Initiali ati n	U	UN D BLE (N RR TI E REQUIRED)						$46 60

RO Narratives

(RO) Customer Concern

N

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

N

(Claim) Cause

N

(Claim) Correction

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 2500 SLT CREW CAB 4X4
Build Date	08/26/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/0 / 018
Claim Type	S Safety (Recalls)	**Repair Date**	12/18/2018
Claim Status	Paid	**Mileage (Miles)**	7,667

Expense

Labor	$29 57	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$29 57

Dealer Information

Code	[redacted]	**Name**	BURDICK DODGE CHRYSLER JEEP	**Zone**	32 NEW YORK
Address	5885 E CIRCLE DR , CICERO, NY 13039				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U61083	Safety Recall U61 Reprogram Powertrain Control Module ; Inspect PCM Software Level and Perform Software Update (2018 Model Years Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$29 57

RO Narratives

(RO) Customer Concern:

FIRST OIL CHANGE FREE FOR CUSTOMERS WHO PURCHASED CUSTOMER STATES THERE IS A SLIGHT COOLANT SMELL AT RECALL U61 REPROGRAM OF THE PCM MAINTENANCE IN PECTION FORM CU TOMER REQUE T VEHICLE NOT TO BE WASHED

(RO) Cause:

RECALL

(RO) Correction:

[redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - RAM 2500 ST CREW CAB 4X4
Build Date	02/03/2018	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11/30/2018
Claim Type	W - Warranty	**Repair Date**	12/19/2018
Claim Status	Paid	**Mileage (Miles)**	1,788

Expense

Labor	$40.78	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$40.78

Dealer Information

Code	[redacted]	**Name**	WEIR CHRYSLER DODGE JEEP RAM	**Zone**	51 CHICAGO
Address	801 NEW BALDWIN ROAD , NEW ATHENS, IL 62264				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08200500	Park assist	61	INTERMITTENT OPERATION						$40.78

RO Narratives

(RO) Customer Concern:

Interior Concern [Customer States front passenger seat belt hard to latch.] Electrical/Non PCM Flashes Concern [Customer States back up camera is not working.] General Concern #1 [Customer Statesinstall vehicle remote start.] Multi-point inspection (according to maintenance interval)

(RO) Cause:

NEEDS FIRM PRESSURE TO LATCH REAR PARK ASSIST SENSORS DIRTY MOPAR ACCESSORY INSPECTION

(RO) Correction:

[redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES: BACK UP CAMERA DOES NOT WORK ALL THE TIME, REAR PARK SENSOR M ESSAGE SHOWS ON SCREEN

(Claim) Cause:

REAR PARK ASSIST SENSORS DIRTY

(Claim) Correction:

DIAGNOSTIC TEST: FAULT [redacted] SIG NAL SHAPE/WAVEFORM FAILURE.
REMOVE AND CLEAN ALL REAR PARK ASSIST SENSORS, CLE AR FAULT CODES AND TEST OPERATION.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 2500 ST CREW CAB 4X4
Build Date	11/21/2018	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	12/20/2018
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	12/19/2018
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$126.06	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$126.06

Dealer Information

Code	[redacted]	**Name**	STEVE LANDERS CHRYSLER DODGE JEEP	**Zone**	63 DALLAS
Address	401 COLONEL GLENN PLAZA LOOP , LITTLE ROCK, AR 72210				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$126 06

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	018	**Body**	[redacted]
Build Date	03 05 018	**Plant**	LTILLO TRU K EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	0 1 01
Claim Type	arrant	**Repair Date**	1 19 018
Claim Status	Paid	**Mileage (Miles)**	1 151

Expense

Labor	$59 54	**Sublet**	$1 498 14	**Part**	$0 00	**Total Paid**	$1 55 68

Dealer Information

Code	[redacted]	**Name**	BLUE RIDGE HRY LER DODGE JEEP R M	**Zone**	35	HINGTON
Address	864 U HIGH Y 19 LEB NON 4 66					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	5081 01	Pump Unit 6 L Diesel	65	LE K	6819 659 G	MODULE	1		14 0 00	$59 54
	0 1 01	Pump Unit 6 L Diesel	6	LE K	6 0 704 C	FLUID			14	$ 9 4

RO Narratives

(RO) Customer Concern

Electrical N n P M Flashes ncern ust mer tates check engine light def gauge fluctuating check

(RO) Cause

ERIFIED CONDITION DEF FILLED LE TH N 100 MILE GO NO ON 1 T NK CHECKED UNDER EHICLE M NUF TURER DEFE T R K IN MODULE

(RO) Correction

REPL ED MODULE LET EHI LE IT TO IN PE T FOR LE K ONDITION ORRE TED

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

U TOMER T TE DEF G UGE FLU TU TING

(Claim) Cause

ERIFIED ONDITION DEF FILLED LE TH N 100 MILE GO NO ON 1 T NK HE K ED UNDER EHI LE FOUND M NUF TURER DEFE T R K IN MOLDING OF MODULE FLUI D DRIPPING LO LY

(Claim) Correction

REMO ED MODULE TO IN PE T REPL ED DEF MODULE IN T NK REPL ED DEF LET IT HILE T HING FOR LE K CONDITION CORRECTED

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	018	**Body**	[redacted] RAM 500 LT CREW CAB 4 4
Build Date	05/10/ 018	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	07/ 5/ 018
Claim Type	afety (Recall)	**Repair Date**	1 /19/ 018
Claim Status	Paid	**Mileage (Miles)**	,5 8

Expense

Labor	$ 7 8	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$ 7 8

Dealer Information

Code	[redacted]	**Name**	KENDALL DODGE CHRY LER JEEP RAM	**Zone**	66 ORLANDO
Address	1 55 W 1 7TH AVE , MIAMI, FL 186				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U5 18	Cu tomer ati faction Notification U5 Occupant Re traint Control Module ; Reprogram Occupant Re traint Controller (ORC) Module Include ORC and AB Initiali ation	UC	UNCODABLE (NARRATIVE REQUIRED)						$ 7 8

RO Narratives

(RO) Customer Concern:

Thank you for being a Kendall DodgeChry ler Jeep Ram VIP Reward Benefit % Loyalty Ca h on paid ervice cu tomer Multi point in pection (according to maintenance interval) General Concern #1 [Cu tomer tate dent left front fender] General Concern # [Cu tomer tate left rear cargo box lid lifting maybe out of adju tment water coming in] General Concern # [Cu tomer tate right front headlight retain water] General Concern #4 [Cu tomer tate vehicle teering wheel off center pull right] General Concern #5 [Cu tomer tate vibration in teering wheelvat highway peed] Recall / C N 1 [U5 Cu tomer ati faction Notification U5 Occupant Re traint Control Module**] Rental Vehicle

(RO) Cause:

ADJU TED headlight a y alignment BALANCE U5 RENTALW

(RO) Correction:

Thank you for being a Kendall Dodge Chry ler Jeep Ram VIP Reward Benefit % Loyalty Ca h on paid ervice cu tomer Multi point in pection (according to maintenanceinterval) PERFORM FREE MULTI POINT IN PECTION [redacted] $75 00 Technician validated concern[redacted] Technician validated concern UBLET REPAIR [redacted] TED adju ted left rear cargo lid Technician validated concern 5 8 headlight a y verified water inheadlight remove and replace right frontheadlight found after market led light bulb Lamp, headlamp Te t andReplace Right ide (0 Low killed) HOU ING, AERO HEADLAMP Replace (C) 5 8 alignment verified cu tomer concernfound vehicle out of alignment performed 4wheel alignment Toe adju tment/Center teering wheel Adju t Front Toe (1 emi killed) TOE ADJU TMENT/ TEERING WHEEL CENTER (B) 5 8 BALANCE verified cu tomer concernwheel out of balance performed road forcehigh peed balance Wheel Balance Balance All four wheel (0 Low killed) Mount Match wheel to tire Each wheel Mount Match wheel to tire Each wheel Mount Match wheel to tire Each wheel Mount Match wheel to tire Each wheel WHEEL Balance (C) Mount Match wheel to tire Each wheel Mount Match wheel to tire Each wheel M

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

[CUSTOMER STATES RIGHT FRONT HEADLIGHT RETAINS WATER CUSTOMER STATES VEHICLE STEERING WHEEL OFF CENTER PULLS RIGHT CUSTOMER STATES VIBRATION IN STEERING WHEELVAT HIGHWAY SPEED]

(Claim) Cause:

LEAKING INTO HEADLIGHT OUT OF SPECS TIRES OUT OF BALANCE

(Claim) Correction:

ALIGNMENT VERIFIED CUSTOMER CONCERN FOUND VEHICLE OUT OF ALIGNMENT PERFORMED BALANCE VERIFIED CUSTOMER CONCERN WHEELS OUT OF BALANCE PERFORMED ROAD FORCE HEADLIGHT ASSY VERIFIED WATER IN HEADLIGHT REMOVE AND REPLACE RIGHT FRONT HEA DLIGHT HIGH SPEED BALANCE 4 WHEEL ALIGNMENT

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - RAM 2500 SLT CREW CAB 4X4
Build Date	05/10/2018	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	07/25/2018
Claim Type	W - Warranty	**Repair Date**	12/19/2018
Claim Status	Paid	**Mileage (Miles)**	3,528

Expense

Labor	$353.06	**Sublet**	$204.38	**Part**	$307.80	**Total Paid**	$865.24

Dealer Information

Code	[redacted]	**Name**	KENDALL DODGE CHRYSLER JEEP RAM	**Zone**	66 ORLANDO
Address	13355 SW 137TH AVE , MIAMI, FL 33186				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08503102	Lamp, headlamp ; Right side	65	LEAKS	68270496AE	HEADLAMP	1	X	204.38	$50.44
A	95400142	Loaner Car ; High Line Vehicles			68270496AE	HEADLAMP	1	X	204.38	$307.80
B	02000240	Toe adjustment/Center steering wheel ; Front Toe	50	IMPROPER ADJUSTMENT						$75.65
C	22400242	Wheel Balance ; All four wheels	UC	UNCODABLE (NARRATIVE REQUIRED)						$75.65
C	22400251	Wheel Balance ; Mount Match wheel to tire - Each wheel								$37.83
C	22400251	Wheel Balance ; Mount Match wheel to tire - Each wheel								$37.83
C	22400251	Wheel Balance ; Mount Match wheel to tire - Each wheel								$37.83
C	22400251	Wheel Balance ; Mount Match wheel to tire - Each wheel								$37.83

RO Narratives

(RO) Customer Concern:

Thank you for being a Kendall DodgeChrysler Jeep Ram VIP Rewards Benefits 3% Loyalty Cash on paid services customer. Multi-point inspection (according to maintenance interval) General Concern #1 [Customer Statesdent left front fender] General Concern #2 [Customer Statesleft rear cargo box lid lifting maybe out of adjustment water coming in] General Concern #3 [Customer Statesright front headlight retains water] General Concern #4 [Customer Statesvehicle steering wheel off center pulls right] General Concern #5 [Customer Statesvibration in steering wheelvat highway speed] Recall / CSN 1 [U53: Customer Satisfaction Notification U53 - Occupant Restraint Control Module**] Rental Vehicle

(RO) Cause:

ADJUSTED headlight assy alignment BALANCE U53 RENTALW

(RO) Correction:

Thank you for being a Kendall Dodge Chrysler Jeep Ram VIP Rewards Benefits 3% Loyalty Cash on paid services customer. Multi-point inspection (according to maintenanceinterval) PERFORM FREE MULTI-POINT INSPECTION [redacted] NSD / [redacted] $75.00 Technician validated concern [redacted] Technician validated concern SUBLET REPAIRS [redacted] ADJUSTED adjusted left rear cargo lid Technician validated concern [redacted] headlight assy verified water inheadlight remove and replace right

frontheadlight found after market led light bulb Lamp, headlamp - Test andReplace Right side (0 - Low Skilled) HOUSING, AERO HEADLAMP Replace (C)[redacted]alignment verified customer concernfound vehicle out of alignment performed 4wheel alignment Toe adjustment/Center steering wheel - Adjust Front Toe (1 - Semi-Skilled) TOE ADJUSTMENT/STEERING WHEEL CENTER (B[redacted] BALANCE verified customer concernwheels out of balance performed road forcehigh speed balance Wheel Balance Balance All four wheels (0 Low Skilled) Mount Match wheel to tire Each wheel Mount Match wheel to tire Each wheel Mount Match wheel to tire Each wheel Mount Match wheel to tire-Each wheel WHEELS-Balance (C) Mount Match wheel to tire-Each wheel Mount Match wheel to tire-Each wheel M

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

[CUSTOMER STATES RIGHT FRONT HEADLIGHT RETAINS WATER CUSTOMER STATES VEHICLE STEERING WHEEL OFF CENTER PULLS RIGHT CUSTOMER STATES VIBRATION IN STEERING WHEELVAT HIGHWAY SPEED]

(Claim) Cause:

LEAKING INTO HEADLIGHT OUT OF SPECS TIRES OUT OF BALANCE

(Claim) Correction:

ALIGNMENT VERIFIED CUSTOMER CONCERN FOUND VEHICLE OUT OF ALIGNMENT PERFORMED BALANCE VERIFIED CUSTOMER CONCERN WHEELS OUT OF BALANCE PERFORMED ROAD FORCE HEADLIGHT ASSY VERIFIED WATER IN HEADLIGHT REMOVE AND REPLACE RIGHT FRONT HEA DLIGHT HIGH SPEED BALANCE 4 WHEEL ALIGNMENT

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	01	**Body**	[redacted]
Build Date	10 13 016	**Plant**	LTILLO TRU K EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06 7 017
Claim Type	arrant	**Repair Date**	1 19 018
Claim Status	Paid	**Mileage (Miles)**	33 616

Expense

Labor	$10 3	**Sublet**	$380 80	**Part**	$0 00	**Total Paid**	$483 03

Dealer Information

Code	[redacted]	**Name**	UP T TE DODGE HRY JEEP IN	**Zone**	3 NE YORK
Address	15 4 E T E TTI NY 14011				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	3511103	arrier Plate d r Fr nt Left	K4	LOO E	681 18	P NEL	1		380 80	$10 3

RO Narratives

(RO) Customer Concern

U TOMER H GENER L ON ERN DOOR H NDLE NOT TT HED TO DOOR P NEL ORRE TLY TE HNI I N ERIFIED INTERIOR DOOR RELE E H N DLE DET HED FROM THE DOOR RRIER PL TE DUE TO BROKEN PIE E OF PL TI REPL ED RRIER PL TE REIN T LLED DOOR H NDLE ORKING DE IGNED T THI POINT REP IR OMPLETE (85 DON LD) U TOMER FIR T OIL H NGE TH NK YOU FOR YOUR BU INE H NGED OIL ND FILTER LUBED POINT IN PE TION (85 DON LD)

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

DOOR H NDLE NOT TT HED TO DOOR P NEL ORRE TLY

(Claim) Cause

ERIFIED INTERIOR DOOR RELE E H NDLE DET HED FROM THE DOOR RRIER PL TE DUE TO BROKEN PIE E OF PL TI

(Claim) Correction

REPL ED RRIER PL TE REIN T LLED DOOR H NDLE ORKING DE IGNED T THI P OINT

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted]
Build Date	05 0 01	**Plant**	LTILLO TRU K EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	03 19 018
Claim Type	afet (Recalls)	**Repair Date**	1 0 018
Claim Status	Paid	**Mileage (Miles)**	1 46

Expense

Labor	$ 6 61	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$ 6 61

Dealer Information

Code	[redacted]	**Name**	**Zone**	66	ORL NDO
Address					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	18U5318	Cu tomer ati faction Notification U Occupant Re traint Control M dule Repr gram Occupant Re traint Controller (ORC) Module Includes OR and B Initiali ati n	U	UNCOD BLE (N RR TI E REQUIRED)						$ 6 61

RO Narratives

(RO) Customer Concern

N

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

TER LE K NE R FRONT PILL R

GCS Narratives

(Claim) Customer Concern

CU TOMER T E TH T THERE I L RGE TER LE K COMING IN FROM THE P IDE F RONT NE R THE PILL R

(Claim) Cause

TER LE KING ROUND C B LIGHT

(Claim) Correction

ONFIRMED ON ERN OF EHI LE LE KING TER FROM THE BOTTOM ND TOP OF THE PI LL R ON THE P IDE FOUND TER LE KING ROUND THE GL ND C B LIGHT ND LE KING IN IDE IN PECTED ND REPL CED C B LIGHT RECOMMENDED PER T R C E [redacted] H D GL COMP NY ULTIM TELY COME BY ND RE E L GL IN PE TED THE EHI LE FOR LE K GE ND FOUND OK EHI LE OK T THI TIME

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	201	**Body**	[redacted]
Build Date	05 0 01	**Plant**	S LTILL TRU K SSEMBL PL NT	**Co erage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	03 19 2018
Claim Type	rr nt	**Repair Date**	1 0 018
Claim Status	Paid	**Mileage (Miles)**	13 346

Expense

Labor	$195 14	**Sublet**	$41 16	**Part**	$250 00	**Total Paid**	$486 30

Dealer Information

Code	[redacted]	**Name**		**Zone**	66 RL ND
Address					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	0850800	Lamp l aran n	U	UN D BLE (N RR TI E RE UIRED	682616	L MP	1	X	43	$1 4
	08508002	Lamp l aran n	U	UN D BLE (N RR TI E REQUIRED)	0418 36 B	SE L NT	1		33 3	$1 4
	85410000	p rati n diagn ti ith r p ir Mu t b u d in njun ti n ith appr priat r pair Lab r p r ti n			682616	L MP	1	X	43	$1 40
	85410000	p rati n diagn ti ith r p ir Mu t b u d in njun ti n ith ppr pri t r p ir L b r p rati n			0418 36 B	SE L NT	1		33 3	$1 40
	95400140	L n r r mp titi hi l			682616	L MP	1	X	43	$250 00
	95400140	L n r r mp titi hi l			0418 36 B	SE L NT	1		33 3	$ 50 00

RO Narratives

(RO) Customer Concern

N

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes:

TER LE K NE R FR NT PILL R

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STAES THAT THERE IS A LARGE WATER LEAK COMING IN FROM THE PASS SIDE F RONT NEAR THE A PILLAR

(Claim) Cause:

WATER LEAKING AROUND CAB LIGHT

(Claim) Correction:

CONFIRMED CONCERN OF VEHICLE LEAKING WATER FROM THE BOTTOM AND TOP OF THE A PI LLAR ON THE PASS SIDE. FOUND WATER LEAKING AROUND THE GLASS AND CAB LIGHT AND LEAKING INSIDE. INSPECTED AND REPLACED CAB LIGHT AS RECOMMENDED PER STAR CASE [redacted] HAD GLASS COMPANY ULTIMATELY COME BY AND RESEAL GLASS INSPECTED THE VEHICLE FOR LEAKAGE AND FOUND OK. VEHICLE OK AT THIS TIME.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted] RAM 500 LARAMIE CREW CAB 4 4
Build Date	0 / 0/ 017	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	0 / 9/ 017
Claim Type	afety (Recall)	**Repair Date**	1 / 1/ 018
Claim Status	Paid	**Mileage (Miles)**	15,050

Expense

Labor	$ 76	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$ 76

Dealer Information

Code	[redacted]	**Name**		**Zone**	74 DENVER
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U5 18	Cu tomer ati faction Notification U5 Occupant Re traint Control Module ; Reprogram Occupant Re traint Controller (ORC) Module Include ORC and AB Initiali ation	UC	UNCODABLE (NARRATIVE REQUIRED)						$ 76

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 POWER WAGON CREW CAB
Build Date	04/29/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	08/11/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	12/21/2018
Claim Status	Paid	**Mileage (Miles)**	6,931

Expense

Labor	$49.30	**Sublet**	$0.81	**Part**	$0.00	**Total Paid**	$50.11

Dealer Information

Code	[redacted]	**Name**	GATOR CHRYSLER INC	**Zone**	66 ORLANDO
Address	200 E NASA BLVD , MELBOURNE, FL 32901				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
B	08U74182	Safety Recall U74 - Tailgate Latch ; Install Tailgate Actuator Stop Block	UC	UNCODABLE (NARRATIVE REQUIRED)	68448027AA	ACTUATOR	1	X	0.81	$19.72
A	18U53182	Customer Satisfaction Notification U53 - Occupant Restraint Control Module ; Reprogram Occupant Restraint Controller (ORC) Module - Includes ORC and ABS Initialization	UC	UNCODABLE (NARRATIVE REQUIRED)						$29.58

RO Narratives

(RO) Customer Concern:

MULTI-POINT INSPECTION - FREE WITH ANY OTHER SERVICE SAFETY RECALL U53 Reprogram Occupant Restraint Control Module SAFETY RECALL U74 TAILGATE LATCH

(RO) Cause:

The Occupant Restraint Control module may be involved in "low information" rollover events where there is not enough information to discriminate the event at the target deployment time for the Side Air Bag Inflatable Curtain The tailgate latch may have been built with a tailgate actuator limiter tab within the power lock actuator control assembly that may fracture allowing the lock rod control bracket to over-travel which may pull the lock rods and and release the tailgate latches, potentially resulting in the tailgate inadvertently falling open at any time.

(RO) Correction:

Reprogram the ORC module LOP [redacted] nstall tailgate latch actuator stop block LOP [redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

SAFETY RECALL [redacted] Reprogram Occupant Restraint Control Module SAFETY [redacted] TAILGATE LATCH

(Claim) Cause:

The tailgate latch may have been built with a tailgate actuator limiter tab wi The Occupant Restraint Control module may be involved in "low information" rol

(Claim) Correction:

Install tailgate latch actuator stop block [redacted]

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - RAM 2500 LONGHORN CREW CAB 4X4
Build Date	07/12/2018	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	09/26/2018
Claim Type	W - Warranty	**Repair Date**	12/21/2018
Claim Status	Paid	**Mileage (Miles)**	2,052

Expense

Labor	$44.43	**Sublet**	$36.47	**Part**	$0.00	**Total Paid**	$80.90

Dealer Information

Code	43720	**Name**	SOUTH OAK DODGE CHRYSLER JEEP	**Zone**	51	CHICAGO
Address	4550-4560 W LINCOLN HWY , MATTESON, IL 60443					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08508002	Lamp, Clearance ; One	14	BURNED OR BURNED OUT	68261677AC	LAMP	5	X	36.47	$22.21
A	08508050	Lamp, Clearance ; Each additional clearance lamp			68261677AC	LAMP	5	X	36.47	$11.11
A	08508050	Lamp, Clearance ; Each additional clearance lamp			68261677AC	LAMP	5	X	36.47	$11.11

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

General Concern #1 [Customer States CLEARANCE LIGHTS FOGGING UP . CHECK AND AD General Concern #1 [Customer States CLEARANCE LIGHTS FOGGING UP . CHECK AND AD General Concern #1 [Customer States CLEARANCE LIGHTS FOGGING UP . CHECK AND AD

(Claim) Cause:

VERIFIED ALL 5 ROOF LIGHTS FILLED WITH WATER SEAL WORN OUT OF ROUND

(Claim) Correction:

2052 VERIFIED ALL 5 ROOF LIGHTS FILLED WITH WATER SEAL WORN OUT OF ROUND REP

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 SLT CREW CAB 4X4
Build Date	02/07/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/01/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	12/21/2018
Claim Status	Paid	**Mileage (Miles)**	22,021

Expense

Labor	$69.72	**Sublet**	$0.63	**Part**	$0.00	**Total Paid**	$70.35

Dealer Information

Code	[redacted]	**Name**	TUTTLE-CLICK CHRYSLER JEEP DODGE	**Zone**	71 LOS ANGELES
Address	40 AUTO CENTER DRIVE , IRVINE, CA 92618				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
B	08U74182	Safety Recall U74 - Tailgate Latch ; Install Tailgate Actuator Stop Block	UC	UNCODABLE (NARRATIVE REQUIRED)	68448027AA	ACTUATOR	1	X	0.63	$27.89
A	18U53182	Customer Satisfaction Notification U53 - Occupant Restraint Control Module ; Reprogram Occupant Restraint Controller (ORC) Module - Includes ORC and ABS Initialization	UC	UNCODABLE (NARRATIVE REQUIRED)						$41.83

RO Narratives

(RO) Customer Concern:

[redacted]Customer Satisfaction Notification U53 - Occupant Restra int Control Module (Recall CSN 2) U74 Safety Recall [redacted]- Tailgate Latch (Recall CSN 1) PERFORM MULTI-POINT VEHICLE INSPECTION SET AND RECORD TIRE PSI CUSTOMER REQUESTS, PERFORM OIL AND FILTER CHANGE USING PREMIUM DIESEL MOTOR OIL. CUSTOMER REQUEST TIRE ROTATION AND CHECK TIRE PSI.

(RO) Cause:

PERFORMED U53 OCCUPANT RESTRAINT CONTROL MODULE SOFTWARE RECALL. REPROGRAMED ORC MODULE SOFTWARE FROM [redacted] PERFORMED U74 TAILGATE LATCH RECALL. TIRE PRESSURE SET TO 60PSI FRONT, 80PSI REAR. PERFORMED DIESEL OIL CHANGE.

(RO) Correction:

INSPECTED ORC SOFTWARE LEVEL & REPROGRAMED ORC WITH NEW SOFTWARE. MO [redacted] INSTALLED TAILGATE LATCH ACTUATOR STOP BLOCK. PERFORMED MULTI-POINT VEHICLE INSPECTION, SET AND RECORDED TIRE PSI REPLACED OIL FILTER & 15W40 OIL. RESET OIL CHANGE INDICATOR LAMP & ATTACHED VEHICLE REPORT CARD. PERFORMED TIRE ROTATION AS REQUESTED.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 POWER WAGON CREW CAB
Build Date	01/11/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/25/2017
Claim Type	W - Warranty	**Repair Date**	12/21/2018
Claim Status	Paid	**Mileage (Miles)**	22,849

Expense

Labor	$367.81	**Sublet**	$1,367.52	**Part**	$120.00	**Total Paid**	$1,855.34

Dealer Information

Code	[redacted]	**Name**	JIM SMOLICH MOTORS INC	**Zone**	70 PHOENIX
Address	1865 NORTH EAST HIGHWAY 20 , BEND, OR 97701				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19000113	Steering gear, Hydraulic ; Recirculating ball type	07	BINDS, STICKS, OR SEIZED	68210720AB	GEAR	1	X	750.90	$129.82
A	19000113	Steering gear, Hydraulic ; Recirculating ball type	07	BINDS, STICKS, OR SEIZED	68218064AB	FLUID	1		7.03	$129.82
A	19000113	Steering gear, Hydraulic ; Recirculating ball type	07	BINDS, STICKS, OR SEIZED	68225509AC	PUMP	1		389.41	$129.82
A	19700111	Pump, power steering ; All others			68210720AB	GEAR	1	X	750.90	$108.18
A	19700111	Pump, power steering ; All others			68218064AB	FLUID	1		7.03	$108.18
A	19700111	Pump, power steering ; All others			68225509AC	PUMP	1		389.41	$108.18
A	95400142	Loaner Car ; High Line Vehicles			68210720AB	GEAR	1	X	750.90	$120.00
A	95400142	Loaner Car ; High Line Vehicles			68218064AB	FLUID	1		7.03	$120.00
A	95400142	Loaner Car ; High Line Vehicles			68225509AC	PUMP	1		389.41	$120.00
B	23130205	Seat Belt, front retractor (outer) ; Four door-Right or left	UC	UNCODABLE (NARRATIVE REQUIRED)	5KP99DX9AH	BELT ASSY	1	X	220.18	$64.91
C	23130204	Seat Belt, front retractor (outer) ; Four door-Right or left	UC	UNCODABLE (NARRATIVE REQUIRED)						$64.91

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C/S SEAT BELT IS MAKING NOISE ON PASSENGER SIDE C/S SEAT BELT SQUEEGEEING NOISE ON DRIVER SIDE C/S STEERING IS HARD TO TURN

(Claim) Cause:

CONFIRMED COMPLAINT MECHANISM NOISY IN OPERATION VERIFIED COMPLAINT NOISE INTERNALLY IN RETRACTOR SPECIAL ORDERED BELT VERIFIED CONCERN. STEERING ASSIST GOES IN AND OUT. FLUID LEVEL WAS A TAD LOW B UT FULL OF METAL. PUMP LOOKS TO BE LEAKING A BIT. INSTALLED PRESSURE TESTED IN LINE AND CHECKED SYSTEM. PRESSURE IS [redacted]ND FLOW IS AROUND 3 3 GPM BOTH A B IT LOW ALSO WHEN TURNING WHEEL WHEN IT ACTS UP AND GETS HARD THE PUMP PRESSU RE ACTS LIKE IT HIT TURN STOPS AND GOES UP OVER 400. GEAR BOX HAS INTERNALLY F AILED AND LOOKS TO HAVE TAKEN OUT THE PUMP.

(Claim) Correction:

REMOVED AND REPLACED DRIVER SIDE BELT, RECHECKED OPERATION.NO MORE NOISE REPLACED RIGHT FRONT SEATBELT RETRACTOR. REPLACED GEARBOX. REPLACED PUMP. STEERING WHEEL WAS OFF CENTER. HAD TO ADJUST STEERING ROD AND DRIVE AGAIN AFTER BLEEDING HYDRAULIC SYSTEM. VERIFIED REPAIR NOW OK.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 SLT CREW CAB 4X4
Build Date	06/05/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	08/15/2017
Claim Type	W - Warranty	**Repair Date**	12/21/2018
Claim Status	Paid	**Mileage (Miles)**	18,149

Expense

Labor	$153.71	**Sublet**	$696.08	**Part**	$0.00	**Total Paid**	$849.79

Dealer Information

Code	[redacted]	**Name**	ISLAND CHRYSLER DODGE JEEP RAM	**Zone**	66 ORLANDO
Address	8983 OCEAN HWY , PAWLEYS ISLAND, SC 29585				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	ML	CHECK ENGINE/SERVICE ENGINE SO	68143491AA	CONTROL	1	X	478.80	$88.99
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	ML	CHECK ENGINE/SERVICE ENGINE SO	68347098AB	MODULE	1		205.80	$88.99
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	ML	CHECK ENGINE/SERVICE ENGINE SO	04318080AD	FLUID	2		11.48	$88.99
A	08191002	Module, anti-lock brake control ; All others			68143491AA	CONTROL	1	X	478.80	$48.54
A	08191002	Module, anti-lock brake control ; All others			68347098AB	MODULE	1		205.80	$48.54
A	08191002	Module, anti-lock brake control ; All others			04318080AD	FLUID	2		11.48	$48.54
A	08191063	Module, anti-lock brake control ; 6.7L diesel equipped			68143491AA	CONTROL	1	X	478.80	$16.18
A	08191063	Module, anti-lock brake control ; 6.7L diesel equipped			68347098AB	MODULE	1		205.80	$16.18
A	08191063	Module, anti-lock brake control ; 6.7L diesel equipped			04318080AD	FLUID	2		11.48	$16.18

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
ABS LIGHT ON

(Claim) Cause:
DIAGNOSE CODE [redacted] FAILURE OF ELECTRICALS

(Claim) Correction:
NEC TO REPL HYDRAULIC CONTROL UNIT AND ABS MODULE BOTH SHORTED OUT. CODE CALLS FOR REPL OF BOTH

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 SLT CREW CAB 4X4
Build Date	03/05/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	08/07/2017
Claim Type	W Warranty	**Repair Date**	12/22/2018
Claim Status	Paid	**Mileage (Miles)**	28,974

Expense

Labor	$106 01	**Sublet**	$317 82	**Part**	$200 00	**Total Paid**	$623 83

Dealer Information

Code	[redacted]	**Name**	ELMWOOD DODGE INC	**Zone**	32 NEW YORK
Address	625 TAUNTON AVE , E PROVIDENCE, RI 02914				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08450901	Module, occupant restraint controller ; Module	58	INTERNAL DEFECT	68346749AB	MODULE	1	X	317 82	$106 01
A	95400142	Loaner Car ; High Line Vehicles			68346749AB	MODULE	1	X	317 82	$200 00

RO Narratives

(RO) Customer Concern:

Customer states that traction control light is on , cruise control is not working and service electronic brake soon reading on dashboard rental covered by chrysler new vehicle

(RO) Cause:

PERFORMED DIAGNOSTIC PER TECH CONNECT AND WIRING DIAGRAMS FOUND ORC MODULE INTERNAL FAILURE

(RO) Correction:

INSTALLED NEW ORC MODULE ROADTESTED OK ADVISED CUSTOMER IF LIGHT COMES BACK ON WILL NEED WIRING HARNESS

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

TRAC LITE IS ON CRUISE INOP

(Claim) Cause:

INTERNAL SHORT IN ORC MODULE

(Claim) Correction:

REPLACE ORC MODULE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - RAM 2500 SLT CREW CAB 4X4
Build Date	08/14/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	07/18/2018
Claim Type	F - Service Contract	**Repair Date**	12/22/2018
Claim Status	Paid	**Mileage (Miles)**	5,094

Expense

Labor	$0.00	**Sublet**	$0.00	**Part**	$75.00	**Total Paid**	$75.00

Dealer Information

Code	[redacted]	**Name**	WALSER CHRYSLER JEEP	**Zone**	74 DENVER
Address	314 MAIN STREET , HOPKINS, MN 55343				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26860303	Maintenance Interval - Schedule B ; To be used every 3,000 Intervals	MC	MAINTENANCE CARE						$0.00
A	95260001	Maintenance Allowance ; Fixed Cost Maintenance								$75.00

RO Narratives

(RO) Customer Concern:

Tire Rotation Recall / CSN 1 [U53: Customer Satisfaction Notification U53 - Occupant Restraint Control Module**] Change diesel engine oil and filter(synthetic oil may be required based on geographic location) [ESSENTIAL CARE] Multi-point inspection (according to maintenance interval) REPLACE FUEL FILTER

(RO) Cause:

REQUIRED ACTION .

(RO) Correction:

The tires were rotated on today'sservice. While the wheels were off hub faceswere inspected and cleaned. All lugs nutswere hand torqued to factory specificationsduring installation. Tire Rotation Flashed occupant restraint control moduleas per instructed. Customer Satisfaction Notification U53 - Occupant Restraint Control Module - Reprogram Reprogram Occupant Restraint Controller (ORC) Module -Includes ORC and ABS Initialization (0 - Low Skilled) Thank you for stopping at Walser ChryslerJeep Dodge. Today we performed a diesel oiland oil filter change. The oil was drained,filter replaced and filled, and engine wasrefilled. Allowed oil to drain into engineprior to starting and checking level. A multipoint inspection was completed and fluidswere topped off as needed. WARRANTY ESSENTIAL CARE LOF- DIESEL EXPRESS CHRYSLER OIL CHANGE WARRANTY ESSENTIAL CARE LOF- DIESEL MISC. SHOP CHARGES Multi-point inspection (according to maintenanceinterval) PERFORM MULTI POINT VEHICLE INSPECTION Replaced both fuel filters as perrequested. REPLACE FUEL FILTER Fuel Filter Replacement

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - RAM 2500 SLT CREW CAB 4X4
Build Date	08/14/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	07/18/2018
Claim Type	S - Safety (Recalls)	**Repair Date**	12/22/2018
Claim Status	Paid	**Mileage (Miles)**	5,094

Expense

Labor	$40.74	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$40.74

Dealer Information

Code	[redacted]	**Name**	WALSER CHRYSLER JEEP	**Zone**	74 DENVER
Address	314 MAIN STREET , HOPKINS, MN 55343				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U53182	Customer Satisfaction Notification U53 - Occupant Restraint Control Module ; Reprogram Occupant Restraint Controller (ORC) Module - Includes ORC and ABS Initialization	UC	UNCODABLE (NARRATIVE REQUIRED)						$40.74

RO Narratives

(RO) Customer Concern:

Tire Rotation Recall / CSN 1 [U53: Customer Satisfaction Notification U53 - Occupant Restraint Control Module**] Change diesel engine oil and filter(synthetic oil may be required based on geographic location) [ESSENTIAL CARE] Multi-point inspection (according to maintenance interval) REPLACE FUEL FILTER

(RO) Cause:

REQUIRED ACTION .

(RO) Correction:

The tires were rotated on today'sservice. While the wheels were off hub faceswere inspected and cleaned. All lugs nutswere hand torqued to factory specificationsduring installation. Tire Rotation Flashed occupant restraint control moduleas per instructed. Customer Satisfaction Notification U53 - Occupant Restraint Control Module - Reprogram Reprogram Occupant Restraint Controller (ORC) Module -Includes ORC and ABS Initialization (0 - Low Skilled) Thank you for stopping at Walser ChryslerJeep Dodge. Today we performed a diesel oiland oil filter change. The oil was drained,filter replaced and filled, and engine wasrefilled. Allowed oil to drain into engineprior to starting and checking level. A multipoint inspection was completed and fluidswere topped off as needed. WARRANTY ESSENTIAL CARE LOF- DIESEL EXPRESS CHRYSLER OIL CHANGE WARRANTY ESSENTIAL CARE LOF- DIESEL MISC. SHOP CHARGES Multi-point inspection (according to maintenanceinterval) PERFORM MULTI POINT VEHICLE INSPECTION Replaced both fuel filters as perrequested. REPLACE FUEL FILTER Fuel Filter Replacement

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted] RAM 500 LARAMIE CREW CAB 4 4
Build Date	06/01/ 017	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	07/ 1/ 017
Claim Type	afety (Recall)	**Repair Date**	1 / 6/ 018
Claim Status	Paid	**Mileage (Miles)**	,556

Expense

Labor	$ 48	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$ 48

Dealer Information

Code	[redacted]	**Name**		**Zone**	6 DALLA
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U5 18	Cu tomer ati faction Notification U5 Occupant Re traint Control Module ; Reprogram Occupant Re traint Controller (ORC) Module Include ORC and AB Initiali ation	UC	UNCODABLE (NARRATIVE REQUIRED)						$ 48

RO Narratives

(RO) Customer Concern:

Lubricate front drive haft fitting Change die el engine oil and filter(ynthetic oil may be required ba ed on geographic location) Recall / C N 1 [U5 Cu tomer ati faction Notification U5 Occupant Re traint Control Module**] WANT BOTH FUEL FILTER PART ONLY

(RO) Cause:

F

(RO) Correction:

[redacted]lubricated front drive haft fitting Lubricate front drive haft fitting MI CELLANEOU [redacted]COMPLETED OIL AND FILTER CHANGE Change die el engine oil and filter (ynthetic oilmay be required ba ed on geographic location) DIE EL LUBE, OIL & FILTER [redacted]recallcomplete Reprogram the ORC module 556 FILTER IN IDE CAB MI CELLANEOU

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	Year	018	Body	[redacted] RAM 500 LONGHORN CREW CAB 4 4
Build Date	10 04 017	Plant	LTILLO TRUCK EMBLY PL NT	Coverage Code	[redacted]

Claim Information

Claim #	[redacted]	In Service Date	06 9 01
Claim Type	afet (Recall)	Repair Date	1 6 01
Claim Status	Paid	Mileage (Miles)	17,9

Expense

Labor	Sublet	Part	Total Paid
$ 4	$0 00	$0 00	$ 4

Dealer Information

Code	[redacted]	Name	BOB POYNTER CHRY LER DODGE JEEP	Zone	4 DETROIT
Address	0 0 N NATIONAL RD , COLUMBU , IN 47 01				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	1 U 1	Cu tomer ati faction Notification U Occupant Re traint Control Module Reprogram Occupant Re traint Controller (ORC) Module Include ORC and B Initiali ation	UC	UNCOD BLE (N RR TI E REQUIRED)						$ 4

RO Narratives

(RO) Customer Concern:

GENER L CONCERN CU TOMER REQUE T IN T LL TO MIRROR (P RT IN B CK E T) TECH IN T LLED TR ILER TO MIRROR (09 MATT) POINT IN PECTION (09 MATT)

(RO) Cause:

NA

(RO) Correction:

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern:

N

(Claim) Cause

N

(Claim) Correction

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - RAM 3500 ST CREW CAB 4X4
Build Date	07/17/2018	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	08/23/2018
Claim Type	W - Warranty	**Repair Date**	12/26/2018
Claim Status	Paid	**Mileage (Miles)**	13,912

Expense

Labor	$166.67	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$166.67

Dealer Information

Code	[redacted]	**Name**	ADA DODGE CHRYSLER JEEP RAM	**Zone**	63 DALLAS
Address	1109 N BROADWAY AVE , ADA, OK 74820				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85410500	Brakes, Trouble Not Found ; Brakes	OD							$71.43
B	85410700	Cooling, Trouble Not Found ; Cooling	OD							$95.24

RO Narratives

(RO) Customer Concern:

CUST STATES REAR BRAKES ARE LOCKING UP CUST STATES ENGINE IS OVERHEATING

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

COULD NOT DUPLICATE BRAKES LOCKING UP TEMP OF ENG IS NORMAL , DID NOT GO ABOVE NORMAL WITH TESTING

GCS Narratives

(Claim) Customer Concern:

CUST STATES ENGINE IS OVERHEATING CUST STATES REAR BRAKES ARE LOCKING UP

(Claim) Cause:

FOUND COOLANT LEVEL TO BE NORMAL, CHECKED AND FOUN D NO TSB ON DEALER CONNECT RAISED VEHICLE ON DRIVE ON RACK, INSPECTED FLUID LEVEL-OK, INSPECTED ALL BRAKE FOR AN OVER HEAT CONCERN, RAN TESTS ON COOLING FAN AND IT PASSED TEST, RAN ENG S, CABLES AND LINES,ALL CHECK OK, TEST DROVE VEHICLE SEVERAL MILES AND COULD N INE AND OBSERVED THERMOSTAT OPERATING NORMAL L AT THIS TIME OT DUPLICATE CONCERN AT THIS TIME, NO TSB ON DEALERCONNECT,

(Claim) Correction:

COULD NOT DUPLICATE CONCERN , ALL PHYSICAL CHECKS LOOK GOOD, VISUAL CHECKS ARE COULD NOT DUPLICATE CONCERN, TEMPERATURE OF ENGINE IS NORMAL, NEVER ONCE GOT A OK BOVE NORMAL OPERATING TEMPS, TEST DROVE

AND ALL CHECKED GOOD,

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 3500 ST REG CAB 4X4
Build Date	05/06/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06/25/2018
Claim Type	W - Warranty	**Repair Date**	12/27/2018
Claim Status	Paid	**Mileage (Miles)**	9,089

Expense

Labor	$0.00	**Sublet**	$0.00	**Part**	$66.00	**Total Paid**	$66.00

Dealer Information

Code	[redacted]	**Name**		**Zone**	66 ORLANDO
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	02000240	Toe adjustment/Center steering wheel ; Front Toe	50	IMPROPER ADJUSTMENT						$0.00
A	97756555	Sublet Repair								$66 00

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES OUTSIDE TREAD WEAR ON TIRES

(RO) Cause:

ALIGNMENT

(RO) Correction:

OUTSIDE WEAR ON FRONT TIRES ALIGNMENTSOS TIRE ALIGNMENT Repair Op SUBLET REPAIRS SUBLET REPAIRS

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES OUTSIDE TREAD WEAR ON TIRES

(Claim) Cause:

WEAR TO FRONT TIRES

(Claim) Correction:

SUBLET FOR ALIGNMENT

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 LARAMIE MEGA CAB 4X4
Build Date	09/28/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11/30/2016
Claim Type	S - Safety (Recalls)	**Repair Date**	12/27/2018
Claim Status	Paid	**Mileage (Miles)**	47,895

Expense

Labor	$33.13	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$33.13

Dealer Information

Code	[redacted]	**Name**	KARL KLEMENT CHRYSLER-DODGE-JEEP	**Zone**	63 DALLAS
Address	500 N HIGHWAY 287 , DECATUR, TX 76234				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U53182	Customer Satisfaction Notification U53 - Occupant Restraint Control Module ; Reprogram Occupant Restraint Controller (ORC) Module - Includes ORC and ABS Initialization	UC	UNCODABLE (NARRATIVE REQUIRED)						$33.13

RO Narratives

(RO) Customer Concern:

(1-4 Lube Oil and Filter Service Special) (2ND FUEL FILTER) (DIESEL FILTER 67) U53 Customer Satisfaction Notification U53 - Occupant Restra int Control Module (Recall CSN) U74 Safety Recall U74 - Tailgate Latch (Recall CSN) AIR FILTER IF NEEDED (Multi-point inspection according to ma intenance interval)

(RO) Cause:

MAINTENANCE RECALL RECALL AIR FILTER LOOKED GOOD

(RO) Correction:

COMPLETED LUBE OIL AND FILTER CHANGE REPLACED SECONDARY FUEL FILTER ABOVE REAR DRIVESHAFT REPLACED PRIMARY FUEL FILTER UNDER HOOD Reprogram the ORC module [redacted] install tailgate latch actuator stop block [redacted] 0.2 COMPLETED VEHICLE CHECK UP

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted]
Build Date	04 18 01	**Plant**	LTILLO TRU K EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11 0 017
Claim Type	afet (Recalls)	**Repair Date**	1 018
Claim Status	Paid	**Mileage (Miles)**	15 45

Expense

Labor	$ 1	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$ 1

Dealer Information

Code	[redacted]	**Name**	GREEN Y HRY LER JEEP DODGE IN	**Zone**	66 ORL NDO
Address	9051 E T OLONI L DRI E ORL NDO FL 3 81				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	1 U 1	Cu tomer ati faction Notification U53 Occupant Restraint ntr l Module Reprogram Occupant Restraint ntr ller (OR) M dule Includes OR and B Initiali ati n	UC	UN OD BLE (N RR TI E REQUIRED)						$ 1

RO Narratives

(RO) Customer Concern

MULTI POINT EHI LE IN PE TION H NGE OIL ND FILTER DIE EL U53 O UP NT RE TR INT ONTROL MODULE

(RO) Cause

U

(RO) Correction

PERFORM MULTI POINT EHI LE IN PE TION H NGE OIL ND FILTER U ING UP TO 1 QU RT OF YNTHETI OIL [redacted]

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

N

(Claim) Cause

N

(Claim) Correction

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	018	**Body**	[redacted]
Build Date	03 05 2018	**Plant**	S LTILL TRU K SSEMBL PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05 21 2018
Claim Type	arrant	**Repair Date**	12 2 2018
Claim Status	Paid	**Mileage (Miles)**	13 51

Expense

Labor	$34 02	**Sublet**	$44 03	**Part**	$0 00	**Total Paid**	$ 8 05

Dealer Information

Code	[redacted]	**Name**	BLUE RIDGE HR SLER D DGE JEEP R M	**Zone**	35 SHINGT N
Address	864 U HIGH Y 19 LEB NON 4 66				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	08141809	ens r heel p d nti l k brak r ar l ft	ML	HE K ENGINE SER I E ENGINE S	04 9980	SENS R	1	X	44 03	$34 02

RO Narratives

(RO) Customer Concern

El tri al N n P M Fla h n rn u t m r Stat h k ngin light El tri al N n P M Fla h n rn u t m r Stat ab light c ming n General ncern #1 ust mer tates ehicle used 5 tank f def in 4 h urs

(RO) Cause

MPLETED DI GN STI S F UND INTERN L ISSUE ITH LEFT RE R HEEL SENS R

(RO) Correction

UN BLE T DUPLI TE N HE K ENGINE LIGHT N N ST RED DT S IN S STEM REM ED ND REPL ED LEFT RE R HEEL PEED EN OR TE T DRO E EHI LE NO I UE H RETURNED UN BLE TO DUPLI TE T THI TIME NO LE K F UND T THIS TIME N DES F R EX ESSI E USE

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

UST MER ST TES BS LIGHT MING N HE K ND D ISE F REP IR NEEDED

(Claim) Cause

F UND INTERN L ISSUES ITH LEFT RE R HEEL SENS R

(Claim) Correction

REMO ED ND REPL ED LEFT RE R HEEL PEED EN OR ND ERIFIED NO LIGHT RETURN ED

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 2500 SLT CREW CAB 4X4
Build Date	11/02/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11/19/2018
Claim Type	W Warranty	**Repair Date**	12/27/2018
Claim Status	Paid	**Mileage (Miles)**	210

Expense

Labor	$1,140 48	**Sublet**	$1,181 25	**Part**	$1,260 00	**Total Paid**	$3,581 73

Dealer Information

Code	[redacted]	**Name**	ANTHONY D'AMBROSIO DODGE CHRY JEEP	**Zone**	35 WASHINGTON
Address	ROUTE 23 AT 345 , ELVERSON, PA 19520				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08158002	en or, Crank haft position ; 6 7 liter diesel engine	ML	CHECK ENGINE/SERVICE ENGINE SO	05179099AB	SENSOR	1	X	85 12	$23 76
A	85410000	Operation diagnostics With repair ; Must be used in conjunction with appropriate repair Labor Operation			05179099AB	SENSOR	1	X	85 12	$443 52
A	95400142	Loaner Car ; High Line Vehicles			05179099AB	SENSOR	1	X	85 12	$1,260 00
B	08906527	Wiring harness, engine compartment and headlamp ; Main engine harne 6 7 liter die el engine	14	BURNED OR BURNED OUT	68232787AA	WIRING	1	X	1080 80	$364 32
B	08906527	Wiring harness, engine compartment and headlamp ; Main engine harness 6 7 liter diesel engine	14	BURNED OR BURNED OUT	68027035AB	GASKET	1		10 01	$364 32
B	08906527	Wiring harness, engine compartment and headlamp ; Main engine harness 6 7 liter diesel engine	14	BURNED OR BURNED OUT	68005465AA	GASKET	1		5 32	$364 32
B	85410000	Operation diagnostics With repair ; Must be used in conjunction with appropriate repair Labor Operation			68232787AA	WIRING	1	X	1080 80	$308 88
B	85410000	Operation diagno tic With repair ; Must be used in conjunction with appropriate repair Labor Operation			68027035AB	GASKET	1		10 01	$308 88
B	85410000	Operation diagnostics With repair ; Must be u ed in conjunction with appropriate repair Labor Operation			68005465AA	GA KET	1		5	$ 08 88

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
SENSOR, CRANKSHAFT POSITION WIRING HARNESS, ENGINE COMPARTMENT AND HEADLAMP

(Claim) Cause:
SENSOR, CRANKSHAFT POSITION WIRING HARNESS, ENGINE COMPARTMENT AND HEADLAMP

(Claim) Correction:
SENSOR, CRANKSHAFT POSITION WIRING HARNESS, ENGINE COMPARTMENT AND HEADLAMP

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - RAM 2500 LARAMIE CREW CAB 4X4
Build Date	07/25/2018	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	12/17/2018
Claim Type	W - Warranty	**Repair Date**	12/27/2018
Claim Status	Paid	**Mileage (Miles)**	117

Expense

Labor	$584.07	**Sublet**	$152.94	**Part**	$360.00	**Total Paid**	$1,097.01

Dealer Information

Code	[redacted]	**Name**		**Zone**	70	PHOENIX
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08190701	Module, transfer case/drivetrain control			68250127AB	MODULE	1		73.14	$81.50
A	08190701	Module, transfer case/drivetrain control			68137881AA	WIRING	1	X	79.80	$81.50
A	0891PNV3	Anti-lock brake system	4W	WIRES BURNED/DAMAGED	68250127AB	MODULE	1		73.14	$0.00
A	0891PNV3	Anti-lock brake system	4W	WIRES BURNED/DAMAGED	68137881AA	WIRING	1	X	79.80	$0.00
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68250127AB	MODULE	1		73.14	$502.57
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68137881AA	WIRING	1	X	79.80	$502.57
A	95400142	Loaner Car ; High Line Vehicles			68250127AB	MODULE	1		73.14	$360.00
A	95400142	Loaner Car ; High Line Vehicles			68137881AA	WIRING	1	X	79.80	$360.00

RO Narratives

(RO) Customer Concern:

99 - Description UnAvailable [CUSTOMER STATES THAT THE SERVICE ELECTRONIC BREAKING SYSTEM AND SOMEOTHER LIGHT S ARE ON ARE ON AS WELLPLEASE CHECK AND ADVISE] PROVIDE DODGE RENTAL

(RO) Cause:

electrical rental

(RO) Correction:

[redacted]VERIFIED MIL AND TRACTION CONTROLLIGHT ON. SCANNED CODES. FOUND ALOT OF STOREDCODES. PRINTED CODES AND ERASED. TEST DROVEVEHICLE. 12/18/19 - AFTER VEHICLE WAS DRIVEN.MILS CAME BACK. SCANNED CODES. FOUND ALOT OFLOST COMMUNICATION CODES AND EVERY THING ONCAN C NOT RESPONDING. INSPECTED WIRING ANDSTAR CONNECTORS. UNPLUGGED ONE AT A TIME. NOMODULES WOULD RESPOND. WILL OPEN STAR CASE.WILL WAIT FOR RESPONSE. 12/20/18 - PERFORMEDTEST THAT STAR AGENT WANTED ME TO PERFORM.SENT HIM RESULTS. WAITING FOR RESPONSE.12/26/18 - WAS GOING BACK IN FOURTH WITH STARAGENT. HAD ME TEST CONNECTOR WIRING GOING TODRIVE TRAIN CONTROL MODULE. UNPLUGGED MODULE.AFTER DISCONNECTING DRIVE TRAIN CONTROLMODULE, ALL OTHER CAN C MODULES CAME BACK.TOLD STAR AGENT ABOUT FINDING. RECOMMENDREPLACING DRIVE TRAIN CONTROL MODULE. [redacted]

Description UnAvailable [CUSTOMER STATES THAT THE SERVICE ELECTRONIC BREAKING SYSTEM AND SOME OTHER LIGHT S ARE ON ARE ON AS WELL PLEASE CHECK AND ADVISE] 147 9 DAYS RENTAL APPROVED TONKIN RENTAL# [redacted] ALTERNATE TRANSPORTATION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

[CUSTOMER STATES THAT THE SERVICE ELECTRONIC BREAKING SYSTEM AND SOME OTHER L IGHT S ARE ON ARE ON AS WELL PLEASE CHECK AND ADVISE

(Claim) Cause:

WIRING CHAFFED ON DASH CAUSING DRIVE MODULE TO FAILE.

(Claim) Correction:

ALOT OF STORED CODES. PRINTED CODES AND ERASED. TEST DROVE VEHICLE. 12/18/19 - AFTER VEHICLE WAS DRIVEN. MILS CAME BACK. SCANNED CODES. FOUND ALOT OF LOST COMMUNICATION CODES AND EVERY THING ON CAN C NOT RESPONDING. INSPECTED WIRIN G AND STAR CONNECTORS. UNPLUGGED ONE AT A TIME. NO MODULES WOULD RESPOND. WIL L OPEN STAR CASE. WILL WAIT FOR RESPONSE. 12/20/18 - PERFORMED TEST THAT STA R AGENT WANTED ME TO PERFORM. ASKED ME TO TEST SECURITY GATEWAY MODULE LOCATE D BEHIND RADIO. DISCONNECTED CONNECTOR C1 AND TESTED CIRCUITS D351 WH/BN CAN + 2.2V AND CAN - 1,6V AND TERMINATION RESISTANCE WHICH I GOT 60.0OHMS. SENT H IM RESULTS. WAITING FOR RESPONSE. 12/26/18 - WAS GOING BACK IN FOURTH WITH S TAR AGENT. HAD ME TEST CONNECTOR WIRING GOING TO DRIVE TRAIN CONTROL MODULE. U NPLUGGED MODULE. AFTER DISCONNECTING DRIVE TRAIN CONTROL MODULE, ALL OTHER CA N C MODULES CAME BACK. TOLD STAR AGENT ABOUT FINDING. RECOMMEND REPLACING DRI VE TRAIN CONTROL MODULE. 12/27/18 - INSTALLED NEW DRIVE TRAIN CONTROL MODULE . PROBLEM STILL PRESENT. TESTED MY CAN C BUS WIRES GOING TO DRIVE TRAIN CONTR OL MODULE. THIS TIME CAN C NEGATIVE ON CIRCUIT D301 WHITE WIRE. HAD ZERO VOLT S. FOLLOWED WIRE UP TO DASH STAR CONNECTOR LOCATED ON PASSENGER SIDE FIRE WA LL. FOUND WIRE INTERMITTENTLY RUBBING ON DASH CUASING DRIVE TRAIN CONTROL MOD ULE TO GO IN/OUT AND GIVING ME ALL KINDS OF NUMBERS.. ORDERED PIG TAIL. INSTA LLED PIGTAIL AND ROUTED WIRE. ERASED CODES. VERIFIED OPERATION. VEHICLE NOW O K.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted] RAM 500 LARAMIE MEGA CAB 4 4
Build Date	09/ 8/ 016	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11/ 0/ 016
Claim Type	afety (Recall)	**Repair Date**	1 / 8/ 018
Claim Status	Paid	**Mileage (Miles)**	47,895

Expense

Labor	$ 09	**Sublet**	$0 6	**Part**	$0 00	**Total Paid**	$ 7

Dealer Information

Code	[redacted]	**Name**	KARL KLEMENT CHRY LER DODGE JEEP	**Zone**	6 DALLA
Address	500 N HIGHWAY 87 , DECATUR, T 76 4				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08U7418	afety Recall U74 Tailgate Latch ; In tall Tailgate Actuator top Block	UC	UNCODABLE (NARRATIVE REQUIRED)	684480 7AA	ACTUATOR	1		0 6	$ 09

RO Narratives

(RO) Customer Concern:

(1 4 Lube Oil and Filter ervice pecial) (ND FUEL FILTER) (DIE EL FILTER 67) U5 Cu tomer ati faction Notification U5 Occupant Re tra int Control Module (Recall C N) U74 afety Recall U74 Tailgate Latch (Recall C N) AIR FILTER IF NEEDED (Multi point in pection according to ma intenance interval)

(RO) Cause:

MAINTENANCE RECALL RECALL AIR FILTER LOOKED GOOD

(RO) Correction:

COMPLETED LUBE OIL AND FILTER CHANGE REPLACED ECONDARY FUEL FILTER ABOVE REAR DRIVE HAFT REPLACED PRIMARY FUEL FILTER UNDER HOOD Reprogram the ORC module [redacted] In tall tailgate latch actuator top block [redacted] 0 COMPLETED VEHICLE CHECK UP

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 LARAMIE MEGA CAB 4X4
Build Date	09/28/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11/30/2016
Claim Type	F - Service Contract	**Repair Date**	12/28/2018
Claim Status	Paid	**Mileage (Miles)**	47,895

Expense

Labor	$0.00	**Sublet**	$0.00	**Part**	$65.00	**Total Paid**	$65.00

Dealer Information

Code	[redacted]	**Name**	KARL KLEMENT CHRYSLER-DODGE-JEEP	**Zone**	63 DALLAS
Address	500 N HIGHWAY 287 , DECATUR, TX 76234				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26860303	Maintenance Interval - Schedule B ; To be used every 3,000 Intervals	MC	MAINTENANCE CARE						$0.00
A	95260001	Maintenance Allowance ; Fixed Cost Maintenance								$65.00

RO Narratives

(RO) Customer Concern:

(1-4 Lube Oil and Filter Service Special) (2ND FUEL FILTER) (DIESEL FILTER 67) U53 Customer Satisfaction Notification U53 - Occupant Restra int Control Module (Recall CSN) U74 Safety Recall U74 - Tailgate Latch (Recall CSN) AIR FILTER IF NEEDED (Multi-point inspection according to ma intenance interval)

(RO) Cause:

MAINTENANCE RECALL RECALL AIR FILTER LOOKED GOOD

(RO) Correction:

COMPLETED LUBE OIL AND FILTER CHANGE REPLACED SECONDARY FUEL FILTER ABOVE REAR DRIVESHAFT REPLACED PRIMARY FUEL FILTER UNDER HOOD Reprogram the ORC module [redacted] Install tailgate latch actuator stop block [redacted] 0.2 COMPLETED VEHICLE CHECK UP

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	01	**Body**	[redacted]
Build Date	09/ / 017	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	1 017
Claim Type	afet (Recall)	**Repair Date**	1 01
Claim Status	Paid	**Mileage (Miles)**	60

Expense

Labor	$ 0	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$ 0

Dealer Information

Code	[redacted]	**Name**	H YE CHRY LER PLYMOUTH DODGE INC	**Zone**	66 ORL NDO
Address	11 FRONT GE RO D G INE ILLE G 0 04				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	1 U 1	Cu tomer ati faction Notification U Occupant Re traint Control Module Reprogram Occupant Re traint Controller (ORC) Module Include ORC and B Initiali ation	UC	UNCOD BLE (N RR TI E REQUIRED)						$ 0

RO Narratives

(RO) Customer Concern

N

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

N

(Claim) Cause

N

(Claim) Correction

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	01	**Body**	[redacted]
Build Date	09 3 01	**Plant**	LTILLO TRU K EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	1 017
Claim Type	arrant	**Repair Date**	1 8 018
Claim Status	Paid	**Mileage (Miles)**	38 560

Expense

Labor	$ 0	**Sublet**	$ 4 1	**Part**	$0 00	**Total Paid**	$ 4

Dealer Information

Code	[redacted]	**Name**	H YE HRY LER PLYMOUTH DODGE IN	**Zone**	66 ORL NDO
Address	3115 FRONT GE RO D G INE ILLE G 30504				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	30 6 0	Molding roof j int Right r left	64	MI LIGNED OR MI M TCHED	68 89840	MOLDING	1		4 15	$30 38

RO Narratives

(RO) Customer Concern

U Cu tomer ati faction Notification U Occupant Re tra int Control Module U OCCUP NT RE TR INT CONTROL MODULE (Recall N 1) E THER TRIP ON P ENGER IDE ROOF I OMING OFF HE K ND D I E U ONNE T KEEP DI ONNE TING HE K ND D I E

(RO) Cause

MOULDING ON ROOF RPED

(RO) Correction

LOP 1 U 1 REPL CED MOULDING COULD NOT UP D TE DUE TO INTERNET DIFFICULTY

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

C E THER TRIP ON P ENGER IDE ROOF I COMING OFF

(Claim) Cause

MOLDING ON ROOD RPED

(Claim) Correction

REPL CED MOLDING

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - RAM 3500 CREW CAB CHASSIS 4X4
Build Date	12/20/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/30/2018
Claim Type	W - Warranty	**Repair Date**	12/28/2018
Claim Status	Paid	**Mileage (Miles)**	21,059

Expense

Labor	$114.34	**Sublet**	$78.69	**Part**	$0.00	**Total Paid**	$193.03

Dealer Information

Code	[redacted]	**Name**	CORWIN CHRYSLER DODGE	**Zone**	74 DENVER
Address	301 SOUTH 38TH , FARGO, ND 58107				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08190701	Module, transfer case/drivetrain control	ML	CHECK ENGINE/SERVICE ENGINE SO	68250127AB	MODULE	1	X	78.69	$68.60
B	181904JD	Module, Engine Control (ECM) ; Module, Engine Control (ECM) - Reprogram, (M/T & Aisin)	CC	SENDING UNITS/SENSORS						$45.74

RO Narratives

(RO) Customer Concern:

MISC - Description UnAvailable [Customer States SERVICE 4WD LIGHT ON..4WD HIGH WOULD WORK FOR A FEW MINUTES AT A TIME THEN SAY SHIFT INPROGRESS..4L SEEMS TO WORK OK..CHECK AND ADVISE] Check Engine Light 27 POINT COURTESY INSPECTION (NO CHARGE)

(RO) Cause:

DTCM INTERNAL FAILURE - [redacted] UPDATE PCM PER TSB

(RO) Correction:

[redacted] DTCM FOUND CODES [redacted] IN DTCM. TRUCK DOES NOT HAVE ELECTRONICSHIFT, IS A FLOOR SHIFT TRANSFER CASE. FOUNDPOWER AND GROUNDS TO DTCM ARE GOOD. REPLACEDINTERNALLY FAILED DTCM. NO CODES NOW. Module, Transfer Case/Drivetrain Control -Test and Replace (2 - Skilled) MODULE ENGINE CONTROL - Replace ([redacted] [redacted] FOUND STORED CODE P0128"THERMOSTAT RATIONALITY" IN PCM. [redacted] APPLIES. PERFORMED PCM UPDATE ASPER TSB. NO CODES NOW. [redacted] PCM UPDATE 27 POINT COURTESY INSPECTION (NO CHARGE)

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

MISC - Description UnAvailable [Customer States SERVICE 4WD LIGHT ON..4WD HIGH

(Claim) Cause:

DTCM INTERNAL FAILURE - [redacted] UPDATE PCM PER TSB

(Claim) Correction:

[redacted]

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 LONGHORN CREW CAB 4X4
Build Date	06/21/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11/29/2017
Claim Type	W - Warranty	**Repair Date**	12/28/2018
Claim Status	Paid	**Mileage (Miles)**	16,200

Expense

Labor	$155.65	**Sublet**	$946.45	**Part**	$225.00	**Total Paid**	$1,327.11

Dealer Information

Code	[redacted]	**Name**	RALPH SELLERS CHRYSLER DODGE JEEP	**Zone**	63	DALLAS
Address	14215 N AIRLINE HWY , GONZALES, LA 70737					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	23511003	Weatherstrip/seal, door opening on door ; Front-Right or left	4X	WATER LEAK	55112357AF	WEATHERST	1	X	124.55	$33.35
B	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	UC	UNCODABLE (NARRATIVE REQUIRED)	68143491AA	CONTROL	1	X	574.83	$122.30
B	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	UC	UNCODABLE (NARRATIVE REQUIRED)	68347098AB	MODULE	1		247.08	$122.30
B	08191001	Module, anti-lock brake control ; RWAL equipped			68143491AA	CONTROL	1	X	574.83	$0.00
B	08191001	Module, anti-lock brake control ; RWAL equipped			68347098AB	MODULE	1		247.08	$0.00
B	08191063	Module, anti-lock brake control ; 6.7L diesel equipped			68143491AA	CONTROL	1	X	574.83	$0.00
B	08191063	Module, anti-lock brake control ; 6.7L diesel equipped			68347098AB	MODULE	1		247.08	$0.00
B	95400140	Loaner Car ; Competitive Vehicles			68143491AA	CONTROL	1	X	574.83	$225.00
B	95400140	Loaner Car ; Competitive Vehicles			68347098AB	MODULE	1		247.08	$225.00

RO Narratives

(RO) Customer Concern:

CUST STATES DRIVER DOOR CONSTANTLY RATTLES CUST STATES DRIVER DOOR CONSTANTLY RATTLES CUST STATES WHEN IT RAINS WATER GETS INTO DRIVER DOOR AND STARTS LEAKING INTO CAB CUST STATES REMOTE START ONLY WORKSHALF OF THE TIME CUST STATES SERVICE ENGINE SOON ANDABS WARNING APPEAR ON DASH CUST STATES CRUSE CONTROL IS NOT WORKING

(RO) Cause:

E E DEFORMED E INTERNAL FAILURE E

(RO) Correction:

[redacted]upon inspection found that thedrivers door weatherstrip deformed replaceddoor gasket and checked for leaks and nonefound at this time road tested for rattle andfound none after the gasket was replacedrepair complete SEE LINE C MISC [redacted]upon inspection found that thedrivers door weatherstrip deformed replaceddoor gasket and checked for leaks and nonefound at this time road tested for rattle andfound

none after the gasket was replacedrepair complete SEE LINE C MISC [redacted] gasket deformed during water leaktest found that the drivers door gasket wasdeformed replaced drivers door gasket andretested for leaks and none found at thistime repair complete Weatherstrip/seal, door opening on door - ReplaceFront-Left (1 - Semi-Skilled) WEATHERSTRIP, DOOR OPENING ON DOOR-Replace (B) [redacted] with witech found two stored codesfor the soot accumulation reading diag forthis code it was needing to regin to removesoot at some point it did the regin and codewent stored no repair needed at this time SEE LINE E MISC [redacted] INTERNAL FAILURE with witech foundcode coo20-01 abs pump motor failure ran testfor this code and had me replace the absmodule and road tested and code came back soi then replaced the hydraulic control unitand road tested and code did not come back atthis time repair complete. Control unit, Brake anti-lock hydraulic (HCU)-Replace All others (3 -Highly Skilled) Module, anti-lock brake control - Test and Replace RWAL equipped (2 - Skilled) Module, anti-lock brake control 6.7L dieselequipped HYDRAULIC CONTROL UNIT, ANTI-LOCK-Test and replace(A) MODULE/CONTROL, ANTI-LOCKBRAKE-Replace (A) Module, anti-lock brake co

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES SERVICE ENGINE SOON AND ABS WARNING APPEAR ON DASH CUSTOMER STATES WHEN IT RAINS WATER GETS INTO DRIVER DOOR AND STARTS LEAKING I NTO CAB

(Claim) Cause:

INTERNAL FAILURE WITH WITECH FOUND CODE [redacted] ABS PUMP MOTOR FAILURE RAN T EST FOR THIS CODE AND HAD ME REPLACE THE ABS MODULE AND ROAD TESTED AND CODE GASKET DEFORMED DURING WATER LEAK TEST FOUND THAT THE DRIVERS DOOR GASKET WAS DEFORMED CAME BACK SO I THEN REPLACED THE HYDRAULIC CONTROL UNIT AND ROAD TESTED AND CODE DID NOT COME BACK AT THIS TIME REPAIR COMPLETE.

(Claim) Correction:

REPLACED DRIVERS DOOR GASKET AND RETESTED FOR LEAKS AND NONE FOUND AT THIS TI INTERNAL FAILURE WITH WITECH FOUND CODE [redacted] ABS PUMP MOTOR FAILURE RAN T ME EST FOR THIS CODE AND HAD ME REPLACE THE ABS MODULE AND ROAD TESTED AND CODE CAME BACK SO I THEN REPLACED THE HYDRAULIC CONTROL UNIT AND ROAD TESTED AND CODE DID NOT COME BACK AT THIS TIME REPAIR COMPLETE.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	018	**Body**	[redacted] RAM 500 LARAMIE CREW CAB 4 4
Build Date	08/ 7/ 018	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	09/ 6/ 018
Claim Type	W Warranty	**Repair Date**	1 / 8/ 018
Claim Status	Paid	**Mileage (Miles)**	3,811

Expense

Labor	$77 6	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$77 6

Dealer Information

Code	[redacted]	**Name**	NEWCA TLE CHRY LER DODGE JEEP	**Zone**	NEW YORK
Address	573 ROUTE 1 , NEWCASTLE, ME 04553				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	8541 00	Body, Trouble Not Found ; Body	OD							$77 6

RO Narratives

(RO) Customer Concern:

General Concern #1 [DRIVER FRONT DOOR WILL NOT LATCH]

(RO) Cause:

NA

(RO) Correction:

[redacted]DUPLICATED CUSTOMERS CONCERN NOTEDLATCH STUCK IN LOCKED POSITION OPERATEDINSIDE HANDLE AND LATCH OPENED OPERATED BOTHDOOR HANDLE EVERAL TIME WITH DOOR LATCHWORKING A DE IGNED AT THI TIME 00 TIME

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CU TOMER TATE THAT THE DRIVER IDE DOOR WILL NOT HUT

(Claim) Cause:

CHECKED DOOR AND LATCH

(Claim) Correction:

WORK GOOD AT THI TIME

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - RAM 3500 LONGHORN CREW CAB 4X4
Build Date	08/14/2018	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11/30/2018
Claim Type	W - Warranty	**Repair Date**	12/28/2018
Claim Status	Paid	**Mileage (Miles)**	2,153

Expense

Labor	$127.06	**Sublet**	$282.80	**Part**	$35.00	**Total Paid**	$444.86

Dealer Information

Code	[redacted]	**Name**	PUEBLO DODGE INC	**Zone**	74 DENVER
Address	2147 HIGHWAY 50 WEST , PUEBLO, CO 81008				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08463801	Sensor, Exhaust Manifold Pressure ; 6.7 liter diesel engine	ML	CHECK ENGINE/SERVICE ENGINE SO	68002442AA	SENSOR	1	X	282.80	$29.32
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68002442AA	SENSOR	1	X	282.80	$97.74
A	95400141	Loaner Car ; Standard Line Vehicles			68002442AA	SENSOR	1	X	282.80	$35.00

RO Narratives

(RO) Customer Concern:

FREE 27 POINT COURTESY INSPECTION ENGINE RENTAL

(RO) Cause:

NA

(RO) Correction:

PERFORMED A FREE 27 POINT VISUAL INSPECTION AND

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THROTTLE LIGHT IS ON AND CHECK ENGINE LIGHT ON

(Claim) Cause:

SCAN FOR CODES NO MIL OR THROTTLE LIGHT ON AT TIME [redacted] STORED [redacted] STORED N O DIAG IF NOT ACTIVE. PERFORM DIAG ON [redacted] PER STEP 4, EMPS NEEDS TO BE REPL ACED, BECAUSE CODE [redacted] S ACTIVE.

(Claim) Correction:

REPLACE EMP SENSOR TEST DRIVE TO CONFIRM

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 SLT CREW CAB 4X4
Build Date	07/19/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	560

Claim Information

Claim #	[redacted]	**In Service Date**	01/02/2018
Claim Type	S - Safety (Recalls)	**Repair Date**	12/29/2018
Claim Status	Paid	**Mileage (Miles)**	8,357

Expense

Labor	$42.98	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$42.98

Dealer Information

Code	[redacted]	**Name**	EMERLING CHRYSLER DODGE JEEP RAM	**Zone**	32 NEW YORK
Address	195 WEST MAIN STREET , SPRINGVILLE, NY 14141				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U53182	Customer Satisfaction Notification U53 - Occupant Restraint Control Module ; Reprogram Occupant Restraint Controller (ORC) Module - Includes ORC and ABS Initialization	UC	UNCODABLE (NARRATIVE REQUIRED)						$25.79
B	18U61082	Safety Recall U61 - Reprogram Powertrain Control Module ; Inspect PCM Software Level and Perform Software Update	UC	UNCODABLE (NARRATIVE REQUIRED)						$17.19

RO Narratives

(RO) Customer Concern:

PERFORM TIRE ROTATION AND SET TIRE PRESSURES TO RECOMENDED PRESSURE PERFORMED TIRE ROTATIONS AND SET PRESSURE TO RECOMMENDED PRESSURES (17- AARON-) PERFORM LUBE, OIL, AND FILTER CHANGE PERFORMED LUBE, OIL AND FILTER CHANGE AS REQUESTED (17- AARON-) PERFORM REQUIRED SAFTEY RECALL U53: CUSTOMER SATISFACTION NOTIFICATION U53 - OCCUPANT RESTRAINT CONTROL MODULE** U53 - OCCUPANT RESTRAINT CONTROL MODULE INSPECTED ORC MODULE PERFORMED SOFTWARE UPDATE TO ORC PER SAFETY RECALL U53. COMPLETE (17- AARON-) PERFORM REQUIRED SAFTEY RECALL U61: SAFETY RECALL U61 - REPROGRAM POWERTRAIN CONTROL MODULE** U61 - REPROGRAM POWERTRAIN CONTROL MODULE INSPECTED PCM PERFORMED SOFTWARE UPDATE TO PCM PER SAFETY RECALL U61 COMPLETE (17- AARON-) PERFORM NEW YORK STATE SAFTEY AND EMISSIONS INSPECTION FREE PASSED [redacted] COMPLETE (17- AARON-)

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 LARAMIE CREW CAB 4X4
Build Date	06/01/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	07/20/2017
Claim Type	F Service Contract	**Repair Date**	12/31/2018
Claim Status	Paid	**Mileage (Miles)**	35,069

Expense

Labor	$0.00	**Sublet**	$0.00	**Part**	$75.00	**Total Paid**	$75.00

Dealer Information

Code	[redacted]	**Name**	GREENVILLE CHRYSLER DODGE JEEP RAM	**Zone**	63 DALLAS
Address	5401 INTERSTATE HIGHWAY 30 , GREENVILLE, TX 75402				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26860303	Maintenance Interval - Schedule B ; To be used every 3,000 Intervals	MC	MAINTENANCE CARE						$0 00
A	95260001	Maintenance Allowance ; Fixed Cost Maintenance								$75.00

RO Narratives

(RO) Customer Concern:

Change diesel engine oil and filter(synthetic oil may be required based on geographic location) Multi-point inspection

(RO) Cause:

NA

(RO) Correction:

Change diesel engine oil and filter (synthetic oilmay be required based on geographic location) DIESEL LUBE,OIL AND FILTER CHANGE WITH ROTELLA-MOPAR OIL Multi-point inspection Mopar Express Lane Inspection

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	01	**Body**	[redacted]
Build Date	1 0 018	**Plant**	LTILLO TRU K EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	0 09 019
Claim Type	K R ad Read (PREPN)	**Repair Date**	1 31 018
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$1 7 7	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$1 7 7

Dealer Information

Code	[redacted]	**Name**	BRUN I K UTO M RT IN	**Zone**	4 DETROIT
Address	0 1 CENTER RD BRUN ICK OH 44 1				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	85900040	Road Read Basic Prep	NU	NE EHICLE PREP						$1 8

RO Narratives

(RO) Customer Concern

N

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

N

(Claim) Cause

N

(Claim) Correction

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 ST CREW CAB 4X4
Build Date	11/ 0/ 016	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	01/30/2017
Claim Type	afety (Recall)	**Repair Date**	1 / 1/ 018
Claim Status	Paid	**Mileage (Miles)**	4 , 11

Expense

Labor	$36 87	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$36 87

Dealer Information

Code	[redacted]	**Name**	AFFORD MOTOR DODGE	**Zone**	5 WA HINGTON
Address	5 0 JEFFER ON DAVI HWY , FREDERICK BURG, VA 408				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U53182	Customer Satisfaction Notificatio U5 Occupant Re traint Control Module ; Reprogram Occupant Re traint Controller (ORC) Module Include ORC and AB Initiali ation	UC	UNCODABLE (NARRATIVE REQUIRED)						$36 87

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 ST CREW CAB 4X4
Build Date	11/30/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	01/30/2017
Claim Type	W - Warranty	**Repair Date**	12/31/2018
Claim Status	Paid	**Mileage (Miles)**	43,211

Expense

Labor	$675.95	**Sublet**	$52.08	**Part**	$0.00	**Total Paid**	$728.03

Dealer Information

Code	[redacted]	**Name**	SAFFORD MOTORS DODGE	**Zone**	35 WASHINGTON
Address	5202 JEFFERSON DAVIS HWY , FREDERICKSBURG, VA 22408				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	21000169	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			52119645AA	COVER	1	X	52.08	$73.74
A	21001901	Transmission, Remove and install for repair - 68RFE ; 6.7 liter turbo diesel engine			52119645AA	COVER	1	X	52.08	$331.83
A	21001960	Transmission, Remove and install for repair - 68RFE ; Skid plate equipped			52119645AA	COVER	1	X	52.08	$49.16
A	21001962	Transmission, Remove and install for repair - 68RFE ; Two piece propeller shaft			52119645AA	COVER	1	X	52.08	$24.58
A	21001963	Transmission, Remove and install for repair - 68RFE ; BW44-46 Electric shift-on-the-fly transfercase 4x4 equipped			52119645AA	COVER	1	X	52.08	$172.06
A	21601050	Seal, front pump housing ; (3 - Highly Skilled)	71	OIL LEAK	52119645AA	COVER	1	X	52.08	$24.58
A	85434343	Goodwill Authorization ; Goodwill Authorization			52119645AA	COVER	1	X	52.08	$0.00

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES VEHICLE IS LEAKING OIL

(Claim) Cause:

VERIFIED COMING FROM REAR ENGINE AREA

(Claim) Correction:

FOUND OIL COVER LEAKING

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 ST CREW CAB 4X4
Build Date	11/30/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	01/30/2017
Claim Type	W - Warranty	**Repair Date**	12/31/2018
Claim Status	Paid	**Mileage (Miles)**	43,211

Expense

Labor	$565.34	**Sublet**	$451.27	**Part**	$910.00	**Total Paid**	$1,726.61

Dealer Information

Code	[redacted]	**Name**	SAFFORD MOTORS DODGE	**Zone**	35 WASHINGTON
Address	5202 JEFFERSON DAVIS HWY , FREDERICKSBURG, VA 22408				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08141807	Sensor, wheel speed-Anti-lock brakes ; front - left			04779981AC	SENSOR	1		51.47	$0.00
A	08141807	Sensor, wheel speed-Anti-lock brakes ; front - left			68300012AC	WIRING	1	X	399.80	$0.00
A	08907503	Wiring harness, body ; Chassis Underbody harness	18	CIRCUIT OPEN	04779981AC	SENSOR	1		51.47	$380.99
A	08907503	Wiring harness, body ; Chassis Underbody harness	18	CIRCUIT OPEN	68300012AC	WIRING	1	X	399.80	$380.99
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation			04779981AC	SENSOR	1		51.47	$184.35
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation			68300012AC	WIRING	1	X	399.80	$184.35
A	85434343	Goodwill Authorization ; Goodwill Authorization			04779981AC	SENSOR	1		51.47	$0.00
A	85434343	Goodwill Authorization ; Goodwill Authorization			68300012AC	WIRING	1	X	399.80	$0.00
A	85LOAN00	Loaner Car ; Loaner Car			04779981AC	SENSOR	1		51.47	$0.00
A	85LOAN00	Loaner Car ; Loaner Car			68300012AC	WIRING	1	X	399.80	$0.00
A	95400141	Loaner Car ; Standard Line Vehicles			04779981AC	SENSOR	1		51.47	$910.00
A	95400141	Loaner Car ; Standard Line Vehicles			68300012AC	WIRING	1	X	399.80	$910.00

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES VEHICLE ABS WARNING LIGHT IS COMING ON HAS BEEN TO MULTIPLE DEALERSHIPS REPLACED SPEED SENSOR, PARTIAL HARNESS, AND A NEW ABS MODULE CUSTOMER STATES VEHICLE IS LEAKING OIL REAR ENGINE SEAL IS LEAKING. CUSTOMER DOES NOT WANT OIL FILTER REPLACED RECALL U53

(RO) Cause:

TECHNICIAN PERFORMED MULTIPLE TESTS AND STARTED TECHNICIAL ASSISTANCE CASE. PER TECHNICIAL ASSISTANCE AND TEST

(RO) Correction:

RESULTS FOUND FAILED REAR WIRING HARNESS CAUSING ABS WARNING LIGHT. REPLACED HARNESS AND RETESTED VEHICLE OPERATION. FAULTS DID NOT RETURN AT THIS TIME. PER CUSTOMER ASSIST CASE. REPAIR AUTH WITH $200 DEDUCT. CASE MANAGER HELEN [redacted]

(RO) Technical Notes:

[redacted]SEE NOTES IN SYSTEM 10 DAYS DEALER AUTH 16 DM NOTES RELATIONS [redacted] 200 00 CUSTOMER PARTICIPATION ---COMPLAINT : CUSTOMER STATES VEHICLE ABS WARNING LIGHT IS COMING ON HAS BEEN TO MULTIPLE DEALERSHIPS REPLACED SPEED SENSOR, PARTIAL HARNESS, AND A NEW ABS MODULE 2. CAUSE : TECHNICIAN PERFORMED MULTIPLE TESTS AND STARTED TECHNICIAL ASSISTANCE CASE PER TECHNICIAL ASSISTANCE AND TEST 3 CORRECTION: RESULTS FOUND FAILED REAR WIRING HARNESS CAUSING ABS WARNING LIGHT. REPLACED HARNESS AND RETESTED VEHICLE OPERATION. FAULTS DID NOT RETURN AT THIS TIME. PER CUSTOMER ASSIST CASE. REPAIR AUTH WITH $200 DEDUCT. CASE MANAGER HELEN [redacted] $816.61 AUTH PER DM ON CASE [redacted]

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATE VEHICLE ABS WARNING LIGHT IS COMING ON HAS BEEN TO MULTIPLE DEA LERSHIPS REPLACED SPEED SENSOR, PARTIAL HARNESS AND NEW MODULE

(Claim) Cause:

TECH PERFORMED MULTIPLE TEST AND STARTED TECHNICAL ASSISTANCE CASE, ATTACHED.. .PER TECH ASSIST AND TEST RESULTS FOUND FAILED REAR WIRING HARNESS CAUSING ABS WARNING LIGHT

(Claim) Correction:

REPLACED HARNESS AND RETESTED VEHICLE OPERATION FAULTS DID NOT RETURN----GOODW ILL WITH PARTICIPATION $200.00 CUSTOMER TO PAY/

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	018	**Body**	[redacted] RAM 500 LONGHORN MEGA CAB 4 4
Build Date	/18/ 017	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	01/0 / 018
Claim Type	S Safety (Recalls)	**Repair Date**	01/02/2019
Claim Status	Paid	**Mileage (Miles)**	19,250

Expense

Labor	$ 0 54	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$ 0 54

Dealer Information

Code	[redacted]	**Name**	ADVANTAGE DODGE CHRY JEEP	**Zone**	70 PHOENI
Address	3200 EAST MAIN STREET , FARMINGTON, NM 87402				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U5 18	Customer Satisfaction Notification U53 Occupant Restraint Control Module ; Reprogram Occupant Restraint Controller (ORC) Module Includes ORC and ABS Initialization	UC	UNCODABLE (NARRATIVE REQUIRED)						$ 0 54

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

PERFORM RECALL#U53 ORC MODULE

(Claim) Cause:

NA

(Claim) Correction:

FLA HED ORC AND INTIALI ED AB PER RECALL FOUND ALL OPERATING A DE IGHNED

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - RAM 2500 LONGHORN MEGA CAB 4X4
Build Date	12/18/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	01/02/2018
Claim Type	W - Warranty	**Repair Date**	01/02/2019
Claim Status	Paid	**Mileage (Miles)**	19,250

Expense

Labor	$111.97	**Sublet**	$546.60	**Part**	$0.00	**Total Paid**	$658.57

Dealer Information

Code	[redacted]	**Name**	ADVANTAGE DODGE-CHRY-JEEP	**Zone**	70 PHOENIX
Address	3200 EAST MAIN STREET , FARMINGTON, NM 87402				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	UC	UNCODABLE (NARRATIVE REQUIRED)	68143491AA	CONTROL	1	X	540.12	$111.97
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	UC	UNCODABLE (NARRATIVE REQUIRED)	04318080AD	FLUID	1		6.48	$111.97

RO Narratives

(RO) Customer Concern:

Customer States ABS LIGHT IS ON AGAIN (Brake Systems Concern) PERFROM FREE 27 POINT INSPECTION PERFORM RECALL [redacted]DRC MODULE

(RO) Cause:

FOUND FUSE FO6 OPEN. CONTACTED STAR AND ADVISED TO REPLACE ABS PUMP FOR INTERMITTANT SHORT FREE VEHICLE INSPECTION

(RO) Correction:

REPLACED PUMP, MANUALLY BLED SYSTEM, PERFORMED AUTO BLEED AND PERFORMED ADDITIONAL MANUAL BLEED. TEST DROVE AND FOUND ALL OPERATING AS DESIGHNED, NO FURTHER ACTION REQUIRED AT THIS TIME TEST DROVE VEHICLE 1/2/19 PEFORMED MULTIPLE KEY CYCLES AND ABS BRAKING EVENTS. SH-SF PERFORMED FREE 27 POINT VEHICLE INSPECTION. REGULAR $12.95 VALUE, PROVIDED CUSTOMER WITH ESTIMATE OF ANY CONDITIONS FOUND, THAT ARE IN NEED OF REPAIRS. FLASHED ORC AND INTIALIZED ABS PER RECALL. FOUND ALL OPERATING AS DESIGHNED

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

Customer States ABS LIGHT IS ON AGAIN (Brake Systems Concern)

(Claim) Cause:

FOUND FUSE FO6 OPEN. CONTACTED STAR AND ADVISED TO REPLACE ABS PUMP FOR INTERM

(Claim) Correction:

REPLACED PUMP, MANUALLY BLED SYSTEM, PERFORMED AUTO BLEED AND PERFORMED ADDITI

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	01	**Body**	[redacted]
Build Date	1 1 017	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/ 1/ 018
Claim Type	afet (Recall)	**Repair Date**	01 0 019
Claim Status	Paid	**Mileage (Miles)**	1 4 0

Expense

Labor	$40 7	**Sublet**	$0 00	**Part**	$40 00	**Total Paid**	$80 7

Dealer Information

Code	[redacted]	**Name**	L RRY H MILLER CHRY LER DODGE	**Zone**	74 DEN ER
Address	1 00 104TH E DEN ER CO 0 4				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U5 18	Cu tomer ati faction Notification U Occupant Re traint Control Module ; Reprogram Occupant Re traint Controller (ORC) Module Include ORC and B Initiali ation	UC	UNCOD BLE (NARRATIVE REQUIRED)						$40 7
	9 40014	Loaner Car High Line ehicle								$40 00

RO Narratives

(RO) Customer Concern

Oil Filter Change Die el 1 qt Oil OCCUP NT RE TR INT CONTROL MODULE PERFORM MULTI POINT IN PECTION Rental ehicle

(RO) Cause

(RO) Correction

[redacted] EHICLE ON LIFT OR UTILI EDRI E O ER PIT F CILITY PERFORM I U LIN PECTION OF COMPONENT UNDER THE EHICLE LUBE HEN PPLIC BLE DR IN ENGINE OIL REMO E ND REPL CE ENGINE OIL FILTER EMBLYOR C RTRIDGE RE IN T LL DR IN PLUG CLE N ND IPE FFECTED RE CHECK LL UNDER EHICLE FLUID LE EL HERE PPLIC BLE REFILLENGINE OIL TO PROPER LE EL ND RECHECK PERFORM I U L IN PECTION OF UNDER HOODCOMPONENT , REFILLED FLUID LEVEL WHEREAPPLICABLE Oil & Filter Change Die el 1 qt Oil 1 450 0 UPDATED THE ORC FROM [redacted] ND INITI LI ED THE B Cu tomer ati faction Notification U Occupant Re traint Control Module Reprogram Rep ogram Occupant Re traint Controller (ORC) Module Include ORC and B Initiali ation (0 Low killed) 1 4 0 E H E PERFORMED COMPLIMENT RYMULTI POINT IN PECTION ON YOUR EHICLE EH E CHECKED FLUID LE EL ND TOPPED THEM OFFIF NEEDED E H E CHECKED YOUR TIREPRE URE E H E CHECKED YOUR BR KE LININGME UREMENT HEN PO IBLE THE IN PECTION HEET ILL H E THE E CT ME UREMENT RECORDED IT ILL BE PRO IDED ND DI CU ED ITH YOU BY OUR ER ICE T FF NYDEFICIENCIE IN YOUR EHICLE PPE R NCE ORHE LTH ILL BE EL BOR TED UPON IN THE E ENTOF NY QUE TION PLE E FEEL FREE TO CONT CTU FOR CLARIFICATION PERFORM MULTI POINT IN PECTION Rental Vehicle ENTERPRI E RENTAL AGREEMENT Rental Vehicle UBLET REP IR

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	018	**Body**	[redacted]
Build Date	08 018	**Plant**	LTILLO TRU K EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	09 6 018
Claim Type	arrant	**Repair Date**	01 02 2019
Claim Status	Paid	**Mileage (Miles)**	3 833

Expense

Labor	$103 50	**Sublet**	$138 99	**Part**	$0 00	**Total Paid**	$ 4 49

Dealer Information

Code	[redacted]	**Name**	NE TLE HRY LER DODGE JEEP	**Zone**	3	NE YORK	
Address	5 3 ROUTE 1 NE TLE ME 04553						

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	3410103	Latch D r Fr nt d r Right r l ft	0	BIND TI K R SEI ED	0458941 I	L T H	1		138 99	$103 50

RO Narratives

(RO) Customer Concern

G n ral n rn #1 [DRI ERS SIDE D R ILL N T L SE D R L K N T RKING LS]

(RO) Cause

N

(RO) Correction

[redacted]REPL ED L T H M FOR OMPL INT Latch D r Replace Fr nt d r-Left (1 emi killed) L T H L K M DULE TU T R D R LIFTG TE T ILG TE DE K LID R pla (B)

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

UST MER ST TES TH T THE DRI ERS SIDE D R ILL N T L T H

(Claim) Cause

HE KED ND DID FIND THE L T H I BINDING

(Claim) Correction

REPL E DRI ER IDE DOOR L T H

Warranty Claim Report

ehicle Info mation

IN	[redacted]	**Yea**	1	**Body**	[redacted]
Build Date	4 9 1	**lant**	LTILL TRU K EMBL PL NT	**Co e age Code**	[redacted]

Claim Info mation

Claim #	[redacted]	**In Se ice Date**	5 16 1
Claim Type	arrant	**Repai Date**	1 3 19
Claim Status	Paid	**Mileage (Miles)**	

Expense

Labo	$34	**Sublet**	$31 15	**a t**	$	**Total aid**	$65

Deale Info mation

Code	[redacted]	**Name**	PE RM N M T R MP N	**Zone**	63	D LL
Add ess	4 N M R U T LT T 59 5					

Condition Info mation

Condition Code	L	L Desc	ailu e Code	ailu e Desc	a t Numbe	a t Name	a t Quantity	a t ailed	a t pense	L pense
	5 96	Lamp I aran Lamp I aran R pla ll		ER I E TI N	6 616	L MP	5		31 15	$34

RO Narratives

(RO) Customer Concern:

PERF RM RRT 1 [redacted] IL & FILTER HE KED FLUID LE EL PERF RM ER I E REPL E FUEL FILTER R T TE TIRE

(RO) Cause:

REPL ED LE R N E L MP [redacted] IL & FILTER HE KED FLUID LE EL PERF RM ER I E

(RO) Correction:

N

(RO) Technical Notes:

N

GCS Narratives

(Claim) Customer Concern:

U T MER T TE TH T THE LE R N E L MP H E TER IN THEM

(Claim) Cause:

[redacted] T BE MPLETED

(Claim) Correction:

REPL ED [redacted] LE R N E L MP

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted] RAM 500 LARAMIE CREW CAB 4 4
Build Date	07/16/ 017	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06/04/ 018
Claim Type	W Warranty	**Repair Date**	01/0 / 019
Claim Status	Paid	**Mileage (Miles)**	14,757

Expense

Labor	$54 98	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$54 98

Dealer Information

Code	[redacted]	**Name**	COURTE Y MOTOR ALE INC	**Zone**	5 WA HINGTON
Address	100 PLEA ANT VALLEY B VD , ALTOONA, PA 1660				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	181904HR	Module, Engine Control (ECM) ; Module, Engine Control (ECM) Reprogram, Quicklearn 68RFE Only (A/T)	CC	ENDING UNIT / EN OR						$54 98

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

N

(RO) Technical Notes

NA

GCS Narratives

(Claim) Customer Concern:

Recall C N [U Cu tomer ati faction Notification U Occupant Re trai

(Claim) Cause

PERFORMED FLA H

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted]RAM 2500 LARAMIE CREW CAB 4X4
Build Date	07/16/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06/04/2018
Claim Type	S - Safety (Recalls)	**Repair Date**	01/03/2019
Claim Status	Paid	**Mileage (Miles)**	14,757

Expense

Labor	$39.26	**Sublet**	$0.83	**Part**	$0.00	**Total Paid**	$40.10

Dealer Information

Code	[redacted]	**Name**	COURTESY MOTOR SALES INC	**Zone**	35 WASHINGTON
Address	3100 PLEASANT VALLEY BLVD , ALTOONA, PA 16602				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
B	08U74182	Safety Recall U74 - Tailgate Latch ; Install Tailgate Actuator Stop Block	UC	UNCODABLE (NARRATIVE REQUIRED)	68448027AA	ACTUATOR	1	X	0.83	$15.71
A	18U53182	Customer Satisfaction Notification U53 - Occupant Restraint Control Module ; Reprogram Occupant Restraint Controller (ORC) Module - Includes ORC and ABS Initialization	UC	UNCODABLE (NARRATIVE REQUIRED)						$23.56

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

Recall / CSN 2 [U53: Customer Satisfaction Notification U53 - Occupant Restrai

(Claim) Cause:

PERFORMED RECALL

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	018	**Body**	[redacted] RAM 500 LT CREW CAB 4 4
Build Date	08/14/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	07/18/ 018
Claim Type	W Warranty	**Repair Date**	01/03/2019
Claim Status	Paid	**Mileage (Miles)**	5,146

Expense

Labor	$ 6	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$ 6

Dealer Information

Code	[redacted]	**Name**	LUTHER BROOKDALE CHRY JEEP	**Zone**	74 DENVER
Address	8188 BROOKLYN BLVD , BROOKLYN PARK, MN 55445				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85412600	Check Engine Light, EVAP Fuel System I ue , Trouble Not Found	ML	CHECK ENGINE/ ERVICE ENGINE SO						$ 6

RO Narratives

(RO) Customer Concern:

CHECK ENGINE LIGHT IS ON AND CUSTOMER HAS NOT SEEN ANY DRIVABILITY ISSUES PLEASE CHECK AND ADVISE

(RO) Cause:

CHECKED FOR DTCS FOUND [redacted] REDUCTANT FLOW DETECTED CODE ACTIVE FOUND PCM NOT UP TO DATE FLASHED PAM AND ROAD TE TED VEHCILE AND RECHECKED FOR DTC NO DTC PRE ENT AT THI TIME

(RO) Correction:

FLASHED PCM AND VERIFIED DTCS DID NOT RETURN

(RO) Technical Notes:

CHECK ENGINE LIGHT ON

GCS Narratives

(Claim) Customer Concern:

CHECK ENGINE LIGHT IS ON AND CUSTOMER HAS NOT SEEN ANY | | DRIVABILITY ISSUES PLEASE CHECK AND ADVISE

(Claim) Cause:

CHECKED FOR DTCS FOUND [redacted] REDUCTANT FLOW DETECTED CODE | | ACTIVE FOUND PCM NOT UP TO DATE FLASHED PAM AND ROAD | | TE TED VEHCILE AND RECHECKED FOR DTC NO DTC PRE ENT AT | | THI TIME

(Claim) Correction:

FLA HED PCM AND VERIFIED DTC DID NOT RETURN FLA H APPEAR IN BLUE CREEN BUT DOE NOT HAVE A LABOR OP

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	01	**Body**	[redacted]
Build Date	11 17 01	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	01 0 019
Claim Type	arrant	**Repair Date**	01 04 019
Claim Status	Paid	**Mileage (Miles)**	7

Expense

Labor	$ 9 44	**Sublet**	$	**Part**	$0 00	**Total Paid**	$9 7

Dealer Information

Code	[redacted]	**Name**	G TOR CHRY LER INC	**Zone**	66 ORL NDO
Address	00 E N BL D MELBOURNE FL 901				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08141809	en or wheel peed Anti lock brake ; rear left	14	BURNED OR BURNED OUT	04779981AC	EN OR	1		5 8	$ 9 44

RO Narratives

(RO) Customer Concern

CU TOMER T TE THE 4 D LO DOE NOT NT TO ENG GE MULTIPLE RNING ME GE C ME UP ON THE E IC MULTI POINT IN PECTION FREE ITH NY OTHER ER ICE

(RO) Cause

FOUND FAILURE IN L/R WHEEL PEED EN OR

(RO) Correction:

REPL CED L R HEEL PEED EN OR RE ET Y TEM

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern:

CU TOMER T TE THE 4 D LO DOE NOT NT TO ENG GE MULTIPLE RNING ME GE

(Claim) Cause

FOUND F ILURE IN L R HEEL PEED EN OR

(Claim) Correction

REPL CED L R HEEL PEED EN OR RE ET Y TEM

Warranty Claim Report

Vehicle Information

VIN	[redacted]	Year	017	Body	[redacted]
Build Date	01 11 017	Plant	LTILLO TRUCK EMBLY PL NT	Coverage Code	[redacted]

Claim Information

Claim #	[redacted]	In Service Date	10/ 5/ 017
Claim Type	arrant	Repair Date	01 07 019
Claim Status	Paid	Mileage (Miles)	49

Expense

Labor	Sublet	Part	Total Paid
$0 00	$ 0 18	$0 00	$ 0 18

Dealer Information

Code	[redacted]	Name	JIM MOLICH MOTOR INC	Zone	70 PHOENI
Address	1 6 NORTH E T HIGH Y 0 BEND OR 97701				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	1 0 04	eat Belt front retractor (outer) Four door Right or left	UC	UNCOD BLE (N RR TI E REQUIRED)	KP96D 9 I	BELT Y	1		0 1	$0 00

RO Narratives

(RO) Customer Concern

NA

(RO) Cause:

N

(RO) Correction

N

(RO) Technical Notes

C RF E TBELT I NOI Y

GCS Narratives

(Claim) Customer Concern

C RF E TBELT I M KING NOI E ON P ENGER IDE

(Claim) Cause

CONFIRMED COMPL INT MECH NI M I NOI Y IN OPER TION

(Claim) Correction

REPL CED RF E TBELT RETR CTOR (FORGOT TO INCLUDE P RT CO T FROM PRE IOU UB MI ION)

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	018	**Body**	[redacted] RAM 500 LONGHORN CREW CAB 4 4
Build Date	12/22/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	07/09/ 018
Claim Type	S Safety (Recalls)	**Repair Date**	01/08/2019
Claim Status	Paid	**Mileage (Miles)**	10,91

Expense

Labor	$ 5 7	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$ 5 7

Dealer Information

Code	[redacted]	**Name**	ALL STAR DODGE CHRYSLER JEEP	**Zone**	51	CHICAGO
Address	1150 AINT CHARLE ROCK RD , BRIDGETON, MO 6 044					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U5 18	Cu tomer ati faction Notification U53 Occupant Restraint Control Module ; Reprogram Occupant Re traint Controller (ORC) Module Includes ORC and ABS Initialization	UC	UNCODABLE (NARRATIVE REQUIRED)						$ 5 7

RO Narratives

(RO) Customer Concern:

CAMPAIGNS DIESEL OIL CHANGE MISC TIRE ROTATION FUEL

(RO) Cause:

NA

(RO) Correction:

[redacted] REPLACED OIL AND FILTER PER CU TOMER REQUE T LUBED FRONT PROP HAFT PERFORMED TIRE ROTATION REPLACED BOTH FUEL FILTERS

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUST HAS OPEN RECALL U53

(Claim) Cause:

PERFORM RECALL U5

(Claim) Correction:

PERFORMED RECALL U5

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	018	**Body**	[redacted]
Build Date	10 14 01	**Plant**	LTILLO TRU K EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05 8 018
Claim Type	afet (Recalls)	**Repair Date**	01 08 019
Claim Status	Paid	**Mileage (Miles)**	0 594

Expense

Labor	$31 65	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$31 65

Dealer Information

Code	[redacted]	**Name**	L NDM RK HRY LER DODGE JEEP OF MO NROE LL	**Zone**	66 ORL NDO
Address	316 M YFIELD DR MONROE G 30655				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	18U5318	ust mer atisfacti n N tificati n U53 Occupant Restraint ntr l M dule Repr gram Occupant R traint ntr ll r (R) M dul Includes OR and B Initiali ati n	U	UN OD BLE (N RR TI E REQUIRED)						$31 65

RO Narratives

(RO) Customer Concern

U TOMER T TE ER I E BR KE LIGHT OME ON (General ncer n 1) U TOMER T TE HEN TURNING TRU K OFF BR KE LIGHT T Y ON (General ncern) U53 ust mer atisfacti n N tificati n U53 Occupant Restra int ntr l M dule U53 O UP NT RE TR INT ONTROL MODULE (Recall N 1) (F ur heel lignment)

(RO) Cause

FLO H RT LE D TO INTERN L HORT IN B MODULE U TOMER T TE OPEN RE LL M INTEN N E

(RO) Correction

ORDERED B MODULE EE LINE 1 FL H OR PERFORMED LIGNMENT

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

U53 ust mer atisfacti n N tificati n U53 Occupant Restra int ntr l M dul

(Claim) Cause

PEN RE LL

(Claim) Correction

FL H OR

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 LARAMIE CREW CAB 4X4
Build Date	04/27/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/15/2017
Claim Type	W - Warranty	**Repair Date**	01/08/2019
Claim Status	Paid	**Mileage (Miles)**	45,832

Expense

Labor	$215.50	**Sublet**	$696.08	**Part**	$0.00	**Total Paid**	$911.58

Dealer Information

Code	[redacted]	**Name**	CHRIS MYERS CHRYSLER-JEEP-DODGE	**Zone**	66	ORLANDO
Address	1812 HIGHWAY 98 , DAPHNE, AL 36526					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	59	INTERNAL LEAK	68347098AB	MODULE	1	X	205.80	$98.77
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	59	INTERNAL LEAK	68143491AA	CONTROL	1		478.80	$98.77
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	59	INTERNAL LEAK	04318080AD	FLUID	2		11.48	$98.77
A	08191002	Module, anti-lock brake control ; All others			68347098AB	MODULE	1	X	205.80	$53.87
A	08191002	Module, anti-lock brake control ; All others			68143491AA	CONTROL	1		478.80	$53.87
A	08191002	Module, anti-lock brake control ; All others			04318080AD	FLUID	2		11.48	$53.87
A	08191063	Module, anti-lock brake control ; 6.7L diesel equipped			68347098AB	MODULE	1	X	205.80	$17.96
A	08191063	Module, anti-lock brake control ; 6.7L diesel equipped			68143491AA	CONTROL	1		478.80	$17.96
A	08191063	Module, anti-lock brake control ; 6.7L diesel equipped			04318080AD	FLUID	2		11.48	$17.96
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68347098AB	MODULE	1	X	205.80	$44.90
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68143491AA	CONTROL	1		478.80	$44.90
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			04318080AD	FLUID	2		11.48	$44.90
A	85434343	Goodwill Authorization ; Goodwill Authorization			68347098AB	MODULE	1	X	205.80	$0.00
A	85434343	Goodwill Authorization ; Goodwill Authorization			68143491AA	CONTROL	1		478.80	$0.00
A	85434343	Goodwill Authorization ; Goodwill Authorization			04318080AD	FLUID	2		11.48	$0.00

RO Narratives

(RO) Customer Concern:

COMPLIMENTARY 14 PT INSP BRAKES

(RO) Cause:
NA

(RO) Correction:
CUSTOMER PART FOR GOODWILL REPAIR

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
C/S THAT ABS LIGHT IS ON THIS CUSTOMER WANTS A GOODWILL FOR CUSTOMER SATISFA CTION BY THE SERVICE MANAGER

(Claim) Cause:
FOUND STORED [redacted] CAUSED BY FAILURE IN ABS HYDRAULIC CONTROL UNIT. AN D FOUND H.C.U ALSO FAILING.

(Claim) Correction:
REPLACED AND PROGRAMED ABS AND H.C U AND PERFORMED ABS BLEEDING PROCEDURE TO R EPAIR CONCERN . SERVICE MANAGER APPROVED .50 FOR DIAG TIME TO TECH. TEST DROVE BY SERVICE MANAGER TO VERIFY REPAIR, CALLED CUSTOMER THAT THEIR VEHICLE WAS N OW READY TO BE RETURN BACK TO THEM.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	Year	017	Body	[redacted] RAM 500 T CREW CAB 4 4
Build Date	05/03/2017	Plant	SALTILLO TRUCK ASSEMBLY PLANT	Coverage Code	[redacted]

Claim Information

Claim #	[redacted]	In Service Date	07/10/ 017
Claim Type	S Safety (Recalls)	Repair Date	01/09/2019
Claim Status	Paid	Mileage (Miles)	1,588

Expense

Labor	Sublet	Part	Total Paid
$ 7 71	$0 00	$0 00	$ 7 71

Dealer Information

Code	[redacted]	Name	CAPITAL CHRYSLER JEEP DODGE, LLC	Zone	66 ORLANDO
Address	00 WATERFIELD RIDGE PLACE , GARNER, NC 75 9				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U5 18	Cu tomer ati faction Notification U53 Occupant Restraint Control Module ; Reprogram Occupant Re traint Controller (ORC) Module Includes ORC and ABS Initialization	UC	UNCODABLE (NARRATIVE REQUIRED)						$ 7 71

RO Narratives

(RO) Customer Concern:

[redacted]

(RO) Cause:

F F F F F F F

(RO) Correction:

[redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUST STATES BATTERY DISCHARGED - TEST LOW BATTERY GENERAL CONCERN 1 [CUSTOMER STATES THE VEHICLE WARNING LIGHTS ARE ALL ON THE D ASH, WILL NOT GO OFF EVEN AFTER VEHICLE IS SHUT OFF, CHECK AND ADVISE ?]

(Claim) Cause:

BATTERY REPEATEDLY DISCHARGED/LOW VOLTAGE AND WOULD NOT HOLD CHARGE. LOAD TEST ED AND FOUND BAD CELL. REPLACED VEHICLE BATTERY AND RESET SYSTEMS/CLEARED DTCS FOUND ABS/TRAC LIGHTS BRIEFLY ILLUMINATE AFTER STARTUP AND BULB CHECK PERFORME . D BUT NO CODES PRESENT IN ABS MODULE. [redacted] IGNITION RUN/START INPUT CIRCUIT OPEN (STORED) PRESENT IN ORC MODULE, CODES GOES ACTIVE WHEN KEY SHUT OFF. FOLLOWED DIAGNFLOW CHART FOR [redacted] AND REPLACED THE ORC MODULE. A BS AND TRAC LIGHTS NO LONGER ILLUMINATE BUT CODE [redacted] STILL PRESENT, STORE D WITH KEY ON AND ACTIVE WITH KEY OFF. MADE NUMEROUS ATTEMPTS TO START A STAR CASE WITH CHRYSLER TECHNICAL ASSISTANCE BUT DUE TO MALFUNCTIONS ON THE WEBSITE COULD NOT DO SO. ATTEMPTED TO OPEN STAR CASE UNDER OTHER TECHNICIANS WITH FAI LED RESULTS. ATTEMPTED TO CONTACT STAR CENTER AND REACHED TIM BOEN AT STAR BY PHONE, DISCUSSED SYMPTOMS WITH TIM AND SUGGESTED WE MEASURE VOLTAGE AT ORC WIT H KEY OFF. FOUND BATTERY VOLTAGE PRESENT AT ORC PIN 20 WITH KEY OFF. THIS IS C AUSING ORC TO REMAIN ON WITH KEY OFF AND CONTINUING TO MONITOR THE IGNITION RU N CIRCUITS FROM THE PDC. RUN CIRCUIT [redacted] REMAINS ENERGIZED AND RUN CIRCUIT [redacted] DOES NOT. SINCE ORC MODULE REMAINS ON WITH KEY OFF IT SEES A VOLTAGE LOSS O N CIRCUIT [redacted] AND SETS ACTIVE CODE [redacted] WHEN KEY IS TURNED ON VOLTAGE IS RESTORED AND CODE SETS TO STORED. TRACED VOLTAGE SOURCE TO PDC, BELIEVED TO B E INTERNAL PDC FAULT. REPLACED THE PDC AND FAULT STILL PRESENT. ATTEMPTED TO I SOLATE FAULT AND FOUND VOLTAGE ON CIRCUIT [redacted] RELAY OUTPUT TO REARVIEW CAMERA /PARK ASSIST MODULE. VOLTAGE IS DUE TO A SHORT TO VOLTAGE ON CIRCUIT [redacted]. TRA CED CIRCUIT [redacted] AND FOUND SHORT TO VOLTAGE IN THE INLINE BODY/CHASSIS CONNECT OR I220 DUE TO A BENT TERMINAL CONTACTING OTHER TERMINALS. REMOVED AND REPLACE D BENT TERMINAL AND REFIT INLINE BODY/CHASSIS CONNECTOR [redacted] VOLTAGE ON CIRCU IT [redacted] TO ORC NO LONGER PRESENT WITH KEY OFF. CLEARED DTCS AND RESET SYSTEMS. ROAD TESTED AND VERIFIED REPAIRS.

(Claim) Correction:

BATTERY REPEATEDLY DISCHARGED/LOW VOLTAGE AND WOULD NOT HOLD CHARGE. LOAD TEST ED AND FOUND BAD CELL. REPLACED VEHICLE BATTERY AND RESET SYSTEMS/CLEARED DTCS . FOUND ABS/TRAC LIGHTS BRIEFLY ILLUMINATE AFTER STARTUP AND BULB CHECK PERFORME D BUT NO CODES PRESENT IN ABS MODULE. CODE [redacted] - IGNITION RUN/START INPUT CIRCUIT OPEN (STORED) PRESENT IN ORC MODULE, CODES GOES ACTIVE WHEN KEY SHUT OFF. FOLLOWED DIAGNFLOW CHART FOR CODE [redacted] AND REPLACED THE ORC MODULE. A BS AND TRAC LIGHTS NO LONGER ILLUMINATE BUT CODE [redacted] STILL PRESENT, STORE D WITH KEY ON AND ACTIVE WITH KEY OFF. MADE NUMEROUS ATTEMPTS TO START A STAR CASE WITH CHRYSLER TECHNICAL ASSISTANCE BUT DUE TO MALFUNCTIONS ON THE WEBSITE COULD NOT DO SO. ATTEMPTED TO OPEN STAR CASE UNDER OTHER TECHNICIANS WITH FAI LED RESULTS. ATTEMPTED TO CONTACT STAR CENTER AND REACHED TIM BOEN AT STAR BY PHONE, DISCUSSED SYMPTOMS WITH TIM AND SUGGESTED WE MEASURE VOLTAGE AT ORC WIT H KEY OFF. FOUND BATTERY VOLTAGE PRESENT AT ORC PIN 20 WITH KEY OFF. THIS IS C AUSING ORC TO REMAIN ON WITH KEY OFF AND CONTINUING TO MONITOR THE IGNITION RU N CIRCUITS FROM THE PDC. RUN CIRCUIT [redacted] REMAINS ENERGIZED AND RUN CIRCUIT [redacted] DOES NOT. SINCE ORC MODULE REMAINS ON WITH KEY OFF IT SEES A VOLTAGE LOSS O N CIRCUIT [redacted] AND SETS ACTIVE CODE [redacted] WHEN KEY IS TURNED ON VOLTAGE IS RESTORED AND CODE SETS TO STORED. TRACED VOLTAGE SOURCE TO PDC, BELIEVED TO B E INTERNAL PDC FAULT. REPLACED THE PDC AND FAULT STILL PRESENT. ATTEMPTED TO I SOLATE FAULT AND FOUND VOLTAGE ON CIRCUIT [redacted] RELAY OUTPUT TO REARVIEW CAMERA /PARK ASSIST MODULE. VOLTAGE IS DUE TO A SHORT TO VOLTAGE ON CIRCUIT [redacted]. TRA CED CIRCUIT [redacted] AND FOUND SHORT TO VOLTAGE IN THE INLINE BODY/CHASSIS CONNECT OR [redacted] DUE TO A BENT TERMINAL CONTACTING OTHER TERMINALS. REMOVED AND REPLACE D BENT TERMINAL AND REFIT INLINE BODY/CHASSIS CONNECTOR [redacted] VOLTAGE ON CIRCU IT [redacted] TO ORC NO LONGER PRESENT WITH KEY OFF. CLEARED DTCS AND RESET SYSTEMS. ROAD TESTED AND VERIFIED REPAIRS.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 LARAMIE MEGA CAB 4X4
Build Date	07/13/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/31/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	01/09/2019
Claim Status	Paid	**Mileage (Miles)**	21,968

Expense

Labor	$25.42	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$25.42

Dealer Information

Code	[redacted]	**Name**		**Zone**	74 DENVER
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U53182	Customer Satisfaction Notification U53 - Occupant Restraint Control Module ; Reprogram Occupant Restraint Controller (ORC) Module - Includes ORC and ABS Initialization	UC	UNCODABLE (NARRATIVE REQUIRED)						$25.42

RO Narratives

(RO) Customer Concern:

[redacted] CUSTOMER SATISFACTION NOTIFICATION [redacted]- OCCUPANT RESTRAINT CONTROL MODULE** ****COMPLETED RECALL [redacted] [redacted]BEN-) CUSTOMER STATES THAT THE SERVICE DEF LIGHT IS ON AND ABOUT 30 MINUTES AFTER THE DEF LIGHT CAME ON THE ENGINE LITE CAME ON ***SCAN AND FOUND CODE [redacted] ACTIVE. FOUND UPDATE FOR THE PCM. COMPLETED UPDATE. ***AUTO PAY ([redacted]) CUSTOMER STATES THAT WHEN UNDER SLIGHT LOAD THE TRUCK WILL SURGE BUT DOES NOT SURGE WHEN ON THE FLAT ****UNABLE TO DUPLICATE ([redacted]

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THAT THE SERVICE DEF LIGHT IS ON AND ABOUT 30 MINUTES AFTER TH CUSTOMER STATES THAT WHEN UNDER SLIGHT LOAD THE TRUCK WILL SURGE BUT DOES NOT E DEF LIGHT CAME ON THE ENGINE LIGHT CAME ON SURGE WHEN ON THE FLAT

(Claim) Cause:

SCAN AND FOUND CODE [redacted] ACTIVE. FOUND UPDATE FOR THE PCM. UNABLE TO DUPLICATE

(Claim) Correction:

COMPLETED UPDATE NO TROUBLE FOUND

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 LARAMIE MEGA CAB 4X4
Build Date	07/13/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/31/2017
Claim Type	W - Warranty	**Repair Date**	01/09/2019
Claim Status	Paid	**Mileage (Miles)**	21,968

Expense

Labor	$59.31	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$59.31

Dealer Information

Code	[redacted]	**Name**		**Zone**	74 DENVER
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	181904HR	Module, Engine Control (ECM) ; Module, Engine Control (ECM) - Reprogram, Quickleam 68RFE Only (A/T)	CC	SENDING UNITS/SENSORS						$59.31
B	85411001	Engine Driveability, Trouble Not Found ; Driveability	OD							$0.00

RO Narratives

(RO) Customer Concern:

[redacted]USTOMER SATISFACTION NOTIFICATION[redacted]- OCCUPANT RESTRAINT CONTROL MODULE** ****COMPLETED RECALL [redacted] CUSTOMER STATES THAT THE SERVICE DEF LIGHT IS ON AND ABOUT 30 MINUTES AFTER THE DEF LIGHT CAME ON THE ENGINE LITE CAME ON ***SCAN AND FOUND CODE [redacted] ACTIVE. FOUND UPDATE FOR THE PCM. COMPLETED UPDATE. ***AUTO PAY [redacted] BEN-) CUSTOMER STATES THAT WHEN UNDER SLIGHT LOAD THE TRUCK WILL SURGE BUT DOES NOT SURGE WHEN ON THE FLAT ****UNABLE TO DUPLICATE[redacted]

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THAT THE SERVICE DEF LIGHT IS ON AND ABOUT 30 MINUTES AFTER TH CUSTOMER STATES THAT WHEN UNDER SLIGHT LOAD THE TRUCK WILL SURGE BUT DOES NOT E DEF LIGHT CAME ON THE ENGINE LIGHT CAME ON SURGE WHEN ON THE FLAT

(Claim) Cause:

SCAN AND FOUND CODE[redacted] ACTIVE. FOUND UPDATE FOR THE PCM. UNABLE TO DUPLICATE

(Claim) Correction:
COMPLETED UPDATE NO TROUBLE FOUND

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 3500 SLT CREW CAB 4X4
Build Date	05/05/ 017	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	0 /19/ 018
Claim Type	afety (Recall)	**Repair Date**	01/10/ 019
Claim Status	Paid	**Mileage (Miles)**	30,005

Expense

Labor	$17 16	**Sublet**	$0 91	**Part**	$0 00	**Total Paid**	$18 07

Dealer Information

Code	[redacted]	**Name**	CORTLAND CHRY LER DODGE JEEP INC	**Zone**	NEW YORK
Address	3878 WEST ROAD , CORTLAND, NY 13045				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08U74182	Safety Recall U74 Tailgate Latch ; In tall Tailgate Actuator top Block	UC	UNCODABLE (NARRATIVE REQUIRED)	68448027AA	ACTUATOR	1	X	0 91	$17 16

RO Narratives

(RO) Customer Concern:

PERFORM OPEN RRT CHECK AND PERFORM ANY OPEN RECALLS CUSTOMER STATES CHECK ENGINE LIGHT IS ON PLEASE VEHICLE I TUCK IN 4TH GEAR EE LINE

(RO) Cause:

ERVICE ACTION RECALL IMPROPERLY IN TALLED

(RO) Correction:

[redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CU TOMER TATE CHECK ENGINE LIGHT I ON

(Claim) Cause:

TECHNICIAN FOUND OPEN CIRCUIT TECHNICIAN FOUND WIRING RUBBED THROUGH ON LEFT C AB MOUNT

(Claim) Correction:

TECHNICIAN REPAIRED WIRING

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted] RAM 500 LT CREW CAB 4 4
Build Date	0 0 017	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	0 19 01
Claim Type	arrant	**Repair Date**	01 10 019
Claim Status	Paid	**Mileage (Miles)**	0,005

Expense

Labor	$ 4	**Sublet**	$44 0	**Part**	$0 00	**Total Paid**	$79 1

Dealer Information

Code	[redacted]	**Name**	CORTL ND CHRY LER DODGE JEEP INC	**Zone**	NE YORK
Address	878 WE T ROAD , CORTLAND, NY 1 045				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	0 0 096	Lamp, Clearance ; Lamp, Clearance Replace ll		ERVICE CTION	6 61677 C	L MP			44 0	$ 4

RO Narratives

(RO) Customer Concern:

N

(RO) Cause

N

(RO) Correction

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern

CU TOMER TATE CHECK FOR UPDATE AND RECALL

(Claim) Cause:

TECH FOUND RRT [redacted] CLEARANCE LAMP

(Claim) Correction:

TECHNICI N COMPLETED [redacted]

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 SLT CREW CAB 4X4
Build Date	05/05/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	03/19/2018
Claim Type	W - Warranty	**Repair Date**	01/10/2019
Claim Status	Paid	**Mileage (Miles)**	30,005

Expense

Labor	$94.38	**Sublet**	$40.17	**Part**	$0.00	**Total Paid**	$134.55

Dealer Information

Code	[redacted]	**Name**	CORTLAND CHRYSLER-DODGE-JEEP INC	**Zone**	32 NEW YORK
Address	3878 WEST ROAD , CORTLAND, NY 13045				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	0891CFD4	Transmission/Transfer Case/DTCM	51	IMPROPERLY INSTALLED	HHR00058AB	HOSE 1FT	1	X	26.48	$17.16
A	0891CFD4	Transmission/Transfer Case/DTCM	51	IMPROPERLY INSTALLED	05018395AA	WIRING	4		13.69	$17.16
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			HHR00058AB	HOSE 1FT	1	X	26.48	$77.22
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			05018395AA	WIRING	4		13.69	$77.22

RO Narratives

(RO) Customer Concern:

PERFORM OPEN RRT CHECK AND PERFORM ANY OPEN RECALLS CUSTOMER STATES CHECK ENGINE LIGHT IS ON PLEASE VEHICLE IS STUCK IN 4TH GEAR SEE LINE 3

(RO) Cause:

SERVICE ACTION RECALL IMPROPERLY INSTALLED

(RO) Correction:

[redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT IS ON

(Claim) Cause:

TECHNICIAN FOUND OPEN CIRCUIT-TECHNICIAN FOUND WIRING RUBBED THROUGH ON LEFT C AB MOUNT

(Claim) Correction:

TECHNICIAN REPAIRED WIRING

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	018	**Body**	[redacted] RAM 500 T CREW CAB 4 4
Build Date	09/ 9/ 018	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/18/ 018
Claim Type	W Warranty	**Repair Date**	01/10/ 019
Claim Status	Paid	**Mileage (Miles)**	1,875

Expense

Labor	$149 9	**Sublet**	$701 8	**Part**	$0 00	**Total Paid**	$851 1

Dealer Information

Code	[redacted]	**Name**		**Zone**	6 DALLA
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	05400701	Control unit, Brake anti lock hydraulic (HCU ICU) ; All other	ML	CHECK ENGINE/ ERVICE ENGINE O	6814 491AA	CONTROL	1		478 80	$1 6 41
A	05400701	Control unit, Brake anti lock hydraulic (HCU ICU) ; All other	ML	CHECK ENGINE/ ERVICE ENGINE O	68 47098AB	MODULE	1		05 80	$1 6 41
A	05400701	Control unit, Brake anti lock hydraulic (HCU ICU) ; All other	ML	CHECK ENGINE/ ERVICE ENGINE SO	04 18080AD	FLUID			17	$1 6 41
A	08191001	Module, anti lock brake control ; RWAL equipped			6814 491AA	CONTROL	1		478 80	$ 98
A	08191001	Module, anti lock brake control ; RWAL equipped			68 47098AB	MODULE	1		05 80	$ 98
A	08191001	Module, anti lock brake control ; RWAL equipped			04 18080AD	FLUID			17	$ 98

RO Narratives

(RO) Customer Concern:

ELECTRICAL ELECTRICAL GENERAL CONCERN 7 POINT VEHICLE IN PECTION UBLET ERVICE

(RO) Cause:

NA

(RO) Correction:

5 1 GAL @ $ 5/GAL

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

ELECTRICAL/NON PCM FLASHES CONCERN CU STOMER STATES TRACTION CONTROL AND ABS LIGHTS ON. CODES FOR ABS MODULE AND SPEED SENSORS PRESEN T SVC ELECTRONIC BRAKE SYSTEM MSG PRESENT CHECK AN D ADVISE

(Claim) Cause:

[redacted]

(Claim) Correction:

REPLACE ANTI LOCK BRAKE CONTROL MODULE AND HY DRAULIC CONTROL UNIT AND PREFORM ABS INITIALIZE AND BLEED BRAKE SYSTEM

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 3500 ST CREW CAB 4X4
Build Date	07/17/2018	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	08/23/2018
Claim Type	W - Warranty	**Repair Date**	01/10/2019
Claim Status	Paid	**Mileage (Miles)**	14,014

Expense

Labor	$1,002.56	**Sublet**	$66.66	**Part**	$400.00	**Total Paid**	$1,469.23

Dealer Information

Code	[redacted]	**Name**	BOB HOWARD CHRYSLER JEEP DODGE	**Zone**	63 DALLAS
Address	13250 NORTH BROADWAY EXTENSION , OKLAHOMA CITY, OK 73114				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
G	24010201	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			68322968AA	HOUSING	1	X	66.66	$79.15
G	24653110	Housing/case, heat ventilation and air conditioning (HVAC) ; Air inlet/recirculation housing	3X	WARPED OR OUT OF ROUND	68322968AA	HOUSING	1	X	66.66	$567.26
M	85410303	Axles, Trouble Not Found ; Rear axle	UC	UNCODABLE (NARRATIVE REQUIRED)						$26.38
A	85410500	Brakes, Trouble Not Found ; Brakes	OD							$26.38
D	85410910	Engine Mechanical, Trouble Not Found ; Engine Performance Diesel	OD							$26.38
C	85411001	Engine Driveability, Trouble Not Found ; Driveability	OD							$39.58
J	85411102	Exhaust, Trouble Not Found ; Exhaust Leak	OD							$26.38
H	85411300	Frame, Trouble Not Found ; Frame	OD							$26.38
I	85411900	Steering Gear and Linkage, Trouble Not Found ; Steering	OD							$26.38
E	85412101	Transmission Driveability, Trouble Not Found ; Transmission Shift Quality	OD							$39.58
L	85412200	Wheels, Trouble Not Found ; Wheels	OD							$39.58
B	85412300	Body, Trouble Not Found ; Body	OD							$26.38
K	85418202	Exterior Lighting, Trouble Not Found ; Exterior Lighting	OD							$26.38
F	85418602	ABS/ESP/Speed Control and ITBM, Trouble Not Found ; ABS	OD							$26.38
A	95400142	Loaner Car ; High Line Vehicles								$400.00

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

[redacted]CUSTOMER STATES CLICKING IN DASH WHEN HITTING BRAKES AT TIMES TEST[redacted]CUSTOMER STATES CLICKING NOISE ON DECEL UNDER VEHICLE TEST DROVE[redacted]CUSTOMER STATES IDLE FLUCTUATION THIS IS A NORMAL ISSUE CAUSED BY[redacted]CUSTOMER STATES COOLANT AND OIL TEMP TOO HIGH TEST DROVE AND FOUND[redacted]CUSTOMER STATES TRANS SHIFTING ISSUE AND CLUNKING TEST DROVE AND[redacted]CUSTOMER STATES WHEN HITTING BIG BUMP AND HITTING THE BRAKES THE ABS[redacted]CUSTOMER STATES VACUUM LEAK AND SMELLS EXHAUST TEST DROVE AND[redacted]FOUND THE RECIRC DOOR DOES NOT SEAL ALL THE WAY WHEN IN RECIRC MODE[redacted]CUSTOMER STATES LEAKS AT FRONT DIFF, REAR DIFF, AND EVERY EXHAUST[redacted]CUSTOMER STATES CHECK RUST UNDER TRUCK AND MAKE SURE IT IS NOT[redacted]CUSTOMER STATES POWER STEERING FLUID IS LOW THE POWER STEERING[redacted]CUSTOMER STATES WHITE SMOKE FROM EXHAUST AT TIMES TEST DROVE AND[redacted]CUSTOMER STATES HEADLIGHTS SIM AT TIMES WHEN COLD THE INTAKE HEATER[redacted]CUSTOMER STATES PASS REAR TIRES WOBBLE RAISED ON LIFT AND THE[redacted]CUSTOMER STATES TRANS FLUID IS LOW WHEN COLD THE TRANS FLUID WAS[redacted]COMPLETED MULTI POINT INSPECTION AND FILLED OUT MPI SHEET

(RO) Technical Notes:

POWER STEERING FLUID IS IN RANGE & NO LEAKS FOUND THERE IS JUST SOME SURFACE RUST AND IT IS NOT EXCESSIVE NO FLUID LEAKS UNABLE TO DUPLICATE BRAKE CLICKING NOISE TEST DROVE AND COULD NOT DUPLICATE EVERY NOISE HEARD IS NORMAL RAISED ON LIFT AND THE PASSENGER TIRES DO NOT WOBBLE

GCS Narratives

(Claim) Customer Concern:

BRAKES FEEL LIKE THEY ARE LOCKING UP WHEN HITT NG A HA RD BUMP WHILE BRAKI CLICKING/TICKING UNDER BODY BEST HEARD WHILE DECELERATING THAT IS DIFFERENT COOLANT AND OIL TEMP IS GETTING HIGHER THAN NORMAL - G ETTING TO 200+ WHEN CUST STATES: HEADLIGHTS GO FROM DIM TO BRIGHT AND BACK TO DIM RANDOMLY AND S CUST STATES: SOMETIMES SEES WHITE SMOKE FROM EXHAUST CUSTOMER STATES PASS REAR TIRES WOBBLE CUSTOMER STATES POWER STEERING FLUID IS LOW EVERY CONNECTING POINT ON EXHAUST SEEMS TO HAVE FLUID AROUND IT AND WILL D HEARS CLICKS IN DASH WHEN BRAKING SOMETIMES HIGH IDLE WHEN START UP AND WILL CONTINUE TO STAY HIGH IDLE AND SOMETIMES WIL RUSHING/HISSING AIR SOUND BEHIND DASH IN CAB THAT STOP WHEN A/C / HEATER TURN SEEMS TO HAVE RUST ON SOME ENGINE PARTS TRANS WILL RANDOMLY DOWNSHIFT - CLUNKING WHEN SHIFTING FROM PARK TO OTHER GEARS FROM THE DEF SOUND SOMETIMES L DROP BACK DOWN FOR A FEW SEC & W HEN JUMP BACK UP NG SOMETIMES OMETIMES WHEN HAVING A TOW CONNECTION RIP ASLO NOTICED BLACK FLUID ON REAR AN D FRONT DIFF S ON USUALLY IS AROUND[redacted]- TRANS TEMP WIL L STAY NORMAL

(Claim) Cause:

FLUID LEVEL IS GOOD OPERATING AS DESIGND OPERATING AS DESIGNED OPERATING AS TH OTHER SIDE THERE IS JUST SOME SURFACE RUST AND IT IS NOT EXCESSIVE FOUND THE RECIRC DOOR DOES NOT SEAL ALL THE WAY WHEN IN RECIRC MODE AND ALLOW NO FLUID LEAKS OPERATING AS DESIGNED OPERATING AS DESIGNWS S AIR BY THAT WHISTLES

(Claim) Correction:

POWER STEERING FLUID IS IN RANGE & NO LEAKS FOUND RAISED ON LIFT AND THE PASSENGER TIRES DO NOT WOBBLE ANYMORE THAN THE DRIVERS TEST DROVE AND COULD NOT VERIFY CONCERN BUT THIS IS CAUSED BY THE CONDENSATIO THERE IS JUST SOME SURFACE RUST AND IT IS NOT EXCESSIVE UNABLE TO DUPLICATE BRAKE CLICKING NOISE SIDE AND WHEN ON TEST DRIVE IT RIDES AS IT SHOULD N IN THE EXHAUST GETTING BURNED OFF AT START UP TEST DROVE AND COULD NOT DUPLICATE EVERY NOISE HEARD IS NORMAL TEST DROVE AND FOUND THE TEMP FOR THE OIL AND COOLANT DO RUN AROUND 200 AND 2 TEST DROVE AND FOUND THE TRANSMISSION SHIFTED AS IT SHOULD AND COULD HEAR NO TEST DROVE AND FOUND THIS IS NORMAL BECAUSE THE ABS MODULE THINKS SOMETHING I THE FLUID AROUND THE EXHAUST CONNECTION POINT IS CONDENSATION AND IS NORMAL , THIS IS A NORMAL ISSUE CAUSED BY ONE OF TWO THINGS 1. WHEN COLD THE INTAKE HE WHEN COLD THE INTAKE HEATER WILL CAUSE THE EXTERIOR AND INTERIOR LIGHTS TO DI ABNORMAL NOISE WHEN SHIFTING FROM PARK TO OTHER GEARS THE FLUID ON THE REAR DIFF IS FROM WHEN THE CUSTOMER LUBES HIS 5TH WHEEL AND ATER CAN CAUSE THE RPM TO NOTICEABLY DROP BECAUSE OF THE LOAD PUT ON THE MOTO M WHEN IT COMES ON AND IS NORMAL REMOVED DASH AND AC CASE, REPLACE REC DOOR ASSY AND INSTALL AC CASE, INSTALL S WRONG WITH WHEEL SPEED SO IT WILL ACTIVATE UNTIL IT COMES OFF THE HARD BUMP 00 IS WHERE THIS TRUCK SHOULD NORMALLY RUN ALL REMOVE TRIM AND DASH.. TEST DROVE , HISSING SOUND IS NO LOANER THERE AND THE WHEEL SPEED NORMALIZES THEN IT DRIPS DOWN ONTO THE REAR DIFF , THE ONLY FLUID I SEE AROUND THE FRON R, 2. WHEN COLD THE ENGINE WILL RAISE THE RPM TO WARM IT UP FASTER T DIFF IS THE OIL FROM WHEN ANOTHER PLACE CHANGED THE OIL AND DIDNT CLEAN IT UP

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted]
Build Date	08/ 7/ 016	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11 016
Claim Type	afety (Recall)	**Repair Date**	01/11/ 019
Claim Status	Paid	**Mileage (Miles)**	5 ,089

Expense

Labor	$ 1 0	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$ 1 0

Dealer Information

Code	[redacted]	**Name**	WHITTEN BROTHER OF A HLAND, INC	**Zone**	5 WA HINGTON
Address	11409 WA HINGTON HWY , A HLAND, VA 005				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U5 18	Cu tomer ati faction Notification U5 Occupant Re traint Control Module ; Reprogram Occupant Re traint Controller (ORC) Module Include ORC and AB Initiali ation	UC	UNCODABLE (NARRATIVE REQUIRED)						$ 1 0

RO Narratives

(RO) Customer Concern:

CU T TATE CHECK ENGINE LIGHT I ON U5 Cu tomer ati faction Notification U5 Occupant Re tra int Control Module (Recall 1) COURTE Y POINT EHICLE IN PECTION

(RO) Cause

ROAD TE TED NO WARNING LIGHT ON AT THI TIME RECALL

(RO) Correction:

IN TALL DIELECTRIC GREA E IN CONNECTOR DTC [redacted] COMPLETE

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern:

N

(Claim) Cause

N

(Claim) Correction

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 SLT CREW CAB 4X4
Build Date	04/24/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/29/2017
Claim Type	F - Service Contract	**Repair Date**	01/12/2019
Claim Status	Paid	**Mileage (Miles)**	38,374

Expense

Labor	$60.44	**Sublet**	$19.32	**Part**	$35.00	**Total Paid**	$35.00

Dealer Information

Code	[redacted]	**Name**	THOMPSONS CHRYSLER DODGE JEEP RAM	**Zone**	71 LOS ANGELES
Address	126 FORNI ROAD , PLACERVILLE, CA 95667				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08200522	Park assist ; Sensor - One or All - Front Park Assist	11	BROKEN OR CRACKED	5VS88ZZZAA	SENSOR	1	X	7.42	$60.44
A	08200522	Park assist ; Sensor - One or All - Front Park Assist	11	BROKEN OR CRACKED	68183830AA	PAINT	1		11.90	$60.44
A	95400041	Loaner Car ; Loaner Car			5VS88ZZZAA	SENSOR	1	X	7.42	$35.00
A	95400041	Loaner Car ; Loaner Car			68183830AA	PAINT	1		11.90	$35.00

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted]
Build Date	10 04 2018	**Plant**	S LTILL TRU K SSEMBL PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	02 22 2019
Claim Type	K R ad R ad (PREPN)	**Repair Date**	01 14 2019
Claim Status	Paid	**Mileage (Miles)**	18

Expense

Labor	$118 26	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$118 26

Dealer Information

Code	[redacted]	**Name**	FRIENDL D DGE HR SLER JEEP IN	**Zone**	32 NE RK
Address	2499 R UTE 14 PENN N N 1452				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	85900040	R ad R ad B ic Pr p	NU	NE EHI LE PREP						$118 26

RO Narratives

(RO) Customer Concern

N

(RO) Cause:

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

N

(Claim) Cause

N

(Claim) Correction

N

Warranty Claim Report

ehicle Info mation

IN	[redacted]	Yea	1	Body	[redacted]
Build Date	3 1	lant	LTILL TRU K EMBL PL NT	Co e age Code	[redacted]

Claim Info mation

Claim #	[redacted]	In Se ice Date	6 1
Claim Type	af t R all	Repai Date	1 15 19
Claim Status	Paid	Mileage (Miles)	3 41

Expense

Labo	$3 4	Sublet	$	a t	$	Total aid	$3 4

D t

Code	[redacted]	Name	M BR D D E RI ER IDE	Zone	1	L N ELE	
	1 1 UT DRI E RI ER IDE 4						

Condition Info mation

Condition C	L	L Desc	ailu e C	ailu e Desc	a t b	a t	a t Q t ty	a t	a t	L
	1 U531	u t m r ati fa ti n N tifi ati n U cc pa t Rest ai t o t ol M dul R pr gram upant R traint ntr ll r R M dul In lud R and B Initiali ati n	U	UN D LE N RR TI E RE UIRED						$3 4

RO Narratives

(RO) Customer Concern:

N

(RO) Cause:

N

(RO) Correction:

N

(RO) Technical Notes:

N

GCS Narratives

(Claim) Customer Concern:

N

(Claim) Cause:

N

(Claim) Correction:

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 SLT CREW CAB 4X4
Build Date	02/07/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/01/2017
Claim Type	W Warranty	**Repair Date**	01/15/2019
Claim Status	Paid	**Mileage (Miles)**	22,073

Expense

Labor	$79 26	**Sublet**	$350 00	**Part**	$0 00	**Total Paid**	$429 26

Dealer Information

Code	[redacted]	**Name**	HUNTINGTON BEACH CHRYSLER JEEP	**Zone**	71 LOS ANGELES
Address	16701 BEACH BLVD , HUNTINGTON BEACH, CA 92647				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	14601501	Tube, fuel tank filler ; Tube All other engines	43	FUEL LEAK	68217841AL	TUBE	1	X	350 00	$79 26

RO Narratives

(RO) Customer Concern:

RECALL U74 RECALL U53 CUSTOMER STATES THAT THERE IS A FUEL SYSTEM LEAK, ADVISE

(RO) Cause:

DIESEL NOZZLE LEAKING ATTACHMENT TO TANK

(RO) Correction:

PERFORMED RECALL U74 INSTALLING LATCH STOPPER PERFORMED SOFTWARE UPDATE [redacted] TO 32370731AI REPLACED DIE EL AND ADD BLUE NO LE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CU TOMER TATE THAT THERE I A FUEL Y TEM LEAK, ADVI E

(Claim) Cause:

DIESEL NOZZLE LEAKING ATTACHMENT TO TANK

(Claim) Correction:

REPLACED DIESEL AND ADD BLUE NOZZLES

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 SLT CREW CAB 4X4
Build Date	02/07/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/01/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	01/15/2019
Claim Status	Paid	**Mileage (Miles)**	22,073

Expense

Labor	$79.25	**Sublet**	$0.63	**Part**	$0.00	**Total Paid**	$79.88

Dealer Information

Code	[redacted]	**Name**	HUNTINGTON BEACH CHRYSLER JEEP	**Zone**	71 LOS ANGELES
Address	16701 BEACH BLVD , HUNTINGTON BEACH, CA 92647				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08U74182	Safety Recall U74 - Tailgate Latch ; Install Tailgate Actuator Stop Block	UC	UNCODABLE (NARRATIVE REQUIRED)	68448027AA	ACTUATOR	1	X	0.63	$31.70
B	18U53182	Customer Satisfaction Notification U53 - Occupant Restraint Control Module ; Reprogram Occupant Restraint Controller (ORC) Module - Includes ORC and ABS Initialization	UC	UNCODABLE (NARRATIVE REQUIRED)						$47.55

RO Narratives

(RO) Customer Concern:

RECALL U74 RECALL U53 . CUSTOMER STATES THAT THERE IS A FUEL SYSTEM LEAK, ADVISE.

(RO) Cause:

. DIESEL NOZZLE LEAKING. ATTACHMENT TO TANK.

(RO) Correction:

PERFORMED RECALL U74. INSTALLING LATCH STOPPER. PERFORMED SOFTWARE UPDATE [redacted]
REPLACED DIESEL AND ADD BLUE NOZZLES.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THAT THERE IS A FUEL SYSTEM LEAK, ADVISE.

(Claim) Cause:

DIESEL NOZZLE LEAKING. ATTACHMENT TO TANK.

(Claim) Correction:

REPLACED DIESEL AND ADD BLUE NOZZLES.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 ST CREW CAB 4X4
Build Date	07/17/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	04/30/2018
Claim Type	W Warranty	**Repair Date**	01/15/2019
Claim Status	Paid	**Mileage (Miles)**	16,443

Expense

Labor	$0.00	**Sublet**	$268.45	**Part**	$0.00	**Total Paid**	$268.45

Dealer Information

Code	[redacted]	**Name**	ALL AMERICAN CHRY JEEP DODGE OF ODESSA	**Zone**	63 DALLAS
Address	2510 EAST 8TH STREET , ODESSA, TX 79761				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08890201	Center, power distribution PDC	UC	UNCODABLE (NARRATIVE REQUIRED)	68322376AC	PDC	1	X	268 45	$0 00

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
FUEL PUMP NOT PUMPING

GCS Narratives

(Claim) Customer Concern:
FUEL PUMP NOT PUMPING PER CUSTOMER PURCHASED OTC

(Claim) Cause:
FUEL PUMP DEFECT PER CUSTOMER

(Claim) Correction:
EXCHANGED PART OTC

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 3500 LONGHORN CREW CAB 4X4
Build Date	08/14/2018	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11/30/2018
Claim Type	W - Warranty	**Repair Date**	01/15/2019
Claim Status	Paid	**Mileage (Miles)**	3,645

Expense

Labor	$400.72	**Sublet**	$3,390.80	**Part**	$280.00	**Total Paid**	$4,071.53

Dealer Information

Code	[redacted]	**Name**	PUEBLO DODGE INC	**Zone**	74 DENVER
Address	2147 HIGHWAY 50 WEST , PUEBLO, CO 81008				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	25014511	Valve, EGR ; 6.7 liter diesel engine 2500-3500 pickup truck	2V	EGR solenoid circuit	68026995AB	VALVE	1	X	982.80	$58.64
B	08190401	Module, diesel engine control ; 6.7 liter diesel engine	ML	CHECK ENGINE/SERVICE ENGINE SO	68336278AA	MODULE	1	X	2408.00	$127.06
B	08190450	Module, diesel engine control ; Update New Module to Most Current Software Version			68336278AA	MODULE	1	X	2408.00	$19.55
B	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation			68336278AA	MODULE	1	X	2408.00	$195.48
B	95400142	Loaner Car ; High Line Vehicles			68336278AA	MODULE	1	X	2408.00	$280.00

RO Narratives

(RO) Customer Concern:

FREE 27 POINT COURTESY INSPECTION ENGINE RENTAL

(RO) Cause:

NA

(RO) Correction:

PERFORMED A FREE 27 POINT VISUAL INSPECTION AND

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C1*CUSTOMER STATES CHECK ENGINE LIGHTS IS ON AND THE ELECTRONIC THROTTLE CONTR C2*CUSTOMER STATES CHECK ENGINE LIGHTS IS ON AND THE ELECTRONIC THROTTLE CONTR OL LIGHT IS ON

(Claim) Cause:

[redacted]

(Claim) Correction:

REPLACE EGR VALVE, CODES RESET. REPLACED ECM AND PROGRAMMED ECM. CLEARED CODE AND TEST DROVE TO CONFRIM REPAIR .

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 ST CREW CAB 4X4
Build Date	05/02/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/25/2017
Claim Type	W - Warranty	**Repair Date**	01/15/2019
Claim Status	Paid	**Mileage (Miles)**	21,639

Expense

Labor	$131.11	**Sublet**	$340.95	**Part**	$0.00	**Total Paid**	$472.06

Dealer Information

Code	[redacted]	**Name**	STATE LINE CHRYSLER DODGE JEEP RAM	**Zone**	74 DENVER
Address	1001 W 104TH STREET , KANSAS CITY, MO 64114				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08050120	Generator/Alternator ; 5.7-6.4 liter engine	E3	FRONT BEARING DEFECT	R4801769AB	ALTERNATR	1	X	296.72	$91.78
A	08050120	Generator/Alternator ; 5.7-6.4 liter engine	E3	FRONT BEARING DEFECT	68065018AA	WIRING	1		44.23	$91.78
A	0894TAL2	Alternator			R4801769AB	ALTERNATR	1	X	296.72	$39.33
A	0894TAL2	Alternator			68065018AA	WIRING	1		44.23	$39.33

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES THAT THE VEHICLE CAME BACK FOR THE VEHICLE ACTING THE SAME WAY AS BEFORE. CUSTOMER REQUESTS ALTERNATE TRANSPORTATION

(RO) Cause:

FOUND GENERATOR OVERCHARGING INTERMITTENTLY RENTAL SUPPLIED

(RO) Correction:

RENTAL SUPPLIED-REMOVE AND REPLACE ALTERNATOR AND 2 WIRE PIGTAIL RENTAL SUPPLIED

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THAT THE VEHICLE CAME BACK FOR THE VEHICLE ACTING THE SAME WAY AS BEFORE.

(Claim) Cause:

FOUND GENERATOR OVERCHARGING INTERMITTENTLY

(Claim) Correction:

RENTAL SUPPLIED-REMOVE AND REPLACE ALTERNATOR AND 2 WIRE PIGTAIL

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 SLT CREW CAB 4X4
Build Date	04/22/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	04/24/2018
Claim Type	W - Warranty	**Repair Date**	01/16/2019
Claim Status	Paid	**Mileage (Miles)**	15,783

Expense

Labor	$208.90	**Sublet**	$805.20	**Part**	$0.00	**Total Paid**	$1,014.10

Dealer Information

Code	[redacted]	**Name**	JACKSONVILLE CHRYSLER JEEP DODGE	**Zone**	66 ORLANDO
Address	11101 NURSERY FIELDS DRIVE , JACKSONVILLE, FL 32256				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	05210902	Hub and Bearing, front ; Right or left	68	NOISY	68185437AD	HUB	2	X	805.20	$104.45
A	05210903	Hub and Bearing, front ; Right or left			68185437AD	HUB	2	X	805.20	$104.45

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES CHANGE FUEL FILTERS (General Concern 1) U74 Safety Recall U74 - Tailgate [redacted] LGATE LATCH (Recall CSN 1) U53 Customer Satisfaction Notification U53 - Occupant Restra int Control Module U53 - OCCUPANT RESTRAINT CONTROL MODULE (Recall CSN 2) (Multi-point inspection according to maintenance interval) CUSTOMER STATES HAD TIRES CHANGED AND NOTICED THE WHEEL WAS MOVEABLE CUSTOMER STATES INSPECT BALL JOINTS AND HUBS CHECK AND ADVISE (SteeringSuspensionSteering Wheel Concern)

(RO) Cause:

0 MULTI-POINT INSPECTION BOTH LEFT AND RIGHT FRONT HUB BEARINGS ARE LOOSE

(RO) Correction:

REPLACE BOTH FUEL FILTERS AND WATER SEPERATOR AND RESET REMINDER COMPLETE Install tailgate latch actuator stop block [redacted] hours Reprogram the ORC module [redacted] hours PERFORMED MULTI-POINT INSPECTION INSTALL BOTH FRONT LEFT AND RIGHT FRONT HUB BEARINGS COMPLETEE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES HAD TIRES CHANGED AND NOTICED THE WHEEL WAS MOVEABLE CUSTOMER CUSTOMER STATES HAD TIRES CHANGED AND NOTICED THE WHEEL WAS MOVEABLE CUSTOMER

(Claim) Cause:

BOTH LEFT AND RIGHT FRONT HUB BEARINGS ARE LOOSE BOTH LEFT AND RIGHT FRONT HUB BEARINGS ARE LOOSE

(Claim) Correction:

INSTALL BOTH FRONT LEFT AND RIGHT FRONT HUB BEARINGS COMPLETEE INSTALL BOTH FRONT LEFT AND RIGHT FRONT HUB BEARINGS COMPLETEE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 SLT CREW CAB 4X4
Build Date	04/22/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	04/24/2018
Claim Type	S - Safety (Recalls)	**Repair Date**	01/16/2019
Claim Status	Paid	**Mileage (Miles)**	15,783

Expense

Labor	$52.23	**Sublet**	$0.74	**Part**	$0.00	**Total Paid**	$52.97

Dealer Information

Code	[redacted]	**Name**	JACKSONVILLE CHRYSLER JEEP DODGE	**Zone**	66 ORLANDO
Address	11101 NURSERY FIELDS DRIVE , JACKSONVILLE, FL 32256				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08U74182	Safety Recall U74 - Tailgate Latch ; Install Tailgate Actuator Stop Block	UC	UNCODABLE (NARRATIVE REQUIRED)	68448027AA	ACTUATOR	1	X	0.74	$20.89
B	18U53182	Customer Satisfaction Notification U53 - Occupant Restraint Control Module ; Reprogram Occupant Restraint Controller (ORC) Module - Includes ORC and ABS Initialization	UC	UNCODABLE (NARRATIVE REQUIRED)						$31.34

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

U53 Customer Satisfaction Notification U53 - Occupant Restra int Control Modul U74 Safety Recall U74 - Tailgate Latch U74 - 2015 - 2017 TAI LGATE LATCH (Reca

(Claim) Cause:

0

(Claim) Correction:

Reprogram the ORC module [redacted] hours Install tailgate latch actuator stop block [redacted]

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 3500 LARAMIE CREW CAB 4X4
Build Date	03/24/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	02/26/2018
Claim Type	W - Warranty	**Repair Date**	01/16/2019
Claim Status	Paid	**Mileage (Miles)**	20,590

Expense

Labor	$0 00	**Sublet**	$47 18	**Part**	$18 75	**Total Paid**	$65 93

Dealer Information

Code	[redacted]	**Name**	UNIVERSITY AUTO CENTER	**Zone**	70 PHOENIX
Address	1817 NORTH SR 97 , ELLENSBURG, WA 98926				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	22140102	Sensor, Low Tire Pressure ; One	48	GROUNDED OR SHORTED	68249197AA	SENSOR	1	X	47 18	$0 00
A	97756555	Sublet Repair			68249197AA	SENSOR	1	X	47 18	$18 75

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES DRIVER SIDE FRONT TPMS SENSOR INOP SENT VEHICLE OUT FOR SUBLET TO ELLENSBURG TIRE CENTER REPLACED TIRE PRESSURE S ENSOR

(Claim) Cause:

CUSTOMER STATES: DRIVER SIDE FRONT TPMS SENSOR INOP SENT VEHICLE OUT FOR SUBLET TO ELLENSBURG TIRE CENTER REPLACED TIRE PRESSURE S ENSOR

(Claim) Correction:

CUSTOMER STATES DRIVER SIDE FRONT TPMS SENSOR INOP SENT VEHICLE OUT FOR SUBLET TO ELLENSBURG TIRE CENTER. REPLACED TIRE PRESSURE S ENSOR

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted]
Build Date	0 / 4/ 017	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	0 / 6/ 018
Claim Type	afety (Recall)	**Repair Date**	01/16/ 019
Claim Status	Paid	**Mileage (Miles)**	20,590

Expense

Labor	$15 71	**Sublet**	$0 6	**Part**	$0 00	**Total Paid**	$16 4

Dealer Information

Code	[redacted]	**Name**	UNIVER ITY AUTO CENTER	**Zone**	70 PHOENI
Address	1817 NORTH SR 97 , ELLENSBURG, WA 98926				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08U74182	Safety Recall U74 Tailgate Latch ; In tall Tailgate Actuator top Block	UC	UNCODABLE (NARRATIVE REQUIRED)	68448027AA	ACTUATOR	1	X	0 63	$15 71

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES TO PERFORM RECALL U74 TAILGATE LATCH CUSTOMER STATES DRIVER SIDE FRONT TPMS SENSOR INOP CU TOMER TATE ME AGE ON DA H AY TAILLIGHT I OUT, BUTIT NOT

(RO) Cause:

NA

(RO) Correction:

DONE SENT VEHICLE OUT FOR SUBLET TO ELLENSBURG TIRE CENTER REPLACED TIRE PRESSURE SENSOR CUST DECLINED ERVICE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 2500 LARAMIE CREW CAB 4X4
Build Date	12/22/2018	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	04/15/2019
Claim Type	K Road Ready (PREPNV)	**Repair Date**	01/17/2019
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$139 30	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$139 30

Dealer Information

Code	[redacted]	**Name**	POWER CHRYSLER JEEP DODGE	**Zone**	70 PHOENIX
Address	16406 N 26TH AVENUE , PHOENIX, AZ 85023				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$139 30

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	Year	01	Body	[redacted]
Build Date	11 07 017	Plant	LTILLO TRUCK EMBLY PL NT	Coverage Code	[redacted]

Claim Information

Claim #	[redacted]	In Service Date	0 1 01
Claim Type	arrant	Repair Date	01 17 019
Claim Status	Paid	Mileage (Miles)	69 41

Expense

Labor	Sublet	Part	Total Paid
$49 1	$174 0	$0 00	$ 61

Dealer Information

Code	[redacted]	Name	GILLIE HYDE DODGE CHRY LER JEEP	Zone	4 DETROIT
Address	610 H PPY LLEY RD GL GO KY 4 141				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	0 1001	en or NO Down tream 6 7 liter die el	ML	CHECK ENGINE ER ICE ENGINE O	6 07 6	EN OR	1		1 6 0	$49 1
	0 1001	en or NO Down tream 6 7 liter die el	ML	CHECK ENGINE ER ICE ENGINE O	046 7714	G KET			96	$49 1
	0 1001	en or NO Down tream 6 7 liter die el	ML	CHECK ENGINE ER ICE ENGINE O	0610 00	BOLT			4	$49 1
	4 4 4	Goodwill uthori ation Goodwill uthori ation			6 07 6	EN OR	1		1 6 0	$0 00
	4 4 4	Goodwill uthori ation Goodwill uthori ation			046 7714	G KET			96	$0 00
	4 4 4	Goodwill uthori ation G d ill uthori ation			0610 00	BOLT			4	$0 00

RO Narratives

(RO) Customer Concern

MULTIPOINT IN PECTION (41 04 7 GREG)

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern:

CUST STATES CK ENG LIGHT DIAG AND ADVISE

(Claim) Cause:

INSPECTION FINDS CODE [redacted] TESTED DEF FOR SE AL, GASKET AND INJECTOR FLOW FOUND THAT NOX SENSOR BELOW THRESHOLD, NOX SENSOR WAS REPLAC ED ON 11/16/2018, [redacted]

(Claim) Correction:

REPLACED NOX SENSOR UNDER PARTS WARRANTY, CLE ARED CODES, TEST DROVE, NO CODES RETURNED, VE HICLE OPPERATING PROPERLY AT THIS TIME

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 SLT CREW CAB 4X4
Build Date	02/18/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	04/04/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	01/18/2019
Claim Status	Paid	**Mileage (Miles)**	16,184

Expense

Labor	$35.54	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$35.54

Dealer Information

Code	[redacted]	**Name**	LITHIA CHRYSLER JEEP DODGE OF GRAND FORKS	**Zone**	74 DENVER
Address	3401 GATEWAY DR , GRAND FORKS, ND 58203				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U53182	Customer Satisfaction Notification U53 - Occupant Restraint Control Module ; Reprogram Occupant Restraint Controller (ORC) Module - Includes ORC and ABS Initialization	UC	UNCODABLE (NARRATIVE REQUIRED)						$35.54

RO Narratives

(RO) Customer Concern:

Recall / CSN 1 [U53: Customer Satisfaction Notification U53 - Occupant Restraint Control Module**CUSTOMER STATES DRIVER WINDOW DOES NOT WORK] CUSTOMER STATES DRIVE WINDOW IS NOTWORKING THE RIGHT WAY AGAIN

(RO) Cause:

POOR QUALITY CLIPS

(RO) Correction:

[redacted]VERIFIED ELIGIBLE FOR RECALL.PERFORMED U53, Reprogram the ORC module[redacted]ours Recall / CSN 1 [U53: Customer Satisfaction Notification U53 - Occupant Restraint Control Module** CUSTOMERSTATES DRIVER WINDOW DOESNOT WORK] CUSTOMER STATES PLEASE PERFORM INCOMPLETE RECALL [redacted]VERIFIED CONCERN. FOUND WINDOW ISOUT OF CLIPS HOLDING TO REGULATOR. REMOVEDTRIM PANEL, REPLACED CLIPS WITH UPDATEDVERSION, REASSEMBLED WINDOW AND TRIM PANEL,OK AT HTIS TIME DOO GLASS CLIPS

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUST STATES DRIVERS WINDOW NOT WORKING CORRECTLY

(Claim) Cause:

WINDOW IS OUTSIDE THE CLIPS

(Claim) Correction:

REPLACED THE POOR QUALITY WINDOW CLIPS

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	01	**Body**	[redacted]
Build Date	0 18 01	**Plant**	S LTILL TRU K SSEMBL PL NT	**Co erage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Ser ice Date**	04 04 01
Claim Type	rr nt	**Repair Date**	01 18 019
Claim Status	Paid	**Mileage (Miles)**	16 185

Expense

Labor	$59 3	**Sublet**	$5 01	**Part**	$0 00	**Total Paid**	$64 4

Dealer Information

Code	[redacted]	**Name**	LITHI HR SLER JEEP D D E F R ND F RKS	**Zone**	4	DEN ER	
Address	3401 G TE DR GR ND F RKS ND 58203						

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	334 003	lip d r gl Fr nt d r L ft n r b th	0	BINDS STI KS R SEI ED	553 961 D	LIP			5 01	$59 3

RO Narratives

(RO) Customer Concern:

R c ll SN 1 [U53 u t m r S ti f cti n N tific ti n U53 ccup nt R tr int ntr l M dul UST MER ST TES DRI ER IND D ES N T ORK] UST MER ST TES DRI E IND IS N T RKING THE RIGHT G IN

(RO) Cause

P R U LIT LIPS

(RO) Correction:

[redacted] ERIFIED ELI IBLE F R RE LL PERF RMED U53 R pr gr m th R m dul [redacted] ur R c ll SN 1 [U53 u t m r Sati fa ti n N tifi ati n U53 upant R traint ntr l M dul UST MERST TES DRI ER IND D ESN T RK] UST MER ST TES PLE SE PERF RM IN MPLETE RE LL [redacted] ERIFIED N ERN F UND IND IS UT F LIPS H LDIN T RE UL T R REM EDTRIM P NEL REPL ED LIPS ITH UPD TED ERSI N RE SSEMBLED IND ND TRIM P NEL K T HTIS TIME D GL SS LIPS

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern:

UST ST TES DRI ERS IND N T ORKING RRE TL

(Claim) Cause

IND IS UTSIDE THE LIPS

(Claim) Correction:

REPL ED THE P R U LIT IND LIPS

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	01	**Body**	[redacted]
Build Date	01 11 017	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	04 1 01
Claim Type	F er ice Contract	**Repair Date**	01 1 019
Claim Status	Paid	**Mileage (Miles)**	7 41

Expense

Labor	$0 00	**Sublet**	$0 00	**Part**	$60 00	**Total Paid**	$60 00

Dealer Information

Code	[redacted]	**Name**	LEITH CHRY LER DODGE JEEP R M	**Zone**	66 ORL NDO
Address	11 0 N U HIGH Y 1 01 BERDEEN NC 1				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	6 60 0	Maintenance Inter al chedule B To be u ed e er 3 000 Inter als	MC	M INTEN N E C RE						$0 00
	9 60001	Maintenance llowance Fixed st Maintenance								$ 0 00
	9 6000	Maintenance llowance TIRE ROT TION								$10 00

RO Narratives

(RO) Customer Concern

N

(RO) Cause

N

(RO) Correction

Replace nthetic engine oil and filter Rotate tire Multi point in pection (according to maintenance inter al)

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

N

(Claim) Cause

N

(Claim) Correction

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 SLT CREW CAB 4X4
Build Date	09/06/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/08/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	01/19/2019
Claim Status	Paid	**Mileage (Miles)**	27,142

Expense

Labor	$31.26	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$31.26

Dealer Information

Code	[redacted]	**Name**	BONNEVILLE & SON INC	**Zone**	32 NEW YORK
Address	625 HOOKSETT RD , MANCHESTER, NH 03104				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U53182	Customer Satisfaction Notification U53 - Occupant Restraint Control Module ; Reprogram Occupant Restraint Controller (ORC) Module - Includes ORC and ABS Initialization	UC	UNCODABLE (NARRATIVE REQUIRED)						$31.26

RO Narratives

(RO) Customer Concern:

(Rotate tires) (Replace synthetic engine oil and filter) U74 Safety Recall U74 - Tailgate Latch [redacted] TAI LGATE LATCH--Recall CSN 1--W---U74 Safety Recall U74 - Tailg ate Latch [redacted] TAILGATE LATCH--Recall CSN 1--W (Recall CSN 1) U53 Customer Satisfaction Notification U53 - Occupant Restra int Control Module U53 - OCCUPANT RESTRAINT CONTROL MODULE-- Recall CSN 2--W---U53 Customer Satisfaction Notification U53 - Occupant Restraint Control Module U53 - OCCUPANT RESTRAIN T CONTROL MODULE--Recall CSN 2--W (Recall CSN 2)

(RO) Cause:

RECALL RECALL

(RO) Correction:

ROTAED TIRES AND SET PRESSURES. PERFORM LOF SERVICES. INSTALL STOP BLOCK UPDATE ORC MODULE. part number 68303224AA to targeted part number [redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	018	**Body**	[redacted]
Build Date	10 6 01	**Plant**	S LTILL TRU K SSEMBL PL NT	**Co erage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Ser ice Date**	0 0 018
Claim Type	S S f t R c ll	**Repair Date**	01 19 019
Claim Status	P id	**Mileage (Miles)**	34 190

Expense

Labor	$39 10	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$39 0

Dealer Information

Code	[redacted]	**Name**	D D E HR JEEP F ILLE	**Zone**	1 L S N ELES
Address	681 R N E DRI E ILLE 9568				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	18U5318	u t m r Sati fa ti n N tifi ati n U53 ccup nt R tr int ntr l M dul R pr gr m ccup nt R tr int ntr ll r R M dul Includ R nd BS Initi li ti n	U	UN D BLE N RR TI E RE UIRED						$39 10

RO Narratives

(RO) Customer Concern:

N

(RO) Cause:

N

(RO) Correction:

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern:

N

(Claim) Cause

N

(Claim) Correction:

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - RAM 2500 ST CREW CAB 4X4
Build Date	10/26/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	02/07/2018
Claim Type	W - Warranty	**Repair Date**	01/19/2019
Claim Status	Paid	**Mileage (Miles)**	34,189

Expense

Labor	$208.53	**Sublet**	$4.69	**Part**	$0.00	**Total Paid**	$213.22

Dealer Information

Code	[redacted]	**Name**	DODGE-CHRY-JEEP OF VACAVILLE	**Zone**	71 LOS ANGELES
Address	681 ORANGE DRIVE , VACAVILLE, CA 95687				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08950801	Fuse, Trailer Tow Lighting	UC	UNCODABLE (NARRATIVE REQUIRED)	68202896AA	FUSE	1	X	4.69	$26.07
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68202896AA	FUSE	1	X	4.69	$182.46
A	85434343	Goodwill Authorization ; Goodwill Authorization			68202896AA	FUSE	1	X	4.69	$0.00

RO Narratives

(RO) Customer Concern:

RECALL CAMPAIGNS: BODY/TRIM/MECH ELECTRICAL: BODY/TRIM/MECH CHECK AND SET TIRE PRESSURE TO MANUFACTURE SPEC

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

FUSE #20 OPEN CIRCUIT

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES TRAILER LIGHTS DONT WORK WHEN HOOK ING UP BOAT

(Claim) Cause:

VERIFIED CONCERN FOR TRAILER LIGHTS NOT WORKING - PERFORMED CHECK ON ALL FUSES, CONNECTORS, AND SWIT CH - CONFIRMED #20 FUSE OPEN CIRCUIT

(Claim) Correction:

REPLACED FUSE #20

Warranty Claim Report

Vehicle Information

VIN	[redacted]	Year	01	Body	[redacted]
Build Date	06 0 01	Plant	S LTILL TRU K SSEMBL PL NT	Co erage Code	[redacted]

Claim Information

Claim #	[redacted]	In Ser ice Date	06 30 01
Claim Type	S S f t R c ll	Repair Date	01 19 019
Claim Status	P id	Mileage (Miles)	6 05

Expense

Labor	Sublet	Part	Total Paid
$5	$0 00	$0 00	$5

Dealer Information

Code	[redacted]	Name	KEE H BEE D D E HR SLER JEEP R M	Zone	66 RL ND
Add ess	4 4 U HI H 441 KEE H BEE FL 349 4				

Condition Info mation

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Numbe	Part Name	Part Quantity	Part ailed	Part pense	LOP pense
	19U1118	S f t R c ll U11 Br k Tr n mi i n Shift Int rl ck In p ct Br k Tr n mi i n Shift Int rl ck BTSI Functi n lit nd P rf rm B M S ft r Upd t 201 M d l r nl	U	UN D BLE N RR TI E RE UIRED						$5

RO Narratives

(RO) Customer Concern:

IRRT IRE LL IRE LL 3 P INT INSPE TI N I ENER L I ENER L IR DI I ENER L I ENER L I ENER L

(RO) Cause:

N

(RO) Correction:

UST MER DE LINED RR NT REP IRS T THIS TIME N REP IRS M DE

(RO) Technical Notes:

N

GCS Narratives

(Claim) Customer Concern:

[redacted] DJ DD DF D DP D R KED LE R N E LENS

(Claim) Cause:

[redacted]

(Claim) Correction:

REPL E ERHE D LE R N E L MPS

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	01	**Body**	[redacted]
Build Date	06 0 201	**Plant**	S LTILL TRU K SSEMBL PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Ser ice Date**	06 30 01
Claim Type	arrant	**Repair Date**	01 19 2019
Claim Status	P id	**Mileage (Miles)**	6 05

Expense

Labor	$5	**Sublet**	$36 1	**Part**	$105 00	**Total Paid**	$194 48

Dealer Information

Code	[redacted]	**Name**	KEE H BEE D DGE HR SLER JEEP R M	**Zone**	66 RL ND
Address	4 4 US HI H 441 S KEE H BEE FL 349 4				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	08508096	L mp l r nc L mp l r nc R pl c ll		SER I E TI N	682616	L MP	5	X	36 1	$52
	95400141	L n r r St nd rd Lin hi l			68 616	L MP	5		36 1	$105 00

RO Narratives

(RO) Customer Concern:

IRRT IRE LL IRE LL 23 P INT INSPE TI N IGENER L IGENER L IR DI IGENER L IGENER L IGENER L

(RO) Cause

N

(RO) Correction:

UST MER DE LINED RR NT REP IRS T THIS TIME N REP IRS M DE

(RO) Technical Notes:

N

GCS Narratives

(Claim) Customer Concern:

[redacted] DJ DD DF D DP D R KED LE R N E LENS

(Claim) Cause:

[redacted]

(Claim) Correction:

REPL E ERHE D LE R N E L MPS

Warranty Claim Report

Vehicle Information

VIN	[redacted]	Year	201	Body	[redacted]
Build Date	06 0 201	Plant	S LTILL TRU K SSEMBL PL NT	Coverage Code	[redacted]

Claim Information

Claim #	[redacted]	In Service Date	06 30 201
Claim Type	S Saf t (R all)	Repair Date	01 19 2019
Claim Status	Paid	Mileage (Miles)	26 05

Expense

Labor	Sublet	Part	Total Paid
$26 39	$0 4	$0 00	$2 13

Dealer Information

Code	[redacted]	Name	KEE H BEE D DGE HR SLER JEEP R M	Zone	66 RL ND
Address	4224 US HIGH 441 S KEE H BEE FL 349 4				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	08U 4182	Saf t R all U 4 Tailgat Lat h In tall Tailgat tuat r St p Bl k	U	UN OD BLE (N RR TI E REQUIRED)	6844802	TU T R	1	X	0 4	$26 39

RO Narratives

(RO) Customer Concern

N

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

N

(Claim) Cause

N

(Claim) Correction

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	Year	017	Body	[redacted] RAM 500 LT CREW CAB 4 4
Build Date	09/06/ 016	Plant	ALTILLO TRUCK A EMBLY PLANT	Coverage Code	[redacted]

Claim Information

Claim #	[redacted]	In Service Date	05/08/ 017
Claim Type	afety (Recall)	Repair Date	01/19/ 019
Claim Status	Paid	Mileage (Miles)	7,14

Expense

Labor	Sublet	Part	Total Paid
$ 0 84	$0 78	$0 00	$ 1 6

Dealer Information

Code	[redacted]	Name	BONNEVILLE & ON INC	Zone	NEW YORK
Address	6 5 HOOK ETT RD , MANCHE TER, NH 0 104				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08U7418	afety Recall U74 Tailgate Latch ; In tall Tailgate Actuator top Block	UC	UNCOD BLE (NARRATIVE REQUIRED)	684480 7AA	ACTUATOR	1		0 78	$ 0 84

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

N

(RO) Technical Notes

NA

GCS Narratives

(Claim) Customer Concern:

U74 afet Recall U74 Tailgate Latch U74 01 017 T I LG TE L TCH Reca

(Claim) Cause

RECALL

(Claim) Correction:

IN TALL TOP BLOCK

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	018	**Body**	[redacted] RAM 500 T CREW CAB 4 4
Build Date	08/ 4/ 017	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/16/ 018
Claim Type	W Warranty	**Repair Date**	01/19/ 019
Claim Status	Paid	**Mileage (Miles)**	1 6

Expense

Labor	$90 94	**Sublet**	$74 9	**Part**	$0 00	**Total Paid**	$8

Dealer Information

Code	[redacted]	**Name**	JUNGE CENTER POINT	**Zone**	51 CHICAGO
Address	1001 FORD LN CENTER POINT I 1				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	080501 0	Generator lternator 6 4 liter ga engine econdary (dual generator)	E	FRO T BEARING DEFECT	560 9644AB	GENERATOR	1		74 9	$90 94

RO Narratives

(RO) Customer Concern:

CU TOMER TATE HUMMING NOI E FROM BELT LINE JUNGE CARE IN PECTION AT NO CHARGE TO YOU

(RO) Cause:

N

(RO) Correction

[redacted]PREFORMED MULTIPOINT IN PECTION

(RO) Technical Notes

NA

GCS Narratives

(Claim) Customer Concern

CU TOMER T TE HUMMING NOI E FROM BELT LINE

(Claim) Cause

IN PECTED FOUND FRONT BEARING NOI Y IN ALTERNATOR

(Claim) Correction:

REPLACED ALTERNATOR VERIFIED OPERATION

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 LONGHORN MEGA CAB 4X4
Build Date	04/19/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	07/25/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	01/21/2019
Claim Status	Paid	**Mileage (Miles)**	48,653

Expense

Labor	$30.52	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$30.52

Dealer Information

Code	[redacted]	**Name**	ALL STAR DODGE INC	**Zone**	63 DALLAS
Address	2590 RANGE PARK DRIVE , DENHAM SPRINGS, LA 70726				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U53182	Customer Satisfaction Notification U53 - Occupant Restraint Control Module ; Reprogram Occupant Restraint Controller (ORC) Module - Includes ORC and ABS Initialization	UC	UNCODABLE (NARRATIVE REQUIRED)						$30.52

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

Customer States RECALL U53 OCCUPANT RESTRAINT CONTROL MODULE CUSTOMER STATES SERVICE ABS LIGHT ON/OFF

(Claim) Cause:

F INTERNAL ABS HCU FAILURE 2.10 CHECKED FOR CODES AND FOUND CODE [redacted] ABS HYDRAULIC CONTROL UNIT - GENERNAL ELECTRICAL FAILURE. FOUND THAT THE ABS HYDRA ULIC CONTROL UNIT HAD AN INTERNAL FAILURE CAUSING THE ABS AND CHECK ENGINE LI GHT. REPLACED THE HYDRAULIC CONTROL UNIT AND BLEED THE BRAKES. TEST DROVE TO CONFIRM REPAIRS. NO PROBLEMS FOUND AT THIS TIME

(Claim) Correction:

[redacted] RECALL U53 30 UPDATED THE SOFTWARE FOR THE ORC MODULE AS PER RECALL U53 INTERNAL ABS HCU FAILURE 2.10 CHECKED FOR CODES AND FOUND CODE [redacted] ABS HYDRAULIC CONTROL UNIT -GENERNAL ELECTRICAL FAILURE.

FOUND THAT THE ABS HYDRA ULIC CONTROL UNIT HAD AN INTERNAL FAILURE CAUSING THE ABS AND CHECK ENGINE LI GHT. REPLACED THE HYDRAULIC CONTROL UNIT AND BLEED THE BRAKES. TEST DROVE TO CONFIRM REPAIRS. NO PROBLEMS FOUND AT THIS TIME

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 LARAMIE MEGA CAB 4X4
Build Date	12/20/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	02/27/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	01/21/2019
Claim Status	Paid	**Mileage (Miles)**	37,930

Expense

Labor	$53.50	**Sublet**	$0.73	**Part**	$0.00	**Total Paid**	$54.23

Dealer Information

Code	[redacted]	**Name**	ASTORG DODGE CHRYSLER JEEP	**Zone**	35 WASHINGTON
Address	1501 7TH ST , PARKERSBURG, WV 26101				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08U7415Z	Safety Recall U74 - Tailgate Latch ; - Additional labor time for bedliner ****Consequential Damage****			68448027AA	ACTUATOR	1	X	0.73	$8.92
A	08U74182	Safety Recall U74 - Tailgate Latch ; Install Tailgate Actuator Stop Block	UC	UNCODABLE (NARRATIVE REQUIRED)	68448027AA	ACTUATOR	1	X	0.73	$17.83
B	18U53182	Customer Satisfaction Notification U53 - Occupant Restraint Control Module ; Reprogram Occupant Restraint Controller (ORC) Module - Includes ORC and ABS Initialization	UC	UNCODABLE (NARRATIVE REQUIRED)						$26.75

RO Narratives

(RO) Customer Concern:

[redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 SLT CREW CAB 4X4
Build Date	05/09/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/10/2017
Claim Type	W - Warranty	**Repair Date**	01/21/2019
Claim Status	Paid	**Mileage (Miles)**	27,583

Expense

Labor	$215.24	**Sublet**	$561.96	**Part**	$0.00	**Total Paid**	$777.21

Dealer Information

Code	[redacted]	**Name**		**Zone**	63 DALLAS
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08190201	Module, body control ; All others	14	BURNED OR BURNED OUT	68320319AC	MODULE	1	X	183.40	$94.71
B	08080110	Battery ; Single battery	B4	BATTERY FAILED TEST	BB0H7730AB	BATTERY	1	X	182.00	$34.44
C	07500125	Pump, water ; 6.7 liter diesel engine	44	LEAKS-GASKET DEFECT	68414058AB	PUMP	1	X	175.00	$86.10
C	07500125	Pump, water ; 6.7 liter diesel engine	44	LEAKS-GASKET DEFECT	68163848AB	ANTIFREEZ	1		21.56	$86.10

RO Narratives

(RO) Customer Concern:

CUST STATES WHEN HE LEAVES KEY IN TRUCK VEH WILL LOCK BY ITS ELF CUSTOMER REQUESTS MIKE WORK ON HIS TRUCK (General Concer n 1) CUST STATES AT TIMES VEHICLE WILL NOT START HAS TO JUMP STAR T (General Concern 2) CUST STATES LOUD SQUEALING NOISE COMING FROM ENGINE AREA (Ge neral Concern 4)

(RO) Cause:

RAN DIAGNOSTICS AND FOUND [redacted] CENTRAL GATEWAY INTERNAL SHORT. PERFORMED BATTERY TEST AND FOUND LEFT BATTERY HAD BAD CELL. TECHNICIAN INSPECTED AND FOUND WATER PUMP TO BE LEAKING.

(RO) Correction:

REMOVED AND REPLACED BCM AND CLEARED DTC'S. VERIFIED REPAIR REMOVED AND REPLACED BATTERY. REMOVED AND REPLACED WATERPUMP AND BLED COOLANT SYSTEM.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C/S AT TIMES, VEHICLE WILL NOT START. HAVE TO JUMP START VEHICLE. C/S THERE IS A LOUD SQUEALING NOISE COMING FROM ENGINE AREA. C/S WHEN HE LEAVES KEY IN TRUCK, VEHICLE WILL LOCK BY ITSELF.

(Claim) Cause:

PERFORMED BATTERY TEST - LEFT BATTERY FAILED DUE TO BAD CELL. VERIFIED CONCERN. HOOKED WITECH UP & PULLED CODE [redacted] CENTRAL GATEWAY INTER VERIFIED CONCERN. INSPECTED & FOUND WATER PUMP LEAKING ONTO BELT CAUSING SQUEA LING NOISE. NAL FAILURE. BODY CONTROL MODULE HAS INTERNAL SHORT.

(Claim) Correction:

REPLACED LEFT BATTERY. RETESTED - SYSTEM PASSED. VERIFIED REPAIR. REPLACED BODY CONTROL MODULE. CLEARED CODE. RETESTED - SYSTEM PASSED. VERIFIED REPLACED WATER PUMP & BLEED COOLANT SYSTEM. RETESTED. VERIFIED REPAIR. REPAIR.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted]RAM 3500 LONGHORN CREW CAB 4X4
Build Date	08/14/2018	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11/30/2018
Claim Type	W - Warranty	**Repair Date**	01/21/2019
Claim Status	Paid	**Mileage (Miles)**	4,120

Expense

Labor	$449.60	**Sublet**	$1,111.67	**Part**	$140.00	**Total Paid**	$1,701.27

Dealer Information

Code	[redacted]	**Name**	PUEBLO DODGE INC	**Zone**	74 DENVER
Address	2147 HIGHWAY 50 WEST , PUEBLO, CO 81008				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08906527	Wiring harness, engine compartment and headlamp ; Main engine harness 6.7 liter diesel engine	ML	CHECK ENGINE/SERVICE ENGINE SO	68232787AA	WIRING	1	X	1096.20	$449.60
A	08906527	Wiring harness, engine compartment and headlamp ; Main engine harness 6.7 liter diesel engine	ML	CHECK ENGINE/SERVICE ENGINE SO	68027035AB	GASKET	1		10.08	$449.60
A	08906527	Wiring harness, engine compartment and headlamp ; Main engine harness 6.7 liter diesel engine	ML	CHECK ENGINE/SERVICE ENGINE SO	68005465AA	GASKET	1		5.39	$449.60
A	25014411	Gasket, EGR valve ; 6.7 liter diesel engine 2500-3500 pickup truck			68232787AA	WIRING	1	X	1096.20	$0.00
A	25014411	Gasket, EGR valve ; 6.7 liter diesel engine 2500-3500 pickup truck			68027035AB	GASKET	1		10.08	$0.00
A	25014411	Gasket, EGR valve ; 6.7 liter diesel engine 2500-3500 pickup truck			68005465AA	GASKET	1		5.39	$0.00
A	95400141	Loaner Car ; Standard Line Vehicles			68232787AA	WIRING	1	X	1096.20	$140.00
A	95400141	Loaner Car ; Standard Line Vehicles			68027035AB	GASKET	1		10.08	$140.00
A	95400141	Loaner Car ; Standard Line Vehicles			68005465AA	GASKET	1		5.39	$140.00

RO Narratives

(RO) Customer Concern:

FREE 27 POINT COURTESY INSPECTION ENGINE RENTAL

(RO) Cause:

NA

(RO) Correction:

PERFORMED A FREE 27 POINT VISUAL INSPECTION AND

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
=CUSTOMER STATES AFTER ECM REPLACEMENT THEY ARE GETTING A ELECTRICAL BURNING S MELL, SERVICE ELECTRONIC BRAKE SYSTEM MESSAGE, ETC, ESS, ABS, CHECK ENGINE LIG HT, ON.

(Claim) Cause:
[redacted]

(Claim) Correction:
DISASSEMBLED ENGINE AND BRACKETS TO GAIN ACCESS TO CHANGE OUT HARNESS. RE-ASSE MBLED WITH SEALES AND GASKETS NEEDED. CLEARED CODES AND TEST DROVE, NO CODES R ETURNED. ISSUE APPEARS TO BE REPAIRED AT THIS TIME.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 LONGHORN MEGA CAB 4X4
Build Date	04/19/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	07/25/2017
Claim Type	F - Service Contract	**Repair Date**	01/21/2019
Claim Status	Paid	**Mileage (Miles)**	48,653

Expense

Labor	$111.90	**Sublet**	$696.08	**Part**	$0.00	**Total Paid**	$792.82

Dealer Information

Code	[redacted]	**Name**	ALL STAR DODGE INC	**Zone**	63 DALLAS
Address	2590 RANGE PARK DRIVE , DENHAM SPRINGS, LA 70726				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	59	INTERNAL LEAK	68143491AA	CONTROL	1	X	478.80	$111.90
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	59	INTERNAL LEAK	04318080AD	FLUID	2		11.48	$111.90
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	59	INTERNAL LEAK	68347098AB	MODULE	1		205.80	$111.90

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

Customer States RECALL U53 OCCUPANT RESTRAINT CONTROL MODULE CUSTOMER STATES SERVICE ABS LIGHT ON/OFF

(Claim) Cause:

F INTERNAL ABS HCU FAILURE 2.10 CHECKED FOR CODES AND FOUND CODE C0020-01- ABS HYDRAULIC CONTROL UNIT - GENERNAL ELECTRICAL FAILURE. FOUND THAT THE ABS HYDRA ULIC CONTROL UNIT HAD AN INTERNAL FAILURE CAUSING THE ABS AND CHECK ENGINE LI GHT. REPLACED THE HYDRAULIC CONTROL UNIT AND BLEED THE BRAKES. TEST DROVE TO CONFIRM REPAIRS. NO PROBLEMS FOUND AT THIS TIME

(Claim) Correction:

[redacted]RECALL [redacted] UPDATED THE SOFTWARE FOR THE ORC MODULE AS PER RECALL U53 INTERNAL ABS HCU FAILURE 2.10 CHECKED FOR CODES AND FOUND CODE [redacted] ABS HYDRAULIC CONTROL UNIT -GENERNAL ELECTRICAL FAILURE. FOUND THAT THE ABS HYDRA ULIC CONTROL UNIT HAD AN INTERNAL FAILURE CAUSING THE ABS AND CHECK ENGINE LI GHT. REPLACED THE HYDRAULIC CONTROL UNIT AND BLEED THE BRAKES. TEST DROVE TO CONFIRM REPAIRS. NO PROBLEMS FOUND AT THIS TIME

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 2500 POWER WAGON CREW CAB
Build Date	11/30/2018	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	560

Claim Information

Claim #	[redacted]	**In Service Date**	0 / 5/ 019
Claim Type	K Road Ready (PREPNV)	**Repair Date**	01/22/2019
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$1 1 91	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$1 1 91

Dealer Information

Code	[redacted]	**Name**	MAC HAIK DODGE CHRYSLER JEEP	**Zone**	63 DALLAS
Address	5255 S IH 35 , GEORGETOWN, TX 78626				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$121 91

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted]RAM 3500 SLT CREW CAB 4X4
Build Date	12/11/2018	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	01/31/2019
Claim Type	K Road Ready (PREPNV)	**Repair Date**	01/22/2019
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$153 44	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$153 44

Dealer Information

Code	[redacted]	**Name**	HENDRICK DODGE	**Zone**	66 ORLANDO
Address	81 MACKENAN DRIVE , CARY, NC 7511				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$153 44

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted] RAM 500 LT CREW CAB 4 4
Build Date	04/26/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/18/ 017
Claim Type	F Service Contract	**Repair Date**	01/22/2019
Claim Status	Paid	**Mileage (Miles)**	9,89

Expense

Labor	$0 00	**Sublet**	$0 00	**Part**	$65 00	**Total Paid**	$65 00

Dealer Information

Code	[redacted]	**Name**	BAY DODGE	**Zone**	66 ORLANDO
Address	641 WE T 15TH TREET , PANAMA CITY, FL 401				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26860303	Maintenance Interval Schedule B ; To be used every ,000 Interval	MC	MAINTENANCE CARE						$0 00
A	95 60001	Maintenance Allowance ; Fixed Co t Maintenance								$65 00

RO Narratives

(RO) Customer Concern:

CU TOMER TATE MULTI POINT IN PECTION CU TOMER TATE PERORM E ENTIAL CARE LOF $65

(RO) Cause:

NA

(RO) Correction:

PERFORMED MULTI POINT INSPECTION PERFORMED LOFLOP[redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted]RAM 3500 LARAMIE CREW CAB 4X4
Build Date	01/16/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	04/17/2017
Claim Type	S Safety (Recalls)	**Repair Date**	01/22/2019
Claim Status	Paid	**Mileage (Miles)**	40,864

Expense

Labor	$25 31	**Sublet**	$0 63	**Part**	$0 00	**Total Paid**	$25 94

Dealer Information

Code	[redacted]	**Name**		**Zone**	70 PHOENIX
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08U7418	Safety Recall U74 Tailgate Latch ; Install Tailgate Actuator Stop Block	UC	UNCODABLE (NARRATIVE REQUIRED)	68448027AA	ACTUATOR	1	X	0 63	$25 31

RO Narratives

(RO) Customer Concern:

PLEA E PERFORM RECALL #U74

(RO) Cause:

(RO) Correction:

[redacted]Recall complete, Installed new part PLEASE PERFORM RECALL #

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 LARAMIE CREW CAB 4X4
Build Date	02/20/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	03/29/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	01/23/2019
Claim Status	Paid	**Mileage (Miles)**	15,051

Expense

Labor	$15.18	**Sublet**	$0.63	**Part**	$0.00	**Total Paid**	$15.81

Dealer Information

Code	[redacted]	**Name**		**Zone**	74 DENVER
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08U74182	Safety Recall U74 Tailgate Latch ; Install Tailgate Actuator Stop Block	UC	UNCODABLE (NARRATIVE REQUIRED)	68448027AA	ACTUATOR	1	X	0 63	$15 18

RO Narratives

(RO) Customer Concern:

PERFORM WARRANTY RECALL PERFORM WARRANTY RECALL MULTI POINT INSPECTION COMPLET 5,6,7 QT LOF MISC

(RO) Cause:

TECH VERIFIED CUSTOMERS CONCERN FOR A LEAK FOUND T

(RO) Correction:

[redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES HE THINKS HIS TRANSMISSION IS LEAKING

(Claim) Cause:

TECH VERIFIED CUSTOMER CONCERN FOR A LEAK FOUND TRANSMISSION PAN LEAKING

(Claim) Correction:

TECH RESEALED TRANSMISSION PAN TEST DROVE NO LEAKS NOW REPAIR COMPLETE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 LARAMIE CREW CAB 4X4
Build Date	02/20/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	03/29/2017
Claim Type	W - Warranty	**Repair Date**	01/23/2019
Claim Status	Paid	**Mileage (Miles)**	15,051

Expense

Labor	$75.88	**Sublet**	$35.55	**Part**	$0.00	**Total Paid**	$111.43

Dealer Information

Code	[redacted]	**Name**		**Zone**	74 DENVER
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	21550131	Pan, Oil - Replace or Reseal ; Includes: Replace pan and/or gasket, if necessary.	71	OIL LEAK	05010884AD	SEALER	1	X	6.93	$37.94
A	21550131	Pan, Oil - Replace or Reseal ; Includes: Replace pan and/or gasket, if necessary.	71	OIL LEAK	68055894AA	FLUID	7		28.62	$37.94
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			05010884AD	SEALER	1	X	6.93	$37.94
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68055894AA	FLUID	7		28.62	$37.94

RO Narratives

(RO) Customer Concern:

PERFORM WARRANTY RECALL PERFORM WARRANTY RECALL MULTI POINT INSPECTION COMPLET 5,6,7 QT LOF MISC

(RO) Cause:

TECH VERIFIED CUSTOMERS CONCERN FOR A LEAK FOUND T

(RO) Correction:

[redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES HE THINKS HIS TRANSMISSION IS LEAKING

(Claim) Cause:

TECH VERIFIED CUSTOMER CONCERN FOR A LEAK FOUND TRANSMISSION PAN LEAKING

(Claim) Correction:
TECH RESEALED TRANSMISSION PAN TEST DROVE NO LEAKS NOW REPAIR COMPLETE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 SLT CREW CAB 4X4
Build Date	06/17/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	12/27/2017
Claim Type	F - Service Contract	**Repair Date**	01/23/2019
Claim Status	Paid	**Mileage (Miles)**	22,295

Expense

Labor	$0.00	**Sublet**	$0.00	**Part**	$85.00	**Total Paid**	$85.00

Dealer Information

Code	[redacted]	**Name**	RON CARTER CHRYSLER-JEEP-DODGE OF TEXAS CITY	**Zone**	63 DALLAS
Address	2601 PALMER HWY , TEXAS CITY, TX 77590				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26860303	Maintenance Interval - Schedule B ; To be used every 3,000 Intervals	MC	MAINTENANCE CARE						$0.00
A	95260001	Maintenance Allowance ; Fixed Cost Maintenance								$75.00
A	95260002	Maintenance Allowance ; TIRE ROTATION								$10.00

RO Narratives

(RO) Customer Concern:

[redacted]

(RO) Cause:

RRT 18-045 U53 U74 LOF F

(RO) Correction:

[redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 SLT CREW CAB 4X4
Build Date	06/17/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	12/27/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	01/23/2019
Claim Status	Paid	**Mileage (Miles)**	22,295

Expense

Labor	$59.98	**Sublet**	$0.74	**Part**	$0.00	**Total Paid**	$60.72

Dealer Information

Code	[redacted]	**Name**	RON CARTER CHRYSLER-JEEP-DODGE OF TEXAS CITY	**Zone**	63 DALLAS
Address	2601 PALMER HWY , TEXAS CITY, TX 77590				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
B	08U74182	Safety Recall U74 - Tailgate Latch ; Install Tailgate Actuator Stop Block	UC	UNCODABLE (NARRATIVE REQUIRED)	68448027AA	ACTUATOR	1	X	0.74	$23.99
A	18U53182	Customer Satisfaction Notification U53 - Occupant Restraint Control Module ; Reprogram Occupant Restraint Controller (ORC) Module - Includes ORC and ABS Initialization	UC	UNCODABLE (NARRATIVE REQUIRED)						$35.99

RO Narratives

(RO) Customer Concern:

[redacted]

(RO) Cause:

[redacted]

(RO) Correction:

[redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 SLT CREW CAB 4X4
Build Date	06/17/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	12/27/2017
Claim Type	W - Warranty	**Repair Date**	01/23/2019
Claim Status	Paid	**Mileage (Miles)**	22,295

Expense

Labor	$47.99	**Sublet**	$36.52	**Part**	$0.00	**Total Paid**	$84.51

Dealer Information

Code	[redacted]	**Name**	RON CARTER CHRYSLER-JEEP-DODGE OF TEXAS CITY	**Zone**	63 DALLAS
Address	2601 PALMER HWY , TEXAS CITY, TX 77590				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08508096	Lamp, Clearance ; Lamp, Clearance - Replace All	ZZ	SERVICE ACTION	68261677AC	LAMP	5	X	36.52	$47.99

RO Narratives

(RO) Customer Concern:

[redacted]

(RO) Cause:

[redacted]

(RO) Correction:

[redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 2500 LARAMIE CREW CAB 4X4
Build Date	10/14/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/28/2018
Claim Type	W - Warranty	**Repair Date**	01/23/2019
Claim Status	Paid	**Mileage (Miles)**	21,152

Expense

Labor	$422.00	**Sublet**	$229.29	**Part**	$280.00	**Total Paid**	$931.29

Dealer Information

Code	[redacted]	**Name**	LANDMARK CHRYSLER DODGE JEEP OF MO NROE, LLC	**Zone**	66 ORLANDO
Address	316 MAYFIELD DR , MONROE, GA 30655				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08191002	Module, anti-lock brake control ; All others			68347098AB	MODULE	1	X	212.99	$63.30
A	08191002	Module, anti-lock brake control ; All others			68078700AE	SENSOR	1		16.30	$63.30
A	08191063	Module, anti-lock brake control ; 6.7L diesel equipped			68347098AB	MODULE	1	X	212.99	$21.10
A	08191063	Module, anti-lock brake control ; 6.7L diesel equipped			68078700AE	SENSOR	1		16.30	$21.10
A	08808401	Switch/sensor, brake pedal			68347098AB	MODULE	1	X	212.99	$42.20
A	08808401	Switch/sensor, brake pedal			68078700AE	SENSOR	1		16.30	$42.20
A	0894PND2	Anti-Lock Brake System	4W	WIRES BURNED/DAMAGED	68347098AB	MODULE	1	X	212.99	$200.45
A	0894PND2	Anti-Lock Brake System	4W	WIRES BURNED/DAMAGED	68078700AE	SENSOR	1		16.30	$200.45
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation			68347098AB	MODULE	1	X	212.99	$94.95
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation			68078700AE	SENSOR	1		16.30	$94.95
A	95400141	Loaner Car ; Standard Line Vehicles			68347098AB	MODULE	1	X	212.99	$280.00
A	95400141	Loaner Car ; Standard Line Vehicles			68078700AE	SENSOR	1		16.30	$280.00

RO Narratives

(RO) Customer Concern:

Customer States parts ordered last visit for abs system (Gen eral Concern 1) PERFORM MULTI-POINT INSPECTION

(RO) Cause:

[redacted]RAKE PEDAL POS SENSOR SHORT TO BATT FOUND BROKE WIRE IN FENDER GOING INTO CAB CAUSING SHORT TO BATTERY DTC MAINTENANCE

(RO) Correction:

FOLOWED FLOW CHART CHECK FOR POWER ON [redacted] CUIRTS AND BRAKE BEDAL SWITCH FOR SHORT TO POWER FOUND 12 VOLTS OB [redacted] SIGNAL CIRCUIT OHMED CIRCUT TEST GOOD NO SHORT TO POWER WHEN ABS MODULE UNPLUGGED INTERNAL SHORT IN ABS MODULE FLOW CHART STATES REPLACE. REPLACED ABS MODULE PROGRAMMED BRAKE PEDAL WILL NOT CALIBRATE BRAKE PEDAL SENSOR INTERNAL SHORT DAMAGE FROM ABS MODULE REPLACED BRAKE SWITCH AND CALIBRATE TEST DROVE DTC RETURNED CONTACTED STAR AND WAS ADVISED TO INSTAL OVERLAY HARNESS ON [redacted] CIRCUITS CODE WENT STORED REMOVED FENDER WELL TO INSPECT WIRING HARNESS FOUND RUBBED WIRE WHERE HARNESS GOES INTO CAB FOR BRAKE SWITCH [redacted] BRAKE SENSOR RETURN WAS RUBBED THROUGH AND BROKE CAUSING [redacted] TO SET REPAIRED WIRE AND HAD TO REMOVE HARNESS FROM INSIDE TO HAVE ROOM FOR REPAIR REINSTALL INSIDE HARNESS AND FIXED SO IT WILL NOT RUB THROUG H AGAIN INSTALL FENDER WELL DTC WENT STORED TEST DROVE 9 MILES CONMPLETE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES PARTS ORDERED LAST VISIT FOR ABS SYSTEM (GEN ERAL CONCERN 1)

(Claim) Cause:

[redacted] BRAKE PEDAL POS SENSOR SHORT TO BATT FOUND BROKE WIRE IN FENDER GOING I NTO CAB CAUSING SHORT TO BATTERY DTC

(Claim) Correction:

FOLOWED FLOW CHART CHECK FOR POWER ON [redacted] CUIRTS AND BRAKE BED AL SWITCH FOR SHORT TO POWER FOUND 12 VOLTS OB [redacted] SIGNAL CIRCUIT OHMED CIRC UT TEST GOOD NO SHORT TO POWER WHEN ABS MODULE UNPLUGGED INTERNAL SHORT IN A BS MODULE FLOW CHART STATES REPLACE. REPLACED ABS MODULE PROGRAMMED BRAKE PED AL WILL NOT CALIBRATE BRAKE PEDAL SENSOR INTERNAL SHORT DAMAGE FROM ABS MODUL E REPLACED BRAKE SWITCH AND CALIBRATE TEST DROVE DTC RETURNED CONTACTED STAR AND WAS ADVISED TO INSTAL OVERLAY HARNESS ON [redacted] CIRCUITS COD E WENT STORED REMOVED FENDER WELL TO INSPECT WIRING HARNESS FOUND RUBBED WIRE WHERE HARNESS GOES INTO CAB FOR BRAKE SWITCH [redacted] RAKE SENSOR RETURN WAS RU BBED THROUGH AND BROKE CAUSING [redacted] DTC TO SET REPAIRED WIRE AND HAD TO REMOVE HARNESS FROM INSIDE TO HAVE ROOM FOR REPAIR REINSTALL INSIDE HARNESS A ND FIXED SO IT WILL NOT RUB THROUG H AGAIN INSTALL FENDER WELL DTC WENT STORE D TEST DROVE 9 MILES

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted]
Build Date	03 21 2018	**Plant**	S LTILL TRU K SSEMBL PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	0 2 2018
Claim Type	S Saf t (R all)	**Repair Date**	01 23 2019
Claim Status	P id	**Mileage (Miles)**	34 408

Expense

Labor	$30 98	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$30 8

Dealer Information

Code	[redacted]	**Name**	HITE S ENERG M T RS	**Zone**	4 DEN ER
Address	801 S D U L S H ILLETTE 8 18				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	18U53182	u t m r Sati fa ti n N tifi ati n U53 upant R traint ntr l M dul R pr gram upant R traint ntr ll r (R) M dul In lud R and BS Initiali ati n	U	UN D BLE (N RR TI E REQUIRED)						$30 98

RO Narratives

(RO) Customer Concern:

UP NT RESTR INT NTR L M DULE

(RO) Cause

N

(RO) Correction

B D ELE TRI L

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

N

(Claim) Cause

N

(Claim) Correction

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 2500 ST CREW CAB 4X4
Build Date	03/21/2018	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	07/27/2018
Claim Type	W - Warranty	**Repair Date**	01/23/2019
Claim Status	Paid	**Mileage (Miles)**	34,408

Expense

Labor	$123.91	**Sublet**	$221.55	**Part**	$0.00	**Total Paid**	$345.46

Dealer Information

Code	[redacted]	**Name**	WHITE'S ENERGY MOTORS	**Zone**	74 DENVER
Address	2801 S DOUGLAS HWY , GILLETTE, WY 82718				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08808401	Switch/sensor, brake pedal	07	BINDS, STICKS, OR SEIZED	68078700AE	SENSOR	1	X	15.75	$41.30
B	08191002	Module, anti-lock brake control ; All others	14	BURNED OR BURNED OUT	68347098AB	MODULE	1	X	205.80	$61.96
B	08191063	Module, anti-lock brake control ; 6.7L diesel equipped			68347098AB	MODULE	1	X	205.80	$20.65

RO Narratives

(RO) Customer Concern:

Multi-point inspection (according to maintenance interval) DASH SAYS SERVICE ELECTRONIC BRAEKING SYSTEM WHEN ITS IN PARK RELAY CLICKING ONLY WHEN LIGHT IS ON

(RO) Cause:

NA

(RO) Correction:

Multi-point inspection (according to maintenanceinterval) FREE 27 POINT CHECK BODY ELECTRICAL BODY ELECTRICAL

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES DASH SAYS SERVICE ELECTRONIC BRAKING SYSTEM CUSTOMER STATES DASH SAYS SERVICE ELECTRONIC BREAKING SYSTEM

(Claim) Cause:

TECH VERIFIED COMPLAINT BRAKE PEDAL POSITION SWITCH STUCK TEST WIRING GROUNDS PINS OK FOUND INTERNAL SHORT IN ABS MODULE

(Claim) Correction:

REPLACE BPPS STILL HAS ISSUE REPLACED ABS MODULE RETEST OK

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - RAM 3500 SLT CREW CAB 4X4
Build Date	06/21/2018	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	09/21/2018
Claim Type	W - Warranty	**Repair Date**	01/23/2019
Claim Status	Paid	**Mileage (Miles)**	3,318

Expense

Labor	$102.36	**Sublet**	$186.67	**Part**	$80.00	**Total Paid**	$369.03

Dealer Information

Code	[redacted]	**Name**	NAPLETON'S CLERMONT CHRYSLER JEEP	**Zone**	66 ORLANDO
Address	15859 STATE ROAD 50 , CLERMONT, FL 34711				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08193701	Module, trailer tow	58	INTERNAL DEFECT	68288760AC	MODULE	1	X	162.13	$45.49
A	95400142	Loaner Car ; High Line Vehicles			68288760AC	MODULE	1	X	162.13	$80.00
B	05190105	Brakes - Buzz Squeaks Rattles ; Park Brake	UC	UNCODABLE (NARRATIVE REQUIRED)	04318080AD	FLUID	3	X	24.54	$56.87

RO Narratives

(RO) Customer Concern:

z-(DMS Appt. Feed) Line 1 [CUSTOMER STATES INSTALL BRAKE STOPMODULE SOP, ALSO NEEDS A NEW MANUAL] General Concern #1 [Customer statesbrake pedal feels spongy wants brake fluid blead] RENTAL

(RO) Cause:

F F F

(RO) Correction:

z-(DMS Appt. Feed) Line 1 [CUSTOMER STATES INSTALL BRAKE STOP MODULESOP, ALSO NEEDS A NEW MANUAL] GENERAL CONCERN GENERAL CONCERN RENTAL GENERAL CONCERN .

(RO) Technical Notes:

PEDAL FEELS SPONGY

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES BRAKE PEDAL FEELS SPONGY WANTS BRAKE FLUID BLEAD CUSTOMER STATES INSTALL BRAKE STOP MODULE SOP, ALSO NEEDS A NEW MANUAL

(Claim) Cause:

BRAKE FLUID BLED FAULTY MODULE

(Claim) Correction:

BRAKE FLUID BLED REPLACED MODULE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	018	**Body**	[redacted]
Build Date	09 0 01	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11 08 018
Claim Type	F er ice Contract	**Repair Date**	01 4 019
Claim Status	Paid	**Mileage (Miles)**	5 1 3

Expense

Labor	$40 94	**Sublet**	$0 00	**Part**	$30 00	**Total Paid**	$ 0 94

Dealer Information

Code	[redacted]	**Name**	DULLE CHRY LER DODGE JEEP R M	**Zone**	HINGTON
Address	109 TO TIN IR E LEE BURG 01 5				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	6 41001	10 000 Mile 16 000 KM Inter al								$40 94
	6 60 0	Maintenance Inter al chedule B To be u ed e er 3 000 Inter als	MC	M INTEN N E RE						$0 00
	95 60001	Maintenance llowance Fixed st Maintenance								$30 00

RO Narratives

(RO) Customer Concern

ROT TE TIRE E ILL BE PERFORMING OMPLEMENT RY MULTIPOINT YNTHITI OIL H NGE U TOMER T TE

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

N

(Claim) Cause

N

(Claim) Correction

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	01	**Body**	[redacted]
Build Date	11/07/ 017	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	0 1 01
Claim Type	W Warranty	**Repair Date**	01/ 4/ 019
Claim Status	Paid	**Mileage (Miles)**	7 4 7

Expense

Labor	$ 46 49	**Sublet**	$ 1 4	**Part**	$0 00	**Total Paid**	$467 7

Dealer Information

Code	[redacted]	**Name**	TAR DODGE	**Zone**	6 DALLA
Address	101 OUTH FIR T TREET BILENE T 7960				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	11 005 4	Tube ga ket eal exhau t flange Front	ML	CHECK ENGINE/ ERVICE ENGINE O	68065844AB	GA KET	1		0 08	$51 89
	11 00 4	Tube ga ket eal exhau t flange ; Front	ML	CHECK ENGINE ER ICE ENGINE O	046 7 41 F	INJECTOR	1		01 16	$ 1 9
	0 01	Injector embl 6 7 liter die el engine			6 06 44 B	G KET	1		0 0	$64 7
	0 01	Injector embl 6 7 liter die el engine			046 7 41 F	INJECTOR	1		01 16	$64 7
	410000	Operation diagno tic ith repair Mu t be u ed in conjunction with appropriate repair Labor Operation			6 06 44 B	G KET	1		0 0	$1 9 7
A	85410000	Operation diagno tic ith repair Mu t be u ed in conjunction with appropriate repair Labor Operation			046 7 41AF	INJECTOR	1		01 16	$1 9 7

RO Narratives

(RO) Customer Concern

CU TOMER T TED THE CHECK ENGINE LIGHT C ME ON P 0EE CR C T LY T CTI E T R DODGE CHRY LER JEEP R M COMPLETED NO CHARGE MULTIPOINT IN PECTION AND A COMPLIMENTARY ALIGNMENT CHECK YOUR ERVICE ADVI OR ILL GO O ER THE RE ULT FTER COMPLETED CU TOMER REQUE T RENT L

(RO) Cause

DTC P 0EE PERFORMED DI G FOUND CR DECOMPO ITION TUBE TOPPED UP

(RO) Correction

DIAGNO I COMPLETE DECLINED BY E TENDED WARRANTY PER FCA, THEY WILL A I T WITH REPLACING THE INJECTOR P RT L BOR CU TOMER H TO CO ER RENT L ND $100 DED REMO ED CR C T LY T ND CLE NED DECOMPO ITION TUBE ND REPL CED DEF INJECTOR COMPLETED

(RO) Technical Notes

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATED THE CHECK ENGINE LIGHT CAME ON P20EE SCR CATALYST ACTIVE CUSTOMER STATED THE CHECK ENGINE LIGHT CAME ON [redacted] SCR CATALYST ACTIVE CUSTOMER STATED THE CHECK ENGINE LIGHT CAME ON P20EE SCR CATALYST ACTIVE

(Claim) Cause:

[redacted] PERFORMED DIAG. FOUND SCR DECOMPOSITION TUBE STOPPED UP DTC-P20EE PERFORMED DIAG. FOUND SCR DECOMPOSITION TUBE STOPPED UP [redacted] PERFORMED DIAG. FOUND SCR DECOMPOSITION TUBE STOPPED UP

(Claim) Correction:

DIAGNOSIS COMPLETE DECLINED BY EXTENDED WARRANTY PER FCA, THEY WILL ASSIST WIT DIAGNOSIS COMPLETE DECLINED BY EXTENDED WARRANTY PER FCA, THEY WILL ASSIST WIT DIAGNOSIS COMPLETE DECLINED BY EXTENDED WARRANTY PER FCA, THEY WILL ASSIST WIT

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 SLT CREW CAB 4X4
Build Date	04/09/ 017	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	01/12/2018
Claim Type	W Warranty	**Repair Date**	01/24/2019
Claim Status	Paid	**Mileage (Miles)**	24,440

Expense

Labor	$230 53	**Sublet**	$526 54	**Part**	$0 00	**Total Paid**	$757 07

Dealer Information

Code	[redacted]	**Name**	TEXAS DODGE LP	**Zone**	63 DALLAS
Address	7800 I 40 WEST , AMARILLO, TX 79106				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	05307001	Tube, brake ; Master cylinder to combination valve			68143491AA	CONTROL	1	X	478 80	$136 61
A	05307001	Tube, brake ; Master cylinder to combination valve			68204421AC	TUBE	1		26 18	$136 61
A	05307001	Tube, brake ; Master cylinder to combination valve			04549625AE	FLUID	2		21 56	$136 61
A	05400701	Control unit, Brake anti lock hydraulic (HCU ICU) ; All others	65	LEAKS	68143491AA	CONTROL	1	X	478 80	$93 92
A	05400701	Control unit, Brake anti lock hydraulic (HCU ICU) ; All others	65	LEAKS	68204421AC	TUBE	1		26 18	$93 92
A	05400701	Control unit, Brake anti lock hydraulic (HCU ICU) ; All others	65	LEAKS	04549625AE	FLUID	2		21 56	$93 92

RO Narratives

(RO) Customer Concern:

GENERAL CONCERNS [CS THAT VEHICLE IS LEAKING SOME TYPE OF FLUID PLEASE CHECK AND ADVISE] Multi point inspection (according to maintenance interval) Replace synthetic engine oil and filter

(RO) Cause:

NA

(RO) Correction:

[redacted] INSPECT AND FOUND THAT ONE OF THELINES WAS CROSS THREADED INTO THE HYDROLICUNIT FROM THE MASTER CYLINDER REPLACED THEBRAKE LINE FOR THE MASTER CYLINDER TO THEHYDRAULIC UNIT ALSO REPLACED THE HYDRAULICUNIT BECAUSE OF THE STRIPPED HOLE VERIFIEDTHAT ALL LINES ARE SNUG AND NOT LEAKING ANDTHEN BLED THE BRAKES FROM THE CYLINDER ANDTHE CALIPER TEST DROVE AND FOUND THAT BRAKEPEDAL IS RESTORED AND NO LEAKS PRESENT ISSUEMAY POSSIBLY DUE TO REPAIRS DONE AT MEADORDODGE IN FORT WORTH ON 10/25/18 GENERAL CONCERNS [CS THATVEHICLE IS LEAKING SOME TYPE OF FLUID PLEASE CHECK AND ADVISE] Multi point inspection (according to maintenanceinterval) EXPRESS LANE FREE VEHICLEMULTI POINT INSPECTION Replace synthetic engine oil and filter EXPRESS LANE OIL AND FILTER CHANGE SYNTHETIC OIL

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THAT VEHICLE IS LEAKING SOME TYPE OF FLUID

(Claim) Cause:

LINE WAS CROSS THREADED INTO THE HYDRAULIC UNIT FROM THE MASTER CYLINDER

(Claim) Correction:

REPLACED BRAKE LINE FROM THE MASTER CYLINDER TO THE HYDRAULIC UNIT REPLACED H YDRAULIC UNIT BECAUSE OF THE STRIPPED HOLE.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 3500 LARAMIE MEGA CAB 4X4
Build Date	07/23/2018	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	09/11/2018
Claim Type	W - Warranty	**Repair Date**	01/24/2019
Claim Status	Paid	**Mileage (Miles)**	1,527

Expense

Labor	$0.00	**Sublet**	$935.96	**Part**	$877.90	**Total Paid**	$1,813.86

Dealer Information

Code	[redacted]	**Name**	FRANK BOUCHER CHRYSLER, DODGE, JEEP OF JANESVILLE	**Zone**	51 CHICAGO
Address	4001 MILTON AVE , JANESVILLE, WI 53546				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	23026002	Molding/Applique, wheel opening flare ; Front-Right or left			1TD44TZZAF	MOLDING	1	X	258.03	$0.00
A	23026002	Molding/Applique, wheel opening flare ; Front Right or left			1TD48TZZAE	MOLDING	1		216 36	$0 00
A	23026002	Molding/Applique, wheel opening flare ; Front-Right or left			1TD45TZZAF	MOLDING	1		245.21	$0.00
A	23026002	Molding/Applique, wheel opening flare ; Front Right or left			1TD49TZZAE	MOLDING	1		216 36	$0 00
A	23026003	Molding/Applique, wheel opening flare ; Front-Right or left			1TD44TZZAF	MOLDING	1	X	258.03	$0.00
A	23026003	Molding/Applique, wheel opening flare ; Front Right or left			1TD48TZZAE	MOLDING	1		216 36	$0 00
A	23026003	Molding/Applique, wheel opening flare ; Front-Right or left			1TD45TZZAF	MOLDING	1		245.21	$0.00
A	23026003	Molding/Applique, wheel opening flare ; Front Right or left			1TD49TZZAE	MOLDING	1		216 36	$0 00
A	23026010	Molding/Applique, wheel opening flare ; Rear-On quarter Right or left			1TD44TZZAF	MOLDING	1	X	258.03	$0.00
A	23026010	Molding/Applique, wheel opening flare ; Rear On quarter-Right or left			1TD48TZZAE	MOLDING	1		216 36	$0 00
A	23026010	Molding/Applique, wheel opening flare ; Rear-On quarter Right or left			1TD45TZZAF	MOLDING	1		245.21	$0.00
A	23026010	Molding/Applique, wheel opening flare ; Rear On quarter-Right or left			1TD49TZZAE	MOLDING	1		216 36	$0 00
A	23700101	Basic paint preparation ; paint preparation			1TD44TZZAF	MOLDING	1	X	258 03	$0 00
A	23700101	Basic paint preparation ; paint preparation			1TD48TZZAE	MOLDING	1		216 36	$0 00
A	23700101	Basic paint preparation ; paint preparation			1TD45TZZAF	MOLDING	1		245 21	$0 00
A	23700101	Basic paint preparation ; paint preparation			1TD49TZZAE	MOLDING	1		216.36	$0.00

A	23705802	Molding, wheel opening flare ; Front-Right or left			1TD44TZZAF	MOLDING	1	X	258.03	$0.00
A	23705802	Molding, wheel opening flare ; Front-Right or left			1TD48TZZAE	MOLDING	1		216.36	$0.00
A	23705802	Molding, wheel opening flare ; Front-Right or left			1TD45TZZAF	MOLDING	1		245.21	$0.00
A	23705802	Molding, wheel opening flare ; Front-Right or left			1TD49TZZAE	MOLDING	1		216.36	$0.00
A	23705804	Molding, wheel opening flare ; Rear-Right or left	P6	BLISTERED	1TD44TZZAF	MOLDING	1	X	258.03	$0.00
A	23705804	Molding, wheel opening flare ; Rear-Right or left	P6	BLISTERED	1TD48TZZAE	MOLDING	1		216.36	$0.00
A	23705804	Molding, wheel opening flare ; Rear-Right or left	P6	BLISTERED	1TD45TZZAF	MOLDING	1		245.21	$0.00
A	23705804	Molding, wheel opening flare ; Rear-Right or left	P6	BLISTERED	1TD49TZZAE	MOLDING	1		216.36	$0.00
A	23705805	Molding, wheel opening flare ; Rear-Right or left			1TD44TZZAF	MOLDING	1	X	258.03	$0.00
A	23705805	Molding, wheel opening flare ; Rear-Right or left			1TD48TZZAE	MOLDING	1		216.36	$0.00
A	23705805	Molding, wheel opening flare ; Rear-Right or left			1TD45TZZAF	MOLDING	1		245.21	$0.00
A	23705805	Molding, wheel opening flare ; Rear-Right or left			1TD49TZZAE	MOLDING	1		216.36	$0.00
A	97756555	Sublet Repair			1TD44TZZAF	MOLDING	1	X	258.03	$877.90
A	97756555	Sublet Repair			1TD48TZZAE	MOLDING	1		216.36	$877.90
A	97756555	Sublet Repair			1TD45TZZAF	MOLDING	1		245.21	$877.90
A	97756555	Sublet Repair			1TD49TZZAE	MOLDING	1		216.36	$877.90

RO Narratives

(RO) Customer Concern:

APPROVED DIGITAL CLAIM REPLACE 3 FENDER FLARES

(RO) Cause:

.

(RO) Correction:

APPROVED DIGITAL TO REPLACE AND PAINT 4 FENDER FLARES DUE TO STAINS; [redacted]
MISCELLANEOUS RENTAL

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

FENDER FLARES HAVE RAIL DUST STAINS

(Claim) Cause:

CAN NOT BUFF OUT - REQUIRE REPLACEMENT AND PAINT

(Claim) Correction:

PAINT AND REPLACE ALL 4 FLARES

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 LARAMIE CREW CAB 4X4
Build Date	03/27/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/22/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	01/25/2019
Claim Status	Paid	**Mileage (Miles)**	21,255

Expense

Labor	$35.60	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$35.60

Dealer Information

Code	[redacted]	**Name**	REDLANDS CHRYSLER JEEP DODGE RAM	**Zone**	71 LOS ANGELES
Address	500 W REDLANDS BLVD , REDLANDS, CA 92373				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U53182	Customer Satisfaction Notification U53 - Occupant Restraint Control Module ; Reprogram Occupant Restraint Controller (ORC) Module - Includes ORC and ABS Initialization	UC	UNCODABLE (NARRATIVE REQUIRED)						$35.60

RO Narratives

(RO) Customer Concern:

VISUAL MULTI-POINT INSPECTION. SEE ATTACHED INSPEC RECALL AS PER WARRANTY RECALL AS PER WARRANTY RECALL AS PER WARRANTY RECALL AS PER WARRANTY CUSTOMER STATES BODY AND TRIM ELECTRICAL CUSTOMER STATES FREE COURTESY WASH EXTERIOR WASH AND CHAMOIS

(RO) Cause:

NA

(RO) Correction:

PERFORM INSPECTION ADJUSTED SLACK OUT OF SEAT TRACK AND ADVISED TO NO TSB/ STAR CASES- WINDOW OPEARTING AS DESIGNED

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	201	**Body**	[redacted]
Build Date	1 19 016	**Plant**	S LTILL TRU K SSEMBL PL NT	**Co erage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	04 18 201
Claim Type	rr nt	**Repair Date**	01 5 019
Claim Status	Paid	**Mileage (Miles)**	36 211

Expense

Labor	$51 00	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$51 00

Dealer Information

Code	[redacted]	**Name**	MIKE M R TH UT ENTER	**Zone**	51 HI
Address	4610 ENTER P INT RD N E ED R R PIDS I 52402				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	08600 0	Radi T l mati Gat a M dul Exch ng unit	58	INTERN L DEFE T						$51 00
	85434343	G d ill uth ri ati n d ill uth ri ti n								$0 00

RO Narratives

(RO) Customer Concern

r di bl ck ut p r di in t ck t ch 505 UST MER ST TES H UR METER RESET PLE SE D ISE UST MER RE UESTS E PERF RM URTES INSPE TI N F THEIR EHI LE ND REP RT B K ITH THE FINDINGS

(RO) Cause

INTERN L R DI F ILURE F UND N RESET PTI NS R INF RM TI N PERT INING T HEN RUN TIME IDLE TIME N RM LL RESETS N T PR R M BLE

(RO) Correction:

REPL E R DI N REP IRS M DE TE H MPLETED THE INSPE TI N ND F UND THE F LL ING

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern:

radi bla k ut p radi in t k t [redacted]

(Claim) Cause

INTERN L R DI F ILURE

(Claim) Correction

REPL E R DI

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - RAM 2500 SLT CREW CAB 4X4
Build Date	06/14/2018	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	07/30/2018
Claim Type	F - Service Contract	**Repair Date**	01/25/2019
Claim Status	Paid	**Mileage (Miles)**	21,870

Expense

Labor	$0.00	**Sublet**	$0.00	**Part**	$75.00	**Total Paid**	$75.00

Dealer Information

Code	[redacted]	**Name**	JIM SMOLICH MOTORS INC	**Zone**	70 PHOENIX
Address	1865 NORTH EAST HIGHWAY 20 , BEND, OR 97701				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26860303	Maintenance Interval - Schedule B ; To be used every 3,000 Intervals	MC	MAINTENANCE CARE						$0.00
A	95260001	Maintenance Allowance ; Fixed Cost Maintenance								$75 00

RO Narratives

(RO) Customer Concern:

MOPAR EXPRESS LANE INSPECTION TIRE ROTATE STANDARD OIL CHANGE - DIESEL-9090SD

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 3500 CREW CAB CHASSIS 4X4
Build Date	12/20/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/30/2018
Claim Type	W - Warranty	**Repair Date**	01/25/2019
Claim Status	Paid	**Mileage (Miles)**	23,281

Expense

Labor	$183.60	**Sublet**	$80.45	**Part**	$0.00	**Total Paid**	$264.05

Dealer Information

Code	[redacted]	**Name**	HUDSON CHRYSLER LLC	**Zone**	74 DENVER
Address	1200 CARMICHAEL RD SOUTH , HUDSON, WI 54016				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08804801	Switch, transfer case control	ML	CHECK ENGINE/SERVICE ENGINE SO	68211454AA	SWITCH	1	X	80.45	$61.20
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68211454AA	SWITCH	1	X	80.45	$122.40

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUST STATES TRACTION CONTROL AND ABS LIGHT ARE ON STEADY. THE ABS SEEMS TO BE CUST STATES TRACTION CONTROL AND ABS LIGHT ARE ON STEADY. THE ABS SEEMS TO BE

(Claim) Cause:

VERIFIED CONCERN. PULLED VEHICLE INTO SHOP AND SCANNED SYSTE M. FOUND ACTIVE C VERIFIED CONCERN. PULLED VEHICLE INTO SHOP AND SCANNED SYSTE M. FOUND ACTIVE C

(Claim) Correction:

REPLACED SELECTOR SWITCH ON TRANSFER CASE. CLEARED CODES AND SHIFTED VEHICLE I REPLACED SELECTOR SWITCH ON TRANSFER CASE CLEARED CODES AND SHIFTED VEHICLE I

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 2500 LARAMIE CREW CAB 4X4
Build Date	11/16/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	01/29/2018
Claim Type	W - Warranty	**Repair Date**	01/25/2019
Claim Status	Paid	**Mileage (Miles)**	21,560

Expense

Labor	$148.49	**Sublet**	$506.22	**Part**	$0.00	**Total Paid**	$654.71

Dealer Information

Code	[redacted]	**Name**	EAST HILLS CHRYSLER JEEP DODGE	**Zone**	32 NEW YORK
Address	2300 NORTHERN BLVD , GREENVALE, NY 11548				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	23511103	Carrier Plate, door ; Front - Left	27	DAMAGED	68171827AB	PANEL	1	X	506.22	$148.49

RO Narratives

(RO) Customer Concern:

ELEC - Description UnAvailable Customer states left front window fell into doortrack

(RO) Cause:

fault traced and found window regulator failed and need to be replaced

(RO) Correction:

replaced window regulator

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUST STATES LEFT FRONT WINDOW FELL INTO DOORTRACK

(Claim) Cause:

FAULT TRACED FAULTY WINDOW REGULATOR

(Claim) Correction:

REPLACED REGULATOR RETESTED OK

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 3500 SLT CREW CAB 4X4
Build Date	05/05/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	03/19/2018
Claim Type	W - Warranty	**Repair Date**	01/25/2019
Claim Status	Paid	**Mileage (Miles)**	28,243

Expense

Labor	$45.50	**Sublet**	$0.00	**Part**	$350.00	**Total Paid**	$395.50

Dealer Information

Code	[redacted]	**Name**	GERRY WOOD CHRYSLER JEEP DODGE	**Zone**	66 ORLANDO
Address	525 JAKE ALEXANDER BLVD SOUTH , SALISBURY, NC 28147				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85411001	Engine Driveability, Trouble Not Found ; Driveability	OD							$45.50
A	95400140	Loaner Car ; Competitive Vehicles								$350.00

RO Narratives

(RO) Customer Concern:

CHECK CUST STATES ENGINE LIGHT IS ON STUCK AT 3100 RPMS AND HAS NO POWER (IndicatorWarning Lights Concern), ALSO WHEN LIGHT CAME ON, VEHICLE JUMPED DOWN GEAR AND RAN OFF ROAD AND DAMAGED VEHICLE RENTAL

(RO) Cause:

RETRIEVE CODES [redacted] PRESSURE CONTROL SOLENOID 2 CONTROL CIRCUIT LOW, [redacted] AIR FLOW RESTRICTION/ AIR LEAK BETWEEN AIR FILTER AND MAF, [redacted] MPLAUSIBLE DATA RECEIVED FROM TCM, [redacted] CODES ACTIVE WHEN VEHICLE ARRIVED ON SERVICE DRIVE, CODES WENT STORED WHEN VEHICLE WAS BROUGHT IN FOR DIAGNOSTICS. TEST DROVE VEHICLE MULTIPLE TIMES TO ATTEMPT TO REPLICATE CUSTOMER CONDITON AND COULD NOT. aDVISED BY DPSM AND SERVICE DIRECTOR TO NOT ATTEMPT ANY REPAIR UNTIL AN INVESTIGATOR FROM FCA EVALUATES THE TRUCK DUE TO THE BODY DAMAGE PRESUMABLY CAUSED BY FAILURE.

(RO) Correction:

DUE TO SCHEDULING CONFLICTS THE VEHICLE WAS RELEASED BACK TO OWNER AND THE INVESTIGATOR IS TO CONTACT THE DEALER AND CUSTOMER TO SET UP APPOINTMENT TO EXAMINE THE VEHICLE. NO REPAIRS MADE AT THIS TIME.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CHECK CUST STATES ENGINE LIGHT IS ON STUCK AT [redacted] RPMS AND | | HAS NO POWER (INDICATORWARNING LIGHTS CONCERN), ALSO WHEN | | LIGHT CAME ON, VEHICLE JUMPED DOWN GEAR AND RAN OFF ROAD AND | | DAMAGED VEHICLE

(Claim) Cause:

[redacted]

CODES ACTIVE WHEN VEHICLE | | 5. ARRIVED ON SERVICE DRIVE, CODES WENT STORED WHEN VEHICLE WAS | | 6. BROUGHT IN FOR DIAGNOSTICS. TEST DROVE VEHICLE MULTIPLE | | 7. TIMES TO ATTEMPT TO REPLICATE CUSTOMER CONDITON AND CO ULD | | 8. NOT. ADVISED BY DPSM AND SERVICE DIRECTOR TO NOT A TTEMPT ANY | | 9. REPAIR UNTIL AN INVESTIGATOR FROM FCA EVALUATE S THE TRUCK | |10. DUE TO THE BODY DAMAGE PRESUMABLY CAUSED B Y FAILURE. | |11.

(Claim) Correction:

DUE TO SCHEDULING CONFLICTS THE VEHICLE WAS RELEASED BACK TO | | OWNER AND THE INVESTIGATOR IS TO CONTACT THE DEALER AND | | CUSTOMER TO SET UP APPOINTMENT TO EXAMINE THE VEHICLE. NO | | REPAIRS MADE AT THIS TIME.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 LARAMIE CREW CAB 4X4
Build Date	03/27/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/22/2017
Claim Type	W Warranty	**Repair Date**	01/25/2019
Claim Status	Paid	**Mileage (Miles)**	21,260

Expense

Labor	$71 21	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$71 21

Dealer Information

Code	[redacted]	**Name**	REDLANDS CHRYSLER JEEP DODGE RAM	**Zone**	71 LOS ANGELES
Address	500 W REDLANDS BLVD , REDLANDS, CA 92373				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	186002TC	Radio ; Radio, Check Software Level and Perform Software Update RA4 Radio	CC	SENDING UNITS/SENSORS						$71 21

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
ELECTRICAL CONCERN RADIO DOESNT SAVE FAVORITES FROM PHONE AND RADIO CUTS OUT A LOT CHECK AND ADVISE

(Claim) Cause:
[redacted]

(Claim) Correction:
[redacted]

Warranty Claim Report

Vehicle Information

VIN	[redacted]	Year	017	Body	[redacted]
Build Date	0 1 017	Plant	LTILLO TRUCK EMBLY PL NT	Coverage Code	[redacted]

Claim Information

Claim #	[redacted]	In Service Date	0 1 017
Claim Type	afet (Recall)	Repair Date	01 019
Claim Status	Paid	Mileage (Miles)	1 4 7

Expense

Labor	Sublet	Part	Total Paid
$ 3 81	$0 00	$0 00	$ 3 81

Dealer Information

Code	[redacted]	Name	OUTHERN DODGE CHRY LER JEEP R M
Zone	HINGTON		
Address	747 N MILIT RY H Y NORFOLK 1		

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	1 U610	afet Recall U61 Reprogram Powertrain Control Module Inspect P M ft are Le el and Perform oftware Update	UC	UNCOD BLE (N RR TI E REQUIRED)						$ 1

RO Narratives

(RO) Customer Concern

Multi point in pection (according to maintenance inter al) REC [redacted]

(RO) Cause

[redacted]

(RO) Correction

[redacted]

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

N

(Claim) Cause

N

(Claim) Correction

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	01	**Body**	[redacted]
Build Date	09 06 016	**Plant**	LTILLO TRU K EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05 08 01
Claim Type	arrant	**Repair Date**	01 019
Claim Status	Paid	**Mileage (Miles)**	7 494

Expense

Labor	$ 0 84	**Sublet**	$	**Part**	$0 00	**Total Paid**	$98 11

Dealer Information

Code	[redacted]	**Name**	BONNE ILLE ON INC	**Zone**		NE YORK	
Address	6 HOOK ETT RD M NCHE TER NH 0 104						

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	3414501	Latch hood	U	UN OD BLE (N RR TI E REQUIRED)	68 61143	L T H	1			$ 0 84

RO Narratives

(RO) Customer Concern

(Multi point in pection according to maintenance inter al) CU TOMER T TE B ND TR CTION CONTROL LIGHT C ME ON PLE E HE K ND D I E (Brake stems ncern) U TOMER T TE REMOTE T RT I NOT ORKING PLE E HE K ND D I E (ElectricalNon PCM Fla he Concern) 1 T D Y RENT L IN T D (RENT L)

(RO) Cause

DI CU POINT IN PECTION ITH CU TOMER TORED B CODE C006 4 MULTI I CCELL EN OR MO T LIKELY U ED FROM OR RE LL ODE HERE LE RED T TIME OF RE LL BUT THI ONE ME B K ERIFY REMOTE T RT I INOP ME GE ON D H T TE "HOOD OPEN" HICH IT I NOT E

(RO) Correction

TECH H PERFORM FREE POINT CHECK ON YOUR EHICLE PLE E K YOUR D I OR FOR YOUR COPY ND RE IE) PERFORM OR ND B INITI LI TION ERIFY ODE LE RED REPL ED HOOD L T H EMBLY ERIFY REP IR

(RO) Technical Notes

INTERN L DEFECT IN IDE L TCH

GCS Narratives

(Claim) Customer Concern

CU TOMER T TE REMOTE T RT I NOT ORKING PLE E CHECK ND D I E (Electrica

(Claim) Cause

ERIFY REMOTE T RT I INOP ME GE ON D H T TE "HOOD OPEN" HICH IT I NO

(Claim) Correction

REPL ED HOOD L T H EMBLY ERIFY REP IR

Warranty Claim Report

Vehicle Information

VIN	[redacted]	Year	017	Body	[redacted]
Build Date	09 06 016	Plant	LTILLO TRU K EMBLY PL NT	Coverage Code	[redacted]

Claim Information

Claim #	[redacted]	In Service Date	0 0 017
Claim Type	F er ice ntract	Repair Date	01 8 019
Claim Status	Paid	Mileage (Miles)	7 494

Expense

Labor	Sublet	Part	Total Paid
$0 00	$0 00	$ 00	$ 00

Dealer Information

Code	[redacted]	Name	BONNE ILLE & ON IN	Zone	3 NE YORK
Address	6 HOOK ETT RD M NCHE TER NH 0 104				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	6 60 0	Maintenance Inter al chedule B To be u ed e er 3 000 Inter als	MC	M INTEN N E C RE						$0 00
	9540004	L aner ar First Da Rental								$35 00

RO Narratives

(RO) Customer Concern

N

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

1 T D Y RENT L IN T D (RENT L)

(Claim) Cause

E

(Claim) Correction

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 LARAMIE CREW CAB 4X4
Build Date	05/23/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	08/21/2017
Claim Type	W Warranty	**Repair Date**	01/28/2019
Claim Status	Paid	**Mileage (Miles)**	1 ,548

Expense

Labor	$44 88	**Sublet**	$0 00	**Part**	$350 00	**Total Paid**	$394 88

Dealer Information

Code	[redacted]	**Name**	CONWAY CHRYSLER DODGE JEEP INC	**Zone**	66 ORLANDO
Address	85 HWY 501 WE T , CONWAY, C 95 6				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08600251	Radio/Telematics Gateway Module ; Obtain ESN from radio								$8 98
A	08600 70	Radio/Telematics Gateway Module ; Exchange unit	61	INTERMITTENT OPERATION						$ 5 90
A	95400141	Loaner Car ; Standard Line Vehicles								$350 00

RO Narratives

(RO) Customer Concern:

OWNER STATES RADIO/NAV/TELEMATICS CONCERN TEXT REPLY FEATUREWAS NOT WORKING PERFORM UPDATE NOW IT WORKS BUT TAKES AN

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

TEXT REPLY FEATURE WAS NOT WORKING

(Claim) Cause:

CONTACTED CHRY LER THEY A KED FOR E CALL LOG HAD U REPLACE RADIO

(Claim) Correction:

REPLACED RADIO

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted]AM 2500 POWER WAGON CREW CAB
Build Date	05/06/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	08/16/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	01/29/2019
Claim Status	Paid	**Mileage (Miles)**	41,352

Expense

Labor	$41.99	**Sublet**	$0.73	**Part**	$0.00	**Total Paid**	$42.72

Dealer Information

Code	[redacted]	**Name**	SHEETS CHRYSLER DODGE, LLC	**Zone**	35 WASHINGTON
Address	ROUTE 19 SOUTH , OAK HILL, WV 25901				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08U74182	Safety Recall U74 - Tailgate Latch ; Install Tailgate Actuator Stop Block	UC	UNCODABLE (NARRATIVE REQUIRED)	68448027AA	ACTUATOR	1	X	0.73	$16.80
B	18U53182	Customer Satisfaction Notification U53 - Occupant Restraint Control Module ; Reprogram Occupant Restraint Controller (ORC) Module - Includes ORC and ABS Initialization	UC	UNCODABLE (NARRATIVE REQUIRED)						$25.19

RO Narratives

(RO) Customer Concern:

[redacted]

(RO) Cause:

[redacted]

(RO) Correction:

[redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 ST CREW CAB 4X4
Build Date	08/22/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/25/2016
Claim Type	S - Safety (Recalls)	**Repair Date**	01/29/2019
Claim Status	Paid	**Mileage (Miles)**	54,094

Expense

Labor	$107.43	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$107.43

Dealer Information

Code	[redacted]	**Name**	COLORADO SPRINGS DODGE	**Zone**	74 DENVER
Address	7455 AUSTIN BLUFFS PKWY , COLORADO SPRINGS, CO 80923				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
C	18U53182	Customer Satisfaction Notification U53 - Occupant Restraint Control Module ; Reprogram Occupant Restraint Controller (ORC) Module - Includes ORC and ABS Initialization	UC	UNCODABLE (NARRATIVE REQUIRED)						$35.81
B	18U61082	Safety Recall U61 - Reprogram Powertrain Control Module ; Inspect PCM Software Level and Perform Software Update	UC	UNCODABLE (NARRATIVE REQUIRED)						$23.87
A	19T79182	Safety Recall T79 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update	UC	UNCODABLE (NARRATIVE REQUIRED)						$47.75

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES HAS T79 BRAKE TRANSMISSION SHIFT INTERLOCK

(Claim) Cause:

R

(Claim) Correction:

[redacted]UPDATE BCM AND VERIFY BTSI OPERATION PER RECALL. [redacted]UPDATE ORC MODULE PER RECALL. [redacted]UPDATE PCM PER RECALL.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted] RAM 500 T CREW CAB 4 4
Build Date	08/22/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/ 5/ 016
Claim Type	M Mopar	**Repair Date**	01/29/2019
Claim Status	Paid	**Mileage (Miles)**	54,186

Expense

Labor	$71 6	**Sublet**	$ 05 80	**Part**	$0 00	**Total Paid**	$ 77 4

Dealer Information

Code	[redacted]	**Name**	COLORADO SPRINGS DODGE	**Zone**	74 DENVER
Address	7455 AU TIN BLUFF PKWY , COLORADO PRING , CO 809				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08191002	Module, anti lock brake control ; All other	UC	UNCODABLE (NARRATIVE REQUIRED)	68347098AB	MODULE	1	X	205 80	$71 62

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
PART HAS FAILED

GCS Narratives

(Claim) Customer Concern:
TECHNICIAN NOTED AFTER INSTALL NO POWER FROM MODULE PIN 42 MOPAR REPLACEMENT

(Claim) Cause:
PART FAILURE

(Claim) Correction:
[redacted]REPLACED MODULE AND PROGRAMMED ALL OPERATING A DE IGNED

Warranty Claim Report

Vehicle Information

VIN	[redacted]	Year	01	Body	[redacted]
Build Date	1 07 01	Plant	LTILLO TRUCK EMBLY PL NT	Coverage Code	[redacted]

Claim Information

Claim #	[redacted]	In Service Date	0 9 019
Claim Type	K Road Read (PREPN)	Repair Date	01 9 019
Claim Status	Paid	Mileage (Miles)	0

Expense

Labor	Sublet	Part	Total Paid
$1 4 6	$0 00	$0 00	$1 4 6

Dealer Information

Code	[redacted]	Name	LITHI CHRY LER DODGE OF HELEN	Zone	74 DEN ER
Address	33 U HIGH Y 1 E HELEN MT 59601				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	900040	Road Read Basic Prep	NU	NE EHICLE PREP						$1 4 6

RO Narratives

(RO) Customer Concern

N

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

N

(Claim) Cause

N

(Claim) Correction

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	201	**Body**	[redacted]
Build Date	12 23 2016	**Plant**	S LTILL TRU K SSEMBL PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	03 21 201
Claim Type	arrant	**Repair Date**	01 30 2019
Claim Status	Paid	**Mileage (Miles)**	19 850

Expense

Labor	$454	**Sublet**	$1 204 15	**Part**	$350 00	**Total Paid**	$2 008 92

Dealer Information

Code	[redacted]	**Name**	ST RG D DGE HR SLER JEEP	**Zone**	35 SHINGT N
Address	1501 TH ST P RKERSBURG 26101				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	08191002	M dul anti l k brak ntr l ll th r			68296528 E	IRING	1	X	924 95	$0 00
	08191002	M dul anti l k brak ntr l ll th r			6834 098 B	M DULE	1		239 80	$0 00
	08191002	M dul anti l k brak ntr l ll th r			68142905	SENS R	1		34 18	$0 00
	08191002	M dul anti l k brak ntr l ll th r			06101831	NUT	1		5 22	$0 00
	08909902	iring harn tran mi i n ut mati tran mi i n	14	BURNED R BURNED UT	68296528 E	IRING	1	X	924 95	$428 02
	08909902	iring harn tran mi i n ut mati tran mi i n	14	BURNED R BURNED UT	6834 098 B	M DULE	1		239 80	$428 02
	08909902	iring harn tran mi i n ut mati tran mi i n	14	BURNED R BURNED UT	68142905	SENS R	1		34 18	$428 02
	08909902	iring harn tran mi i n ut mati tran mi i n	14	BURNED R BURNED UT	06101831	NUT	1		5 22	$428 02
	08909961	iring harn tran mi i n 4 X 4 quipp d			68296528 E	IRING	1	X	924 95	$26 5
	08909961	iring harn tran mi i n 4 X 4 quipp d			6834 098 B	M DULE	1		239 80	$26 5
	08909961	iring harn tran mi i n 4 X 4 quipp d			68142905	SENS R	1		34 18	$26 5
	08909961	iring harn tran mi i n 4 X 4 quipp d			06101831	NUT	1		5 22	$26 5
	95400141	L an r ar Standard Lin hi l			68296528 E	IRING	1	X	924 95	$350 00
	95400141	L an r ar Standard Lin hi l			6834 098 B	M DULE	1		239 80	$350 00
	95400141	L an r ar Standard Lin hi l			68142905	SENS R	1		34 18	$350 00
	95400141	L an r ar Standard Lin hi l			06101831	NUT	1		5 22	$350 00

RO Narratives

(RO) Customer Concern:

Customer states ABS-TRAC LIGHTS ON - MESSAGE APPEARS SERVICE ELECTRONIC BRAKE SYSTEM. Customer states LOW TIRE LIGHT ON MOPAR EXPRESS LANE 23 POINT INSPECTION COMPLIMENTARY SERVICVE TO CUSTOMER WHEN HAVING MAINTENANCE COMPLETED $39 95 VALUE THE 23 POINT INSPECTION HELPS TO MAINTAIN YOUR VEHICLES HEALTH AND SAFTEY. THERE ARE 3 COLORED BOXES ON THE INSPECTION SHEET -- GREEN MEANS EVERYTHING CHECKED OUT GREAT. -- YELLOW MEANS THERE ARE THINGS THAT WILL NEED ATTENTION SOON RED MEANS IT CURRENTLY NEEDS REPAIRS PERFORMED. NOTE; A DETAILED ESTIMATE WILL BE PROVIDED FOR ANYTHING MARKED RED AND /OR YELLOW brought from lakeview used lot --- 4x4 not working abs light on, tire light on per terry ext-228 (cm 1/07) 16 Ram Blue Date out: 01/07/2019 Miles out: 32,790 Date in

(RO) Cause:

[redacted]

(RO) Correction:

[redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

ABS-TRAC LIGHTS ON - MESSAGE APPEARS SERVICE ELECTRONIC BRAKE SYSTEM.

(Claim) Cause:

[redacted]

(Claim) Correction:

NECESSARY TO REPLACE ABS HARNESS AND MODULE ASSEMBLY AND RETEST. ROAD TEST AND VERIFY OPERATION NORMAL AT THIS TIME

Warranty Claim Report

Vehicle Information

VIN	[redacted]	Year	018	Body	[redacted] RAM 500 LT CREW CAB 4 4
Build Date	11/ 4/ 018	Plant	ALTILLO TRUCK A EMBLY PLANT	Coverage Code	[redacted]

Claim Information

Claim #	[redacted]	In Service Date	0 /01/ 019
Claim Type	K Road Ready (PREPNV)	Repair Date	01/ 1/ 019
Claim Status	Paid	Mileage (Miles)	0

Expense

Labor	Sublet	Part	Total Paid
$148 6	$0 00	$0 00	$148 6

Dealer Information

Code	[redacted]	Name	JACK POWELL CHRY LER DODGE	Zone	71 LO ANGELE
Address	16 UTO P RK Y OUTH E CONDIDO C 9 0 9				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Ba ic Prep	NU	NEW VEHICLE PREP						$148 6

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
N

(Claim) Correction
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	018	**Body**	[redacted] RAM 500 LT CREW CAB 4 4
Build Date	10/08/ 018	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	0 / 5/ 019
Claim Type	K Road Ready (PREPNV)	**Repair Date**	01/ 1/ 019
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$1 4	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$1 4

Dealer Information

Code	[redacted]	**Name**	TERRY HENRICK CHRY PLYM DODGE	**Zone**	4 DETROIT
Address	19 OUTH DEFI NCE TREET RCHBOLD OH 4 0				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Read Ba ic Prep	NU	NE EHICLE PREP						$1 4

RO Narratives

(RO) Customer Concern

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

N

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

N

(Claim) Correction

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 SLT CREW CAB 4X4
Build Date	06/20/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	07/17/2017
Claim Type	W Warranty	**Repair Date**	01/31/2019
Claim Status	Paid	**Mileage (Miles)**	20,090

Expense

Labor	$37.50	**Sublet**	$41.29	**Part**	$0.00	**Total Paid**	$78.79

Dealer Information

Code	[redacted]	**Name**	SPIRIT CHRY DODGE JEEP	**Zone**	35 WASHINGTON
Address	1945 KINGS HIGHWAY , SWEDESBORO, NJ 08085				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08508096	Lamp, Clearance ; Lamp, Clearance Replace All	ZZ	SERVICE ACTION	68261677AC	LAMP	5	X	41 29	$37 50

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 SLT CREW CAB 4X4
Build Date	06/20/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	07/17/2017
Claim Type	W - Warranty	**Repair Date**	01/31/2019
Claim Status	Paid	**Mileage (Miles)**	20,090

Expense

Labor	$103 14	**Sublet**	$968 73	**Part**	$0 00	**Total Paid**	$1,071 87

Dealer Information

Code	[redacted]	**Name**	SPIRIT CHRY-DODGE-JEEP	**Zone**	35 WASHINGTON
Address	1945 KINGS HIGHWAY , SWEDESBORO, NJ 08085				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	23136003	Adjuster, power seat ; Bucket seat - Left	11	BROKEN OR CRACKED	68157562AC	ADJUSTER	1	X	968 73	$103 14

RO Narratives

(RO) Customer Concern:

(Multi-point inspection according to maintenance interval) CHECK DRIVERS SEAT ROCKS AND RRT PARTS (Body SystemsTrim Con cern Non Electrical) [redacted] CRACKED CLEARANCE LA (RRT 1)

(RO) Cause:

MAINTENANCE INSPECTION SEAT BOTTOM PERFORMED PER VIP.

(RO) Correction:

Multi Point Inspection All VERIFIED THE CUSTOMER CONCERN CHECKED THE LOWER SEAT BOTTOM AND FOUND IT WAS LOOSE ORDERED AND INSTALLED THE NEW SEAT BOTTOM REASSEMBLED THE VEHICLE AND ROAD TESTED COULD NOT DUPLICATE AFTER THE REPAIR PERFORMED FACTORY RRT PER FACTORY GUIDELINES.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THAT THE DRIVER SEAT ROCKS

(Claim) Cause:

VERIFIED CONCERN, DRIVER SEAT BOTTOM IS LOOSE

(Claim) Correction:

REPLACED DRIVER SEAT BOTTOM AND CONFIRMED REPAIR

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 2500 ST CREW CAB 4X4
Build Date	1 /07/ 018	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	03/29/2019
Claim Type	W Warranty	**Repair Date**	01/ 1/ 019
Claim Status	Paid	**Mileage (Miles)**	14

Expense

Labor	$0 00	**Sublet**	$72 92	**Part**	$0 00	**Total Paid**	$72 92

Dealer Information

Code	[redacted]	**Name**	LITHIA CHRY LER DODGE OF HELENA	**Zone**	74 DENVER
Address	77 U HIGHWAY 1 E , HELENA, MT 59601				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	4 0040	Wa her fluid	40	FLUID HIGH OR LOW	68040095AB	CLEANER	1		1 09	$0 00
B	25080140	DEF Fluid Top Off ; Vehicle Delivery Fill See LOP note for vehicle pecific allowance	40	FLUID HIGH OR LOW	68056278AC	FLUID	2	X	60 83	$0 00

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 3500 LARAMIE CREW CAB 4X4
Build Date	05/11/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/10/2017
Claim Type	W - Warranty	**Repair Date**	01/31/2019
Claim Status	Paid	**Mileage (Miles)**	25,280

Expense

Labor	$279 70	**Sublet**	$522 40	**Part**	$160 00	**Total Paid**	$962 10

Dealer Information

Code	[redacted]	**Name**	SUNSET DODGE JEEP	**Zone**	66 ORLANDO
Address	7745 SOUTH TAMIAMI TRAIL , SARASOTA, FL 34231				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
B	08661501	Relay, intake manifold heater air temperature ; 6 7 liter diesel engine			68210071AA	COVER	1	X	361 35	$31 08
B	08661501	Relay, intake manifold heater air temperature ; 6 7 liter diesel engine			05086829AA	GASKET	1		31 52	$31 08
B	08661501	Relay, intake manifold heater air temperature ; 6 7 liter diesel engine			68024672AB	GASKET	1		12 79	$31 08
B	08661501	Relay, intake manifold heater air temperature ; 6 7 liter diesel engine			05187880AC	RELAY	1		87 29	$31 08
B	08661501	Relay, intake manifold heater air temperature ; 6.7 liter diesel engine			68005465AA	GASKET	1		6.35	$31.08
B	08661501	Relay, intake manifold heater air temperature ; 6 7 liter diesel engine			68005184AA	GASKET	2		23 10	$31 08
B	09354102	Heater, intake manifold ; 6 7 liter diesel engine	14	BURNED OR BURNED OUT	68210071AA	COVER	1	X	361.35	$186.46
B	09354102	Heater, intake manifold ; 6 7 liter diesel engine	14	BURNED OR BURNED OUT	05086829AA	GASKET	1		31 52	$186 46
B	09354102	Heater, intake manifold ; 6 7 liter diesel engine	14	BURNED OR BURNED OUT	68024672AB	GASKET	1		12.79	$186.46
B	09354102	Heater, intake manifold ; 6 7 liter diesel engine	14	BURNED OR BURNED OUT	05187880AC	RELAY	1		87 29	$186 46
B	09354102	Heater, intake manifold ; 6 7 liter diesel engine	14	BURNED OR BURNED OUT	68005465AA	GASKET	1		6.35	$186.46
B	09354102	Heater, intake manifold ; 6 7 liter diesel engine	14	BURNED OR BURNED OUT	68005184AA	GASKET	2		23 10	$186 46
B	85410000	Operation diagnostics With repair ; Must be used in conjunction with appropriate repair Labor Operation			68210071AA	COVER	1	X	361 35	$41 44
B	85410000	Operation diagnostics With repair ; Must be used in conjunction with appropriate repair Labor Operation			05086829AA	GASKET	1		31 52	$41 44
B	85410000	Operation diagnostics With repair ; Must be used in			68024672AB	GASKET	1		12 79	$41 44

		conjunction with appropriate repair Labor Operation.								
B	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			05187880AC	RELAY	1		87.29	$41.44
B	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68005465AA	GASKET	1		6.35	$41.44
B	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68005184AA	GASKET	2		23.10	$41.44
B	95400142	Loaner Car ; High Line Vehicles			68210071AA	COVER	1	X	361.35	$160.00
B	95400142	Loaner Car ; High Line Vehicles			05086829AA	GASKET	1		31.52	$160.00
B	95400142	Loaner Car ; High Line Vehicles			68024672AB	GASKET	1		12.79	$160.00
B	95400142	Loaner Car ; High Line Vehicles			05187880AC	RELAY	1		87.29	$160.00
B	95400142	Loaner Car ; High Line Vehicles			68005465AA	GASKET	1		6.35	$160.00
B	95400142	Loaner Car ; High Line Vehicles			68005184AA	GASKET	2		23.10	$160.00
A	85410500	Brakes, Trouble Not Found ; Brakes	OD							$20.72

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES VENICE DODGE HAD REPLACED THE ABS MODULE AND BRAKE PUMP AFTER HE PICKED IT UP THE PEDAL IS NOW SPONGEE A ND NOT A SMOOTH STOP (Brake Systems - SoftSpongee brake peda l) Customer States Air intake heater performance is what the co de reads (IndicatorWarning Lights - Check engine light on) GOODWILL RENTAL VEHICLE D1771

(RO) Cause:

NA

(RO) Correction:

CHECKED THE BRAKING SYSTEM. FOUND NO LEAKS, NO DTC'S AND THE PEDAL IS FIRM WITH NO BLEED DOWN. TEST DROVE. VEHICLE STOPPING AS DESIGNED. PERFORMED DIAG TEST AND FOUND THE HEATER GRID HAS AN OPEN CIRCUIT. RFOUND STARCASE [redacted] FOUND THE HEATER GRID IS WARPED. REPLACED HEATER GRID, GASKET, INTAKE GASKET, EGR GASKET, TUBE GASKET AND HEATER RELAY.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CHECK ENGINE LIGHT IS ON CUSTOMER STATES VENICE DODGE HAD REPLACED THE ABS MODULE AND BRAKE PUMP. AFTER HE PICKED UP VEHICLE THE PEDAL IS NOW SPONGEY AND NOT A SMOOTH STOP

(Claim) Cause:

HEATER GRID WARPED BRAKE SYSTEM OPERATING AS DESIGNED

(Claim) Correction:

SCANNED COMPUTER, DTC [redacted] PERFORMED DIAG AND FOUND HEATER GRID HAS AN OPEN CHECKED THE BRAKING SYSTEM. FOUND NO LEAKS, NO DTC'S AND THE PEDAL IS FIRM WIT CIRCUIT. FOUND STAR ONLINE PUBLICATION [redacted] HEATER GRID WARPED. REPLAC ED HEATER GRID, GASKET, INTAKE GASKET, EGR GASKET, TUBE GASKET AND HEATER RELA H NO BLEED DOWN. ROAD TESTED VEHICLE AND THE BRAKE SYSTEM OPERATED AS DESIGNED Y

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	01	**Body**	[redacted]
Build Date	06/07/ 018	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11 0 01
Claim Type	W Warranty	**Repair Date**	01/ 1/ 019
Claim Status	Paid	**Mileage (Miles)**	4,01

Expense

Labor	$649 89	**Sublet**	$0 00	**Part**	$640 00	**Total Paid**	$1, 89 89

Dealer Information

Code	[redacted]	**Name**	HUNTINGTON BEACH CHRY LER JEEP	**Zone**	71 LO ANGELE
Address	16701 BEACH BLVD , HUNTINGTON BEACH, CA 9 647				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08 00501	Park a i t ; Module, park a i t	1C	CONNECTOR LOO E NOT ATTACHED						$0 00
A	85410000	Operation diagno tic With repair Mu t be u ed in conjunction with appropriate repair Labor Operation								$649 89
A	9540014	Loaner Car ; High Line Vehicle								$640 00

RO Narratives

(RO) Customer Concern:

CHECK AND INFLATE TIRE A PER MANUFACTURER PLACARD THERE I A $ 00 CHARGE TO ET TIRE PRE URE UNLE DECLINED HERE THE CLIENT TATE THAT THE VEHICLE WILL HAVE WARNING ME AGE POPPING ON THE DI PLAY, CLIENT TATE THAT IT HAPPEN WHEN DRIVING, ROAD TE T WA UNABLE TO VERIFIED, WA ABLE TO VERIFIED WHEN APPLYING THE PARKING BRAKE TATE , ERVICE PARK EN E, AND ELECTRONIC BR KING L O T TE TH T THE TR ILER BR KE RNING ME GE ILL COME ON COURTE Y E ILL BILL FC (CHRY LER) OR YOUR ERVICE CONTRACT FOR FOR AUTHORI ED RENTAL DAY ERVICE CONTRACT GENERALLY COVER A MA IMUM 5 DAY YOU WILL BE CHARGED/BILLED FOR ANY DAY /CHARGE NOT PAID BY FCA (CHRY LER) OR YOUR ERVICE CONTRACT FCA (CHRY LER) ERVICE CONTRACT WILL NOT PAY RENTAL BEYOND NOTIFICATION YOU WILL NEED TO PROVIDE A VALID DRIVER LICEN E AND A CURRENT PROOF OF IN URANCE ALL VEHICLE MU T BE RETURNED IN CONDITION THE ERE GI EN TO YOU ITH THE ME MOUNT OF FUEL OR THERE ILL BE N DDITION L CH RGE THE FOLLOWING DAY WE WILL BEGIN CHARGING YOUR CREDIT CARD

(RO) Cause:

LF 60 RF 60 RR 65 LR 65 P I PER FCA TAR CENTER CONCERN COULD NOT BE DUPLICATED WITH ENOUGH FREQUENCY ND DUR TION FOR PROPER TE TING ND DI GNO I THROUGH MULTIPLE TE T DRI E ND IN HOP TE T T R TICKET# 101 58 6 VEHICLE I AL O EQUIPPED WITH AFTERMARKET POWER IDE TEP AND OVER I ED TIRE FIELD TECHNICAL ADVI OR JEFF HMAN KE A I TED WITH THE VEHICLE AND WA UNABLE TO DUPLICATE THE CONCERN RECOMMENDED TO UNPLUG, APPLY DIELECTRIC GREA E TO AB AND PARK A I T CONNECTOR AND VERIFY THEY ARE FULLY EATED ADVI OR MU T VERIFY CHARGE AND ATTACH RENTAL INVOICE BEFORE TURN IN FOR PROCE ING ON DAY OF DELIVERY

(RO) Correction:

BULB & LIGHT ; U PEN ION; TEERING; E AU T; FLUID LEAK ; DRIVE, BOOT , AND U JOINT ; TRAN MI ION; DIFFERENTIAL; TRAN FERCA E; FUEL Y TEM; FLUID LEVEL ; AIR FILTER; DRIVE BELT ; ENGINE COOLANT; COOLING Y TE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

THE CLIENT STATES THAT THE VEHICLE WILL HAVE WARNING MESSAGE | | S POPPING ON THE DISPLAY, CLIENT STATES THAT IT HAPPENS | | WHEN DRIVING, ROAD TEST WAS UNABLE TO VERIFIED, WAS ABLE TO | | VERIFIED WHEN APPLYING THE PARKING BRAKE. STATES, SERVICE | | PARKSENSE, AND ELECTRONIC BRAKING. ALSO STATES THAT THE | | TRAILER BRAKE WARNING MESSAGE WILL COME ON. |

(Claim) Cause:

PER FCA STAR CENTER CONCERN COULD NOT BE DUPLICATED WITH | | 2. ORIG ENOUGH FREQUENCY AND DURATION FOR PROPER TESTING AND | | 3. DIAGNOSIS THROUGH MULTIPLE TEST DRIVES AND IN SHOP TESTS. | | 4. STAR TICKET# 101358236 VEHICLE IS ALSO EQUIPPED WITH | | 5. AFTERMARKET POWER SIDE STEPS AND OVERSIZED TIRES. | | 6. FIELD TECHNICAL ADVISOR JEFF SHMANSKE ASSISTED WITH THE | | 7. VEHICLE AND WAS UNABLE TO DUPLICATE THE CONCERN. RECOM MENDED | | 8. TO UNPLUG, APPLY DIELECTRIC GREASE TO ABS AND PARK ASSIST | | 9. CONNECTORS AND VERIFY THEY ARE FULLY SEATED. | |10. |

(Claim) Correction:

TESTED VEHICLES WARNING MESSAGES TO VERIFY THE CONCERN. | | 2. ORIG CONCERN IS INTERMITTENT. USED WITECH SCAN TOOL AND FOUND | | 3. MULTIPLE DIAGNOSTIC TROUBLE CODES FOR LOSS OF COMMUNICATION. | | 4. VEHICLE SCAN REPORT CREATED AND ATTACHED TO THE REPAIR ORDER | | 5. CONTINUED TESTING FOR THE CONCERN, AFTER MULTIPLE TESTS, | | 6. CONCERN WAS DUPLICATED AND LASTED LESS THAN 5 SECONDS. | | 7. CHECKED FOR ANY RELATED SERVICE BULLETINS, STAR ONLINE CASES | | 8. AND FLASH UPDATES, NONE FOUND. PERFORMED NON-DTC B ASED | | 9. DIAGNOSIS FOR LOSS OF COMMUNICATION. REVIEWED WIRING DIAGRAM | |10. RELATED TO THE LOSS OF COMMUNICATION MODUL ES. REMOVED KNEE | |11. BLOCKER AND STEERING COLUMN SHROUD TO TEST GROUNDS G910A & | |12. G911A, STAR CONNECTORS, STEERING C OLUMN CONTROL MODULE | |13. CONNECTORS, NO PROBLEMS FOUND. PERFORMED WIRING HARNESS | |14. WIGGLE TEST ON INSTRUMENT PANEL WIRING THROUGH TO ENGINE | |15. COMPARTMENT WIRING, NO PROBLEMS FOUND. CONTACTED STAR CENTER | |16. TICKET# 101358236 AND WAS INFORMED TO PERFORM THE LOSS OF | |17. COMMUNICATION TEST WHEN CONCERN IS ACTIVE. CONTINUED TESTING | |18. AND CONCER N WAS NEVER DUPLICATED AGAIN FOR PROPER TESTING. | |19. DISCON NECTED ABS AND PARK ASSIST CONNECTORS AND APPLIED | |20. DI ELECTRIC GREASE, VERIFIED FULLY SEATED.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 LARAMIE CREW CAB 4X4
Build Date	03/27/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/22/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	01/31/2019
Claim Status	Paid	**Mileage (Miles)**	21,260

Expense

Labor	$94.94	**Sublet**	$0.63	**Part**	$0.00	**Total Paid**	$95.58

Dealer Information

Code	[redacted]	**Name**	REDLANDS CHRYSLER JEEP DODGE RAM	**Zone**	71 LOS ANGELES
Address	500 W REDLANDS BLVD , REDLANDS, CA 92373				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
C	08U74182	Safety Recall U74 - Tailgate Latch ; Install Tailgate Actuator Stop Block	UC	UNCODABLE (NARRATIVE REQUIRED)	68448027AA	ACTUATOR	1	X	0.63	$23.74
B	19U11182	Safety Recall U11 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update (2017 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$47.47
A	23T82181	Safety Recall T82 - Fire Extinguisher ; Inspect Fire Extinguisher	UC	UNCODABLE (NARRATIVE REQUIRED)						$23.74

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

ELECTRICAL CONCERN RADIO DOESNT SAVE FAVORITES FROM PHONE AND RADIO CUTS OUT A LOT - CHECK AND ADVISE

(Claim) Cause:

REPROGRAMMED RADIO WITH SOFTWARE [redacted]

(Claim) Correction:

REPROGRAMMED RADIO WITH SOFTWARE [redacted]

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 2500 ST CREW CAB 4X4
Build Date	10/06/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	02/05/2018
Claim Type	F - Service Contract	**Repair Date**	02/04/2019
Claim Status	Paid	**Mileage (Miles)**	24,850

Expense

Labor	$0 00	**Sublet**	$0 00	**Part**	$85 00	**Total Paid**	$85 00

Dealer Information

Code	[redacted]	**Name**	AIRPARK CHRYSLER JEEP	**Zone**	70 PHOENIX
Address	15656 N HAYDEN ROAD , SCOTTSDALE, AZ 85260				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26860303	Maintenance Interval Schedule B ; To be used every 3,000 Intervals	MC	MAINTENANCE CARE						$0.00
A	95260001	Maintenance Allowance ; Fixed Cost Maintenance								$75.00
A	95260002	Maintenance Allowance ; TIRE ROTATION								$10.00

RO Narratives

(RO) Customer Concern:

General Concern #1 [Customer Stateson decelleration from higher speedsthere is a grinding rattle from engine] Multi-point inspection (according to maintenance interval) Steering/Suspension Concern [Customer States over small bumps there is a squeaking from the rear] Interior Concern [Customer States right front carpet pulling back from firewall] Change diesel engine oil and filter(synthetic oil may be required based on geographic location) Rotate tires DEALER RENT A CAR PERFORM ZAKTEK PAINT SEALANT APPLICATION

(RO) Cause:

. . . . . RENTAL

(RO) Correction:

[redacted] FOUND THE VEH HAD NOISE FROM TURBOCHARGER [redacted] FOUND DURINGDECEL AFTER EXHAUST BRAKE WAS ON. THERE WASNOISE FROM ENGINE. REMOVED AND INSPECTED THETRANS INSPECTION COVER, FOUND NO METAL INBELLHOUSING. FOUND NOISE OCCURS WHEN TURBOEXHAUST BRAKE APPLIED. INSTALLED CHASSIS EARSENSORS ON SEVERAL PLACES ON ENGINE ANDTRANS FOUND NO NISE FROM THE CHASSISSENSORS ALSO REMOVED AND INSTALLED SENSORSON TOP OF TURBO AND BOTTOM OF TURBO.INSTALLED THE SENSORS ON EGR COOLER AND THEEXHAUST AS WELL FOUND NOISE OCCURRED ONLY ONTHE 2 CHASSIS EAR SENSORS ON TURBO CHARGER REMOVED AND REPLACED THE TURBO CHARGER TESTDROVE SEVERAL TIMES HOT AND COLD ON DECEL FOUND NO ABNORMAL NOISE AT THIS TIME.VERIFIED WITH FOREMAN AND TOOK PICS WITH BORESCOPE CAMARA PER CHRYSLER'S REQUEST TOINSPECT THE BELLHOUSING AND FLEXPLATE Turbocharger assembly Replace 6 7 liter diesel engine (3 Highly Skilled) DIAG TURBOCHARGER ASSEMBLY Replace [redacted] SEE MPI. Multi-point inspection (according to maintenanceinterval) MULTI POINT VEHICLE INSPECTION [redacted] FOUND RAER AIR LINES RUBBING ON SPARETIRE [redacted] HECK FOR CONCERN, FOUND VEHHAD NOISE FROM THE REAR OF VEH TRACED THENOISE DOING PARKING LOT MANUEVERS OVER SPEEDBUMPS FOUND AIR SUPPLY TUBE FITTING BRACKETZIP STRAPPED TO HITCH AND RUBBING ON TIRE.SHIFTED THE BRACKET. FOUND NO ABNORMAL NOISEOVER BUMPS AT THIS TIME VERIFIED WITHFOREMAN Steering/Suspension Concern [Customer States over small bumps there isa

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

GENERAL CONCERN #1 [CUSTOMER STATES ON DECELLERATION FROM HIGHER SPEEDS THERE IS A GRINDING RATTLE FROM ENGINE]

(Claim) Cause:

FOUND THE VEH HAD NOISE FROM TURBO CHARGER

(Claim) Correction:

FOUND DURING DECEL AFTER EXHAUST BRAKE WAS ON. THERE WAS NOISE FROM ENGINE. RE MOVED AND INSPECTED THE TRANS INSPECTION COVER, FOUND NO METAL IN BELLHOUSING. FOUND NOISE OCCURS WHEN TURBO EXHAUST BRAKE APPLIED. INSTALLED CHASSIS EAR SENSORS ON SEVERAL PLACES ON ENGINE AND TRANS. FOUND NO NISE FROM THE CHASSIS SENSORS. ALSO REMOVED AND INSTALLED SENSORS ON TOP OF TURBO AND BOTTOM OF TURB O. INSTALLED THE SENSORS ON EGR COOLER AND THE EXHAUST AS WELL. FOUND NOISE OC CURRED ONLY ON THE 2 CHASSIS EAR SENSORS ON TURBO CHARGER. REMOVED AND REPLACE D THE TURBO CHARGER. TEST DROVE SEVERAL TIMES HOT AND COLD ON DECEL. FOUND NO ABNORMAL NOISE AT THIS TIME. VERIFIED WITH FOREMAN AND TOOK PICS WITH BORE SCO PE CAMARA PER CHRYSLER'S REQUEST TO INSPECT THE BELLHOUSING AND FLEXPLATE.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 2500 ST CREW CAB 4X4
Build Date	0 / 0/ 018	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/11/ 018
Claim Type	afety (Recall)	**Repair Date**	0 /04/ 019
Claim Status	Paid	**Mileage (Miles)**	5, 94

Expense

Labor	$ 00	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$ 0

Dealer Information

Code	[redacted]	**Name**		**Zone**	6 DALLA
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U5 18	Cu tomer ati faction Notification U5 Occupant Re traint Control Module ; Reprogram Occupant Re traint Controller (ORC) Module Include ORC and AB Initiali ation	UC	UNCODABLE (NARRATIVE REQUIRED)						$ 00

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - RAM 2500 ST CREW CAB 4X4
Build Date	10/06/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	02/05/2018
Claim Type	W - Warranty	**Repair Date**	02/04/2019
Claim Status	Paid	**Mileage (Miles)**	24,850

Expense

Labor	$787.06	**Sublet**	$5,510.13	**Part**	$175.00	**Total Paid**	$6,472.19

Dealer Information

Code	[redacted]	**Name**	AIRPARK CHRYSLER JEEP	**Zone**	70 PHOENIX
Address	15656 N HAYDEN ROAD , SCOTTSDALE, AZ 85260				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	09440101	Turbocharger assembly ; 6.7 liter diesel engine	4A	BEARING NOISE	R8321378AA	TURBO	1	X	5058.50	$655.88
A	09440101	Turbocharger assembly ; 6.7 liter diesel engine	4A	BEARING NOISE	68163848AB	ANTIFREEZ	1		29.51	$655.88
A	09440101	Turbocharger assembly ; 6.7 liter diesel engine	4A	BEARING NOISE	68210185AA	GASKET	6		286.84	$655.88
A	09440101	Turbocharger assembly ; 6.7 liter diesel engine	4A	BEARING NOISE	68210655AA	BANDCLAMP	1		135.28	$655.88
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			R8321378AA	TURBO	1	X	5058.50	$131.18
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68163848AB	ANTIFREEZ	1		29.51	$131.18
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68210185AA	GASKET	6		286.84	$131.18
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68210655AA	BANDCLAMP	1		135.28	$131.18
A	95400141	Loaner Car ; Standard Line Vehicles			R8321378AA	TURBO	1	X	5058.50	$175.00
A	95400141	Loaner Car ; Standard Line Vehicles			68163848AB	ANTIFREEZ	1		29.51	$175.00
A	95400141	Loaner Car ; Standard Line Vehicles			68210185AA	GASKET	6		286.84	$175.00
A	95400141	Loaner Car ; Standard Line Vehicles			68210655AA	BANDCLAMP	1		135.28	$175.00

RO Narratives

(RO) Customer Concern:

General Concern #1 [Customer Stateson decelleration from higher speedsthere is a grinding rattle from engine] Multi-point inspection (according to maintenance interval) Steering/Suspension Concern [Customer States over small bumps there is a squeaking from the rear] Interior Concern [Customer States right front carpet pulling back from firewall] Change diesel engine oil and filter(synthetic oil may be required based on geographic location) Rotate tires DEALER RENT A CAR PERFORM ZAKTEK PAINT SEALANT APPLICATION

(RO) Cause:

RENTAL

(RO) Correction:

[redacted]

bumps there isa

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

GENERAL CONCERN #1 [CUSTOMER STATES ON DECELLERATION FROM HIGHER SPEEDS THERE IS A GRINDING RATTLE FROM ENGINE]

(Claim) Cause:

FOUND THE VEH HAD NOISE FROM TURBO CHARGER

(Claim) Correction:

FOUND DURING DECEL AFTER EXHAUST BRAKE WAS ON. THERE WAS NOISE FROM ENGINE. RE MOVED AND INSPECTED THE TRANS INSPECTION COVER, FOUND NO METAL IN BELLHOUSING. FOUND NOISE OCCURS WHEN TURBO EXHAUST BRAKE APPLIED. INSTALLED CHASSIS EAR SENSORS ON SEVERAL PLACES ON ENGINE AND TRANS. FOUND NO NISE FROM THE CHASSIS SENSORS. ALSO REMOVED AND INSTALLED SENSORS ON TOP OF TURBO AND BOTTOM OF TURB O. INSTALLED THE SENSORS ON EGR COOLER AND THE EXHAUST AS WELL FOUND NOISE OC CURRED ONLY ON THE 2 CHASSIS EAR SENSORS ON TURBO CHARGER. REMOVED AND REPLACE D THE TURBO CHARGER. TEST DROVE SEVERAL TIMES HOT AND COLD ON DECEL. FOUND NO ABNORMAL NOISE AT THIS TIME. VERIFIED WITH FOREMAN AND TOOK PICS WITH BORE SCO PE CAMARA PER CHRYSLER'S REQUEST TO INSPECT THE BELLHOUSING AND FLEXPLATE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 2500 SLT CREW CAB 4X4
Build Date	11/02/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11/19/2018
Claim Type	W - Warranty	**Repair Date**	02/05/2019
Claim Status	Paid	**Mileage (Miles)**	365

Expense

Labor	$1,214.78	**Sublet**	$79.50	**Part**	$1,260.00	**Total Paid**	$2,554.28

Dealer Information

Code	[redacted]	**Name**	ANTHONY D'AMBROSIO DODGE-CHRY-JEEP	**Zone**	35 WASHINGTON
Address	ROUTE 23 AT 345 , ELVERSON, PA 19520				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	09017031	Long block ; 6.7 liter diesel engine	11	BROKEN OR CRACKED	68163848AB	ANTIFREEZ	3	X	79.50	$1,179.31
A	09017068	Long block ; 4x4/AWD Equipped, Cummins Engine Equipped			68163848AB	ANTIFREEZ	3	X	79.50	$35.47
A	85LOAN00	Loaner Car ; Loaner Car			68163848AB	ANTIFREEZ	3	X	79.50	$0.00
A	95400141	Loaner Car ; Standard Line Vehicles			68163848AB	ANTIFREEZ	3	X	79.50	$1,260.00

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

[redacted]

GCS Narratives

(Claim) Customer Concern:

PER STAR. BROKEN MAIN BOLT

(Claim) Cause:

INTERNAL FAILURE

(Claim) Correction:

REPLACE ENGINE PER STAR

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	201	**Body**	[redacted]
Build Date	04 19 01	**Plant**	LTILLO TRU K EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	0 25 201
Claim Type	arrant	**Repair Date**	02 06 2019
Claim Status	Paid	**Mileage (Miles)**	48 18

Expense

Labor	$186 59	**Sublet**	$358 19	**Part**	$0 00	**Total Paid**	$544 8

Dealer Information

Code	[redacted]	**Name**	LL ST R D DGE IN	**Zone**	63 D LL S
Address	2590 R NGE P RK DRI E DENH M SPRINGS L 0 26				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	0935410	H at r intak manif ld 6 lit r di l ngin	58	INTERN L DEFE T	050868 9	G KET	1		6 4	$186 59
	09354102	H at r intak manif ld 6 lit r di l ngin	58	INTERN L DEFE T	680246 2 B	G SKET	1		10 85	$186 59
	09354102	H at r intak manif ld 6 liter diesel engine	58	INTERN L DEFE T	682100 1	ER	1	X	320 60	$186 59

RO Narratives

(RO) Customer Concern

N

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

RR SI N N THE TERMIN L F R IRE

(Claim) Cause

RR SI N N THE TERMIN L F R IRE

(Claim) Correction

INSPE TED ND F UND GRID P ER TERMIN L T BE LIFTING REM ED THE ER ND F UND TH T THE BLE H D R HING ND RR SI N REPL ED THE INT KE HE TER GRID S PER ST R [redacted] TEST DR E T ONFIRM REP IR NO PROBLEM FOUN D T THI TIME

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted]
Build Date	01 1 017	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	04 0 01
Claim Type	afet (Recall)	**Repair Date**	0 06 019
Claim Status	Paid	**Mileage (Miles)**	1

Expense

Labor	$ 9 4	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$ 9 4

Dealer Information

Code	[redacted]	**Name**	DODGE CHRY JEEP OF C ILLE	**Zone**	71 LO NGELE
Address	6 1 OR NGE DRI E C ILLE C 9 6 7				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	1 U 1	Cu tomer ati faction Notification U Occupant Re traint Control Module Reprogram Occupant Re traint Controller (ORC) Module Include ORC and B Initiali ation	UC	UNCOD BLE (N RR TI E REQUIRED)						$ 9 4

RO Narratives

(RO) Customer Concern

N

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

N

(Claim) Cause

N

(Claim) Correction

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	01	**Body**	[redacted]
Build Date	07 1 017	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10 31 01
Claim Type	arrant	**Repair Date**	0 06 019
Claim Status	Paid	**Mileage (Miles)**	3 46

Expense

Labor	$34 54	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$34 54

Dealer Information

Code	[redacted]	**Name**		**Zone**	74 DEN ER
Address					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	410 00	Brakes Tr uble N t Found Brake	OD							$ 4 4

RO Narratives

(RO) Customer Concern

[redacted]

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

HE K BR KE Y TEM ME GE

GCS Narratives

(Claim) Customer Concern

CU TOMER T TE THE CHECK BR KE Y TEM ME GE COME ON ND THE EHICLE ILL N OT HIFT INTO 4 D IFF HE RE T RT ND HIFT TO 4 D QUI KLY BEFORE BR KE ME GE OME ON IT ILL GO IN

(Claim) Cause

[redacted]

(Claim) Correction

COULD NOT DUPLIC TE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	[redacted]
Build Date	04 19 201	**Plant**	S LTILL TRU K SSEMBL PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	0 5 01
Claim Type	arrant	**Repair Date**	02 06 2019
Claim Status	Paid	**Mileage (Miles)**	48 18

Expense

Labor	$134 6	**Sublet**	$2 345 00	**Part**	$0 00	**Total Paid**	$2 4 9 6

Dealer Information

Code	[redacted]	**Name**	LL ST R D DGE IN	**Zone**	63 D LL S
Address	2590 R NGE P RK DRI E DENH M SPRINGS L 0 26				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	0819040	M dul di l ngin ntr l 6 lit r di l ngin quipp d ith RFE tran mi i n	ML	HE K ENGINE SER I E ENGINE S	68293842 B	M DULE	1	X	2345 00	$134 6

RO Narratives

(RO) Customer Concern

N

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

UST MER ST TES JUST PI KED UP ESTERD ND EL N

(Claim) Cause

P M INTERN L F ILURE

(Claim) Correction

HE KED F R DES FTER TEST DRI E ND F UND DE P0541 INT KE IR HE TER NT R L IR UIT L HE KED THE INT KE HE TER REL ND F UND N ISSUES HE KED IRING R THE P M ND F UND LL G D RE DINGS F UND INTERN L DRI ER IN P M T BE D M GED FR M NNE TI N N THE INT KE HE TER ITSELF FR M PRE I US ISSUE R EPL ED ND PR GR MMED THE NE P M ND TEST DR E T NFIRM REP IRS N PR BL EMS F UND T THI TIME

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 LONGHORN MEGA CAB 4X4
Build Date	04/19/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	07/25/2017
Claim Type	M - Mopar	**Repair Date**	02/06/2019
Claim Status	Paid	**Mileage (Miles)**	48,718

Expense

Labor	$114.03	**Sublet**	$490.28	**Part**	$0.00	**Total Paid**	$604.31

Dealer Information

Code	[redacted]	**Name**	ALL STAR DODGE INC	**Zone**	63 DALLAS
Address	2590 RANGE PARK DRIVE , DENHAM SPRINGS, LA 70726				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	ML	CHECK ENGINE/SERVICE ENGINE SO	68143491AA	CONTROL	1	X	478.80	$114.03
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	ML	CHECK ENGINE/SERVICE ENGINE SO	04318080AD	FLUID	2		11.48	$114.03

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
CUSTOMER STATES / ABS BAG LIGHT ON /

(Claim) Cause:
INTERNAL FAILURE OF THE ABS PUMP

(Claim) Correction:
CHECKED FOR CODES AND FOUND CODE [redacted]ABS PUMP MOTOR CONTROL-GENERAL ELECT RICAL FAILURE. REPLACED THE ABS PUMP AND MODULE ON PREVIOUS VISIT AND FOUND TH AT THE SAME CODE CAME BACK. FOUND THAT THE ABS

HYDRAULIC UNIT HAD INTERNALLY F AILED AGAIN. REPLACED THE ABS HYDRAULIC CONTROL UNIT AND PERFORMED ABS AND MAN UAL BLEED TEST DROVE TO CONFIRM REPAIRS AND FOUND NO PROBLEMS AT THIS TIME

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 SLT CREW CAB 4X4
Build Date	10/13/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06/27/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	02/07/2019
Claim Status	Paid	**Mileage (Miles)**	35,622

Expense

Labor	$17.36	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$17.36

Dealer Information

Code	[redacted]	**Name**	UPSTATE DODGE-CHRY-JEEP INC	**Zone**	32 NEW YORK
Address	15-24 WEST AVE , ATTICA, NY 14011				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U61082	Safety Recall U61 - Reprogram Powertrain Control Module ; Inspect PCM Software Level and Perform Software Update	UC	UNCODABLE (NARRATIVE REQUIRED)						$17.36

RO Narratives

(RO) Customer Concern:

PERFORM RECALL AS PER CHRYSLER [redacted] SAFETY RECALL [redacted] - REPROGRAM POWERTRAIN CONTROL MODULE** VERIFIED AND COMPLETED [redacted] PERFORM RECALL AS PER [redacted] TAILGATE LATCH** VERIFIED RECALL AND COMPLETED [redacted] PERFORM RECALL AS PER CHRYSLER U [redacted] CUSTOMER SATISFACTION NOTIFICATION [redacted] OCCUPANT RESTRAINT CONTROL MODULE** VERIFIED AND COMPLETED [redacted] PERFORM RECALL AS PER CHRYSLER V06: SAFETY [redacted] - DRAG LINK** NO REMEDY AT THIS TIME. [redacted] C/S CHECK ENGINE LIGHT IS ON CHECK AND ADVISE. CUSTOMER STATES VEHICLE WONT START CHECK AND ADVISE. VERIFIED CUSTOMERS CONCERN ADVISED CUSTOMER AFTERMARKET REMOTE START NEEDS TO BE REMOVED PER NOT LETTING KEY COMMUNICATE WITH WIN/IGN MODULE. REMOVED REMOTE START AND VEHICLE STARTS EVERY TIME KNOW. ADVISED CUSTOMER NO REIMBURSMENT FOR TOWING PER NOT A MANUFATURE DEFECT WITH NO START. AFTERMARKET ACCESSORIES CAUSING ISSUE. [redacted] CUSTOMER STATES ABS LIGHT IS ON CHECK AND ADV ISE. VERIFIED CUSTOMERS CONCERN FOUND ABS SHORTED. REPLACED MODULE AND REPROGRAMMED AND CONFIGURED ABS MODUEL TESTED AND COMPLETE [redacted] CUSTOMER STATES WIND NOISE FROM DRIVER SIDE DOOR. VERIFIED CUSTOMERS CONCERN REPLACED DOOR WEATHER STRIP. TESTED AND COMPLETED [redacted]

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted]
Build Date	01/15/ 017	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	04 0 01
Claim Type	afety (Recall)	**Repair Date**	0 /07/ 019
Claim Status	Paid	**Mileage (Miles)**	1

Expense

Labor	$ 6 6	**Sublet**	$0 6	**Part**	$0 00	**Total Paid**	$ 7 19

Dealer Information

Code	[redacted]	**Name**	DODGE CHRY JEEP OF VACAVILLE	**Zone**	71	LO ANGELE	
Address	6 1 OR NGE DRI E C ILLE C 9 6 7						

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	0 U741	afet Recall U74 Tailgate Latch ; In tall Tailgate ctuator top Block	UC	UNCODABLE (N RR TI E REQUIRED)	6 44 0 7	CTU TOR	1		0 6	$ 6 6

RO Narratives

(RO) Customer Concern

REC LL C MP IGN REC LL C MP IGN 1 000 MILE ER ICE ELECTRIC L DRI E BILITY PERFORM K MILE INTER L CHEDULED MAINTENANCE ELECTRICAL

(RO) Cause:

N

(RO) Correction

PERFORMED LIGNMENT OK Y T THI TIME

(RO) Technical Notes

NA

GCS Narratives

(Claim) Customer Concern

CU TOMER T TE THERE I FEEDB CK IN THE 7 PIN

(Claim) Cause

PERFORMED IN PECTION ON TRAILER CONNECTION CHECK ED FU E, TERMINAL, AND PIN TERMINAL ALL OKAY AT THI TIME

(Claim) Correction

C NNOT DUPLIC TE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 LARAMIE CREW CAB 4X4
Build Date	01/15/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	04/30/2018
Claim Type	F - Service Contract	**Repair Date**	02/07/2019
Claim Status	Paid	**Mileage (Miles)**	15,224

Expense

Labor	$185.93	**Sublet**	$142.10	**Part**	$65.00	**Total Paid**	$404.58

Dealer Information

Code	[redacted]	**Name**	DODGE-CHRY-JEEP OF VACAVILLE	**Zone**	71 LOS ANGELES
Address	681 ORANGE DRIVE , VACAVILLE, CA 95687				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26130501	15,000 Mile/24,000 km Interval ; 5.9-6.7L Diesel Equipped	3N	SCHEDULED MAINTENANCE	68197867AB	FILTER KI	1	X	64.75	$185.93
A	26130501	15,000 Mile/24,000 km Interval ; 5.9-6.7L Diesel Equipped	3N	SCHEDULED MAINTENANCE	68157291AA	FILTER	1		77.35	$185.93
A	95260001	Maintenance Allowance ; Fixed Cost Maintenance			68197867AB	FILTER KI	1	X	64.75	$65.00
A	95260001	Maintenance Allowance ; Fixed Cost Maintenance			68157291AA	FILTER	1		77.35	$65.00

RO Narratives

(RO) Customer Concern:

RECALL CAMPAIGNS: RECALL CAMPAIGNS: 15,000 MILE SERVICE ELECTRICAL: DRIVEABILITY: PERFORM 5K MILE INTERVAL SCHEDULED MAINTENANCE ELECTRICAL:

(RO) Cause:

NA

(RO) Correction:

PERFORMED ALIGNMENT - OKAY AT THIS TIME.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THERE IS FEEDBACK IN THE 7-PIN

(Claim) Cause:

PERFORMED INSPECTION ON TRAILER CONNECTION - CHECK ED FUSE, TERMINAL, AND PIN TERMINALS - ALL OKAY AT THIS TIME.

(Claim) Correction:
CANNOT DUPLICATE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	201	**Body**	[redacted]
Build Date	01 15 01	**Plant**	LTILLO TRU K EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	04 30 2018
Claim Type	arrant	**Repair Date**	0 0 019
Claim Status	Paid	**Mileage (Miles)**	15 4

Expense

Labor	$66 41	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$66 41

Dealer Information

Code	[redacted]	**Name**	DODGE HRY JEEP OF ILLE	**Zone**	1 LO NGELE
Address	681 OR NGE DRI E ILLE 9568				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	8541980	ecurit Tr uble N t F und ecurit larm stem	OD							$66 41

RO Narratives

(RO) Customer Concern

RE LL MP IGN RE LL MP IGN 15 000 MILE ER I E ELE TRI L DRI E BILITY PERFORM 5K MILE INTER L S HEDULED M INTEN N E ELE TRI L

(RO) Cause

N

(RO) Correction

PERFORMED LIGNMENT OK Y T THI TIME

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

U TOMER T TE THERE I FEEDBA K IN THE PIN

(Claim) Cause

PERFORMED IN PE TION ON TR ILER ONNE TION HE K ED FU E TERMIN L ND PIN TERMIN L LL OK Y T THI TIME

(Claim) Correction

NNOT DUPLI TE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 LARAMIE CREW CAB 4X4
Build Date	01/15/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	04/30/2018
Claim Type	W Warranty	**Repair Date**	02/07/2019
Claim Status	Paid	**Mileage (Miles)**	15,224

Expense

Labor	$132 81	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$132 81

Dealer Information

Code	[redacted]	**Name**	DODGE CHRY JEEP OF VACAVILLE	**Zone**	71 LOS ANGELES
Address	681 ORANGE DRIVE , VACAVILLE, CA 95687				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	0891PCE3	Power Door Locks/Keyless Entry	61	INTERMITTENT OPERATION						$132 81

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THE FRONT LEFT OUTSIDE DOOR HANDLE BUTTON HAS TO BE APPLIED NUMEROUS TIMES TO UNLOCK THE DOOR

(Claim) Cause:

SCANNED FOR DTCS NONE PERFORMED INSPECTION ON ANY UPDATES AND TSBS

(Claim) Correction:

REPROGRAMMED BCM AND RETES T ENTRY OPERA TION OKAY AT THIS TIME

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 3500 LARAMIE MEGA CAB 4X4
Build Date	08/09/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	01/02/2018
Claim Type	W - Warranty	**Repair Date**	02/07/2019
Claim Status	Paid	**Mileage (Miles)**	38,931

Expense

Labor	$440.94	**Sublet**	$246.89	**Part**	$0.00	**Total Paid**	$687.83

Dealer Information

Code	[redacted]	**Name**	VICTORY CHRYSLER DODGE JEEP RAM	**Zone**	35 WASHINGTON
Address	16583 VETERANS MEMORIAL HWY , KINGWOOD, WV 26537				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08141809	Sensor, wheel speed-Anti-lock brakes ; rear - left	14	BURNED OR BURNED OUT	04779981AC	SENSOR	1	X	41.09	$29.40
A	08141860	Sensor, wheel speed-Anti-lock brakes ; Dual Rear Wheel Equipped equipped			04779981AC	SENSOR	1	X	41.09	$14.70
B	08191002	Module, anti-lock brake control ; All others	48	GROUNDED OR SHORTED	68347098AB	MODULE	1	X	205.80	$44.09
B	08191063	Module, anti-lock brake control ; 6.7L diesel equipped			68347098AB	MODULE	1	X	205.80	$14.70
B	85434343	Goodwill Authorization ; Goodwill Authorization			68347098AB	MODULE	1	X	205.80	$0.00
C	0894PNG3	Anti-Lock Brake System	48	GROUNDED OR SHORTED						$338.05
C	85434343	Goodwill Authorization ; Goodwill Authorization								$0.00

RO Narratives

(RO) Customer Concern:

MULTI-POINT INSPECTION BODY ELECTRICAL MISCELLANEOUS BODY ELECTRICAL BODY ELECTRICAL

(RO) Cause:

NA

(RO) Correction:

PERFORMED MULTIPOINT INSPECTION - SEE ATTACHED SHE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

ADDITIONAL REPAIR FOR 4WD , TRACTION CONTROL LIGHT AND ABS LIGHT BEING ON. CUSTOMER STATES CHECK ENGINE LIGHT, TRACTION CONTROL, ABS, AND 4WD LIGHT IS ON WIRING REPAIR NEEDED. .

(Claim) Cause:

THE TECHNICIAN FOUND THE ABS MODULE WAS FRIED DUE TO A SHORT TO GROUND. THE TE THE TECHNICIAN INSPECTED AND FOUND THE ABS MODULE HAD A SHORT TO GROUND ABS M CHNICIAN PERFORMED WIRING DIAGNOSIS AND FOUND THE SHORT IN THE WIRE FOR THE INSPECTED DTCS FOUND CODE [redacted] LEFT REAR WHEEL SPEED SENSOR CIRCUIT CONTRO ODULE WAS FRIED AND NEEDS REPLACED. L OUT OF RANGE. AND CODE U14D00 IMPLAUSIBLE DATA RECIEVED FROM WHEEL SPEED S SUPPLY FOR THE LEFT REAR WHEEL SPEED SENSOR ENSOR INSPECTED AND TESTED THE LEFT REAR WHEEL SPEED SENSOR CIRCUIT. FOUND VEHICLE NEEDS LR WHEEL SPEED SENSOR.

(Claim) Correction:

THE TECHNICIAN REMOVED AND REPLACED THE ABS MODULE AS NEEDED. JOEL FOR CCA AP PROVED REPAIR UNDER CASE [redacted] THE TECHNICIAN PERFORMED THE WIRE REPAIR AS NEEDED CCA AUTHORIZED ADDITIONAL TIME FOR WIRE DIAGNOSIS AND REPAIR CASE# [redacted] REMOVED AND REPLACED THE LEFT REAR WHEEL SPEED SENSOR AS NEEDED. NO FURTHER CO NCERNS.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted] RAM 500 LARAMIE CREW CAB 4 4
Build Date	04/1 / 017	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/10/ 017
Claim Type	W Warranty	**Repair Date**	0 /07/ 019
Claim Status	Paid	**Mileage (Miles)**	9,585

Expense

Labor	$ 9 4	**Sublet**	$74 06	**Part**	$0 00	**Total Paid**	$10 48

Dealer Information

Code	[redacted]	**Name**	ACADIANA DODGE INCORPORATED	**Zone**	6 DALLA
Address	1700 OUTHEA T EVANGELINE HIGHWAY , LAFAYETTE, LA 70508				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08661501	Relay, intake manifold heater air temperature ; 6 7 liter die el engine	ML	CHECK ENGINE/SERVICE ENGINE O	05187880AC	RELAY	1	X	74 06	$29 42

RO Narratives

(RO) Customer Concern:

Multi point in pection [16 POINT IN PECTION] CHECK ENGINE [CU TOMER TATE CHECKENGINE LIGHT I ON AND HA CODE [redacted] FOR AIR INTAKE EN OR]

(RO) Cause:

F

(RO) Correction:

[redacted] DONE Multi point in pection [16 POINT IN PECTION] 16 POINT IN PECTION [redacted] OPEN CIRUIT AT AIR HEATER OLENOID,RR OLENOID (RELAY) TE T OK Relay, intake manifold heater air temperature Replace 6 7 liter die el engine (killed)

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CHECKE ENGINE LIGHT ON AND HA A CODE FOR AIR INTAKE EN OR

(Claim) Cause:

[redacted] OPEN CIRCUIT AT AIR HEATER SOLENOID

(Claim) Correction:

REPLACED OLENOID (RELAY) TE TED, OK

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 SLT CREW CAB 4X4
Build Date	05/09/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/10/2017
Claim Type	W Warranty	**Repair Date**	0 /07/ 019
Claim Status	Paid	**Mileage (Miles)**	7,69

Expense

Labor	$52 64	**Sublet**	$982 80	**Part**	$0 00	**Total Paid**	$1,035 44

Dealer Information

Code	[redacted]	**Name**		**Zone**	6 DALLA
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	5014511	Valve, EGR ; 6 7 liter diesel engine 500 500 pickup truck	65	LEAK	680 6995AB	VALVE	1		98 80	$5 64

RO Narratives

(RO) Customer Concern:

C/S CHECK ENGINE LIGHT IS ON CHECK/ADVISE

(RO) Cause:

VERIFIED CONCERN HOOKED UP SCAN TOOL & RETRIEVED CODE P0401 EGR "A" FLOW INSUFFICIENT DETECTED IN PECTED & FOUND EGR VALVE HA NO FLOW

(RO) Correction:

REPLACED EGR VALVE CLEARED CODE TEST DROVE RETESTED SYSTEM PASSED VERIFIED REPAIR

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C/S CHECK ENGINE LIGHT IS ON

(Claim) Cause:

VERIFIED CONCERN HOOKED UP WITECH & PULLED ACTIVE CODE [redacted] EGR "A" FLOW I NSUFFICIENT DETECTED EGR VALVE FAULTY

(Claim) Correction:

REPLACED EGR VALVE CLEARED CODE TEST DROVE RETESTED SYSTEM PASSED VERIFI ED REPAIR

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 SLT CREW CAB 4X4
Build Date	10/13/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06/27/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	02/08/2019
Claim Status	Paid	**Mileage (Miles)**	35,629

Expense

Labor	$26.04	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$26.04

Dealer Information

Code	[redacted]	**Name**	UPSTATE DODGE-CHRY-JEEP INC	**Zone**	32 NEW YORK
Address	15-24 WEST AVE , ATTICA, NY 14011				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U53182	Customer Satisfaction Notification U53 - Occupant Restraint Control Module ; Reprogram Occupant Restraint Controller (ORC) Module - Includes ORC and ABS Initialization	UC	UNCODABLE (NARRATIVE REQUIRED)						$26.04

RO Narratives

(RO) Customer Concern:

PERFORM RECALL AS PER CHRYSLER [redacted] SAFETY RECALL [redacted] REPROGRAM POWERTRAIN CONTROL MODULE** VERIFIED AND COMPLETED [redacted] PERFORM RECALL AS PER CHRYSLER [redacted] SAFETY RECALL [redacted] TAILGATE LATCH** VERIFIED RECALL AND COMPLETED [redacted] PERFORM RECALL AS PER CHRYSLER [redacted] CUSTOMER SATISFACTION NOTIFICATION [redacted] OCCUPANT RESTRAINT CONTROL MODULE** VERIFIED AND COMPLETED [redacted] PERFORM RECALL AS PER CHRYSLER V06: SAFETY RECALL V06 - DRAG LINK** NO REMEDY AT THIS TIME [redacted] C/S CHECK ENGINE LIGHT IS ON CHECK AND ADVISE. CUSTOMER STATES VEHICLE WONT START CHECK AND ADVISE. VERIFIED CUSTOMERS CONCERN ADVISED CUSTOMER AFTERMARKET REMOTE START NEEDS TO BE REMOVED PER NOT LETTING KEY COMMUNICATE WITH WIN/IGN MODULE. REMOVED REMOTE START AND VEHICLE STARTS EVERY TIME KNOW. ADVISED CUSTOMER NO REIMBURSMENT FOR TOWING PER NOT A MANUFATURE DEFECT WITH NO START. AFTERMARKET ACCESSORIES CAUSING ISSUE. [redacted] CUSTOMER STATES ABS LIGHT IS ON CHECK AND ADV ISE. VERIFIED CUSTOMERS CONCERN FOUND ABS SHORTED. REPLACED MODULE AND REPROGRAMMED AND CONFIGURED ABS MODUEL TESTED AND COMPLETE [redacted] CUSTOMER STATES WIND NOISE FROM DRIVER SIDE DOOR. VERIFIED CUSTOMERS CONCERN REPLACED DOOR WEATHER STRIP. TESTED AND COMPLETED [redacted]

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	018	**Body**	[redacted]
Build Date	11 15 2018	**Plant**	S LTILL TRU K SSEMBL PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	0 1 019
Claim Type	K R ad R ad (PREPN)	**Repair Date**	02 08 2019
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$1 4 90	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$1 4 90

Dealer Information

Code	[redacted]	**Name**	IRP RK HR SLER JEEP	**Zone**	0	PH ENIX	
Address	15656 N H DEN R D S TTSD LE 85260						

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	85900040	R ad Read Ba i Pr p	NU	NE EHI LE PREP						$1 4 90

RO Narratives

(RO) Customer Concern

N

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

N

(Claim) Cause

N

(Claim) Correction

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 3500 LONGHORN MEGA CAB 4X4
Build Date	05/01/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06/13/2017
Claim Type	F - Service Contract	**Repair Date**	02/09/2019
Claim Status	Paid	**Mileage (Miles)**	19,940

Expense

Labor	$0.00	**Sublet**	$0.00	**Part**	$85.00	**Total Paid**	$85.00

Dealer Information

Code	[redacted]	**Name**	ED PAYNE MOTORS LLP	**Zone**	63 DALLAS
Address	2101 E EXPRESSWAY 83 , WESLACO, TX 78596				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26860303	Maintenance Interval - Schedule B ; To be used every 3,000 Intervals	MC	MAINTENANCE CARE						$0.00
A	95260001	Maintenance Allowance ; Fixed Cost Maintenance								$75.00
A	95260002	Maintenance Allowance ; TIRE ROTATION								$10.00

RO Narratives

(RO) Customer Concern:

(Change diesel engine oil and filter synthetic oil may be re quired based on geographic location) (Multi-point inspection according to maintenance interval) (Rotate tires) V06 Safety Recall V06 - Drag Link (Recall CSN 1)

(RO) Cause:

PERORMED LUBE OIL AND FILTER, CK'D ALL FLUID LEVELS AND PERFORMED 27 POINT INSPECTION RECOMMENDED SERVICE .

(RO) Correction:

PERFORMED MULTI-POINT INSPECTION. ROTATED TIRES PARTS NOT AVAIL

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 LARAMIE CREW CAB 4X4
Build Date	05/20/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	03/19/2018
Claim Type	W - Warranty	**Repair Date**	02/11/2019
Claim Status	Paid	**Mileage (Miles)**	13,353

Expense

Labor	$379.64	**Sublet**	$559.45	**Part**	$0.00	**Total Paid**	$939.09

Dealer Information

Code	[redacted]	**Name**		**Zone**	66 ORLANDO
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	23211519	Carpet/lining, floor ; Mega / Crew cab - One piece front and rear			1XF22DX9AD	CARPET	1	X	559.45	$198.86
A	23517200	Weatherstrip/seal, sunroof glass	65	LEAKS	1XF22DX9AD	CARPET	1	X	559.45	$180.78

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

DIAG WATER LEAK APPLIED BEUTYLE TAP TO END OF SUNROOF RAIL

GCS Narratives

(Claim) Customer Concern:

DIAGNOSIS OF CUSTOMERS CONCERN: CUSTOMER STATES THAT THERE IS STILL A LEAK ON THE PASSENGER SIDE A PILLAR CLOSEST TO THE WINDSHIELD. GLASS DOCTOR HAD REMO VED AND REINSTALLED THE WINDSHIELD AND RE SET THE SEAL AROUND IT AND IT CONTI NUES TO LEAK. PLEAS RE CHECK SUNROOF AS WELL

(Claim) Cause:

POOR SEALING

(Claim) Correction:

RAN WATER OVER VEHICLE WHILE CONTINUOSLY CHECKING TO LOCATE LEAK FOUND LEAKIN G DRAINING OUT OF SUNROOF RAIL APPLIED BEUTYLE TAPE TO END OF SUNROOF RAIL RAN WATER OVER VEHICLE WHILE CONTINUOSLY CHECKING FOR LEAK TO VERIFY REPAIR CUTOMER STATES STILL LEAKING IN AT A PILLAR AFTER GOING THROUGH CAR WASH RA N WATER

OVER VEHICLE AND CONTINUOSLY CHECKED FOR LEAK(UNABLE TO DUPLICATE) C HRYSLER REP LOOKED AT IT AND STATED WE CAN NOT PROTECT AGAINST HIGH PRESSURE CAR WASH.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - RAM 3500 ST CREW CAB 4X4
Build Date	07/23/2018	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/31/2018
Claim Type	F - Service Contract	**Repair Date**	02/12/2019
Claim Status	Paid	**Mileage (Miles)**	9,132

Expense

Labor	$0.00	**Sublet**	$0.00	**Part**	$65.00	**Total Paid**	$65.00

Dealer Information

Code	[redacted]	**Name**	KIM'S CHRY-PLYM-DODGE & JEEP	**Zone**	63 DALLAS
Address	1030 HIGHWAY 15 NORTH , LAUREL, MS 39440				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26860303	Maintenance Interval - Schedule B ; To be used every 3,000 Intervals	MC	MAINTENANCE CARE						$0 00
A	95260001	Maintenance Allowance ; Fixed Cost Maintenance								$65 00

RO Narratives

(RO) Customer Concern:

DIESEL OIL CHANGE CUSTOMER STATES ABS, TRAC CONTROL, AND BRAKE LIG MPI

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

ESSENTIAL CARE

(Claim) Cause:

FIXED COST MAINTENANCE

(Claim) Correction:

CHANGED OIL AND FILTER

Warranty Claim Report

Vehicle Information

VIN	[redacted]	Year	017	Body	[redacted]
Build Date	10 13 016	Plant	LTILLO TRU K EMBLY PL NT	Coverage Code	[redacted]

Claim Information

Claim #	[redacted]	In Service Date	06 01
Claim Type	afet (Recalls)	Repair Date	0 1 019
Claim Status	Paid	Mileage (Miles)	35 630

Expense

Labor	Sublet	Part	Total Paid
$1 36	$0 63	$0 00	$1 99

Dealer Information

Code	[redacted]	Name	UP T TE DODGE HRY JEEP IN	Zone	3 NE YORK
Address	15 4 E T E TTI NY 14011				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	08U 418	afet Recall U 4 Tailgate Latch Install Tailgate ctuat r t p Bl ck	U	UN OD BLE (N RR TI E REQUIRED)	684480	TU TOR	1		0 63	$1 36

RO Narratives

(RO) Customer Concern

N

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

[redacted]

(Claim) Cause

[redacted]

(Claim) Correction

[redacted]

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 SLT CREW CAB 4X4
Build Date	10/13/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06/27/2017
Claim Type	W - Warranty	**Repair Date**	02/12/2019
Claim Status	Paid	**Mileage (Miles)**	35,623

Expense

Labor	$52.09	**Sublet**	$205.80	**Part**	$0.00	**Total Paid**	$257.89

Dealer Information

Code	[redacted]	**Name**	UPSTATE DODGE-CHRY-JEEP INC	**Zone**	32 NEW YORK
Address	15-24 WEST AVE , ATTICA, NY 14011				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08191002	Module, anti-lock brake control ; All others	14	BURNED OR BURNED OUT	68347098AB	MODULE	1	X	205.80	$52.09

RO Narratives

(RO) Customer Concern:

[redacted]

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C/S ABS LIGHT IS ON

(Claim) Cause:

VERIFIED CUSTOMERS CONCERN FOUND ABS MODULE INTERNALLY AT FAULT

(Claim) Correction:

REPLACED ABS MODULE AND REPROGRAMMED

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 SLT CREW CAB 4X4
Build Date	10/13/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06/27/2017
Claim Type	W - Warranty	**Repair Date**	02/12/2019
Claim Status	Paid	**Mileage (Miles)**	35,623

Expense

Labor	$26.04	**Sublet**	$109.41	**Part**	$0.00	**Total Paid**	$135.45

Dealer Information

Code	[redacted]	**Name**	UPSTATE DODGE-CHRY-JEEP INC	**Zone**	32 NEW YORK
Address	15-24 WEST AVE , ATTICA, NY 14011				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	23511012	Weatherstrip/seal, door opening on door ; Rear-Right or left	8X	WIND NOISE	55112363AG	WEATHERST	1	X	109.41	$26.04

RO Narratives

(RO) Customer Concern:

[redacted]

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES WIND NOISE WHEN DRIVING

(Claim) Cause:

VERIFIED CUSTOMER CONCERN FOUND RIGHT REAR DOOR WEATHER STRIP TO BE AT FAULT

(Claim) Correction:

REPLACED RIGHT REAR DOOR WEATHER STRIP

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted]
Build Date	07 17 017	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	04 0 01
Claim Type	afet (Recall)	**Repair Date**	0 1 019
Claim Status	Paid	**Mileage (Miles)**	17

Expense

Labor	$ 4 99	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$ 4 99

Dealer Information

Code	[redacted]	**Name**	LL MERIC N CHRY JEEP DODGE OF ODE	**Zone**	6 D LL
Address	10 E T TH TREET ODE T 79761				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	18U6108	afet Recall U61 Reprogram Powertrain Control Module In pect PCM oftware Le el and Perf rm ft are Update	UC	UNCOD BLE (N RR TI E REQUIRED)						$ 4 99

RO Narratives

(RO) Customer Concern

U TOMER T TE EHI LE O T T RT PERFORM OURTE Y EHI LE IN PE TION IN LUDE I U L IN PE TION OF EHICLE TIRE ND ET TIRE PRE URE TO PEC' [redacted]

(RO) Cause

N

(RO) Correction

ENGINE REP IR PERFORM OURTE Y EHI LE IN PE TION IN LUDE I U L IN PE TION OF EHI LE TIRE ND ET TIRE PRE URE TO PEC' 17 1 FL [redacted] F F C M NUF CTURE REC LL NO ORK DONE

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

N

(Claim) Cause

N

(Claim) Correction

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 LARAMIE MEGA CAB 4X4
Build Date	07/13/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/31/2017
Claim Type	W - Warranty	**Repair Date**	02/13/2019
Claim Status	Paid	**Mileage (Miles)**	23,246

Expense

Labor	$215.85	**Sublet**	$305.20	**Part**	$0.00	**Total Paid**	$521.05

Dealer Information

Code	[redacted]	**Name**		**Zone**	74 DENVER
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	02130606	Universal joint, front axle shaft ; 235-275 mm-Both	60	INSUFFICIENT LUBRICATION	68065428AC	JOINT KIT	2	X	305.20	$198.58
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68065428AC	JOINT KIT	2	X	305.20	$17.27

RO Narratives

(RO) Customer Concern:

CUST STATES WHEN IN 4LO THERE IS A BAD VIBRAT ION THAT WILL TRANSFER THROUGH THE FIRE WALL AND STEERING WHEEL ** VIBRATION FROM DRY AXLE JOINTS.THEY ARE SHOWING SIGNS OF GETTING DRY AND ROUGH REPLACED UJOINTS FOUND BAD JOINTS AND HELPED VIBRATION IN 4X4[redacted]

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES WHEN IN 4LOW THERE IS A BAD VIBRATION THAT WILL TRANSFER THROU GH THE FIRE WALL AND STEERING WHEEL.

(Claim) Cause:

VIBRATION FROM DRY AXLE UJOINTS. THEY ARE SHOWING SIGNS OF GETTING DRY AND ROU GH.

(Claim) Correction:

REPLACED UJOINTS

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 ST CREW CAB 4X4
Build Date	12/22/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	02/20/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	02/14/2019
Claim Status	Paid	**Mileage (Miles)**	48,182

Expense

Labor	$34.68	**Sublet**	$0.63	**Part**	$0.00	**Total Paid**	$35.31

Dealer Information

Code	[redacted]	**Name**		**Zone**	63 DALLAS
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
B	08U74182	Safety Recall U74 - Tailgate Latch ; Install Tailgate Actuator Stop Block	UC	UNCODABLE (NARRATIVE REQUIRED)	68448027AA	ACTUATOR	1	X	0.63	$13.87
A	18U53182	Customer Satisfaction Notification U53 - Occupant Restraint Control Module ; Reprogram Occupant Restraint Controller (ORC) Module - Includes ORC and ABS Initialization	UC	UNCODABLE (NARRATIVE REQUIRED)						$20.81

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 2500 LARAMIE CREW CAB 4X4
Build Date	02/24/2018	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/30/2018
Claim Type	S - Safety (Recalls)	**Repair Date**	02/15/2019
Claim Status	Paid	**Mileage (Miles)**	14,484

Expense

Labor	$36.75	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$36.75

Dealer Information

Code	[redacted]	**Name**	HOBLIT CHRYSLER JEEP DODGE, INC.	**Zone**	71 LOS ANGELES
Address	801 MAIN STREET , WOODLAND, CA 95695				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U53182	Customer Satisfaction Notification U53 - Occupant Restraint Control Module ; Reprogram Occupant Restraint Controller (ORC) Module - Includes ORC and ABS Initialization	UC	UNCODABLE (NARRATIVE REQUIRED)						$36.75

RO Narratives

(RO) Customer Concern:

ROTATE TIRES REPLACE ENGINE FUEL FILTER ELEMENT CHANGE DIESEL ENGINE OIL AND FILTER (SYNTHETIC OIL MAY BEREQUIRED BASED ON GEOGRAPHIC LOCATION)CHECK ALL FLUIDS, RECALL [redacted] CUSTOMER SATISFACTION NOTIFICATION [redacted] OCCUPANT RESTRAINT CONTROL MODULE** REPLACE THE WATER SEPERATER PERFORM FREE MULTIPOINT VEHICLE INSPECTION TIRE CONDITION / RECOMMENDATION L/F BEFORE AFTER65 R/F BEFORE AFTER65L/R BEFORE AFTER80 R/R BEFORE AFTER80

(RO) Cause:

NA

(RO) Correction:

ROTATED TIRES REPLACED FUEL FILTER AS PER REQUEST. CHANGED OIL,TOPPED OFF FLUIDS,CHECKED AIRFILTER & SET TIRE PRESSURE. UPDATED THE ORC MODULE WITH CURRENT SOFTWARE VERSION AS PERRECALL.. R&R FUEL FILTER ASSY. COMPLETED INSPECTION. SEE YOUR SERVICE ADVISOR AND THEINSPECTION FORM FOR THE RESULTS ALL TIRES IN LIKE NEW CONDITION A THIS TIME.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	018	**Body**	[redacted]
Build Date	07 17 01	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	0 01
Claim Type	arrant	**Repair Date**	0 1 019
Claim Status	Paid	**Mileage (Miles)**	19,7 8

Expense

Labor	$4 7 06	**Sublet**	$164 6	**Part**	$0 00	**Total Paid**	$6 1 4

Dealer Information

Code	[redacted]	**Name**	BOB HO RD CHRY LER JEEP DODGE	**Zone**	6	D LL	
Address	1 50 NORTH BROADWAY E TEN ION , OKLAHOMA CITY, OK 7 114						

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	0 907701	iring harne trailer tow	14	BURNED OR BURNED OUT	6 1714 4	IRING	1		7 0	$107 4
B	01 10	eal, rear wheel bearing oil 00 00 axle Right	6	LE K	0 0 69	E L			6 7	$161
B	501510	eal, rear wheel bearing oil 00 00 axle Right	65	LEAK	05086767AC	GA KET			0 56	$161
B	501511	eal rear wheel bearing oil 00 00 axle Left			0508698 AA	EAL			86 75	$161
B	501511	eal rear wheel bearing oil ; 500 5500 axle Left			05086767AC	GA KET			0 56	$161
B	501560	eal rear wheel bearing oil ; Dual rear wheel equipped Right or left			0508698 AA	EAL			86 75	$1 44
B	01 60	eal, rear wheel bearing oil Dual rear wheel equipped Right or left			0 0 6767 C	G KET			0 6	$1 44
B	501561	eal rear wheel bearing oil ; Dual rear wheel equipped Right or left			0508698 AA	EAL			86 75	$1 44
B	01 61	eal, rear wheel bearing oil Dual rear wheel equipped Right or left			0 0 6767 C	G KET			0 6	$1 44

RO Narratives

(RO) Customer Concern

NA

(RO) Cause:

NA

(RO) Correction:

FOUND THE DRI ER IDE TO IRING H RNE JUMPER H D HORT COMPLETED [redacted] BOTH RE R HEEL BE RING ARE LEAKING 8 HR TOTAL TECH [redacted]5 COULD NOT DUPLICATE I [redacted]5 COMPLETED TIRE ROTATION 0 5 HR TECH [redacted] T DROVE 7 MILE

(RO) Technical Notes:

N

GCS Narratives

(Claim) Customer Concern:

CS WHEN DRIVING LONG DISTANCE, FEELS LIKE REAR END DRAGGING CS WHEN USING TRAILER CONNECTION IN BED OF TRUCK LIGHTS WOULD FLICKER WHEN USI NG BRAKE SWITCH

(Claim) Cause:

BOTH REAR WHEEL BEARINGS LEAKING DRIVER TOW HARNESS JUMPER HAS SHORT

(Claim) Correction:

REPLACE REAR BEARING SEALS AND AXLE SEALS REPLACE TRAILER WIRE HARNESS

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted] RAM 500 LARAMIE CREW CAB 4 4
Build Date	01/10/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06/05/ 017
Claim Type	afety (Recall)	**Repair Date**	0 /15/ 019
Claim Status	Paid	**Mileage (Miles)**	4 ,075

Expense

Labor	$58 43	**Sublet**	$0 81	**Part**	$0 00	**Total Paid**	$59 24

Dealer Information

Code	[redacted]	**Name**	POTAMKIN' PLANET DODGE	**Zone**	66	ORLANDO
Address	9975 N W 1 TH TREET , MIAMI, FL 17					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08U7418	afety Recall U74 Tailgate Latch ; In tall Tailgate Actuator Stop Block	UC	UNCODABLE (NARRATIVE REQUIRED)	684480 7AA	ACTUATOR	1		0 81	$ 7
B	18U53182	Cu tomer ati faction Notification U5 Occupant Re traint Control Module ; Reprogram Occupant Re traint Controller (ORC) Module Include ORC and ABS Initialization	UC	UNCODABLE (NARRATIVE REQUIRED)						$35 06

RO Narratives

(RO) Customer Concern:

[redacted]

(RO) Cause:

(RO) Correction:

[redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 LARAMIE CREW CAB 4X4
Build Date	01/10/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06/05/2017
Claim Type	F - Service Contract	**Repair Date**	02/15/2019
Claim Status	Paid	**Mileage (Miles)**	42,075

Expense

Labor	$0.00	**Sublet**	$0.00	**Part**	$75.00	**Total Paid**	$75.00

Dealer Information

Code	[redacted]	**Name**	POTAMKIN'S PLANET DODGE	**Zone**	66 ORLANDO
Address	9975 N W 12TH STREET , MIAMI, FL 33172				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26860303	Maintenance Interval - Schedule B ; To be used every 3,000 Intervals	MC	MAINTENANCE CARE						$0.00
A	95260001	Maintenance Allowance ; Fixed Cost Maintenance								$75.00

RO Narratives

(RO) Customer Concern:

[redacted]

(RO) Cause:

. . .

(RO) Correction:

[redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	018	**Body**	[redacted]
Build Date	10 04 201	**Plant**	S LTILL TRU K SSEMBL PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	04 30 018
Claim Type	S Saf t (R all)	**Repair Date**	02 18 2019
Claim Status	Paid	**Mileage (Miles)**	65

Expense

Labor	$ 4	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$ 4

Dealer Information

Code	[redacted]	**Name**	M GUIRE HR SLER D DGE JEEP R M	**Zone**	32 NE RK
Address	318 ELMIR RD ITH NY 14850				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	18U61083	afet Recall U61 Repr gram P rtrain ntr l M dul In p t P M ft are Le el and Perf rm ft are Update (018 M del Years nl)	U	UN D BLE (N RR TI E REQUIRED)						$2 42

RO Narratives

(RO) Customer Concern

N

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

N

(Claim) Cause

N

(Claim) Correction

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted]RAM 2500 SLT CREW CAB 4X4
Build Date	09/10/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	08/23/2018
Claim Type	S - Safety (Recalls)	**Repair Date**	02/18/2019
Claim Status	Paid	**Mileage (Miles)**	3,786

Expense

Labor	$29.26	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$29.26

Dealer Information

Code	[redacted]	**Name**	URSE DODGE CHRYSLER RAM OF	**Zone**	35 WASHINGTON
Address	2000 MID ATLANTIC RD , MORGANTOWN, WV 26508				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U53182	Customer Satisfaction Notification U53 - Occupant Restraint Control Module ; Reprogram Occupant Restraint Controller (ORC) Module - Includes ORC and ABS Initialization	UC	UNCODABLE (NARRATIVE REQUIRED)						$29.26

RO Narratives

(RO) Customer Concern:

PERFORM RECALL PERFORM MULTI PT INSPECTION WITH TIRE DEPTH

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 3500 ST CREW CAB 4X4
Build Date	05/02/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06/28/2017
Claim Type	F - Service Contract	**Repair Date**	02/19/2019
Claim Status	Paid	**Mileage (Miles)**	29,967

Expense

Labor	$0.00	**Sublet**	$0.00	**Part**	$85.00	**Total Paid**	$85.00

Dealer Information

Code	[redacted]	**Name**	LUSTINE DODGE JEEP	**Zone**	35 WASHINGTON
Address	14211 JEFFERSON DAVIS HWY , WOODBRIDGE, VA 22191				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26860303	Maintenance Interval - Schedule B ; To be used every 3,000 Intervals	MC	MAINTENANCE CARE						$0.00
A	95260001	Maintenance Allowance ; Fixed Cost Maintenance								$75.00
A	95260002	Maintenance Allowance ; TIRE ROTATION								$10.00

RO Narratives

(RO) Customer Concern:

(Multi-point inspection according to maintenance interval) Contract Number [redacted] Change diesel engine oil and filte r synthetic oil may be required based on geographic location) (Rotate tires) PERFORM FRONT DIFFERNTIAL SERVICE. DRAIN AND REFILL GEAR OIL WITH [redacted] WITH LSD ADDITIVE INCLUDED PERFORM REAR DIFFERENTIAL SERVICE. DRAIN AND REFILL GEAR OIL WITH [redacted] LSD ADDITIVE INCLUDED

(RO) Cause:

MULTIPOINT INSPECTION OIL AND FILTER CHANGE REQUIRED BY TIME OR MILEAGE CUSTOMER REQUESTS TIRE ROTATION FRONT DIFFERENTIAL SERVICE REAR DIFFERENTIAL SERVICE

(RO) Correction:

PERFORMED MULTIPOINT INSPECTION - SEE YOUR SERVICE ADVISOR FOR PRINT OUT AND ANY QUESTIONS DIESEL OIL AND FILTER CHANGE COMPLETED TIRE ROTATION PERFORMED FRONT DIFFERENTIAL SERVICE DRAINED AND REFILLED FRONT DIFFERENTIAL FLUID WITH LIMITED SLIP ADDITIVE PERFORMED REAR DIFFERENTIAL SERVICE DRAINED AND REFILLED REAR DIFFERENTIAL FLUID WITH LIMITED SLIP ADDITIVE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 LARAMIE MEGA CAB 4X4
Build Date	12/20/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	02/27/2017
Claim Type	W - Warranty	**Repair Date**	02/19/2019
Claim Status	Paid	**Mileage (Miles)**	39,488

Expense

Labor	$258.15	**Sublet**	$2,345.00	**Part**	$175.00	**Total Paid**	$2,778.16

Dealer Information

Code	[redacted]	**Name**	C & C DODGE	**Zone**	42 DETROIT
Address	1305 PIKE ST , MARIETTA, OH 45750				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08190407	Module, diesel engine control ; 6.7 liter diesel engine equipped with RFE transmission	ML	CHECK ENGINE/SERVICE ENGINE SO	68293842AB	MODULE	1	X	2345.00	$115.73
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation			68293842AB	MODULE	1	X	2345.00	$80.12
A	95400141	Loaner Car ; Standard Line Vehicles			68293842AB	MODULE	1	X	2345.00	$175.00
B	181904HR	Module, Engine Control (ECM) ; Module, Engine Control (ECM) - Reprogram, Quicklearn 68RFE Only (A/T)	CC	SENDING UNITS/SENSORS						$62.31

RO Narratives

(RO) Customer Concern:

C/S SERVICE ABS,SERVICE 4X4 LIGHTS ON THEN ENGINE LIGHT FLAS HED ON AND OFF AND FINALT A LIGHTNING BOLT,ENGINE DIED AND NO RESTART.TOWED IN CUT AND PROGRAM KEY C/S CHECK TIRE SIZE IN ECM RENTAL

(RO) Cause:

ECM NEEDS REPLACED

(RO) Correction:

REPLACED ECM AND PROBLEM PERSISTS,OPENED STAR CASE [redacted] ISSUE HAS DISSAPEARED UNDER 162 MILES AND COULD NOT GET DAT A RECORDER INFO SINCE THE ISSUE HAS NOT CAME BACK. PROGRAMMED KEY VERIFIED TIRE SIZES AND THEY ARE SET TO THE LARGEST ADJUSTED AS FAR AS CAN BE DONE IN RENTAL 2/14/19 TO 2/20/19

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C/S CEL IS ON

(Claim) Cause:

[redacted]

(Claim) Correction:

FLASHED AS PER TSB REPLACED PCM AND PROGRAMMED

Warranty Claim Report

Vehicle Information

VIN	[redacted]	Year	018	Body	[redacted] RAM 500 LONGHORN MEGA CAB 4 4
Build Date	0 4 017	Plant	LTILLO TRUCK EMBLY PL NT	Coverage Code	[redacted]

Claim Information

Claim #	[redacted]	In Service Date	05/ 1/ 018
Claim Type	F er ice Contract	Repair Date	0 0 019
Claim Status	Paid	Mileage (Miles)	0

Expense

Labor	$0 00	Sublet	$0 00	Part	$1 0 00	Total Paid	$1 0 00

Dealer Information

Code	[redacted]	Name	PRE TIGE CHRY LER DODGE INC	Zone	74 DEN ER
Address	00 LPINE TREET LONGMONT CO 0 01				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	6 60 0	Maintenance Interval chedule B To be u ed e er ,000 Interval	MC	M INTEN NCE CARE						$0 00
	9 60001	Maintenance llowance Fixed Co t Maintenance								$110 00
	9 6000	Maintenance llowance TIRE ROTATION								$10 00

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

N

(RO) Correction

N

(RO) Technical Notes

NA

GCS Narratives

(Claim) Customer Concern

N

(Claim) Cause

NA

(Claim) Correction:

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	018	**Body**	[redacted] RAM 500 LONGHORN MEGA CAB 4 4
Build Date	06/05/ 018	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11/ 0/ 018
Claim Type	arrant	**Repair Date**	0 0 019
Claim Status	Paid	**Mileage (Miles)**	9

Expense

Labor	$1 1	**Sublet**	$1,046 15	**Part**	$0 00	**Total Paid**	$1,168 6

Dealer Information

Code	[redacted]	**Name**	TOMB LL DODGE INC	**Zone**	6 D LL
Address	777 H 49 TOMB LL T 77 7				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	040 0	Cover, front eat u hion ; Heated entilated bucket Right		PLIT, CUT OR TORN	M 00LU7 B	CO ER	1		10 0 74	$1 1
A	040 0	Co er front eat cu hion Heated/ventilated,bucket Right		PLIT CUT OR TORN	06008076	RETAINER	9		1 87	$1 1
	040 0	Cover, front eat cu hion ; Heated entilated bucket Right		PLIT, CUT OR TORN	0600 076	RET INER	1		1 4	$1 1

RO Narratives

(RO) Customer Concern

Body y tem /Trim Concern [Non Electrical] [Cu tomer tate TITCHING ON FRONT PA ENGER EAT BOTTOM I COMING APART] Batter Concern [Cu tomer tate B TTERY DE D H D TO JUMP T RT] Multi point in pection (according to maintenance inter al)

(RO) Cause

[redacted]

(RO) Correction:

[redacted] er front eat cu hion ReplaceHeated entilated bucket Right P ENGERFRONT E T BOTTOM CO ER I DEFECTI E THEREI DEFECTI E TITCHING RIPPING LIGHTTE RING OCCURRING ON THE E T CO ER THEPA ENGER FRONT BOTTOM EAT COVER NEED TO BEREPLACED, ORDERED THE PA ENGER FRONT BOTTOM EAT CO ER REPL CED THE P ENGER FRONTBOTTOM E T CO ER LL I GOOD NO I UE LOOK HOULD Bod y tem /Trim Concern[Non Electrical] [Cu tomer tate TITCHING ON FRONT PA ENGER EAT BOTTOM I COMING APART] DRIVABILITY GLA AND TRIM DRIVABILITY [redacted] Battery Te t Charge Rete t and Replace Both batterie JUMP T RTED EHICLE PULLED INTO B Y EHICLE ILL NOT T RT ITHOUT I T OF JUMPER BO TE TED BOTH BATTERIE U ING THEGR 8 INDIVIDUALLY BOTH BATTERIE FAILED THEGR 8 TE TER WHICH RE ULTED IN BOTH NEEDING TOBE REPL CED ORDERED BOTH B TTERIE IN T LLED BOTH B TTERIE RE TE TED BOTHB TTERIE LL I GOOD EHICLE T RTED HOULD NO I UE Batter Concern [Cu tomer tate B TTERY DE D H D TO JUMP T RT] Texa battery ale fee DRIVABILITY ELECTRICAL DEPT MI C HOP CHARGE DRIVABILITY 9 MULTI NO I UE Multi point in pection (according to maintenanceinter al) MULTI POINT IN PECTION

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern:

BODY SYSTEMS/TRIM CONCERN [NON-ELECTRICAL] [CUSTOMER STATES STITCHING ON FRONT PASSENGER SEAT BOTTOM IS COMING APART

(Claim) Cause:

PASSENGER FRONT SEAT BOTTOM COVER IS DEFECTIVE, THERE IS DEFECTIVE STITCHING, RIPPING & LIGHT TEARING OCCURRING ON THE SEAT COVER

(Claim) Correction:

THE PASSENGER FRONT BOTTOM SEAT COVER NEEDS TO BE REPLACED, ORDERED THE PASS ENGER FRONT BOTTOM SEAT COVER, REPLACED THE PASSENGER FRONT BOTTOM SEAT COVE R. ALL IS GOOD. NO ISSUES. LOOKS AS SHOULD.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	018	**Body**	[redacted] RAM 500 LONGHORN MEGA CAB 4 4
Build Date	06 0 01	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11 0 01
Claim Type	arrant	**Repair Date**	0 0 019
Claim Status	Paid	**Mileage (Miles)**	9

Expense

Labor	$9 0	**Sublet**	$44 17	**Part**	$6 00	**Total Paid**	$ 46

Dealer Information

Code	[redacted]	**Name**	TOMB LL DODGE INC	**Zone**	6	D LL	
Address	777 H 49 TOMB LL T 77 7						

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	0 0 0111	Batter Both batterie	B4	B TTERY F ILED TE T	BB0H77 0 B	B TTERY			44 17	$9 0
	9 0 0 01	Batter Di po al Fee			BB0H77 0 B	B TTERY			44 17	$6 00

RO Narratives

(RO) Customer Concern

N

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

B TTERY CONCERN [CU TOMER T TE B TTERY DE D H D TO JUMP T RT]

(Claim) Cause

[redacted]

(Claim) Correction

JUMP T RTED EHICLE PULLED INTO B Y EHICLE ILL NOT T RT ITHOUT I T O F JUMPER BO TE TED BOTH B TTERIE U ING THE GR INDI IDU LLY BOTH B TT ERIE F ILED THE GR TE TER HICH RE ULTED IN BOTH NEEDING TO BE REPL CED ORDERED BOTH B TTERIE IN T LLED BOTH B TTERIE RE TE TED BOTH B TTERIE LL I GOOD EHICLE T RTED HOULD NO I UE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	018	**Body**	[redacted] RAM 500 T CREW CAB 4 4
Build Date	11 1 01	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	1 0 01
Claim Type	arrant	**Repair Date**	0 0 019
Claim Status	Paid	**Mileage (Miles)**	

Expense

Labor	$66 71	**Sublet**	$ 4	**Part**	$0 00	**Total Paid**	$911 96

Dealer Information

Code	[redacted]	**Name**	TE E L NDER CHRY LER DODGE JEEP	**Zone**	6	D LL
Address	401 COLONEL GLENN PL LOOP LITTLE ROCK R 7 10					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	0 19100	Module, anti lock brake control ll other	DE	I/M TE T F ILURE	6 4709 B	MODULE	1		4	$64
	0 94PNM	nti Lock Brake tem			6 4709 B	MODULE	1		4	$ 99 4

RO Narratives

(RO) Customer Concern

C CU T JU T PICKUP ND NO H RING L MP ON CK O ER D I E ON REP IR FREE MULTI POINT IN PECTION COMPLIMENT OF LANDER CHRY LER DODGE JEEP RAM

(RO) Cause:

TE T DRO E EHICLE ND ERIFIED CONCERN CHECKED FOR LOO E CONNECTION T THE PCM B ND THE INLINE BODY CONNECTOR ND THE INLINE D H CONNETOR CONT CTED T R FOR FURTHER IN TRUCTION T R H D ME TE T DRIVE THE VEHICLE TO GET THE VEHICLE TO ACTING UP AND UNPLUG THE AB MODULE TO EE IF IT MAD ANY DIFFERENCE ONCE THE EHICLE T RTED TO CT UP I DI CONNECTED THE B MODULE ND THE EHICLE IMMEDI TELY QUIT CTING UP T R THEN IN TRUCTED ME TO REPL CE THE B MODULE FTER REPL CING THE B MODULE I RETE T DRO E THE EHICLE TO ERIFY THE REP IR ND I M DE IT PPRO I METLY 4 MILE HEN THE LIGHT RE PPE RED T R IN TRUCTED ME TO IN PECT CONNECTOR I 0 FOUND NO I U L D M GE TO IRE OR CONNECTOR THE NE T TEP TO UNPLUG THE PIN AB CONNECTOR FROM FROM THE CAN C TAR CONNECTOR WHEN THI WA DONE IT HOWED NO IMPRO EMENT NE T TEP TO CHECK OLT GE ON THE BU NET ORK T THE DLC CONNECTOR ON PIN 6 ND PIN 14 BOTH HO ED OLT GE OF 09 T THE PCM C1 CONNECTOR PIN OLT GE 01 ND THE OLT GE T PIN 7 WA 799 AT THE AB MODULE PIN VOLTAGE WA 7 AND AT PIN 18 VOLTAGE WA

(RO) Correction:

[redacted]

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern:

C/S CUST, JUST PICKUP AND NOW HAS WARING LAMPS ON

(Claim) Cause:

TEST DROVE VEHICLE AND VERIFIED CONCERN. CHECKED FOR LOOSE | | MORE-> CONNECTIONS AT THE PCM, ABS, AND THE 2 INLINE-BODY CONNECTOR | | AND THE INLINE-DASH CONNETOR. CONTACTED STAR FOR FURTHER | | INSTRUCTIONS. STAR HAD ME TEST DRIVE THE VEHICLE TO GET THE | | VEHICLE TO ACTING UP AND UNPLUG THE ABS MODULE TO SEE IF IT | | MAD ANY DIFFERENCE. ONCE THE VEHICLE STARTED TO ACT UP I

(Claim) Correction:

THEN WAS INSTRUCTED TO CHECK THE BUS VOLTAGES WITH THE ABS | | ORIG/MORE-> MODULE DISCONNECTED. AT THE DLC CONNECTOR (THE DIAGNOSTIC | | CAN C) VOLTAGE AT [redacted] THE VOLTAGE SHOWED | | THE SAME AT [redacted] AS WELL. I WAS THEN INSTRUCTED TO GET THE | | VEHICLE ACTING UP AND DISCONNECT THE CONNECTORS FROM THE | | STAR CONNECTOR ONE AT A TIME WHILE WATCHING FOR VOLTAGE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	Year	018	Body	[redacted]	RAM 500 LONGHORN MEGA CAB 4 4
Build Date	06/05/ 018	Plant	ALTILLO TRUCK A EMBLY PLANT	Coverage Code	[redacted]	

Claim Information

Claim #	[redacted]	In Service Date	11/ 0/ 018
Claim Type	W Warranty	Repair Date	0 / 0/ 019
Claim Status	Paid	Mileage (Miles)	3,392

Expense

Labor	$0 00	Sublet	$0 00	Part	$ 5 00	Total Paid	$ 5 00

Dealer Information

Code	[redacted]	Name	TOMBALL DODGE INC	Zone	6	DALLA
Address	23777 SH 249 , TOMBALL, TX 77375					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	040 0	Cover, front eat cu hion ; Heated/ventilated,bucket Right		PLIT, CUT OR TORN						$0 00
A	854 4 4	Goodwill Authorization ; Goodwill Authori ation								$0 00
A	95400141	Loaner Car ; tandard Line Vehicle								$ 5 00

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

[redacted]

(Claim) Cause:

[redacted]

(Claim) Correction:

GOODWILL RENTAL FOR WARRANTY REPAIR

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 2500 LARAMIE CREW CAB 4X4
Build Date	09/12/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11/16/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	02/21/2019
Claim Status	Paid	**Mileage (Miles)**	18,254

Expense

Labor	$99.04	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$99.04

Dealer Information

Code	[redacted]	**Name**	GREAT LAKES CHRYSLER DODGE JEEP	**Zone**	42 DETROIT
Address	6119 LAKE ST , KINGSVILLE, OH 44048				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
C	18U53182	Customer Satisfaction Notification U53 - Occupant Restraint Control Module ; Reprogram Occupant Restraint Controller (ORC) Module - Includes ORC and ABS Initialization	UC	UNCODABLE (NARRATIVE REQUIRED)						$27.01
B	18U61083	Safety Recall U61 - Reprogram Powertrain Control Module ; Inspect PCM Software Level and Perform Software Update (2018 Model Years Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$27.01
A	19U11185	Safety Recall U11 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update (2018 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$45.02

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 2500 ST CREW CAB 4X4
Build Date	09/29/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11/30/2017
Claim Type	W Warranty	**Repair Date**	02/22/2019
Claim Status	Paid	**Mileage (Miles)**	31,015

Expense

Labor	$90 22	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$90 22

Dealer Information

Code	[redacted]	**Name**	GANDRUD DODGE CHRYSLER	**Zone**	51 CHICAGO
Address	2300 AUTO PLAZA WAY , GREEN BAY, WI 54302				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85410500	Brakes, Trouble Not Found ; Brakes	UC	UNCODABLE (NARRATIVE REQUIRED)						$90 22

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

[redacted] STORED INSP BRAKE PEDAL POS SENSOR, GRAPHED VOLTAGE OK

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES SERVICE ENGINE SOON LAMP IS ON PERFORM DIAGNOSTIC CHECK TO DE TERMINE FAULT CODE STORED ADVISE ON ANY ADDITIONAL DIAGNOSIS NEEDED

(Claim) Cause:

NOTHING FOUND AT THIS TIME

(Claim) Correction:

CHECK ENGINE LIGHT IS NOT ON THERE ARE CURRENTLY NO LIGHTS ON IN THE DASH C ONNECTED SCAN TOOL AND FOUND [redacted] BRAKE PEDAL SWITCH STUCK IN THE A BS CODE IS CURRENTLY STORED INSPECTED THE BRAKE PEDAL POSITION SENSOR FOR ANY DAMAGE OR MISINSTALLATION NONE FOUND GRAPHED THE BRAKE PEDAL POSITION VOLTAGE AND THE STOPLAMP SWITCH BOTH ARE OPERATING NORMALLY CHECKED FOR TS B'S OR STAR CASES THAT APPLY TO CONCERN NONE FO ND

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 3500 SLT CREW CAB 4X4
Build Date	12/11/2018	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	01/31/2019
Claim Type	W - Warranty	**Repair Date**	02/22/2019
Claim Status	Paid	**Mileage (Miles)**	2,412

Expense

Labor	$82.86	**Sublet**	$62.58	**Part**	$0.00	**Total Paid**	$145.44

Dealer Information

Code	[redacted]	**Name**	RUSSELL BARNETT CHRY-DODGE-JEEP INC	**Zone**	66 ORLANDO
Address	2756 DECHERD BLVD. , WINCHESTER, TN 37398				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08141806	Sensor, wheel speed-Anti-lock brakes ; front-right	ML	CHECK ENGINE/SERVICE ENGINE SO	68165624AD	SENSOR	1	X	62.58	$55.24
A	08141861	Sensor, wheel speed-Anti-lock brakes ; 2500-3500 equipped			68165624AD	SENSOR	1	X	62.58	$27.62

RO Narratives

(RO) Customer Concern:

General Concern #1 [Customer Requests CK ENGINE LIGHT ON CK ANDADVISE]

(RO) Cause:

[redacted]SPEED SENSOR FAILURE

(RO) Correction:

[redacted]RF SPEED SENSOROUT OF RANGE, SIGNAL ERRATIC REPLACED SENSORTEST DRIVE TO VERIFY REPAIR General Concern #1 [Customer Requests CK ENGINE LIGHT ON CK AND ADVISE]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES ENGINE LIGHT IS ON

(Claim) Cause:

FOUND CODES [redacted]RF SPEED SENOSR FAILURE, [redacted]RF SPEED SENSOR OUT OF RANGE, [redacted] RF SPEED SENSOR SIGNAL ERRATIC. RAN DIAGNOSTICS AND FOUND RF W HEEL SPEED SENSOR FAULTY

(Claim) Correction:

REPLACED RIGHT FRONT ABS SENSOR

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] R M 3500 SLT RE B 4X4
Build Date	12 11 2018	**Plant**	S LTILL TRU K SSEMBL PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	01 31 2019
Claim Type	arrant	**Repair Date**	02 25 2019
Claim Status	Paid	**Mileage (Miles)**	2 846

Expense

Labor	$140 12	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$140 12

Dealer Information

Code	[redacted]	**Name**	J MES NE L HR SLER PL M UTH D DGE JEEP E GLE	**Zone**	66 RL ND
Address	1634 HIGH 2 N RTH BREMEN G 30110				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	0894PNJ4	nti L k Brak S t m	3T	TERMIN L(S) RR DED						$140 12

RO Narratives

(RO) Customer Concern

N

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

UST MER ST TES BS LIGHT N

(Claim) Cause

PERF RMED TEST ND F UND HIGH RESIST N E BET EEN BS M DULE ND SENS R DIS N NE TED ND F UND TER ND RRESI N BEHIND HEEL P NEL T NNE T R

(Claim) Correction

LE NED ND REP IR NNE T RS ND DDED ELE TRI D E GRE SE

Warranty Claim Report

e o t

	[redacted]	e	1	B y [redacted]	L R MIE RE 4 4
B D t	1 1	t	LTILL TRU K EM L PL NT	[redacted]	

C o t

C #	[redacted]	S D t	1 1
C Ty	afet Recalls	R D t	1
Claim Status	Paid	Mileage (Miles)	13 3

Exp s

L b	$	S b t	$	t	$	Tot	$

D t

C	[redacted]			Z		RL ND	
Add ess							

Condition Info mation

C t Code	L	L D	Code	D	t Numbe	t Name	t Quantity	t ailed	t pense	L pense
	1 U 1 1	u t m r ati fa ti n N tifi ati n U cc pa t Rest ai t o t ol Mod le ; cc pa t Rest ai t ntr ll r R M dul Updat P e io sl Pe fo ed	U	UN D LE (N RR TI E RE UIRED						$

RO Narratives

(RO) Customer Concern:

N

(RO) Cause:

N

(RO) Correction:

N

(RO) Technical Notes:

N

GCS Narratives

(Claim) Customer Concern:

N

(Claim) Cause:

N

(Claim) Correction:

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 LONGHORN CREW CAB 4X4
Build Date	10/01/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	12/29/2016
Claim Type	F - Service Contract	**Repair Date**	02/25/2019
Claim Status	Paid	**Mileage (Miles)**	30,007

Expense

Labor	$0.00	**Sublet**	$0.00	**Part**	$65.00	**Total Paid**	$65.00

Dealer Information

Code	[redacted]	**Name**	FRISCO CHRYSLER DODGE JEEP RAM	**Zone**	63 DALLAS
Address	9640 STATE HWY 121 , FRISCO, TX 75035				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26860303	Maintenance Interval - Schedule B ; To be used every 3,000 Intervals	MC	MAINTENANCE CARE						$0.00
A	95260001	Maintenance Allowance ; Fixed Cost Maintenance								$65.00

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES (Multi-point inspection according to maintenance interval) CUSTOMER STATES [redacted] Customer Satisfaction Notification[redacted] - Occupant Restraint Control Module (Recall CSN 1) CUSTOMER STATES PERFORM ESSENTIAL CARE DIESEL LUBE OIL AND FILTER CUSTOMER STATES PERFORM EXPRESS LANE DIESEL FUEL FILTER REPLACEMENT. CUSTOMER STATES PERFORM EXPRESS LANE DIESEL FUEL FILTER REPLACEMENT.

(RO) Cause:

. .

(RO) Correction:

PERFORM MULTI POINT VEHICLE INSPECTION RECALL COMPLETE. . CHANGE OIL AND OIL FILTER WITH OEM MOPAR PRODUCTS DIESEL FUEL FILTER REPLACED DIESEL FUEL FILTER REPLACED

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	Year	2018	Body	[redacted]
Build Date	10 06 01	Plant	S LTILL TRU K SSEMBL PL NT	Co erage Code	[redacted]

Claim Information

Claim #	[redacted]	In Ser ice Date	03 30 018
Claim Type	rr nt	Repair Date	0 6 019
Claim Status	P id	Mileage (Miles)	0 1

Expense

Labor	Sublet	Part	Total Paid
$5 0	$3 53	$0 00	$89 3

Dealer Information

Code	[redacted]	Name	PRESTI E HR SLER D D E IN	Zone	4 DEN ER
Address	00 LPINE STREET L N M NT 80501				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	08508096	Lamp l aran Lamp l r nc R pl c ll		SER I E TI N	68 616	L MP	5		3 53	$5 0

RO Narratives

(RO) Customer Concern:

STEERIN S STEM PERF [redacted] MULTIP INT INSPE TI N

(RO) Cause:

N

(RO) Correction:

PERF RMED LIGNMENT ND ENTERED STEERING HEEL

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern:

N

(Claim) Cause

N

(Claim) Correction:

N

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 LONGHORN CREW CAB 4X4
Build Date	10/01/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	12/29/2016
Claim Type	S - Safety (Recalls)	**Repair Date**	02/26/2019
Claim Status	Paid	**Mileage (Miles)**	30,007

Expense

Labor	$40.87	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$40.87

Dealer Information

Code	[redacted]	**Name**	FRISCO CHRYSLER DODGE JEEP RAM	**Zone**	63 DALLAS
Address	9640 STATE HWY 121 , FRISCO, TX 75035				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U53182	Customer Satisfaction Notification U53 - Occupant Restraint Control Module ; Reprogram Occupant Restraint Controller (ORC) Module - Includes ORC and ABS Initialization	UC	UNCODABLE (NARRATIVE REQUIRED)						$40.87

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES (Multi-point inspection according to maintenance interval) CUSTOMER STATES [redacted]Customer Satisfaction Notification [redacted]Occupant Restraint Control Module (Recall CSN 1) CUSTOMER STATES PERFORM ESSENTIAL CARE DIESEL LUBE OIL AND FILTER CUSTOMER STATES PERFORM EXPRESS LANE DIESEL FUEL FILTER REPLACEMENT. CUSTOMER STATES PERFORM EXPRESS LANE DIESEL FUEL FILTER REPLACEMENT.

(RO) Cause:

. .

(RO) Correction:

PERFORM MULTI POINT VEHICLE INSPECTION RECALL COMPLETE. . CHANGE OIL AND OIL FILTER WITH OEM MOPAR PRODUCTS DIESEL FUEL FILTER REPLACED DIESEL FUEL FILTER REPLACED

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 3500 REG CAB CHASSIS 4X4
Build Date	10/04/ 017	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	04/30/2018
Claim Type	W Warranty	**Repair Date**	0 / 6/ 019
Claim Status	Paid	**Mileage (Miles)**	7,652

Expense

Labor	$0 00	**Sublet**	$0 00	**Part**	$103 96	**Total Paid**	$103 96

Dealer Information

Code	[redacted]	**Name**	IEMEN VDO AUTO ELECTRONIC	**Zone**	4	DETROIT
Address	100 ELECTRONICS BLVD , HUNTSVILLE, AL 35824					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08451001	Cluster, instrument panel ; Cluster	UC	UNCODABLE (NARRATIVE REQUIRED)	68 40660AB	CLU TER	1		0 00	$0 00
A	95081902	upplier Non Radio Repair Payment			68340660AB	CLUSTER	1	X	0 00	$103 96

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 LONGHORN CREW CAB 4X4
Build Date	06/21/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	11/29/2017
Claim Type	W - Warranty	**Repair Date**	02/26/2019
Claim Status	Paid	**Mileage (Miles)**	17,833

Expense

Labor	$33.99	**Sublet**	$124.55	**Part**	$175.00	**Total Paid**	$333.54

Dealer Information

Code	[redacted]	**Name**	RALPH SELLERS CHRYSLER DODGE JEEP	**Zone**	63 DALLAS
Address	14215 N AIRLINE HWY , GONZALES, LA 70737				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	23511003	Weatherstrip/seal, door opening on door ; Front-Right or left	UC	UNCODABLE (NARRATIVE REQUIRED)	55112357AF	WEATHERST	1	X	124.55	$33.99
A	95400141	Loaner Car ; Standard Line Vehicles			55112357AF	WEATHERST	1	X	124.55	$175.00

RO Narratives

(RO) Customer Concern:

CUST STATES THERE IS ROAD NOISE IMDRIVER DOOR AND RATTLES WHEN GOING OVER BUMPS RENT

(RO) Cause:

deformed door gasket E

(RO) Correction:

[redacted]

(RO) Technical Notes:

DEFORMED GASKET

GCS Narratives

(Claim) Customer Concern:

CUST STATES THERE IS ROAD NOISE IM DRIVER DOOR AND RATTLES WHEN GOING OVER BU MPS

(Claim) Cause:

DEFORMED

(Claim) Correction:

DEFORMED DOOR GASKET UPON INSPECTION FOUND DRIVERS DOOR WEATHERSTRIP WAS NOT SEATED CORRECTLY SO I REPLACED DRIVERS DOOR WEATHER STRIP BUT DID NOT HEAR A NY NOISE BEFORE I REPLACED THE WEATHER STRIP ROAD

TESTED AND DID NOT HEAR AN Y NOISES AT THIS TIME REPAIR COMPLETE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 SLT CREW CAB 4X4
Build Date	04/24/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/29/2017
Claim Type	W - Warranty	**Repair Date**	02/26/2019
Claim Status	Paid	**Mileage (Miles)**	39,400

Expense

Labor	$24.64	**Sublet**	$1,428.00	**Part**	$252.60	**Total Paid**	$1,705.24

Dealer Information

Code	[redacted]	**Name**	THOMPSONS CHRYSLER DODGE JEEP RAM	**Zone**	71 LOS ANGELES
Address	126 FORNI ROAD , PLACERVILLE, CA 95667				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	23020101	Grille/Insert, Radiator ; Complete	11	BROKEN OR CRACKED	5QX15TZZAA	GRILLE	1	X	1428.00	$24.64
A	23600101	Basic paint preparation ; paint preparation			5QX15TZZAA	GRILLE	1	X	1428.00	$0.00
A	23601101	Panel, radiator grille			5QX15TZZAA	GRILLE	1	X	1428.00	$0.00
A	85434343	Goodwill Authorization ; Goodwill Authorization			5QX15TZZAA	GRILLE	1	X	1428.00	$0.00
A	97756555	Sublet Repair			5QX15TZZAA	GRILLE	1	X	1428.00	$252.60

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES FRONT GRILL IS LOOSE CHECK AND ADVISE

(RO) Cause:

LOWER GRILL TABS NOTHOLDING GRILL TIGHT

(RO) Correction:

[redacted]VERIFIED CONCERN, INSPECTED ANDFOUND LOWER GRILL TABS NOT HOLDING GRILLTIGHT CAUSING GRILLE TO RATTLE. THERE ARE NOSIGNS OF IMPACT OR DAMAGE TO GRILLE.RECOMMEND REPLACING GRILLE. SUBLET TOSTYMEIST TO PAIN T INNER GRILLE AND OUTERGRILLE FRAME REPLACED GRILL. VERIFIED GRILLIS CORRECTLY POSITIONED AND DOES NOT MAKENOISE OR IS LOOSE. ONE TIME GOODWILL PERSERVICE MANAGER Grille/insert, radiator -Replace Complete (0 - LowSkilled) Basic paint preparation paint preparation Panel, radiator grille - Color Coat GOODWILL PAINT GOODWILL SUBLET REPAIRS

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES FRONT GRILL IS LOOSE CHECK AND ADVISE

(Claim) Cause:

LOWER GRILL TABS NOT HOLDING GRILL TIGHT

(Claim) Correction:

VERIFIED CONCERN, INSPECTED AND FOUND LOWER GRILL TABS NOT HOLDING GRILL TIGHT CAUSING GRILLE TO RATTLE. THERE ARE NO SIGNS OF IMPACT OR DAMAGE TO GRILLE. RECOMMEND REPLACING GRILLE. SUBLET TO STYMEIST TO PAIN T INNER GRILLE AND O UTER GRILLE FRAME REPLACED GRILL. VERIFIED GRILL IS CORRECTLY POSITIONED AN D DOES NOT MAKE NOISE OR IS LOOSE. ONE TIME GOODWILL PER SERVICE MANAGER

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	01	**Body**	[redacted]
Build Date	04 25 201	**Plant**	S LTILL TRU K SSEMBL PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	09 22 201
Claim Type	M M par	**Repair Date**	02 26 2019
Claim Status	Paid	**Mileage (Miles)**	141 109

Expense

Labor	$948 31	**Sublet**	$4 299 6	**Part**	$0 00	**Total Paid**	$5 24 98

Dealer Information

Code	[redacted]	**Name**	N RTH EST D DGE	**Zone**	63	D LL S	
Address	19616 N RTH EST F H UST N TX 065						

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	100 14	Transmissi n Replace aut mati 65RFE 66RFE 68RFE 5 6 4 lit r ngin	U	UN D BLE (N RR TI E REQUIRED)	R8149 03 I	TR N	1		3 3 80	$41 5
	100 14	Transmissi n Replace aut mati 65RFE 66RFE 68RFE 5 6 4 liter engine	U	UN D BLE (N RR TI E REQUIRED)	5 014 15	OOLER	1		4 59	$41 5
	21002 14	Tran mi i n R pla aut mati 65RFE 66RFE 68RFE 5 6 4 liter engine	U	UN D BLE (N RR TI E REQUIRED)	6821805 B	FLUID	6		53 28	$41 25
	100 6	Tran mi i n R pla aut matic T piece pr peller haft quipp d			R8149 03 I	TR N	1		3 3 80	$ 5 9
	21002 62	Tran mi i n R pla aut mati T pi pr p ll r shaft equipped			52014 15	LER	1		4 2 59	$25 29
	21002 62	Tran mi i n R pla aut mati T pi pr p ll r haft quipp d			6821805 B	FLUID	6		53 28	$25 29
	100 66	Tran mi i n R pla aut mati 4 4 D quipp d			R8149 03 I	TR N	1		3 3 80	$1 0
	100 66	Tran mi i n R pla aut mati 4 4 D quipp d			5 014 15	OOLER	1		4 59	$1 0
	21002 66	Tran mi i n R pla aut matic 4x4 D equipped			6821805 B	FLUID	6		53 28	$1 02
	21002 93	Tran mi i n R pla aut matic 45RFE 545RFE 68RFE 65RFE 66RFE Tran mi i n Diagn ti T ard n R a mbl Pr dur			R8149 03 I	TR NS	1	X	3 3 80	$151 3
	21002 93	Tran mi i n R pla aut mati 45RFE 545RFE 68RFE 65RFE 66RFE Tran mi i n Diagn ti T ard n R a mbl Pr dur			52014 15	LER	1		4 2 59	$151 3
	21002 93	Transmissi n Replace aut mati 45RFE 545RFE 68RFE 65RFE 66RFE Tran mi i n Diagn ti T ard n R a mbl Pr dur			6821805 B	FLUID	6		53 28	$151 3

A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			R8149703AI	TRANS	1	X	3773.80	$177.02
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			52014715AA	COOLER	1		472.59	$177.02
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68218057AB	FLUID	6		53.28	$177.02

RO Narratives

(RO) Customer Concern:

the check engine light came oncust states trans would not sh ift above four had to shut off to reset please check and adv ise (Automatic Transmission Concern) QC (Multi-point inspection according to maintenance interval)

(RO) Cause:

INTERNAL TRANSMISSION FAILURE CUSTOMER REQUEST

(RO) Correction:

TEST DROVE VEHICLE AND VERIFIED CUSTOMER CONCERN. CHECKED TROUBLE CODES, NONE PRESENT. INSPECTED TRANSMISSION FLUID LEVEL AND CONDITION, PASSED. REMOVED TRANSMISSION PAN AND DISCOVERED EXCESSIVE AMOUNTS OF ALUMINUM DEBRIS. REMOVED TRANSMISSION AND DISASSEMBLED. DISCOVERED ALUMINUM FRAGMENTS EMBEDDED INTO CLUTCH MATERIAL AND OVERHEATED CLUTCHES. REPLACED TRANSMISSION ASSEMBLY AND REPLACED TRANSMISSION COOLER. FILLED TRANSMISSION TO PROPER LEVEL AND TEST DROVE. VERIFIED TRANSMISSION SHIFTING NORMALLY AT THIS TIME [redacted] POINT INSPECTION

(RO) Technical Notes:

EXCESSIVE AMOUNT OF ALUMINUM DEBRIS

GCS Narratives

(Claim) Customer Concern:

CHECK ENGINE LIGHT CAME ONCUST STATES TRANS WOULD NOT SHIFTABOVE FOUR HAD TO S HUT OFF TO RESET PLEASE CHECK

(Claim) Cause:

INTERNAL TRANSMISSION FAILURE

(Claim) Correction:

TEST DROVE VEHICLE AND VERIFIED CUSTOMER CONCERN. CHECKEDTROUBLE CODES, NONE P RESENT. INSPECTED TRANSMISSION FLUID LEVEL AND CONDITION, PASSED. REMOVED TRAN SMISSION PAN AND DISCOVERED EXCESSIVE AMOUNTS OF ALUMINUM DEBRIS. REMOVED TRAN SMISSION AND DISASSEMBLED. DISCOVERED ALUMINUM FRAGMENTS EMBEDDED INTO CLUTCH MATERIAL AND OVERHEATED CLUTCHES. REPLACED TRANSMISSION ASSEMBLY AND REPLACED TRANSMISSION COOLER. FILLED TRANSMISSION TO PROPER LEVEL AND TEST DROVE. VE RIFIED TRANSMISSION SHIFTING NORMALLY AT THIS TIME.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - RAM 2500 ST CREW CAB 4X4
Build Date	12/02/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	01/31/2018
Claim Type	W - Warranty	**Repair Date**	02/27/2019
Claim Status	Paid	**Mileage (Miles)**	37,610

Expense

Labor	$108.64	**Sublet**	$460.15	**Part**	$0.00	**Total Paid**	$568.79

Dealer Information

Code	[redacted]	**Name**	SUPERIOR DODGE CHRYSLER JEEP	**Zone**	63 DALLAS
Address	1201 EXCHANGE , CONWAY, AR 72032				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08190605	Module, powertrain/engine control (PCM-ECM) ; 6.4 liter engine	ML	CHECK ENGINE/SERVICE ENGINE SO	68331214AA	MODULE	1	X	460.15	$32.59
A	08190650	Module, powertrain/engine control (PCM-ECM) ; Program new powertrain control module with software			68331214AA	MODULE	1	X	460.15	$21.73
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68331214AA	MODULE	1	X	460.15	$54.32

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT IS ON TRUCK QUIT PULLING

(Claim) Cause:

P0340, P0344, PCM HAS INTERNAL DEFECT

(Claim) Correction:

PER DIAG, CHECKED WIRING, REPLACED FAULTY PCM AND PROGRAMED, TEST DROVE, OK

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 3500 LARAMIE CREW CAB 4X4
Build Date	08/25/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	12/27/2016
Claim Type	W - Warranty	**Repair Date**	02/28/2019
Claim Status	Paid	**Mileage (Miles)**	35,679

Expense

Labor	$56.24	**Sublet**	$46.94	**Part**	$0.00	**Total Paid**	$103.18

Dealer Information

Code	[redacted]	**Name**	DUNNING MOTOR SALES INC	**Zone**	42 DETROIT
Address	9102 SOUTHGATE ROAD , CAMBRIDGE, OH 43725				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08141809	Sensor, wheel speed-Anti-lock brakes ; rear - left	ML	CHECK ENGINE/SERVICE ENGINE SO	04779981AC	SENSOR	1	X	46.94	$32.14
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			04779981AC	SENSOR	1	X	46.94	$24.10

RO Narratives

(RO) Customer Concern:

MULTI-POINT INSPECT CUSTOMER STATES THEY HAVE A BRAKE CONCERN CUSTOMER HAS RECEIVED A FACTORY RECALL NOTICE

(RO) Cause:

NA

(RO) Correction:

NO PARTS AVAIL FOR RECALL AT THIS TIME.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUST STATES ABS AND TRAC CONTROL LIGHTS ARE ON. CODES PRESENT FOR LEFT REAR.

(Claim) Cause:

[redacted] FOLLOWED IAG TEST. TESTED WIRING FOR SHORTS AND OPENS. NO ISSUES FOUND IN WIRING. TESTED RESISTANCE IN SPEED SENSOR AND FOU ND RESISTANCE OUT OF LIMITS. SPEED SENSOR NEEDS REPLACED.

(Claim) Correction:

REPLACED LEFT REAR SPEED SENSOR AND RETEST DROVE. LIGHT DIDN'T COME BACK ON.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted] RAM 500 LARAMIE CREW CAB 4 4
Build Date	06 01 017	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	07 1 017
Claim Type	arrant	**Repair Date**	0 019
Claim Status	Paid	**Mileage (Miles)**	7 66

Expense

Labor	$1 7	**Sublet**	$ 0 64	**Part**	$0 00	**Total Paid**	$ 17

Dealer Information

Code	[redacted]	**Name**		**Zone**	6	D LL	
Address							

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	0 400701	Control unit Brake anti lock h draulic (HCU ICU) ll other	ML	CHECK ENGINE ER ICE ENGINE O	6 14 491	CONTROL	1		9 9	$1 1 4
	4 4 4	Goodwill uthori ation Goodwill uthori ation			6 14 491	CONTROL	1		9 9	$0 00
B	0 19100	Module anti lock brake control ll other	ML	CHECK ENGINE ER ICE ENGINE O	6 4709 B	MODULE	1		9	$66 19
B	0 19100	Module, anti lock brake control ll other	ML	CHECK ENGINE ER ICE ENGINE O	04 1 0 0 D	FLUID	1		7 07	$66 19
B	4 4 4	Goodwill uthori ation Goodwill uthori ation			6 4709 B	MODULE	1		9	$0 00
B	4 4 4	Goodwill uthori ation Goodwill uthori ation			04 1 0 0 D	FLUID	1		7 07	$0 00

RO Narratives

(RO) Customer Concern

Multi point in pection (according to maintenance inter al) Indicator arning Light Concern [CU TOMER T TE B ND TR CTION CONTROL LIGHT I ON E IC Y ER ICE ELECTRONIC BR KE Y TEM INTERMITTENT HILE DRI ING]

(RO) Cause

F

(RO) Correction

Multi point in pection (according to maintenanceinter al) 16 POINT IN PECTION [redacted] ab pump motor control generalfailure when checking diagno tic tree forthi dtc a to replace ab module andh draulic control unit remo ed and replacedab module and hcu and bled ab brake tem Control unit Brake anti lock h draulic (HCU) Replace ll other (Highl killed) HYDR ULIC CONTROL UNIT NTI LOCK Te t and replace( )

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern:

INDICATOR/WARNING LIGHTS CONCERN [CUSTOMER STATES ABS AND TRACTION CONTROL LIG HT IS ON, EVIC SAYS SERVICE ELECTRONIC BRAKE SYSTEM, INTERMITTENT WHILE DRIVIN G]

(Claim) Cause:

VEHICLE HAD [redacted]ABS PUMP MOTOR CONTROL-GENERAL FAILURE. WHEN CHECKING DIAGNOSTIC TREE FOR THIS DTC, SAYS TO REPLACE ABS MODULE, AND HYDRAULIC CONTRO L T

(Claim) Correction:

REMOVED AND REPLACED ABS MODULE, AND HCU, AND BLED ABS, BRAKE SYSTEM.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - RAM 3500 CREW CAB CHASSIS 4X4
Build Date	06/07/2018	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	09/11/2018
Claim Type	W - Warranty	**Repair Date**	02/28/2019
Claim Status	Paid	**Mileage (Miles)**	7,912

Expense

Labor	$56.45	**Sublet**	$26.55	**Part**	$0.00	**Total Paid**	$83.01

Dealer Information

Code	[redacted]	**Name**	FREY MOTORS INC	**Zone**	35 WASHINGTON
Address	409 VALLEY STREET , LEWISTOWN, PA 17044				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08508801	Lamp, center high mounted stop lamp	65	LEAKS	68035318AD	PLUG	1	X	26.55	$16.13
B	85418007	Charging, Starting and Wiring Systems, Trouble Not Found ; 12V Starting/Charging Systems	OD							$40.33

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES CHECK GAP IN THIRD STOP LIGHT TECH FOUND THIRD BRAKE LIGHT PLUG SEAL DAMAGED. TECH REPLACED THIRD BRAKE LIGHT PLUG, TESTED OK[redacted]CUSTOMER STATES AT TIMES VEHICLE WON'T START AND HAS NO POWER ON DASH TECH CHECKED FOR DTCS, TSBS, AND SEARCHED FOR CASES. TECH FOUND VEHICLE STARTING PROPERLY AT THIS TIME. (78- DAN-) MULTI POINT INSPECTION TECH PERFORMED MULTI POINT INSPECTION, OK. [redacted]

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES AT TIMES VEHICLE WON'T START AND HAS NO POWER ON DASH. CUSTOMER STATES CHECK GAP IN THIRD STOP LIGHT PLUG.

(Claim) Cause:

TECH CHECKED FOR DTCS, TSBS, AND SEARCHED FOR CASES. TECH FOUND THIRD BRAKE LIGHT PLUG SEAL DAMAGED.

(Claim) Correction:

TECH FOUND VEHICLE STARTING PROPERLY AT THIS TIME. TECH REPLACED THIRD BRAKE LIGHT PLUG, TESTED OK.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted]RAM 3500 LONGHORN MEGA CAB 4X4
Build Date	04/26/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	08/01/2017
Claim Type	F - Service Contract	**Repair Date**	02/28/2019
Claim Status	Paid	**Mileage (Miles)**	106,508

Expense

Labor	$0.00	**Sublet**	$0.00	**Part**	$85.00	**Total Paid**	$85.00

Dealer Information

Code	[redacted]	**Name**	NORTHWEST DODGE	**Zone**	63 DALLAS
Address	19616 NORTHWEST FWY , HOUSTON, TX 77065				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26860303	Maintenance Interval - Schedule B ; To be used every 3,000 Intervals	MC	MAINTENANCE CARE						$0.00
A	95260001	Maintenance Allowance ; Fixed Cost Maintenance								$75.00
A	95260002	Maintenance Allowance ; TIRE ROTATION								$10.00

RO Narratives

(RO) Customer Concern:

V06 Safety Recall V06 - Drag Link NO PARTS (Recall CSN 1) CUSTOMER REQUESTS OIL AND FILTER CHANGE CUST STATES TO MAKE SURE GREASE ALL P0INTS THAT ARE NEEDED PERFORM 27 POINT CHECK CUSTOMER REQUESTS VEHICLE WASH.

(RO) Cause:

CUSTOMER REQUEST CUSTOMER HAS PREPAID WASHES.

(RO) Correction:

NO PARTS AVAILABLE. PERFORMED A OIL AND FILTER CHANGE. GREASE FRONT DRIVE SHAFT. PERFORMED 27 POINT INSPECTION VEHICLE HAS BEEN WASHED.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted]
Build Date	04 17 017	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	07 1 017
Claim Type	arrant	**Repair Date**	0 8 019
Claim Status	Paid	**Mileage (Miles)**	6 9 5

Expense

Labor	$1 07 9	**Sublet**	$1 9 4	**Part**	$0 00	**Total Paid**	$ 0 49

Dealer Information

Code	[redacted]	**Name**	GO DODGE INC	**Zone**		NE YORK	
Address	1485 HELBURNE RD OUTH BURLINGTON T 05403						

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	0 0 01 0	Generator lternator 5 6 4 liter engine			6 96 6 E	IRING	1		966 40	$7 9
	0 0 01 0	Generator lternator 7 6 4 liter engine			6 4 06 B	MODULE	1		6 0	$7 9
	0 0 01 0	Generat r lternat r 7 6 4 liter engine			60 9644 B	GENER TOR	1		7 7 1	$7 9
	08190605	M dule powertrain engine control (P M E M) 6 4 liter engine			68 965 6 E	IRING	1		966 40	$31 5
	08190605	M dule powertrain engine control (PCM ECM) 6 4 liter engine			68 43306 B	MODULE	1		6 0	$31 5
	08190605	M dule powertrain engine control (PCM ECM) 6 4 liter engine			560 9644 B	GENER TOR	1		5 1	$31 5
	0 1906 0	Module p ertrain engine c ntr l (PCM ECM) Program ne p ertrain c ntr l module with oftware			6 96 6 E	IRING	1		966 40	$ 0
	0 1906 0	M dule powertrain engine control (PCM ECM) Program new powertrain control module with oftware			6 4 06 B	MODULE	1		6 0	$ 0
	08190650	Module powertrain engine control (P M E M) Pr gram new powertrain control module with oftware			560 9644 B	GENER TOR	1		5 1	$ 0 83
	0 906 0	iring harne engine c mpartment and headlamp Main arne to engine	ML	CHECK ENGINE ER ICE ENGINE O	6 96 6 E	IRING	1		966 40	$46 77
	0 906 0	iring harne engine c mpartment and headlamp Main arne to engine	ML	CHECK ENGINE ER ICE ENGINE O	6 4 06 B	MODULE	1		6 0	$46 77
	0 906 0	iring harne engine compartment and headlamp Main harness to engine	ML	HE K ENGINE ER ICE ENGINE O	60 9644 B	GENER TOR	1		7 7 1	$46 77

A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68296526AE	WIRING	1		966.40	$479.18
A	85410000	Operation diagnostics With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68243306AB	MODULE	1	X	262.02	$479.18
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation			56029644AB	GENERATOR	1		757 12	$479 18

RO Narratives

(RO) Customer Concern:

GENERAL CONCERN FACTORY RECALL COMPLETE COMPLEMENTARY MULTI POINT VEHICLE HEALTH

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

ELECTRONIC THROTTLE LIGHT CAME ON MIL, DIF LI GHT, AND THROTTLE LIGHT ON VEHICLE WOULD NOT MOVE VEHICLE WOULD MOVE AFTER SITTING FOR A LITTLE . WHEN CHECKING IN THIS AM IT WAS HARD TO

(Claim) Cause:

C/S CHECK ENGINE LIGHT CHECK CODES SEE SHEET CHECK PE R DAIG MANUAL FOUND NO CONTINUITY ON CIRCUITS F OR M AP SENSOR AND OIL PRESSURE SENSOR ENGINE WIRNI NG HAR NESS CAKED WITH SALT

(Claim) Correction:

REPLACED COMPLETE ENGIN E AND TRANS WIRING HARNESS R NAD R INTAKE MANIFOLD TO GAIN ACCESS TO BACK OF ENGI NE AND TRANS REMOVE ENGINE OIL FILTER HOUSING TO ROU TE WIRING TO CRAN K SENSOR AND KNOCK SENSOR START VEH ICLE STILL HAS CODE PLUG IN NEW OIL PRESSURE SWTICH CODE STILL AC TVE CONTACT STAR DOUBLE CHECK WIRING OK REPLACE PCM PER STAR AND PROGRAM PCM ALL LIGHTS OUT OPERAT ING AS DESIGNED ALTERNATOR NOT CHARGING TEST BATTE RY WITH [redacted]BATTERY OK CHECK CHARGING RATE ALTERNA HAS NO OUTPUT VOLTAGE CHECK B+ CABLE BETWEEN BATTE RY AND ALTERNATOR FOR CONINUITY OK CHECK WIRING BETWEEN ALTERNATOR AND PCM OK REPLACE ALTERNATOR NOW CHARGING 14.2 VOLTS AT IDLE CLEAR CODES AND RO AD TEST OPERATING AS DESIGNED

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 SLT CREW CAB 4X4
Build Date	12/04/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	12/23/2016
Claim Type	S - Safety (Recalls)	**Repair Date**	03/01/2019
Claim Status	Paid	**Mileage (Miles)**	31,866

Expense

Labor	$32.88	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$32.88

Dealer Information

Code	[redacted]	**Name**	GARBER CHRYSLER DODGE JEEP, INC.	**Zone**	66 ORLANDO
Address	3408 HIGHWAY 17 , GREEN COVE SPRINGS, FL 32043				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U53182	Customer Satisfaction Notification U53 - Occupant Restraint Control Module ; Reprogram Occupant Restraint Controller (ORC) Module - Includes ORC and ABS Initialization	UC	UNCODABLE (NARRATIVE REQUIRED)						$32.88

RO Narratives

(RO) Customer Concern:

Rotate tires [ROTATE TIRES] Recall [redacted] Tailgate Latch** U74 TAILGATELATCH] Recall / [redacted] Customer Satisfaction Notification [redacted] Occupant Restraint Control Module** [redacted] UPDATE] PERFORM OIL AND FILTER CHANGE WITH VEHICLE CHECK UP INSPECTION [PERFORM OIL AND FILTER CHANGE WITHVEHICLE CHECK UP INSPECTION] MULTI POINT VEHICLE INSPECTION PERFORMED [MULTI POINT VEHICLE INSPECTION PERFORMED] Recall / [redacted] Safety Recall [redacted]

(RO) Cause:

E

(RO) Correction:

[redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	Year	018	Body	[redacted]
Build Date	08 8 018	Plant	LTILLO TRU K EMBLY PL NT	Coverage Code	[redacted]

Claim Information

Claim #	[redacted]	In Service Date	1 10 018
Claim Type	arrant	Repair Date	03 01 019
Claim Status	Paid	Mileage (Miles)	8 116

Expense

Labor	Sublet	Part	Total Paid
$95 16	$384 63	$0 00	$4 9 9

Dealer Information

Code	[redacted]	Name	TEMPE DODGE	Zone	0 PHOENI
Address	797 UTOPLE LOOP RD TEMPE 4				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	1985 50	l ckspring teering c lumn c ntr l m dule (M)	58	INTERN L DEFE T	68110 39 E	M	1		384 63	$95 16

RO Narratives

(RO) Customer Concern

N

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

ER I E ELE TRI BR KE Y TEM DI PL YED

(Claim) Cause

C 0 TEERING NGLE EN OR INTERN L DEFECT

(Claim) Correction

REPL E TEERING NGLE EN OR

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 3500 ST CREW CAB 4X4
Build Date	09/02/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	09/03/2018
Claim Type	W Warranty	**Repair Date**	03/02/2019
Claim Status	Paid	**Mileage (Miles)**	,186

Expense

Labor	$49 66	**Sublet**	$135 98	**Part**	$0 00	**Total Paid**	$185 64

Dealer Information

Code	[redacted]	**Name**	SOUTH POINT DODGE CHRYSLER JEEP	**Zone**	63 DALLAS
Address	5 10 IH 5 , AU TIN, T 78745				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08193701	Module, trailer tow	58	INTERNAL DEFECT	68288760AC	MODULE	1	X	135 98	$49 66

RO Narratives

(RO) Customer Concern:

Customer States when hooked up to trailer on 7 pin the trail er brake function does not work (Body Electrical Concern) (Multi point inspection according to maintenance interval)

(RO) Cause:

TE TED TRAILER BRAKE WITH IMULATED TRAILER AND Y TEM WORK NORMALLY THE PROBLEM I WITH THE TRAILER WIRING/BRAKES

(RO) Correction:

NO REPAIRS PERFORMED DIAG ONLY COMPLETED

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

Customer States when hooked up to trailer on 7 pin the trail er brake function

(Claim) Cause:

TE TED TRAILER BRAKE WITH IMULATER AND TRAILER BRAKE OUTPUT LOW TE TED WIRIN

(Claim) Correction:

REPLACED ITBM TE T DROVE GOOD

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 SLT CREW CAB 4X4
Build Date	04/24/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/29/2017
Claim Type	F - Service Contract	**Repair Date**	03/02/2019
Claim Status	Paid	**Mileage (Miles)**	43,611

Expense

Labor	$0.00	**Sublet**	$0.00	**Part**	$85.00	**Total Paid**	$85.00

Dealer Information

Code	[redacted]	**Name**	THOMPSONS CHRYSLER DODGE JEEP RAM	**Zone**	71 LOS ANGELES
Address	126 FORNI ROAD , PLACERVILLE, CA 95667				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26860303	Maintenance Interval - Schedule B ; To be used every 3,000 Intervals	MC	MAINTENANCE CARE						$0.00
A	95260001	Maintenance Allowance ; Fixed Cost Maintenance								$75.00
A	95260002	Maintenance Allowance ; TIRE ROTATION								$10.00

RO Narratives

(RO) Customer Concern:

LUBE OIL & FILTER CHANGE DIESEL ENGINE ROTATE 4 TIRES REPLACE FUEL FILTERS AND PURGE AIR FROM SYSTEM PERFORM MULTI-POINT VEHICLE INSPECTION CHECK TIRE PRESSURE AND SET TO VEHICLE MANUFACTURER'S SPECS AND RECORD EACH TIRES PRESSURE RF PSI LF PSI RR PSI LR PSI REPLACE CABIN AIR FILTER

(RO) Cause:

REPLACE FUEL FILTERSAND PURGE AIR FROM SYSTEM REPLACE CABIN AIR FILTER

(RO) Correction:

[redacted] CHANGED ENGINE OIL AND ENGINE OILFILTER. RESET MAINTENANCE REMINDER LIGHT IFAPPLICABLE. INSTALLED REMINDER STICKER LUBE OIL & FILTER CHANGE DIESEL ENGINE HAZARDOUS WASTE DISPOSAL FEE LUBE OIL & FILTER CHANGE DIESEL ENGINE MISC. SHOP CHARGES [redacted] ROTATE TIRES. CHECKED TIREPRESSURES, TORQUE WHEEL TO SPECS ROTATE 4 TIRES [redacted] REPLACED FUEL FILTERS REPLACE FUEL FILTERS AND PURGE AIR FROM SYSTEM [redacted] PERFORMED VISUAL MULTI-POINTINSPECTION ON THE VEHICLE. PLEASE SEE REVIEWINSPECTION SHEET ATTACHED. PERFORM MULTI-POINT VEHICLE INSPECTION [redacted] SET TIRE PRESSURE TO FACTORY SPEC. CHECK TIRE PRESSURE AND SET TO VEHICLE MANUFACTURER'S SPECS AND RECORD EACH TIRES PRESSURE RF PSI LF PSI RRPSI LR PSI CHECK TIRE PRESSURE AND SET TO VEHICLE MANUFACTURER'S SPECS AND RECORD EACHTIRES PRESSURE RF PSI LFPSI RR PSI LR PS [redacted] REPLACED CABIN AIR FILTER REPLACE CABIN AIR FILTER

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 ST CREW CAB 4X2
Build Date	06/26/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	03/19/2018
Claim Type	S - Safety (Recalls)	**Repair Date**	03/04/2019
Claim Status	Paid	**Mileage (Miles)**	7,541

Expense

Labor	$29.96	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$29.96

Dealer Information

Code	[redacted]	**Name**	KERNERSVILLE CHRYSLER DODGE LLC	**Zone**	66 ORLANDO
Address	950 HIGHWAY 66 SOUTH , KERNERSVILLE, NC 27284				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U53182	Customer Satisfaction Notification U53 - Occupant Restraint Control Module ; Reprogram Occupant Restraint Controller (ORC) Module - Includes ORC and ABS Initialization	UC	UNCODABLE (NARRATIVE REQUIRED)						$29.96

RO Narratives

(RO) Customer Concern:

Customer States there is a squeeking noise from underneath w hen its running (General Concern 1) Customer States when the radio is on and the vehicle is off it will not turn the radio off when opening the rh front doo r it will not show that door is open (General Concern 2) [redacted] Customer Satisfaction Notification[redacted] - Occupant Restra int Control Module (Recall CSN 1) (Multi-point inspection according to maintenance interval) PROGRAM MIRRORS SO THE TURN SIGNALS AND PUDDLE LIGHTS WORK

(RO) Cause:

NOT ABLE TO DUPLICATE ABNORMAL noise at this time FOUND BAD RH DOOR LATCH FACTORY RECALL

(RO) Correction:

vehicle operating as designed at this time REPLACED RH DOOR LATCH FLASHED ORC MODULE COMPLETED-SEE ATTACHED COPY PROGRAMMED MIRRORS

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES WHEN THE RADIO IS ON AND THE VEHICLE IS OFF | | IT WILL NOT TURN THE RADIO OFF WHEN OPENING THE RH FRONT DOO | | R IT WILL NOT SHOW THAT DOOR IS OPEN

(Claim) Cause:

FOUND BAD RH DOOR LATCH NOT PRODUCING ADJAR POSITION

(Claim) Correction:

REPLACED RH DOOR LATCH

Warranty Claim Report

ehicle Info mation

VIN	[redacted]	**Year**	01	**Body**	[redacted]
Build Date	6 6 1	**lant**	LTILL TRU K EMBL PL NT	**Co e age Code**	[redacted]

Claim Info mation

Claim #	[redacted]	**In Ser ice Date**	03 19 018
Claim Type	arrant	**Repai Date**	3 4 19
Claim Status	Paid	**Mileage (Miles)**	541

Expense

Labo	$119 4	**Sublet**	$1 55	**a t**	$	**Total aid**	$ 4 39

Deale Info mation

Code	[redacted]	**Name**	KERNER ILLE HR LER D D E LL	**Zone**	66 RL ND
Add ess	95 HI H 66 UTH KERNER ILLE N 4				

Condition Info mation

Condition Code	L	L Desc	Failure Code	ailu e Desc	a t Numbe	Part Name	Part Quantity	Part ailed	Part pense	LOP pense
	341 1	L tch D r Fr nt d r Right r l ft	14	BURNED R BURNED UT	45 94 I	L T H	1		1 55	$119 4

RO Narratives

(RO) Customer Concern:

u t m r tat th r i a qu king n i fr m und rn ath h n it running n ral n rn 1 u t m r tat h n th radi i n and th hi l i ff it ill n t turn th radi ff h n p ning th rh fr nt d r it ill n t h that d ri p n n ral n rn [redacted] u t m r ati fa ti n N tifi ati [redacted] upant R tra int ntr l M dul R all N 1 Multi p int in p ti n a rding t maint nan int r al PR R M MIRR R S THE TURN I N L ND PUDDLE LI HT ORK

(RO) Cause:

N T BLE T DUPLI TE BN RM L n i t thi tim F UND B D RH D R L T H F T R RE LL

(RO) Correction:

hicl p r ting d ign d t thi tim REPL ED RH D R L T H FL SHED R M DULE MPLETED SEE TT HED P PR R MMED MIRR R

(RO) Technical Notes:

N

GCS Narratives

(Claim) Customer Concern:

U T MER T TE HEN THE R DI I N ND THE EHI LE I FF | | IT ILL N T TURN THE R DI FF HEN PENIN THE RH FR NT D | | R IT ILL N T SH TH T D R IS PEN

(Claim) Cause:

F UND B D RH D R L T H N T PR DU IN DJ R P SITI N

(Claim) Correction:

REPL ED RH D R L T H

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted]RAM 2500 LARAMIE CREW CAB 4X4
Build Date	06/01/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	07/20/2017
Claim Type	afety (Recall)	**Repair Date**	0 /05/ 019
Claim Status	Paid	**Mileage (Miles)**	7,70

Expense

Labor	$37 06	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$37 06

Dealer Information

Code	[redacted]	**Name**	GREENVILLE CHRY LER DODGE JEEP RAM	**Zone**	6 DALLA
Address	5401 INTER TATE HIGHWAY 0 , GREENVILLE, T 7540				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U53182	Cu tomer ati faction Notification U5 Occupant Re traint Control Module ; Reprogram Occupant Re traint Controller (ORC) Module Include ORC and AB Initiali ation	UC	UNCODABLE (NARRATIVE REQUIRED)						$37 06

RO Narratives

(RO) Customer Concern:

FLA H MODULE RRT 18 045 POINT IN PECTION

(RO) Cause:

NA

(RO) Correction:

U5 RECALL IN TALL 5 CAB LIGHT PERFORM RRT POINT IN PECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

[redacted]

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 2500 LARAMIE CREW CAB 4X4
Build Date	10/05/ 017	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	12/27/2017
Claim Type	W Warranty	**Repair Date**	0 /05/ 019
Claim Status	Paid	**Mileage (Miles)**	24,039

Expense

Labor	$53 22	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$53 22

Dealer Information

Code	[redacted]	**Name**	CABRAL CHRY JEEP	**Zone**	71 LO ANGELE
Address	1145 WEST YOSEMITE , MANTECA, CA 95336				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85411900	Steering Gear and Linkage, Trouble Not Found ; teering	OD							$53 22

RO Narratives

(RO) Customer Concern:

CU TOMER TATE VEHICLE WILL NOT DRIVE TRAIGHT CHECK AND ADVI E CHECK AND INFLATE EACH VEHICLE' TIRE TO THE RECOMMENDED TIRE PRESSURE RATING INDICATE ON THE VEHICLE SERVICE INVOICE THE TIRE PRESSURE MEASUREMENTS AFTER THE SERVICES WERE PERFORMED

(RO) Cause:

NA

(RO) Correction:

UNABLE TO DUPLICATE CONCERN ROAD TEST PERFORMED ON ROAD WITH SLIGHT CROWN AND VEHICLE TRACKS STRAIGHT DOES NOT PULL OR TRIES TO WONDER TO WITHER SIDE VEHICLE IS NOW READY

(RO) Technical Notes:

CU TOMER TATE VEHICLE WILL NOT DRIVE TRAIGHT

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES VEHICLE WILL NOT DRIVE STRAIGHT CHECK AND ADVISE

(Claim) Cause:

UNABLE TO DUPLICATE CONCERN ROAD TE T PERFORMED ON ROAD WITH LIGHT CROWN AN D VEHICLE TRACK STRAIGHT DOES NOT PULL OR TRIES TO WONDER TO WITHER SIDE V EHICLE IS NOW READY

(Claim) Correction:

UNABLE TO DUPLICATE CONCERN ROAD TEST PERFORMED ON ROAD WITH SLIGHT CROWN AN D VEHICLE TRACKS TRAIGHT DOE NOT PULL OR TRIE TO WONDER TO WITHER IDE V EHICLE I NOW READY

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 LARAMIE CREW CAB 4X4
Build Date	06/01/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	07/20/2017
Claim Type	W Warranty	**Repair Date**	03/05/2019
Claim Status	Paid	**Mileage (Miles)**	35,892

Expense

Labor	$49.41	**Sublet**	$35.83	**Part**	$0.00	**Total Paid**	$85.24

Dealer Information

Code	[redacted]	**Name**	GREENVILLE CHRYSLER DODGE JEEP RAM	**Zone**	63 DALLAS
Address	5401 INTERSTATE HIGHWAY 30 , GREENVILLE, TX 75402				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08508096	Lamp, Clearance ; Lamp, Clearance Replace All	ZZ	SERVICE ACTION	68261677AC	LAMP	5	X	35 83	$49 41

RO Narratives

(RO) Customer Concern:

[redacted]POINT INSPECTION

(RO) Cause:

NA

(RO) Correction:

[redacted]ECALL INSTALL 5 CAB LIGHTS PERFORM [redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

[redacted]

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 SLT CREW CAB 4X4
Build Date	10/13/2016	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	06/27/2017
Claim Type	W - Warranty	**Repair Date**	03/05/2019
Claim Status	Paid	**Mileage (Miles)**	36,280

Expense

Labor	$247.13	**Sublet**	$288.44	**Part**	$280.00	**Total Paid**	$815.57

Dealer Information

Code	[redacted]	**Name**	DOAN DODGE	**Zone**	32 NEW YORK
Address	4477 RIDGE RD W , ROCHESTER, NY 14626				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08750101	Starter ; 5.7-6.4 liter engine (4x4 equipped)	58	INTERNAL DEFECT	56029722AA	STARTER	1	X	288.44	$92.67
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			56029722AA	STARTER	1	X	288.44	$154.46
A	85434343	Goodwill Authorization ; Goodwill Authorization			56029722AA	STARTER	1	X	288.44	$0.00
A	95400142	Loaner Car ; High Line Vehicles			56029722AA	STARTER	1	X	288.44	$280.00

RO Narratives

(RO) Customer Concern:

GENERAL MAINTENANCE MINI DOLL UP WITH NANO BOND DOAN DODGE WARRANTY HIGHLINE RENTAL $40.00 PER DAY DOAN DODGE INTERNAL RENTAL RATE, $21.00 PER DAY, U

(RO) Cause:

CUSTOMER STATES VEHICLE INTERMITTENTLY NO STARTS

(RO) Correction:

[redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

INTERMITTENT NO START

(Claim) Cause:

INTERMITTENT DEFECT

(Claim) Correction:
TEST AND REPLACED STARTER

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - RAM 2500 ST CREW CAB 4X4
Build Date	12/12/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/29/2018
Claim Type	S Safety (Recalls)	**Repair Date**	03/05/2019
Claim Status	Paid	**Mileage (Miles)**	11,794

Expense

Labor	$30.14	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$30.14

Dealer Information

Code	[redacted]	**Name**	GILLIE HYDE DODGE CHRYSLER JEEP	**Zone**	42 DETROIT
Address	610 HAPPY VALLEY RD , GLASGOW, KY 42141				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U53182	Customer Satisfaction Notification U53 Occupant Restraint Control Module ; Reprogram Occupant Restraint Controller (ORC) Module - Includes ORC and ABS Initialization	UC	UNCODABLE (NARRATIVE REQUIRED)						$30.14

RO Narratives

(RO) Customer Concern:

[redacted]

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

[redacted]

(Claim) Cause:

PREFORM RECALL

(Claim) Correction:

REPROGRAM ABS AND ORC

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 3500 REG CAB CHASSIS 4X4
Build Date	10/04/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	04/30/2018
Claim Type	W - Warranty	**Repair Date**	03/05/2019
Claim Status	Paid	**Mileage (Miles)**	7,654

Expense

Labor	$109.67	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$109.67

Dealer Information

Code	[redacted]	**Name**	MAGUIRE CHRYSLER DODGE JEEP RAM	**Zone**	32 NEW YORK
Address	318 ELMIRA RD , ITHACA, NY 14850				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08451001	Cluster, instrument panel ; Cluster	UC	UNCODABLE (NARRATIVE REQUIRED)						$27.42
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.								$82.25

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

DASH LIGHTS FLICKERING

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES DASH IS LIGHTING UP AND ABS LIGHT IS ON

(Claim) Cause:

TECH FOUND TPMS LIGHT AND TRACTION LIGHT FLASHING. GOT AHOLD OF STAR - WAS ADV ISED TO SEND BACK TO WHERE IT WAS UPFITTED TO DISCONNECT AFTERMARKET EQUIP. F OUND GROUND WIRE RUBBING INSIDE LEFT FRONT INNER WHEEL WELL

(Claim) Correction:

FIXED ALL THE GROUND WIRES AND ISSUE STILL PRESENT. WAS TOLD TO REPLACE THE CL USTER. REPLACED CLUSTER AND VERIFIED ALL WORKING AS DESIGNED AT THIS TIME. THI S IS AN EXCHANGE UNIT PART.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	018	**Body**	[redacted]
Build Date	12 06 201	**Plant**	S LTILL TRU K SSEMBL PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	04 30 018
Claim Type	arrant	**Repair Date**	03 06 2019
Claim Status	Paid	**Mileage (Miles)**	18 922

Expense

Labor	$69 68	**Sublet**	$164 23	**Part**	$0 00	**Total Paid**	$233 91

Dealer Information

Code	[redacted]	**Name**	P M HR SLER JEEP D DGE	**Zone**	35	SHINGT N	
Address	12629 JEFFERS N E NE P RT NE S 23602						

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	24550111	M t r fr nt bl er H at r quipp d Fr nt	68	N IS	68048903 B	M T R	1	X	164 23	$39 82
B	14103500	Du t Pl num fr h air inl t	U	UN D BLE (N RR TI E REQUIRED)						$ 9 86

RO Narratives

(RO) Customer Concern

DI GN STI DI GN STI

(RO) Cause

N

(RO) Correction

[redacted]

(RO) Technical Notes

FRESH IR INT KE RESTRI TED REM E L P NEL ND REM E RESTRI TI FRESH IR INT KE RESTRI TED REM E L P NEL ND REM E RESTRI TI

GCS Narratives

(Claim) Customer Concern

S HE HE RS N ISE HEN HE T MES N S N M TTER H T SETTING U SET THE BL ER T THE HE T BL S THE S ME

(Claim) Cause

B D BLO ER MOTOR M TI P T H O ER FRE H IR INLET

(Claim) Correction

REM E L P NEL ND REM E RESTRI TI N REPL E BL ER M T R

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] - RAM 2500 SLT CREW CAB 4X4
Build Date	04/23/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/01/2017
Claim Type	F - Service Contract	**Repair Date**	03/06/2019
Claim Status	Paid	**Mileage (Miles)**	39,595

Expense

Labor	$0.00	**Sublet**	$0.00	**Part**	$75.00	**Total Paid**	$75.00

Dealer Information

Code	[redacted]	**Name**	MID COUNTY CHRYSLER DODGE JEEP RAM	**Zone**	63 DALLAS
Address	8181 MEMORIAL BLVD , PORT ARTHUR, TX 77640				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26860303	Maintenance Interval - Schedule B ; To be used every 3,000 Intervals	MC	MAINTENANCE CARE						$0.00
A	95260001	Maintenance Allowance ; Fixed Cost Maintenance								$65.00
A	95260002	Maintenance Allowance ; TIRE ROTATION								$10.00

RO Narratives

(RO) Customer Concern:

CUST STATES ABS AND TRACTION CONTROL LIGHTS ARE ON (DRIVEABI LITY) CUSTOMER REQUESTS TO REPAIR TIRE THE LEFT FRONT TIRE HAS A S LOW LEAK (TIRE REPAIR) (Replace synthetic engine oil and filter) (Rotate tires) [redacted] Customer Satisfaction [redacted] - Occupant Restra int Control Module (Recall CSN) (Multi-point inspection according to maintenance interval)

(RO) Cause:

CUSTOMER REQUEST SYNTHETIC 5QT OIL CHANGE.CHANGE OIL AND FILTER AND ROTATE TIRES AS PER SERVICE CONTRACT INSPECT AND REPROGRAM ORC MODULE AS PER RECALL [redacted]

(RO) Correction:

FOUND INTERNAL FAULT IN THE ABS PUMP/MODULE. REPLACED PUMP AND MODULE ASSEMBLY AND BLED THE BRAKES AND ABS. TEST DROVE VEHICLE TO ENSURE THAT CUSTOMER CONCERN WAS CORRECTED REPAIRED TIRE PERFORMED CHRYSLER CARE SYNTHETIC PERFORMANCE PACKAGE. AND TIRE ROTATION TIRES ROTATED. Reprogram the [redacted] PERFORMED MOPAR MULTI POINT.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

(Replace synthetic engine oil and filter)

(Claim) Cause:

SYNTHETIC 5QT OIL CHANGE.CHANGE OIL AND FILTER AND ROTATE TIRES AS PER SERVICE

(Claim) Correction:

PERFORMED CHRYSLER CARE SYNTHETIC PERFORMANCE PACKAGE. AND TIRE ROTATION

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 SLT CREW CAB 4X4
Build Date	04/23/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05/01/2017
Claim Type	S Safety (Recalls)	**Repair Date**	03/06/2019
Claim Status	Paid	**Mileage (Miles)**	39,595

Expense

Labor	$38.50	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$38.50

Dealer Information

Code	[redacted]	**Name**	MID COUNTY CHRYSLER DODGE JEEP RAM	**Zone**	63 DALLAS
Address	8181 MEMORIAL BLVD , PORT ARTHUR, TX 77640				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U53182	Customer Satisfaction Notification U53 Occupant Restraint Control Module ; Reprogram Occupant Restraint Controller (ORC) Module - Includes ORC and ABS Initialization	UC	UNCODABLE (NARRATIVE REQUIRED)						$38.50

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

[redacted]

(Claim) Cause:

INSPECT AND REPROGRAM ORC MODULE AS PER RECALL U53

(Claim) Correction:

[redacted]

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 ST CREW CAB 4X4
Build Date	05/03/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	07/10/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	03/06/2019
Claim Status	Paid	**Mileage (Miles)**	31,588

Expense

Labor	$102.47	**Sublet**	$0.74	**Part**	$0.00	**Total Paid**	$103.21

Dealer Information

Code	[redacted]	**Name**	CAPITAL CHRYSLER JEEP DODGE, LLC	**Zone**	66 ORLANDO
Address	200 WATERFIELD RIDGE PLACE , GARNER, NC 27529				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
C	08U74182	Safety Recall U74 - Tailgate Latch ; Install Tailgate Actuator Stop Block	UC	UNCODABLE (NARRATIVE REQUIRED)	68448027AA	ACTUATOR	1	X	0.74	$25.62
A	18U61082	Safety Recall U61 - Reprogram Powertrain Control Module ; Inspect PCM Software Level and Perform Software Update	UC	UNCODABLE (NARRATIVE REQUIRED)						$25.62
B	19U11182	Safety Recall U11 - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update (2017 Model Year Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$51.23

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 ST CREW CAB 4X4
Build Date	05/03/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	07/10/2017
Claim Type	W - Warranty	**Repair Date**	03/06/2019
Claim Status	Paid	**Mileage (Miles)**	31,588

Expense

Labor	$1,229.56	**Sublet**	$736.79	**Part**	$1,400.00	**Total Paid**	$3,366.35

Dealer Information

Code	[redacted]	**Name**	CAPITAL CHRYSLER JEEP DODGE, LLC	**Zone**	66	ORLANDO
Address	200 WATERFIELD RIDGE PLACE , GARNER, NC 27529					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08450901	Module, occupant restraint controller ; Module	58	INTERNAL DEFECT	68346749AB	MODULE	1	X	305.90	$115.27
A	08450901	Module, occupant restraint controller ; Module	58	INTERNAL DEFECT	68322376AD	PDC	1		249.98	$115.27
A	08890201	Center, power distribution PDC			68346749AB	MODULE	1	X	305.90	$38.42
A	08890201	Center, power distribution PDC			68322376AD	PDC	1		249.98	$38.42
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68346749AB	MODULE	1	X	305.90	$1,024.64
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68322376AD	PDC	1		249.98	$1,024.64
A	95400142	Loaner Car ; High Line Vehicles			68346749AB	MODULE	1	X	305.90	$1,400.00
A	95400142	Loaner Car ; High Line Vehicles			68322376AD	PDC	1		249.98	$1,400.00
B	08080110	Battery ; Single battery	B4	BATTERY FAILED TEST	1AM940800A	BATTERY	1	X	180.91	$51.23

RO Narratives

(RO) Customer Concern:

[redacted]

(RO) Cause:

F F F F F F F

(RO) Correction:



(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUST STATES BATTERY DISCHARGED TEST LOW BATTERY GENERAL CONCERN 1 [CUSTOMER STATES THE VEHICLE WARNING LIGHTS ARE ALL ON THE D ASH, WILL NOT GO OFF EVEN AFTER VEHICLE IS SHUT OFF, CHECK AND ADVISE ?]

(Claim) Cause:

BATTERY REPEATEDLY DISCHARGED/LOW VOLTAGE AND WOULD NOT HOLD CHARGE. LOAD TEST ED AND FOUND BAD CELL. REPLACED VEHICLE BATTERY AND RESET SYSTEMS/CLEARED DTCS FOUND ABS/TRAC LIGHTS BRIEFLY ILLUMINATE AFTER STARTUP AND BULB CHECK PERFORME . D BUT NO CODES PRESENT IN ABS MODULE. CODE [redacted] IGNITION RUN/START INPUT CIRCUIT OPEN (STORED) PRESENT IN ORC MODULE, CODES GOES ACTIVE WHEN KEY SHUT OFF FOLLOWED DIAGNFLOW CHART FOR [redacted] AND REPLACED THE ORC MODULE A BS AND TRAC LIGHTS NO LONGER ILLUMINATE BUT [redacted] STILL PRESENT, STORE D WITH KEY ON AND ACTIVE WITH KEY OFF. MADE NUMEROUS ATTEMPTS TO START A STAR CASE WITH CHRYSLER TECHNICAL ASSISTANCE BUT DUE TO MALFUNCTIONS ON THE WEBSITE COULD NOT DO SO. ATTEMPTED TO OPEN STAR CASE UNDER OTHER TECHNICIANS WITH FAI LED RESULTS. ATTEMPTED TO CONTACT STAR CENTER AND REACHED TIM BOEN AT STAR BY PHONE, DISCUSSED SYMPTOMS WITH TIM AND SUGGESTED WE MEASURE VOLTAGE AT ORC WIT H KEY OFF FOUND BATTERY VOLTAGE PRESENT AT [redacted] WITH KEY OFF THIS IS C AUSING ORC TO REMAIN ON WITH KEY OFF AND CONTINUING TO MONITOR THE IGNITION RU N CIRCUITS FROM THE PDC. RUN CIRCUIT [redacted] REMAINS ENERGIZED AND RUN CIRCUIT [redacted] DOES NOT SINCE ORC MODULE REMAINS ON WITH KEY OFF IT SEES A VOLTAGE LOSS O N [redacted] AND SETS ACTIVE [redacted] WHEN KEY IS TURNED ON VOLTAGE IS RESTORED AND CODE SETS TO STORED. TRACED VOLTAGE SOURCE TO PDC, BELIEVED TO B E INTERNAL PDC FAULT. REPLACED THE PDC AND FAULT STILL PRESENT ATTEMPTED TO I SOLATE FAULT AND FOUND VOLTAGE ON CIRCUIT [redacted] RELAY OUTPUT TO REARVIEW CAMERA /PARK ASSIST MODULE. VOLTAGE IS DUE TO A SHORT TO VOLTAGE ON [redacted] TRA CED CIRCUIT [redacted] AND FOUND SHORT TO VOLTAGE IN THE INLINE BODY/CHASSIS CONNECT OR [redacted] DUE TO A BENT TERMINAL CONTACTING OTHER TERMINALS. REMOVED AND REPLACE D BENT TERMINAL AND REFIT INLINE BODY/CHASSIS CONNECTOR [redacted] VOLTAGE ON [redacted] TO ORC NO LONGER PRESENT WITH KEY OFF. CLEARED DTCS AND RESET SYSTEMS. ROAD TESTED AND VERIFIED REPAIRS

(Claim) Correction:

BATTERY REPEATEDLY DISCHARGED/LOW VOLTAGE AND WOULD NOT HOLD CHARGE LOAD TEST ED AND FOUND BAD CELL REPLACED VEHICLE BATTERY AND RESET SYSTEMS/CLEARED DTCS . FOUND ABS/TRAC LIGHTS BRIEFLY ILLUMINATE AFTER STARTUP AND BULB CHECK PERFORME D BUT NO CODES PRESENT IN ABS MODULE CODE [redacted] IGNITION RUN/START INPUT CIRCUIT OPEN (STORED) PRESENT IN ORC MODULE, CODES GOES ACTIVE WHEN KEY SHUT OFF. FOLLOWED DIAGNFLOW CHART FOR CODE [redacted] AND REPLACED THE ORC MODULE. A BS AND TRAC LIGHTS NO LONGER ILLUMINATE BUT CODE [redacted] STILL PRESENT, STORE D WITH KEY ON AND ACTIVE WITH KEY OFF MADE NUMEROUS ATTEMPTS TO START A STAR CASE WITH CHRYSLER TECHNICAL ASSISTANCE BUT DUE TO MALFUNCTIONS ON THE WEBSITE COULD NOT DO SO ATTEMPTED TO OPEN STAR CASE UNDER OTHER TECHNICIANS WITH FAI LED RESULTS ATTEMPTED TO CONTACT STAR CENTER AND REACHED TIM BOEN AT STAR BY PHONE, DISCUSSED SYMPTOMS WITH TIM AND SUGGESTED WE MEASURE VOLTAGE AT ORC WIT H KEY OFF. FOUND BATTERY VOLTAGE PRESENT AT [redacted] WITH KEY OFF. THIS IS C AUSING ORC TO REMAIN ON WITH KEY OFF AND CONTINUING TO MONITOR THE IGNITION RU N CIRCUITS FROM THE PDC RUN CIRCUIT [redacted] REMAINS ENERGIZED AND RUN CIRCUIT [redacted] DOES NOT. SINCE ORC MODULE REMAINS ON WITH KEY OFF IT SEES A VOLTAGE LOSS O N CIRCUIT [redacted] AND SETS ACTIVE CODE [redacted] WHEN KEY IS TURNED ON VOLTAGE IS RESTORED AND CODE SETS TO STORED TRACED VOLTAGE SOURCE TO PDC, BELIEVED TO B E INTERNAL PDC FAULT REPLACED THE PDC AND FAULT STILL PRESENT. ATTEMPTED TO I SOLATE FAULT AND FOUND VOLTAGE ON CIRCUIT [redacted] RELAY OUTPUT TO REARVIEW CAMERA /PARK ASSIST MODULE VOLTAGE IS DUE TO A SHORT TO VOLTAGE ON CIRCUIT [redacted] TRA CED CIRCUIT [redacted] AND FOUND SHORT TO VOLTAGE IN THE INLINE BODY/CHASSIS CONNECT OR I220 DUE TO A BENT TERMINAL CONTACTING OTHER TERMINALS. REMOVED AND REPLACE D BENT TERMINAL AND REFIT INLINE BODY/CHASSIS CONNECTOR [redacted] VOLTAGE ON [redacted] TO ORC NO LONGER PRESENT WITH KEY OFF CLEARED DTCS AND RESET SYSTEMS ROAD TESTED AND VERIFIED REPAIRS.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 2500 LARAMIE CREW CAB 4X4
Build Date	03/23/2018	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	02/27/2019
Claim Type	W - Warranty	**Repair Date**	03/07/2019
Claim Status	Paid	**Mileage (Miles)**	371

Expense

Labor	$145.02	**Sublet**	$0.00	**Part**	$35.00	**Total Paid**	$180.02

Dealer Information

Code	[redacted]	**Name**	ARRIGO DODGE CHRYSLER JEEP RAM	**Zone**	66 ORLANDO
Address	5901 MADISON AVE , TAMARAC, FL 33321				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85410902	Engine Mechanical, Trouble Not Found ; Engine Leaks	OD							$58.01
B	85418602	ABS/ESP/Speed Control and ITBM, Trouble Not Found ; ABS	OD							$87.01
A	95400141	Loaner Car ; Standard Line Vehicles								$35.00

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUST STATES EVIC READS SERVICE EBRAKE CUST STATES REAR MAIN SEAL LEAKING

(Claim) Cause:

FOUND NO SET CODES NO LEAK FOUND, OIL IS FROM FACTORY ASSEMBLING ON FLEX PLATE.

(Claim) Correction:

FILL WITH ENG OIL DYE. TEST DROVE VEHICLE ON HWY AND FOUND NO LEAKS. VERIFIED CUSTOMER CONCERN AND FOUND TRACTION CONTROL LIGHT ON EVIC. WITH SCAN TOOL FOUND ACTIVE CODE . WITH SCAN TOOL PERFORMED ABS INITIALIZATION AND PER FORMED POWER DOWN. FOUND CODE STILL ACTIVE AND ABS CONFIGURATION CODE SET. WI TH SCAN TOOL PERFORMED VIN CONFIGURATION OF VEHICLE AND PERFORMED POWER DOWN WITH SCAN TOOL

DISCONNECTED. ATTACHED SCAN TOOL AND PERFORMED ABS INITIALIZAT ION AND COMPLETED PROCEDURE ON SCAN TOOL. PERFORMED SECOND POWER DOWN, RECHEC K FOR SET CODES IN ABS AND FOUND NO SET CODES AT THIS TIME. FOUND CODE DID N OT RETURN AT THIS TIME. TEST DROVE VEHICLE ON HIGHWAY AND FOUND VEHICLE OPERA TING TO DESIGN AT THIS TIME

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	01	**Body**	[redacted]
Build Date	0 14 01	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	04 0 01
Claim Type	afet (Recall)	**Repair Date**	0 07 019
Claim Status	Paid	**Mileage (Miles)**	6 0

Expense

Labor	$ 4 6	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$ 4 6

Dealer Information

Code	[redacted]	**Name**	GOLLING CHRY LER JEEP DODGE INC	**Zone**	4 DETROIT
Address	40 TELEGR PH RD BLOOMFIELD HILL MI 4 0				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	1 U 1	Cu tomer ati faction Notification U5 Occupant Re traint Control Module Reprogram Occupant Re traint Controller (ORC) Module Include ORC and B Initiali ation	UC	UNCODABLE (N RR TI E REQUIRED)						$ 4 6

RO Narratives

(RO) Customer Concern

N

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

NA

GCS Narratives

(Claim) Customer Concern

U Cu tomer ati faction Notification U Occupant Re tra int Control Modul

(Claim) Cause

PERFORM RECALL

(Claim) Correction:

COMPLETED

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2017	**Body**	[redacted] RAM 2500 LONGHORN CREW CAB 4X4
Build Date	05/04/2017	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	09/05/2017
Claim Type	W - Warranty	**Repair Date**	03/07/2019
Claim Status	Paid	**Mileage (Miles)**	25,810

Expense

Labor	$85.54	**Sublet**	$203.00	**Part**	$0.00	**Total Paid**	$288.54

Dealer Information

Code	[redacted]	**Name**	JEEP CHRYSLER OF ONTARIO, INC.	**Zone**	71 LOS ANGELES
Address	1202 AUTO CENTER DR , ONTARIO, CA 91761				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08200701	ParkView, backup assist : Camera assembly	58	INTERNAL DEFECT	68274731AE	CAMERA	1	X	203.00	$85.54

RO Narratives

(RO) Customer Concern:

General Concern #1 [Customer statesthat the back up camera screen is distorted at times. Please check and advise.] General Concern #1 [Customer statesthat the vehicle will not shift outof park at times. The P on the shifter will just blink. Takes several tries. Please check and advise.]

(RO) Cause:

NA

(RO) Correction:

[redacted] VERIFIED COMPLAINT. FOUNDREAR CAMERA VIEW DISTORTED AT TIMES. FOUNDCAMERA TO HAVE INTERMITTENT INTERNAL OPENCIRCUIT. REPLACE BACK UP CAMERA AND VERIFYOPERATION. NORMAL OPERATION AT THIS TIME. Camera, Park Assistance -Test and [redacted] INSPECT. TEST USING WI TECH. NO DTCSDETECTED. CHECK FOR TSBS AND UPDATES. NONEAPPLY. UNABLE TO DUPLICATE ANY ABNORMALCONDITIONS AT THIS TIME. NORMAL OPERATION ATTHIS TIME. ROAD TEST AND INSPECT, VEHICLE OPERATING TO SPECIFICATIONS, UNABLE TOVERIFY CUSTOMER'S COMPLAINT, CHECKED BY SERVICE ADVISOR ROAD TEST AND INSPECT, VEHICLE OPERATING TO SPECIFICATIONS, UNABLE TO VERIFY CUSTOMER'S COMPLAINT, CHECKED BY SERVICE ADVISOR

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THAT THE BACK UP CAMERA SCREEN IS DISTORTED AT TIMES

(Claim) Cause:

INSPECT. VERIFIED COMPLAINT. FOUND REAR CAMERA VIEW DISTORTED AT TIMES. FOUND CAMERA TO HAVE INTERMITTENT INTERNAL OPEN CIRCUIT.

(Claim) Correction:

REPLACE BACK UP CAMERA AND VERIFY OPERATION. NORMAL OPERATION AT THIS TIME.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 3500 LARAMIE CREW CAB 4X4
Build Date	10/09/ 018	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	0 /07/ 019
Claim Type	W Warranty	**Repair Date**	0 /07/ 019
Claim Status	Paid	**Mileage (Miles)**	50

Expense

Labor	$0 00	**Sublet**	$ 4	**Part**	$0 00	**Total Paid**	$ 4

Dealer Information

Code	[redacted]	**Name**	CABRAL CHRY JEEP	**Zone**	71 LO ANGELE
Address	1145 WE T YO EMITE , MANTECA, CA 95 6				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	5080140	DEF Fluid Top Off ; Vehicle Delivery Fill ee LOP note for vehicle pecific allowance	40	FLUID HIGH OR LOW	68056 78AC	FLUID	1		4	$0 00

RO Narratives

(RO) Customer Concern:

ADD DEF CHECK AND INFLATE EACH VEHICLE' TIRE TO THE RECOMMENDED TIRE PRE URE RATING INDICATE ON THE VEHICLE ERVICE INVOICE THE TIRE PRE URE MEA UREMENT AFTER THE ERVICE WERE PERFORMED

(RO) Cause:

(RO) Correction:

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] RAM 2500 LARAMIE CREW CAB 4X4
Build Date	08/25/2018	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	10/22/2018
Claim Type	W - Warranty	**Repair Date**	03/07/2019
Claim Status	Paid	**Mileage (Miles)**	4,212

Expense

Labor	$1,468.84	**Sublet**	$332.38	**Part**	$350.00	**Total Paid**	$2,151.22

Dealer Information

Code	[redacted]	**Name**		**Zone**	70 PHOENIX
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19851101	Cover, air bag module ; With integral horn switch	48	GROUNDED OR SHORTED	68346749AB	MODULE	1	X	332.38	$78.13
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation			68346749AB	MODULE	1	X	332.38	$1,390.71
A	95400141	Loaner Car ; Standard Line Vehicles			68346749AB	MODULE	1	X	332.38	$350.00

RO Narratives

(RO) Customer Concern:

TELL US MORE TELL US MORE COURTESY VEHICLE INSPECTION. 24 POINT INSPECTION TELL US MORE RENTAL CAR

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

THE CHECK ENGINE LIGHT, ABS LIGHT, SERVICE TRAILER BRAKE SYSTEM LIGHT AND TRAC TION CONTROL LIGHTS TURNED ON AT THE SAME TIME

(Claim) Cause:

VERIFIED CONCERN, TRIED TO PERFORM AVS INITIALIZATION AND THEN TEST DROVE WITH THE SAME RESULTS, TRIED A BCM RESTORE AND AFTER THAT THE ABS STOPPED COMMUN ICATING; FOLLOWED PINPOINT TESTING [redacted] BASED TESTING, TESTED BATTERIES; CHE CK WIRES UNDER THE TIPM AND CONNECTOR [redacted] FOR LOOSE PINS OR BAD WIRES-FOU ND NO ISSUES; TESTED BATTERIES WITH GR8 AND THEY PASSED; WHILE BATTERIES WER E DISCONNECTED DID A HARD RESET AND

RECONFIGURATION TO TRUCK AND TEST DROVE; N O DTC'S AND RADIO NOW WORKS. OPENED [redacted]
COMPLETED TESTS T HAT STAR REQUESTED--WHICH REQUIRED REMOVING LEFT FRONT TIRE AND WHEEL LINER TO ACCESS CONNECTOR [redacted] COMPLETED TEST FOR STAR ON SAS; UNABLE TO SEND ALL DATA THAT STAR IS REQUESTING; CONTACTED BY PHONE AND DID TESTING WHILE ON P HONE WITH STAR CHECKING CONNECTORS FOR THE ORC MODULE; REMOVED THE CENTER C ONSOLE TO ACCESS THE ORC; PINS AND CONNECTORS LOOK GOOD, TEST THE LATERAL YAW AND IT IS NOT READING [redacted]

(Claim) Correction:

REPLACE ORC; ROAD TEST TWO CYCLES (OVER 20 MILES) NO LIGHTS AND ALL SYSTEMS AR E OPERATING AS DESIGNED

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	017	**Body**	[redacted]
Build Date	0 04 017	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	09/05/ 017
Claim Type	arrant	**Repair Date**	0 07 019
Claim Status	Paid	**Mileage (Miles)**	10

Expense

Labor	$0 00	**Sublet**	$0 00	**Part**	$80 00	**Total Paid**	$80 00

Dealer Information

Code	[redacted]	**Name**	JEEP CHRY LER OF ONT RIO INC	**Zone**	71 LO NGELE
Address	1 0 UTO CENTER DR ONT RIO C 91761				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08 00701	Park iew backup a i t Camera a embl		INTERN L DEFECT						$0 00
A	9540014	Loaner Car High Line ehicle								$80 00

RO Narratives

(RO) Customer Concern

N

(RO) Cause

NA

(RO) Correction:

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern:

ENTERPRI E RENT L C R

(Claim) Cause

ENTERPRI E RENT L C R

(Claim) Correction

ENTERPRI E RENT L C R

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	01	**Body**	[redacted]
Build Date	06 017	**Plant**	LTILLO TRUCK EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	0 03 01
Claim Type	arrant	**Repair Date**	0 0 019
Claim Status	Paid	**Mileage (Miles)**	31 86

Expense

Labor	$ 0 51	**Sublet**	$331 8	**Part**	$0 00	**Total Paid**	$539 33

Dealer Information

Code	[redacted]	**Name**	M EY Y RDLEY INC	**Zone**	66	ORL NDO
Address	N T TE RO D # PL NT TION FL 3331					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	08190 01	M dule b d c ntr l ll other	1	CIRCUIT OPEN	6 0 19 C	MODULE	1		16 1	$114 1
B	0 197 01	Hub radi frequenc (RFH) wirele c ntr l	UP	UN BLE TO PROGR M	6 19677 D	RECEI ER	1		11 67	$9

RO Narratives

(RO) Customer Concern

N

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

TO IN NO T RT COULD NOT GET MILE GE BEC U E EHICLE I DE D

(Claim) Cause

NO OMMUNI TION FOUND

(Claim) Correction

TEH R&R B M N RE HUB

Warranty Claim Report

ehicle Info mation

VIN	[redacted]	**Year**	018	**Body**	[redacted]
Build Date	11 6 1	**lant**	LTILL TRU K EMBL PL NT	**Co e age Code**	[redacted]

Claim Info mation

Claim #	[redacted]	**In Se ice Date**	1 1
Claim Type	arrant	**Repai Date**	3 19
Claim Status	P id	**Mileage (Miles)**	1 8 3

Expense

Labo	$ 1 63	**Sublet**	$6 4	**a t**	$	**Total aid**	$ 4

Dealer Information

Code	[redacted]	**Name**	L RR H MILLER HR LER JEEP	**Zone**	PH ENI
Address	13165 N UT SH E SURPRISE 85388				

Condition Information

Condition Code	L	L Desc	ailu e Code	ailu e Desc	a t Number	a t Name	a t Quantity	a t Failed	a t Expense	L Expense
	35116 3	e th r trip d r ind b lt ut r ut r Right r l ft Fr nt		IND N I E	5511 3 6 I	/ TRIP	1		6 4	$ 1 63

RO Narratives

(RO) Customer Concern:

N

(RO) Cause:

N

(RO) Correction:

N

(RO) Technical Notes:

N

GCS Narratives

(Claim) Customer Concern:

P SS FR NT D R BELT M LDIN RPIN

(Claim) Cause:

INSPE TED D R M LDIN F UND RPIN

(Claim) Correction:

REPL ED ITH NE M LDIN

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	01	**Body**	[redacted]
Build Date	05 15 01	**Plant**	LTILLO TRU K EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	05 31 01
Claim Type	arrant	**Repair Date**	03 08 019
Claim Status	Paid	**Mileage (Miles)**	699

Expense

Labor	$ 06 1	**Sublet**	$944 83	**Part**	$0 00	**Total Paid**	$1 151 05

Dealer Information

Code	[redacted]	**Name**	OUTHERN DODGE HRY LER JEEP R M	**Zone**	35 HINGTON
Address	4 N MILIT RY H Y NORFOLK 3518				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	05400 01	ntr l unit Brake anti l ck h draulic (H U I U) ll thers	ML	HE K ENGINE ER I E ENGINE O	68143491	ONTROL	1		660 81	$133 43
B	0819100	M dule anti l ck brake c ntr l ll thers	14	BURNED OR BURNED OUT	6834 098 B	MODULE	1		84 03	$ 8

RO Narratives

(RO) Customer Concern

N

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

U TOMER T TE B LIGHT OME ON HILE DRI ING

(Claim) Cause

[redacted] PUMP MOTOR ONTROL GENER L ELE TRI L F ILURE

(Claim) Correction

REPL ED B MODULE PERFORME B INITI L TION REPL ED HYDR ULI UNIT

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	018	**Body**	[redacted] R M 500 LT RE B4 4
Build Date	10 3 018	**Plant**	LTILLO TRU K EMBLY PL NT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	1 10 018
Claim Type	F er ice ntract	**Repair Date**	03 09 019
Claim Status	Paid	**Mileage (Miles)**	4 5 6

Expense

Labor	$0 00	**Sublet**	$0 00	**Part**	$1 0 00	**Total Paid**	$1 0 00

Dealer Information

Code	[redacted]	**Name**	RON RTER HRY LER JEEP DODGE OF TE ITY	**Zone**	63 D LL
Address	601 P LMER H Y TE ITY T 590				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	26860303	Maintenance Inter al S h dul B T b u d r 3 000 Inter als	M	M INTEN N E RE						$0 00
	95 60001	Maintenance ll ance Fixed st Maintenance								$110 00
	95260002	Maintenance ll ance TIRE ROT TION								$10 00

RO Narratives

(RO) Customer Concern

N

(RO) Cause

N

(RO) Correction

N

(RO) Technical Notes

N

GCS Narratives

(Claim) Customer Concern

N

(Claim) Cause

N

(Claim) Correction

N