

CHERWELL REPORT

VEHICLE

VIN	3C6UR5HL6J	Model Year	2018	Body	DJ7L92	RAM 2500 ST CREW CAB 4X4
Built Date	10/28/2017	Mileage (Miles)	19015	MDH		
Engine	ETK	ETK				
Transmission	DG7	DG7				
Emmission	50 State Emissions (NAS)					

GENERAL

STAR Case ID		Case Status	Closed		
Application Group					
Component Group	05E - MODULE, (ANY)				
Primary System	05 - BRAKES	Sub System	05C - ELECTRICAL	Area of Failure	NON-APPLICABLE
Customer Complaint / Reason for contact	FADE				
Created Date	02/21/2019	Created By		Updated Date	03/15/2019
				Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
3C6UR5HL6JG Vehicle Scan Report.pdf	s34318l	02/21/2019
3C6UR5HL6JG Configuration Report.pdf	s34318l	03/08/2019
3C6UR5HL6JG Configuration Report.pdf	s34318l	03/11/2019

CONTACT

Dealer	68840	Lithia Chrysler Jeep Dodge of	Phone	
Address	2675 Washburn Way			
City	Klamath Falls	State	OR	ZIP 97603
Dealer Zone	70	County		
Technician TID/SID		Technician Email		
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email No

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	24
Initial Concern	CUSTOMER STATES BRAKE PEDAL FALLS TO THE FLOOR ONLY ON STEEP HILLS - WORKS AS DESIGNED ON FLAT GROUND				
Duplicated	Yes	Repairs Parts and Tests	INSPECTED BRAKE LINES , CALIPERS, FOUND NO LEAKS IN THE BRAKE SYSTEM - FOUND NO RELATED TO THE BRAKE SYSTEM DTCS - LIFTED THE VEHICLE FROM THE FRONT ONLY AND THE REAR ONLY TO CHECK YAW AND Lateral Acceleration- MY CONCERN IS THIS ISSUE ONLY OCCURS IN A STEEP HILL NEVER ON FLAT GROUND		
DTC1		DTC2		DTC3	
DTC4					
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	420006

RESOLUTION

Description brakes operate correctly

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
392030	03/11/2019	3C6UR5HL6JG	11	02/20/2018	PAID
403911	03/11/2019	3C6UR5HL6JG	2985	07/23/2018	PAID
403911	03/11/2019	3C6UR5HL6JG	2985	07/23/2018	REJECTED
419623	03/11/2019	3C6UR5HL6JG	18403	02/12/2019	PAID
419623	03/11/2019	3C6UR5HL6JG	18411	02/12/2019	PAID
420006	03/11/2019	3C6UR5HL6JG	19028	02/20/2019	PAID
420006	03/11/2019	3C6UR5HL6JG	19028	02/20/2019	SUSPENDED
PREPNV	03/11/2019	3C6UR5HL6JG	0	12/05/2017	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	No response?		02/23/2019
Agent States	Hello Chramayne, No similar cases reported, Have you compared this to a like vehicle ? Does this happen facing upwards and downwards the same ? Is the brake reservoir full ? Keep me posted, Jim W		02/25/2019
Dealer States	Hey James took out a like vehicle on the same hills and its fine- the vehicle in question has this issue up hill and down hill - no loss of brake fluid that i can find- reservoir stays at the same level.		02/25/2019
Agent States	Chamayne, Jim is out of the office, can you duplicate the concern? Jerome		02/26/2019
Dealer States	Yes		02/26/2019
Dealer States	YES JUST HAVE TO PARK ON STEEP HILL AND MOVE SELECTOR TO REVERSE OR DRIVE - PEDAL FALLS DOWN TO MAX POINT HOWEVER HILL ASSIST DOES ENGAGE. THIS NEVER HAPPENS ON LEVEL GROUND ONLY ON STEEP INCLINE , FACING UPWARDS OR DOWNWARDS		02/26/2019
Agent States	Thanks for the update Chamayne, I will do some research on this concern, Jerome		03/01/2019
Agent States	Chramayne, we need to know how steep is the grade-thanks. Jerome		03/01/2019
Dealer States	Hey Jerome the incline is between 30 - 35 degrees I would say give or take- but very steep		03/04/2019
Agent States	Thanks for the information Charmayne, Jerome		03/04/2019
Dealer States	Be advised i have replaced the hydro booster because i could only get one assisted brake during accumulator test- However the issue still persists .		03/04/2019
Agent States	Chramayne, we need a configure report as well-thanks. Jerome		03/05/2019
Dealer States	I only have the vsr customer has the vehicle. We had it too long and the customer needed it back for work		03/05/2019
Dealer States	Will try and have the customer return for the config report asap		03/05/2019
Agent States	Thanks for the information Chamayne, you can close this ticket out on your end. You have 15 days to reopen ticket for further assistance. Jerome		03/05/2019
Dealer States	VEHICLE CONFIG REPORT ATTACHED		03/09/2019
Dealer States	Customer has returned the vehicle issue persists. I have submitted the the configuration report.		03/12/2019

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	I have found with more testing on my own this issue only happens if the hill assist is on - When disabled works fine on the same steep hill not sure if this info helps.		03/12/2019
Agent States	Hello Chramayne, what I would like you to do is see if you can compare to a like vehicle again. Make sure it is a diesel and hill assist is on. Also that you are testing in same area. I would also like you to let me know if this concern vehicle has any problem holding the brake if you only apply halfway during concern? Thank you, Tony R		03/12/2019
Dealer States	CAN NOT DUPLICATE WITH TWO DIFFERENT DIESEL VEHICLES SAME YEAR AND 2500 - ON THE SAME HILL - AND THE BRAKES HOLD THAT'S NOT THE ISSUE , IF YOU HOLD THE BRAKE PEDAL AT ALL HALF WAY OR JUST A LITTLE - THE VEHICLE HOLDS WITHOUT ISSUE ITS JUST THE PEDAL WILL FALL AS IF AIR IS IN THE SYSTEM - BUT ONLY ON STEEP INCLINES COMING OUT OF PARK WITH HILL ASSIST ACTIVE- NO ISSUE IF HILL ASSIST DISABLED-		03/13/2019
Agent States	Hello Chramayne, I understand that the pedal feel is concerning. With the statement that the brakes have no issue holding with less pressure sounds as though it is just the hill assist doing its job. The Hill assist over primes the system to assist the braking. Well to prim the system it needs to pull the fluid from the master and reservoir thus mostly engaging the system, when you apply the pedal the cups in the master are already engaging. Thus very little effort is needed to press the pedal feeling like there is no pressure against it. What I would suggest doing is seeing if this is how it is acting by seeing how little you need to press pedal to hold it. To me it just sounds like the system is just being a little aggressive but operational. Thank you, Tony R		03/15/2019
Dealer States	Ok will advise customer and return the vehicle thank you.		03/15/2019

CHERWELL REPORT



VEHICLE

VIN	3C6UR5FL2HG	Model Year	2017	Body	DJ7P91	RAM 2500 LARAMIE CREW CAB 4X4
Built Date	01/10/2017	Mileage (Miles)	47524	MDH		
Engine	ETK	ETK				
Transmission	DG7	DG7				
Emmission	50 State Emissions (NAS)					

GENERAL

STAR Case ID		Case Status	Closed			
Application Group						
Component Group	05D - SENSOR, (ANY)					
Primary System	05 - BRAKES	Sub System	05C - ELECTRICAL	Area of Failure	NON-APPLICABLE	
Customer Complaint / Reason for contact	ABS/ESP LIGHT ON					
Created Date	06/11/2019	Created By		Updated Date	07/05/2019	Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
3C6UR5FL2HG Event Data Report.pdf-573018.pdf	S98144F	06/11/2019
3C6UR5FL2HG Vehicle Scan Report.pdf-573018.pdf	S98144F	06/11/2019
3C6UR5FL2HG Freeze Frame Report.pdf-573018.pdf	S98144F	06/11/2019
3C6UR5FL2HG Event Data Report.pdf-573018 DATA.pdf	S98144F	06/12/2019
3C6UR5FL2HG Vehicle Scan Report.pdf-573018 REPORT.pdf	S98144F	06/12/2019

CONTACT

Dealer	67962	Planet Dodge Chrysler Jeep	Phone		
Address	9975 N W 12th Street				
City	Miami	State	FL	ZIP	33172
Dealer Zone	66	County			
Technician TID/SID	9440d31458d825ad7d24024b7eb17441b0ad514632	Technician Email	nbigote@comcast.net		
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email	Yes

CASE SUMMARY

Customer Waiting	No	Repair Attempts	2	Days In Shop	26		
Initial Concern	FL. Indicator/Warning Lights Concern [Customer States abs and traction light is coming on,,Indicator/Warning Lights Concern [Customer States service abs system light comes on,,, General Concern #1 [Customer States while stopping at a light the brake pedal got soft and vehicle jumped forward						
Duplicated	Yes	Repairs Parts and Tests	replace abs module and left rear wheel speed sensor,, drove vehicle for 20 miles unable to duplicate				
DTC1	C0037-62	DTC2	,C0037-1	DTC3	U0415	DTC4	
Information Sent							
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No	RO Number	573018

RESOLUTION

Description Replace left rear wheel speed sensor. pins bent up in inline connector.

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
511674	06/11/2019	3C6UR5FL2H	9869	10/12/2017	PAID
542390	06/11/2019	3C6UR5FL2H	29648	08/07/2018	PAID
542390	06/11/2019	3C6UR5FL2H	29648	08/07/2018	REJECTED
542390	06/11/2019	3C6UR5FL2H	29648	08/07/2018	SUSPENDED
561385	06/11/2019	3C6UR5FL2H	42075	02/13/2019	PAID
561385	06/11/2019	3C6UR5FL2H	42075	02/13/2019	REJECTED
567609	06/11/2019	3C6UR5FL2H	45080	04/17/2019	PAID
A42390	06/11/2019	3C6UR5FL2H	29648	08/07/2018	PAID
PREPNV	06/11/2019	3C6UR5FL2H	0	01/26/2017	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	TS call dealer LVM for Tech Guillermo, my name is Scotty I'm part of the ECS team and will be your tech support for this vehicle, my contact # is 248 488-3695 could you give me a call to discuss the concern with this vehicle		06/12/2019
Agent States	Tech Guillermo and his SM call back and we discuss the ABS codes and the parts that was replaces. TS suggested to clear the codes and test drive the vehicle while reviewing the wheel speed sensor, also do some wiggle test with the wiring. If NTF TS suggest to install the flight recorder and allow the customer to drive the vehicle.		06/12/2019
Agent States	Tech Guillermo call back stated he has test drove the vehicle addition 25 miles and the concern has not been duplicated. TS suggested to continue to drive the vehicle to verify if the concern will return.		06/12/2019
Dealer States	DRODROVE VEHICLE FOR 63 MILES DATS CAME BACK I SEND YOU THE REPORTS THANK YOU		06/12/2019
Agent States	TS call dealer spoke with Tech Guillermo who stated the left rear wheel speed sensor drop out to zero while driving, have inspected the wiring and connector with NTF. TS suggested to replace the left rear wheel speed sensor an test drive the vehicle again to verify if any codes resets.		06/14/2019
Agent States	Tech Guillermo call back stated the vehicle been driven over 100+ miles and the codes has not return and the vehicle is waiting for customer pick up. TS advise Guillermo I will close this case.		06/14/2019
Agent States	sebc ta was requested to assist with this vehicle. Inspected speed sensor pin fit with mopar test lead kit and found pins to be tight. checked at the inline connector and found the pins bent up in the connector for the left rear speed sensor. Recommended to repair connector and check operation. vehicle repaired.		07/05/2019

VEHICLE

VIN	3C63RRJL3JG [REDACTED]	Model Year	2018	Body	D28P92	RAM 3500 LARAMIE CREW CAB 4X4
Built Date	11/22/2018	Mileage (Miles)	4280	MDH		
Engine	ETK	ETK				
Transmission	DF2	DF2				
Emmission	50 State Emissions (NAS)					

GENERAL

STAR Case ID	[REDACTED]	Case Status	Closed				
Application Group	491 - BODY/CHASSIS CORE GROUP						
Component Group	05E - MODULE, (ANY)						
Primary System	05 - BRAKES	Sub System	05C - ELECTRICAL	Area of Failure	INTERNAL DEFECT		
Customer Complaint / Reason for contact	ABS/ESP LIGHT ON						
Created Date	04/29/2020	Created By		Updated Date	05/04/2020	Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
3C63RRJL3JG [REDACTED] Vehicle Scan Report.pdf	S67309Q	04/29/2020
3C63RRJL3JG [REDACTED] Vehicle Scan Report.pdf	S67309Q	04/29/2020

CONTACT

Dealer	60747	Fayetteville Chrysler Dodge Jeep	Phone		
Address	1223 Huntsville Hwy				
City	Fayetteville	State	TN	ZIP	37334
Dealer Zone	66	County			
Technician TID/SID	[REDACTED]	Technician Email	garybear6367@yahoo.com		
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email	Yes

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	9		
Initial Concern	Trailer brakes lock up when attached to vehicle.						
Duplicated	Yes	Repairs Parts and Tests	Pulled codes and numerous can c off codes. ABS module off line. Verified can c+ voltage 2.78v and can c- 2.2v. Started vehicle and let warm up for 20 minutes and TCM, and PCM dropped offline momentarily followed by ABS module dropping offline. Once ABS module dropped offline PCM and TCM came back online. Checked bus voltage at star connector can c dash and bus voltage was 2..45 can c+ and 2.45 can c-. Disconnected ABS module can c connector and bus voltage returned to normal and TCM came back online. Reconnected can c connector and within 5 minutes TCM went back offline..				
DTC1		DTC2		DTC3		DTC4	
Information Sent							
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No	RO Number	20132

RESOLUTION

Description ABS

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
290774	04/29/2020	3C63RRJL3J	13	03/22/2019	PAID
293927	04/29/2020	3C63RRJL3J	23	08/10/2019	PAID
293927	04/29/2020	3C63RRJL3J	23	08/10/2019	REJECTED
295038	04/29/2020	3C63RRJL3J	38	08/26/2019	PAID
PREPNV	04/29/2020	3C63RRJL3J	0	12/21/2018	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Hi Gary. Thanks for the reports and related info. Based on the info I have so far it sounds like you have a poor circuit to the ABS module as your cause. A poor power, ground, or bus circuit can cause this type of concern in any module on any bus. The ABS module in this vehicle has 2 B+ circuits, 2 ground supplies, and an ignition run circuit as well as the 2 bus wires. At this time I suggest load testing the 5 supply circuits with a 9004 or similar headlight bulb to be sure all can support a load for 15 seconds and verifying that the D79 and D80 bus circuits show less than one ohm resistance between the module and star connector Gary. If all 7 circuits are ok, and disconnecting the ABS causes the other modules to operate normally, the module itself is your likely cause. Let me know what you find or if I can assist in any way. Frank.		04/29/2020
Dealer States	Thanks for the quick response. I verified Fuse B pin 31 to ground 16 and 45. Both load test good at 30 seconds each with headlight bulb. Also verified Fuse B pin 2 to both grounds and load tested good. Also load tested ignition run circuit and tested good. Checked resistance on circuits D79 and D80 and both read less than 1 ohm.		04/29/2020
Agent States	Hi Gary. Thanks for that info and the update. It sounds like the cause of the concern is the ABS module itself Gary. Having the star connector connected and the module disconnected and finding the other modules stay online also proves we have no shorts in the bus lines. At this point it sounds like we need to order an ABS module for the vehicle. If possible, please let me know the ETA for the case info. Thanks Gary. Frank.		04/29/2020
Dealer States	Ok, parts is trying to order but said you need to release it for order		04/30/2020
Dealer States	The part number is [REDACTED]		04/30/2020
Agent States	Good morning Gary. Thanks for that info and the heads up. Please stand by Gary, I'm having your case transferred to assist with the ordering process and you should be contacted shortly. Frank.		04/30/2020
Dealer States	Awesome. Thanks Frank		04/30/2020
Agent States	Hello Gary, We have released and ordered P/N 68347098AB under order # 0294**. We do not have an ETA on the part though. You can use that order # to track the part through your parts dept. Thanks, Nick		05/04/2020
Agent States	I am closing the case, due to no further assistance is needed at this time. If further assistance is needed you can reopen the case within 15 days. Thank you, Tony R.		05/04/2020
Dealer States	Waiting for part		05/04/2020

VEHICLE

VIN	3C6UR5GL9JG [REDACTED]	Model Year	2018	Body	DJ7R91	RAM 2500 LONGHORN CREW CAB 4X4
Built Date	12/21/2017	Mileage (Miles)	28657	MDH		
Engine	ETK	ETK				
Transmission	DG7	DG7				
Emmission	50 State Emissions (NAS)					

GENERAL

STAR Case ID	[REDACTED]	Case Status	Closed				
Application Group							
Component Group	05U - MASTER CYLINDER, BRAKE						
Primary System	05 - BRAKES	Sub System	05D - HYDRAULIC/MECHANICAL	Area of Failure	INTERNAL LEAK		
Customer Complaint / Reason for contact	EXCESSIVE PEDAL TRAVEL						
Created Date	09/18/2020	Created By		Updated Date	11/01/2021	Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
ROWELL MASTER CYLINDER.jpg	s06339j	09/24/2020

CONTACT

Dealer	44723	Massey Chrysler Center Inc	Phone		
Address	602 West Bypass				
City	Andalusia	State	AL	ZIP	36420
Dealer Zone	66	County			
Technician TID/SID	S06339J	Technician Email	willmack@waltmassey.com		
Training Level	CORE	Contact Via SMS		Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	413		
Initial Concern	brake pedal goes all the way to the floor. lack of stopping power.						
Duplicated	Yes	Repairs Parts and Tests	we initially replaced the abs pump and hcu. after having some trouble bleeding the brakes, manually, using the vacuum pump and abs bleed, the pedal feels normal. but under heavy braking the pedal drops lower than normal, makes a groaning noise and truck is slow to stop. after two attempted abs stops the brakes smell very hot.				
DTC1		DTC2		DTC3		DTC4	
Information Sent							
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No	RO Number	459973

RESOLUTION

Description	Technician requested closure
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
	09/18/2020	3C6UR5GL9J	7245	12/31/2019	PAID
	09/18/2020	3C6UR5GL9J	21	01/30/2018	PAID
	09/18/2020	3C6UR5GL9J	22	02/16/2018	PAID
	09/18/2020	3C6UR5GL9J	22	07/05/2018	PAID
	09/18/2020	3C6UR5GL9J	41	10/05/2018	PAID
	09/18/2020	3C6UR5GL9J	7245	12/31/2019	PAID
	09/18/2020	3C6UR5GL9J	27804	09/09/2020	PAID
	09/18/2020	3C6UR5GL9J	27804	09/09/2020	REJECTED
	09/18/2020	3C6UR5GL9J	27804	09/09/2020	SUSPENDED
	09/18/2020	3C6UR5GL9J	27981	09/10/2020	PAID
	09/18/2020	3C6UR5GL9J	27981	09/10/2020	REJECTED
	09/18/2020	3C6UR5GL9J	27981	09/10/2020	SUSPENDED
	09/18/2020	3C6UR5GL9J	0	02/01/2018	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Will, Has this vehicle been modified, tires, wheels, lift kit, aftermarket accessories, etc.? Are there any codes active or stored? please attach a scan and configuration reports to this case. You stated was difficult to bleed the brakes? you state the brakes feel normal unless a panic stop occurs then the pedal is low? Have you compared this to a like vehicle under the same conditions? Please clarify, Jim W		09/21/2020
Agent States	Will, Please provide an update with this vehicle, If the vehicle has been repaired or no longer at the dealership or parts are on order please close this case, Thank you, Jim W		09/21/2020
Dealer States	yes the vehicle is still here i will attach scan and config asap.no codes. thats correct the pedal feels normal compared to a new vehicle. during a panic stop however, this truck will not stop quickly. will not abs stop.		09/21/2020
Agent States	Spoke with Will and he states the vehicle has slightly larger tires, no lift kit, or aftermarket accessories, . He states before replacement of the HCU there were codes C0021-01 and the code returned and the abs module was replaced and the code has not returned and the pedal is now feeling low, The right front is always having air in the right front when the pedal is low and the bleeder is opened. He states the caliper bleeder is pointing upwards and no external leaks noted. He states he does not have a pressure bleeder and is manually bleeding the brakes with an assistant pumping the pedal and abs bleed with the scan tool and another base bleed then after a cold soak the pedal will drop. Advised to inspect the orientation of the brake lines at the HCU compared to a like vehicle, If ok suggest to remove the master cylinder for possible leaking at the rear seal, If all proves good suspect the HCU for a possible internal leak, Keep me posted, Jim W		09/23/2020
Dealer States	compared brake line orientation to like vehicle. all properly routed. cleaned all connections and verified no leaks while sitting or under pressure. brakes can be bled to a firm pedal manually with all air coming from right front caliper. with a firm pedal performed abs bleed 6 times. every time after the abs bleed, the pedal goes back to floor and rf has air in caliper. can also bleed air out of rf brake line quicker at abs unit. both processes have been duplicated multiple times. replaced hcu again and no change. exact same results. air in rf. with a firm pedal, after an overnight soak, brake pedal will go to floor. no external leaks. inspected master cylinder and no leaks found at rear.		09/23/2020
Agent States	Thanks for the update Will, Have you inspected the master cylinder rear seal for leaks? You state you can bleed the right front easier at the HCU then the right		09/24/2020

Dealer/Agent	Detail	Modified By	Last Modified Date
	front caliper, Suggest to inspect the rubber brake line and steel line between the HCU and the caliper for any restrictions remove and verify you can blow air through the line, also verify the caliper piston, slide pins, and pads for any binding, Jim W		
Dealer States	correct. brake fluid flow isnt an issue at the rf a\caliper and it does slide properly. i think the air is originating close to the hcu ad thats why its quicker to bleed at that location.		09/24/2020
Agent States	Will, I need to know if the rear seal is leaking on the master cylinder		09/24/2020
Agent States	Will, I need to know if the rear seal is leaking on the master cylinder ? The only way air is getting into the system is a leak or the air is not being properly being bled, Per our previous conversation you bled this manually with an assistant, Suggest to obtain a pressure bleeder and bleed the system and verify results, Jim W		09/24/2020
Dealer States	added master cylinder picture. i agree that air shouldnt be inside of a sealed system. i will look into a pressure bleeder.		09/24/2020
Agent States	Thanks for attaching the photo Will, Let me know when you obtain a pressure bleeder and verify results, Jim W		09/30/2020
Agent States	Will, Please provide an update with this vehicle, If the vehicle has been repaired or no longer at the dealership or parts are on order please close this case, Thank you, Jim W		09/30/2020
Dealer States	hey Jim, we have replaced the supply hoses and performed a pressure bleed on the system. no change still gettin air in both front calipers. ordered master cylinder		09/30/2020
Dealer States	yes. today we installed a new master cylinder, bled system and so far so good. i'm going to put some miles on it today and drive it home tonight. will update further tomorrow		10/01/2020
Agent States	Will, You stated you replaced the supply hoses? front brake hoses? For a test lets clamp off the front brake hoses overnight and verify if there is still air in the calipers, Inspect the caliper piston dust boot for any possible leaking of fluid, Jim W		10/02/2020
Agent States	Thanks for the update Will, Let me know your results, Jim W		10/02/2020
Dealer States	jim, the master cylinder fixed the issue. i have never seen one that bypassed internally or caused air to enter the system without leaking fluid. but nevertheless it is fixed and customer is otw to pick up. Thanks for the help. The new pressure bleeder is fantastic!		10/02/2020
Agent States	Thanks for the update Will, This is one i wont forget myself, Jim W		10/02/2020

VEHICLE

VIN	3C63RRNL9JG [REDACTED]	Model Year	2018	Body	D28R81	RAM 3500 LONGHORN MEGA CAB 4X4
Built Date	09/05/2018	Mileage (Miles)	24597	MDH		
Engine	ETK	ETK				
Transmission	DF2	DF2				
Emmission	50 State Emissions (NAS)					

GENERAL

STAR Case ID	101915021		Case Status	Closed		
Application Group	491 - BODY/CHASSIS CORE GROUP					
Component Group	05S - HYDRAULIC CONTROL UNIT (ANY)					
Primary System	05 - BRAKES	Sub System	05D - HYDRAULIC/MECHANICAL	Area of Failure	FAULT CODE SET	
Customer Complaint / Reason for contact	ABS/ESP LIGHT ON					
Created Date	05/26/2021	Created By		Updated Date	08/04/2021	Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
3C63RRNL9JG [REDACTED] Vehicle Scan Report.pdf	S79431O	05/26/2021
3C63RRNL9JG [REDACTED] ECU Details Report.pdf	S79431O	05/26/2021
IMG-2900.jpg	S79431O	06/03/2021
IMG-2899.jpg	S79431O	06/03/2021
IMG-2950.PNG	S79431O	07/07/2021
IMG-2951.PNG	S79431O	07/07/2021
IMG-2952.PNG	S79431O	07/07/2021
IMG-2953.PNG	S79431O	07/07/2021

CONTACT

Dealer	61339	Jack Powell Chrysler Dodge Jeep	Phone	
Address	1625 Auto Park Way			
City	Escondido	State	CA	ZIP 92029
Dealer Zone	71	County		
Technician TID/SID	S79431O	Technician Email	gustavo.gonzalez@jackpowell.com	
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email Yes

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	77
Initial Concern	ABS LIGHT AND TRACTION CONTROL LIGHT ILLUMINTED				
Duplicated	Yes	Repairs Parts and Tests	FAULT C2200-49 - Anti-lock Brake Module Internal-Internal Electronic Failure is ACTIVE. FOLLOWED SERVICE LIBRARY TEST STEPS, FOUND NO FUSES BLOWN OR MISSING. FOUND NO POOR CONNECTIONS OR LOOSE OR SPLIT TERMINAL OR PUSHED OUT PINS. NO OTHER FAULTS STORED, C2200 CANNOT BE CLEARED. REPLACED HCU ONLY. FOUND FAULT IS STILL ACTIVE AND CANNOT BE CLEARED. ABS INITIALIZATION PERFORMED ALONG WITH PROXY ALIGNMENT AND ECU RESET.		

DTC1	C2200-49	DTC2	DTC3		DTC4	
Information Sent						
Scan Tool Software Version		Last TechConnect Search	Vehicle Off Road or Tow-in	Yes	RO Number	781594

RESOLUTION

Description Vehicle repurchased

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
██████	08/03/2021	3C63RRNL9JG ██████	2	09/26/2018	PAID
██████	08/03/2021	3C63RRNL9JG ██████	0	09/26/2018	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Hello Gustavo, Per your WiAdvisor on 5/18/21 there also was a code C0044-28, Is this code still present along with C2200-49? Per service information this states to replace the ABS module, Lets also verify with the brake pedal not pressed view in the data list for system pressure to be zero psi or a negative value and pressure increases as the brake pedal is pressed, Jim W		05/26/2021
Dealer States	FAULT C0044-28 IS NO LONGER PRESENT. ONLY FAULT IN ABS IS C2200-49.		05/26/2021
Agent States	Spoke with Gustavo and while on the phone he plugged in the original ABS module and the code C0044-28 did return along with C2200-49, Per the diagnosis of this code states to replace the ICU which is the abs module and the hcu together, Let me know your eta of receiving the part, Thank you, Jim W		05/27/2021
Dealer States	ETA FOR PART 5/28/2021		05/27/2021
Agent States	Gustavo, Due to no response in the past 5 days we are closing this case, If further assistance is required later please request to re open this case, Thank you, Jim W		06/02/2021
Agent States	Thanks for the update Gustavo, Keep me posted with the results once installed, Jim W		06/02/2021
Dealer States	INSTALLED NEW HCU AND ABS MODULE. PERFORMED BASE BLEED, ABS BLEED AND BASE BLEED ONCE AGAIN. PERFORMED ABS INITIALIZATION AND VEHICLE RECONFIGURATION. FOUND FAULT C2200-49 STILL ACTIVE IN ABS MODULE. NO OTHER FAULTS STORED.		06/02/2021
Agent States	Gustavo, let make sure you have the correct ABS module. Jerome		06/03/2021
Dealer States	PHOTOS ARE ATTACHED OF PART # OF THE MODULE INSTALLED ON THE TRUCK AND OTHER PHOTO IS OF BOX THAT THAT MODULE CAME IN		06/03/2021
Agent States	Thanks for the information Gustavo, I will review this ticket with my Support Team. Jerome		06/03/2021
Agent States	STAR MC - We at STAR are not parts agents so check with parts specifying but I believe this vehicle should have HCU Part Number 68143491AA. Thank you. Kevin M.		06/03/2021
Dealer States	I DO HAVE PART# 68143491AA FOR THE HCU BUT I WAS ASKED TO SEND ABS MODULE PART# WHICH IS WHAT THE PHOTOS ATTACHED ARE.		06/03/2021
Agent States	Gustavo, 68347098AB is the ABS module according to Star Parts. Jerome		06/03/2021
Dealer States	OK SOO THAT IS WHAT THE BOX LABEL SAYS I HAVE BUT THE PART # ON THE MODULE ITSELF IS 68351453AA.... IS THIS A SUPERSEDED PART NUMBER THATS ON THE PART ITSELF OR IS IT A MISPICK OUT OF THE BOX?		06/03/2021

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	OK SOO THAT IS WHAT THE BOX LABEL SAYS I HAVE; BUT THE PART # ON THE MODULE ITSELF IS 68351453AA.... IS THIS A SUPERSEDED PART NUMBER THATS ON THE PART ITSELF OR IS IT A MISPICK OUT OF THE BOX?		06/03/2021
Agent States	Thanks for the information Gustavo, you have to call Parts Specifying on this concern. Jerome		06/04/2021
Dealer States	OUR PARTS DEPARTMENT HAS VERIFIED CORRECT COMPONENT GIVEN. ALL THREE MODULES HAVE THE SAME PART TAG WITH MATCHING PART#S ON ALL THREE (ORIGINAL MODULE, 2ND MODULE AND 3RD MODULE).		06/04/2021
Agent States	Thanks for the information Gustavo, I will review with Support. Jerome		06/17/2021
Agent States	STAR MC - I believe the number on the box is the part number for the HCU and module together as part number 68347098ab. Picture 2899 appears to be an HCU with the number 68351453aa This part number for the HCU only should be PN 68143491AA. I do not see that number in your pictures. Kevin M.		06/17/2021
Agent States	STAR MC - I believe the number on the box is the part number for the HCU and module together as part number 68347098ab. Picture 2899 appears to be an HCU with the number 68351453aa This part number for the HCU only should be PN 68143491AA. I do not see that number in your pictures. Kevin M.		06/17/2021
Agent States	Gustavo, any update on this vehicle? Jerome		06/17/2021
Dealer States	THE 2899 PHOTO IS THE NUMBER OFF OF THE ABS MODULE LABEL ITSELF. PARTS HAS CONFIRMED THIS IS NOT A FCA PART #... THIS NUMBER IS THE SAME ON ALL THREE ABS MODULES. THE ORIGINAL, THE REPLACEMENT MODULE AND SECOND REPLACEMENT MODULE THAT WAS REPLACED ALONGSIDE THE HCU. THE HCU PART# THAT YOU STATE I SHOULD HAVE IS WHAT I DO IN FACT HAVE. I WENT AHEAD AND ATTACHED A PHOTO OF THE PART NUMBER LABEL FROM THE BOX. I HAVE ALSO ATTACHED PHOTOS OF ALL THE PID DATA FROM THE ABS MODULE.		06/18/2021
Agent States	STAR MC - I spoke with support and Internal faults mean the module failed its self test it performs at wake up. This can be due to power/ground issues. It can also be a sensor that is out of range. It was also mentioned that both batteries need to be tested with the GR8 battery tester. Thank you. Kevin M		06/24/2021
Agent States	STAR MC - Hi Gustavo I will be out of the office Thursday and Friday and will be back on Monday. If the vehicle gets repaired please document what fixed the vehicle here. If the vehicle is released to the customer or no further assistance is needed you can request case closure. Thank you. Kevin M.		06/24/2021
Dealer States	HI KEVIN, I STILL HAVE NOT BEEN ABLE TO FIND ANY CONCERNS. GR8 BATTERY TEST HAVE BEEN PERFORMED. BATTERIES TEST OK. PHOTO ATTACHED. LOAD TESTED POWERS AND GROUNDS AT ABS MODULE AND HAVE FOUND 0 CONCERNS.		06/28/2021
Agent States	STAR MC - I am reaching out to your area TA for further review. Thank you. Kevin M.		07/01/2021
Agent States	STAR MC - Hi Gustavo thank you for your patience I am still attempting to reach your area TA concerning this case. Thank you. Kevin M>		07/01/2021
Dealer States	THANK YOU KEVIN, I APPRECIATE THE ASSISTANCE.		07/02/2021
Agent States	STAR MC - Hi Gustavo I haven't heard back from your TA yet. I will keep in touch. Thank you. Kevin M.		07/07/2021
Agent States	STAR MC - HI Gustavo. I was told by your area TA that he had reached out to you. It was advised to get screenshot data of the ABS module sensors and attach them to this case. One of the reasons we may get an internal failure DTC. Please go ahead and attach those screenshots here. Your TA may attempt to reach out to you as well. Thank you. Kevin M>		07/07/2021
Dealer States	PHOTOS OF ABS MODULE DATA HAVE BEEN UPLOADED		07/07/2021

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	STAR MC - Hi Gustavo your TA indicated to me that he is looking into this and may reach out to you I will attempt to call him tomorrow. Thank you. Kevin M.		08/04/2021
Agent States	STAR MC - I called the area TA and he requests that at this time we escalate this case to him. Thank you. Kevin M>		08/04/2021

VEHICLE

VIN	3C63RRNL9JG [REDACTED]	Model Year	2018	Body	D28R81	RAM 3500 LONGHORN MEGA CAB 4X4
Built Date	09/05/2018	Mileage (Miles)	24600	MDH		
Engine	ETK	ETK				
Transmission	DF2	DF2				
Emmission	50 State Emissions (NAS)					

GENERAL

STAR Case ID	[REDACTED]	Case Status	Closed			
Application Group						
Component Group						
Primary System	08 - ELECTRICAL	Sub System		Area of Failure		
Customer Complaint / Reason for contact	ABS/ESP LIGHT ON					
Created Date	08/03/2021	Created By		Updated Date	08/03/2021	Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
3C63RRNL9JG [REDACTED] Vehicle Scan Report.pdf	[REDACTED]	08/03/2021
3C63RRNL9JG [REDACTED] Configuration Report.pdf	[REDACTED]	08/03/2021

CONTACT

Dealer	61339	Jack Powell Chrysler Dodge Jeep	Phone		
Address	1625 Auto Park Way				
City	Escondido	State	CA	ZIP	92029
Dealer Zone	71	County			
Technician TID/SID	[REDACTED]	Technician Email			
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email	No

CASE SUMMARY

Customer Waiting	No	Repair Attempts	4	Days In Shop	78
Initial Concern	ABS Light is on and does not work.				
Duplicated	Yes	Repairs Parts and Tests	3 abs modules		
DTC1		DTC2		DTC3	DTC4
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	781594

RESOLUTION

Description

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
[REDACTED]	08/03/2021	3C63RRNL9JG [REDACTED]	2	09/26/2018	PAID
[REDACTED]	08/03/2021	3C63RRNL9JG [REDACTED]	0	09/26/2018	PAID

CONVERSATION (CLAIMS)

<i>Dealer/Agent</i>	<i>Detail</i>	<i>Modified By</i>	<i>Last Modified Date</i>
Agent States	Katherine called in. Closing 2nd case for the same concern. Mark		08/03/2021