

Repair Order Detailed Report [REDACTED]

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|---------------------|------------|------------------------------------|------|-------------|-----------------|-------------------------------|-------------------------------|
| VIN | [REDACTED] | Model Year | 2017 | Body | DJ7X91 | RAM 2500 POWER WAGON CREW CAB | |
| Built Date | 12/14/2016 | Market | U | US | Plant | 8475 | SALTILLO TRUCK ASSEMBLY PLANT |
| Color | PAU | GRANITO LUCENTE (GRANITE CRYSTAL) | | | | | |
| Engine | ESA | 6.4L V8 MID DUTY HEMI MDS ENGINE | | | Serial # | 6344611190 | |
| Transmission | DFP | 6-SPD AUTOMATIC 66RFE TRANSMISSION | | | Serial # | J336620209 | |

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|-----------------------|----------------------|--------------------------------|------------|-----------------------|------------|------------------|------------|
| Report # | [REDACTED] | System Key | 377411919 | Report Version | 1 | Open Date | 09/11/2017 |
| Close Date | 09/15/2017 | Narrative Date | 09/18/2017 | Category | 0 | Mileage | 5,498 |
| MDH | 121408 | Sold Date | 12/28/2016 | Built Date | 12/14/2016 | Advisor | 50009 |
| Dealer | 26869 | VICTORY CHRYSLER DODGE JEEP RA | | | | | |
| Dealer Address | 1720 N 100th Terrace | | | | | | |
| Dealer City | KANSAS CITY | State | KS | Zip | 661113782 | | |

Complaint: Interior Concern [Customer states Has water leaking at drivers grab handle after rains or washes] CUSTOMER STATES TRACTION CONTROL WAS COMING ON CONSTANTLY AFTER 4 WDWAS NOT WORKING PROPERLY, IN 4 LOW,ALL LOCKERS WERE NOT ENGAGING AND ALL 4 TIRES WERE NOT SPINNING. HAD TO DRIVE ABOUT 1/2 MILE BEFORE ANY CHANGE, THEN VEHICLE STARTED GOING SIDEWAYS DOWN DIRT ROAD AND WOULD NOT CHANGE, AFTER GOING INTO DITCH,NOW HAS VIBRATION AT 20-25MPH COMING FROM FRONT OF VEHICLE.

Cause:

Correction: 5498 WATER LEAK COMING FROM SUNROOF GLASS,REPLACE MOVEABLE GLASS PER TSB Glass, Sunroof - Replace Glass-Movable (2 - Skilled) 5498 NO CODES IN SYSTEM AT THIS TIMECONDITION NOT PRESENT DURING SEVERAL TESTDRIVE ATTEMPTS. NO CODES IN SYSTEM Axle/Driveshaft/Differential Concern [Customer states traction control light was on and when put into 4 low all tires werenot spinning and locker was not opertating] REAR AXLE

LOP Information

| LOP | LOP Description |
|----------|--|
| 23306502 | Body ; Window - Glass/Windshield/Backlite/Door/Sun Roof/Frame/Panel ; Glass, Sunroof ; Glass-Movable |

Part(s) Information

| Part Number | Part Description | Part Quantity | Part Cost | Failed | Part Return Date |
|-------------|------------------|---------------|-----------|--------|------------------|
| 68049127AB | GLASS -SUNROOF | 1 | | No | |

Repair Order Detailed Report [REDACTED]

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|---------------------|--|-------------------------------------|------|-------------|-----------------|-------------------------------|-------------------------------|
| VIN | [REDACTED] | Model Year | 2017 | Body | D28P92 | RAM 3500 LARAMIE CREW CAB 4X4 | |
| Built Date | 05/30/2017 | Market | U | US | Plant | 8475 | SALTILLO TRUCK ASSEMBLY PLANT |
| Color | PW7 BRIGHT WHITE CLEAR COAT | | | | | | |
| Engine | ETK | 6.7L I6 CUMMINS TURBO DIESEL ENGINE | | | Serial # | F1327CC8CB | |
| Transmission | DEG | 6-SPEED MANUAL G56 TRANSMISSION | | | Serial # | Z100792649 | |

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|-----------------------|--|-----------------------|------------|-----------------------|------------|------------------|------------|
| Report # | [REDACTED] | System Key | 384289300 | Report Version | 2 | Open Date | 11/13/2017 |
| Close Date | 11/15/2017 | Narrative Date | 11/20/2017 | Category | 0 | Mileage | 2,248 |
| MDH | 053007 | Sold Date | 07/28/2017 | Built Date | 05/30/2017 | Advisor | 129 |
| Dealer | 60714 | BAKER CITY AUTO RANCH | | | | | |
| Dealer Address | 2514 10TH ST | | | | | | |
| Dealer City | BAKER CITY | | | State | OR | Zip | 978142319 |

Complaint: Perform DTC Inspection [abs light, abs not workingh]

Cause: E

Correction: 2248 inspected vehicle found codesc0034-3f and u0415 both stored in system. absand 4x4 disabled. data showed right frontwheel to be at same speed as other tires whencode set, cleared code, test drove. inspectedfor physical damage, no damage found. codesdid not re set, tested 4x4 operation. allworking properly at this time. unable toduplicate customer concern, LOP#85418602 NO PROBLEM FOUND

LOP Information

| LOP | LOP Description |
|----------|---|
| 85418602 | Special Services ; Diagnostic LOP ; ABS/ESP/Speed Control and ITBM, Trouble Not Found ; ABS |

Part Information is not available

Repair Order Detailed Report

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|---------------------|------------|------------------------------------|------|-------------|-----------------|-------------------------------|-------------------------------|
| VIN | | Model Year | 2017 | Body | DJ7X91 | RAM 2500 POWER WAGON CREW CAB | |
| Built Date | 12/14/2016 | Market | U | US | Plant | 8475 | SALTILLO TRUCK ASSEMBLY PLANT |
| Color | PAU | GRANITO LUCENTE (GRANITE CRYSTAL) | | | | | |
| Engine | ESA | 6.4L V8 MID DUTY HEMI MDS ENGINE | | | Serial # | 6344611190 | |
| Transmission | DFP | 6-SPD AUTOMATIC 66RFE TRANSMISSION | | | Serial # | J336620209 | |

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|-----------------------|----------------------|--------------------------------|------------|-----------------------|------------|------------------|------------|
| Report # | | System Key | 387186057 | Report Version | 1 | Open Date | 12/09/2017 |
| Close Date | 12/09/2017 | Narrative Date | 12/11/2017 | Category | 0 | Mileage | 8,098 |
| MDH | 121408 | Sold Date | 12/28/2016 | Built Date | 12/14/2016 | Advisor | 50200 |
| Dealer | 26869 | VICTORY CHRYSLER DODGE JEEP RA | | | | | |
| Dealer Address | 1720 N 100th Terrace | | | | | | |
| Dealer City | KANSAS CITY | | | State | KS | Zip | 661113782 |

Complaint: Replace synthetic engine oil and filter Multi-point inspection (according to maintenance interval)

Cause:

Correction: Replace synthetic engine oil and filter PERFORM LUBE OIL AND FILTER REPLACEMENT UP TO 6 QUARTS EACH ADDITIONAL QUARTS WILL COST \$2.91 Multi-point inspection (according to maintenanceinterval) PERFORM MOPAR 23 POINT INSPECTION

LOP Information is not available

Part(s) Information

| Part Number | Part Description | Part Quantity | Part Cost | Failed | Part Return Date |
|-------------|------------------|---------------|-----------|--------|------------------|
| 1040 | | 2 | | No | |

Repair Order Detailed Report

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|---------------------|------------|------------------------------------|------|-------------|-----------------|--------------------------|-------------------------------|
| VIN | | Model Year | 2017 | Body | DJ7L91 | RAM 2500 ST CREW CAB 4X4 | |
| Built Date | 02/22/2017 | Market | U | US | Plant | 8475 | SALTILLO TRUCK ASSEMBLY PLANT |
| Color | PS2 | ARGENTO (SILVER) | | | | | |
| Engine | ESA | 6.4L V8 MID DUTY HEMI MDS ENGINE | | | Serial # | 6046710040 | |
| Transmission | DFP | 6-SPD AUTOMATIC 66RFE TRANSMISSION | | | Serial # | J031720828 | |

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|-----------------------|---------------|----------------------------|------------|-----------------------|------------|------------------|---------------------|
| Report # | | System Key | 389680190 | Report Version | 2 | Open Date | 01/02/2018 |
| Close Date | 01/01/0001 | Narrative Date | 01/07/2018 | Category | 0 | Mileage | 0 |
| MDH | 022217 | Sold Date | 03/20/2017 | Built Date | 02/22/2017 | Advisor | 993957 LANCE EDWARD |
| Dealer | 23867 | ANCIRA CHRYSLER JEEP DODGE | | | | | |
| Dealer Address | 10807 W IH 10 | | | | | | |
| Dealer City | SAN ANTONIO | | | State | TX | Zip | 782301301 |

Complaint: C/S VEH IS LEAKING TRANSMISSION FLUID C/S WILL TURN KEY AND VEH WILL NOT START / ACTS LIKE IT HAS NO POWER - NO CRANK C/S AT START UP WHEN VEHICLE DOES START IT WILL STALL HAS HAPPED X 2 CK TIRE PRESSURE

Cause:

Correction:

LOP Information

| LOP | LOP Description |
|----------|---|
| 181906RX | Software Flash ; Module ; Module, Powertrain Control (PCM) ; Module, Powertrain Control (PCM) - Reprogram |

Part Information is not available

Repair Order Detailed Report

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|---------------------|------------|------------------------------------|------|-------------|-----------------|--------------------------|-------------------------------|
| VIN | | Model Year | 2017 | Body | DJ7L91 | RAM 2500 ST CREW CAB 4X4 | |
| Built Date | 02/22/2017 | Market | U | US | Plant | 8475 | SALTILLO TRUCK ASSEMBLY PLANT |
| Color | PS2 | ARGENTO (SILVER) | | | | | |
| Engine | ESA | 6.4L V8 MID DUTY HEMI MDS ENGINE | | | Serial # | 6046710040 | |
| Transmission | DFP | 6-SPD AUTOMATIC 66RFE TRANSMISSION | | | Serial # | J031720828 | |

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|-----------------------|-------------------|--------------------------------|------------|-----------------------|------------|------------------|------------|
| Report # | | System Key | 393299593 | Report Version | 2 | Open Date | 02/02/2018 |
| Close Date | 02/05/2018 | Narrative Date | 02/07/2018 | Category | 0 | Mileage | 18,311 |
| MDH | 022217 | Sold Date | 03/20/2017 | Built Date | 02/22/2017 | Advisor | 6139 |
| Dealer | 65382 | INGRAM PARK CHRYSLER JEEP DODG | | | | | |
| Dealer Address | 7000 N W LOOP 410 | | | | | | |
| Dealer City | SAN ANTONIO | | | State | TX | Zip | 782384111 |

Complaint: 7QTS. Full Synthetic LOF HEMI Multi-Point Inspection Tire Rotation Only 2 SEMI SYNTHETIC OIL CHANGES WITH TIRE ROTATION \$79.95 (FULL SYNTHETIC OIL AND TIRE ROTATION 119.95)

Cause:

Correction: 18311 Oil Change Complete 7QTS. Full Synthetic LOF HEMI EXPRESS - HEMI SYNTHETIC OIL AND FILTER CHANGE 18311 Multi Point Completed Multi-Point Inspection INFORMATION MANAGEMENT FEE CUSTOMER STATES; PERFORM EXPRESS FREE MULTI POINT INSPECTION MISC. SHOP CHARGES 18311 Tire Rotation Completed Tire Rotation Only EXPRESS LANE - CUSTOMER STATES PERFORM TIRE ROTATION 2 SEMI SYNTHETIC OIL CHANGES WITH TIRE ROTATION \$79.95

LOP Information

| LOP | LOP Description |
|----------|---|
| 95260002 | Special Services ; Wheel ; Maintenance Allowance ; TIRE ROTATION |
| 95260001 | Special Services ; Wheel ; Maintenance Allowance ; Fixed Cost Maintenance |
| 26860303 | Maintenance ; Service Contract Maintenance ; Maintenance Interval - Schedule B ; To be used every 3,000 Intervals |

Part Information is not available

Repair Order Detailed Report

| | | | | | | | |
|---------------------|------------|-------------------------------------|------|-------------|-----------------|--------------------------|-------------------------------|
| VIN | | Model Year | 2018 | Body | DJ7L91 | RAM 2500 ST CREW CAB 4X4 | |
| Built Date | 08/24/2017 | Market | U | US | Plant | 8475 | SALTILLO TRUCK ASSEMBLY PLANT |
| Color | PAR | MAXIMUM STEEL MET. CLEAR COAT | | | | | |
| Engine | ETK | 6.7L I6 CUMMINS TURBO DIESEL ENGINE | | | Serial # | F2227D53B6 | |
| Transmission | DG7 | 6-SPD AUTOMATIC 68RFE TRANSMISSION | | | Serial # | J208720630 | |

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|-----------------------|------------------|--------------------------------|------------|-----------------------|------------|------------------|------------|
| Report # | | System Key | 402849454 | Report Version | 1 | Open Date | 04/20/2018 |
| Close Date | 04/26/2018 | Narrative Date | 04/30/2018 | Category | 0 | Mileage | 21 |
| MDH | 082415 | Sold Date | 01/01/0001 | Built Date | 08/24/2017 | Advisor | 2066 |
| Dealer | 44664 | RON BOUCHARD CHRYSLER DODGE RA | | | | | |
| Dealer Address | 288 LUNENBURG ST | | | | | | |
| Dealer City | FITCHBURG | State | MA | Zip | 014204504 | | |

Complaint: RRT 1 [18-045: 2017-2018 (DJ/DD/DF/D2/DP/DX) CRACKED CLEARANCE LA**]

Cause:

Correction: 21 REPLACED ALL FIVE CAB LIGHTS PER UPDATE ALL IS OK AT THIS TIME Lamp, Clearance - Test and Replace Lamp, Clearance - Replace All (0 - Low Skilled)

LOP Information

| LOP | LOP Description |
|----------|--|
| 08508096 | Electrical System ; Lamp/Bulb/Socket ; Lamp, Clearance ; Lamp, Clearance - Replace All |

Part(s) Information

| Part Number | Part Description | Part Quantity | Part Cost | Failed | Part Return Date |
|-------------|------------------|---------------|-----------|--------|------------------|
| 68261677AC | LAMP -CAB | 5 | | No | |

Repair Order Detailed Report

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|---------------------|------------|------------------------------------|------|-------------|-----------------|-------------------------------|-------------------------------|
| VIN | | Model Year | 2018 | Body | DJ7P92 | RAM 2500 LARAMIE CREW CAB 4X4 | |
| Built Date | 09/28/2017 | Market | U | US | Plant | 8475 | SALTILLO TRUCK ASSEMBLY PLANT |
| Color | PS2 | ARGENTO (SILVER) | | | | | |
| Engine | ESA | 6.4L V8 MID DUTY HEMI MDS ENGINE | | | Serial # | 6269710766 | |
| Transmission | DFP | 6-SPD AUTOMATIC 66RFE TRANSMISSION | | | Serial # | J254720647 | |

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|-----------------------|-------------------|--------------------------------|------------|-----------------------|------------|------------------|------------|
| Report # | | System Key | 408404027 | Report Version | 2 | Open Date | 06/13/2018 |
| Close Date | 06/14/2018 | Narrative Date | 06/18/2018 | Category | 0 | Mileage | 22 |
| MDH | 092805 | Sold Date | 01/01/0001 | Built Date | 09/28/2017 | Advisor | 4160 |
| Dealer | 43594 | GRESHAM CHRYSLER DODGE JEEP RA | | | | | |
| Dealer Address | 855 N.E. BURNSIDE | | | | | | |
| Dealer City | GRESHAM | State | OR | Zip | 970303923 | | |

Complaint: RECALL U15 - VECI LABEL

Cause: OK

Correction: RECALL CHECK

LOP Information

| LOP | LOP Description |
|----------|--|
| 25U15182 | Emission System ; Recall U1x ; Emission Recall U15 - VECI Label ; Install VECI Label |

Part(s) Information

| Part Number | Part Description | Part Quantity | Part Cost | Failed | Part Return Date |
|-------------|-----------------------------------|---------------|-----------|--------|------------------|
| 68366329AA | LABEL -VEHICLE EMISSION CONTROL I | 1 | | No | |

Repair Order Detailed Report

| | | | | | | | |
|---------------------|------------|------------------------------------|------|-------------|-----------------|-------------------------------|-------------------------------|
| VIN | | Model Year | 2018 | Body | DJ7P92 | RAM 2500 LARAMIE CREW CAB 4X4 | |
| Built Date | 09/28/2017 | Market | U | US | Plant | 8475 | SALTILLO TRUCK ASSEMBLY PLANT |
| Color | PS2 | ARGENTO (SILVER) | | | | | |
| Engine | ESA | 6.4L V8 MID DUTY HEMI MDS ENGINE | | | Serial # | 6269710766 | |
| Transmission | DFP | 6-SPD AUTOMATIC 66RFE TRANSMISSION | | | Serial # | J254720647 | |

| | | | | | | | |
|-----------------------|-------------------|--------------------------------|------------|-----------------------|------------|------------------|------------|
| Report # | | System Key | 413967231 | Report Version | 2 | Open Date | 07/27/2018 |
| Close Date | 07/30/2018 | Narrative Date | 08/02/2018 | Category | 0 | Mileage | 282 |
| MDH | 092805 | Sold Date | 06/25/2018 | Built Date | 09/28/2017 | Advisor | 4112 |
| Dealer | 43594 | GRESHAM CHRYSLER DODGE JEEP RA | | | | | |
| Dealer Address | 855 N.E. BURNSIDE | | | | | | |
| Dealer City | GRESHAM | State | OR | Zip | 970303923 | | |

Complaint: Recall / CSN 1 [U61: Safety Recall U61 - Reprogram Powertrain Control Module**] INSTALL NORTHWEST PROTECTION PACKAGE SUBLET RENTAL

Cause: SUBLET VEHICLE RENT A CAR

Correction: 282 Update Reprogrammed the PCM from68346883AC to AD. Recall / CSN 1 [U61: Safety Recall U61 - Reprogram Powertrain Control Module**] MISC MAINTENANCE INSTALL NORTHWEST PROTECTION PACKAGE NWPP INSTALL NORTHWEST PROTECTION PACKAGE SUBLET REPAIRS SUBLET RENTAL RENTAL ONE DAY SUBLET RENTAL MISC. SHOP CHARGES

LOP Information

| LOP | LOP Description |
|----------|--|
| 18U61083 | Software Flash ; Recall U6x ; Safety Recall U61 - Reprogram Powertrain Control Module ; Inspect PCM Software Level and Perform Software Update (2018 Model Years Only) |

Part Information is not available

Repair Order Detailed Report

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|---------------------|------------|-------------------------------------|------|-------------|-----------------|--------------------------|-------------------------------|
| VIN | | Model Year | 2018 | Body | DJ7L91 | RAM 2500 ST CREW CAB 4X4 | |
| Built Date | 08/24/2017 | Market | U | US | Plant | 8475 | SALTILLO TRUCK ASSEMBLY PLANT |
| Color | PAR | MAXIMUM STEEL MET. CLEAR COAT | | | | | |
| Engine | ETK | 6.7L I6 CUMMINS TURBO DIESEL ENGINE | | | Serial # | F2227D53B6 | |
| Transmission | DG7 | 6-SPD AUTOMATIC 68RFE TRANSMISSION | | | Serial # | J208720630 | |

| | | | | | | | |
|-----------------------|------------------|--------------------------------|------------|-----------------------|------------|------------------|------------|
| Report # | | System Key | 418921974 | Report Version | 2 | Open Date | 09/05/2018 |
| Close Date | 09/06/2018 | Narrative Date | 09/10/2018 | Category | 0 | Mileage | 765 |
| MDH | 082415 | Sold Date | 08/17/2018 | Built Date | 08/24/2017 | Advisor | 2066 |
| Dealer | 44664 | RON BOUCHARD CHRYSLER DODGE RA | | | | | |
| Dealer Address | 288 LUNENBURG ST | | | | | | |
| Dealer City | FITCHBURG | State | MA | Zip | 014204504 | | |

Complaint: DODGE EMISSIONS [CUSTOMER STATES THAT ONCE WHEN FILLING THE TANK OVER FLOWED BUT ONLY READ HALF A TANK AND ONLY GOT 11 GALLONS IN. THE NEXT TIME FUELING IT WORKED NORMALLY PLEASE CHECK AND ADVISE] DODGE ABS LIGHT [INTERMITTENTLY THE ABS HAS FAILED TO WORK AND ALL FOUR TIRES HAVE LOCKED UP PLEASE CHECK AND ADVISE] DODGE STEERING [CUSTOMER STATES THAT THE TRACTION CONTROL IS NOT WORKING PLEASE CHECK AND ADVISE] DODGE INTERIOR [PASSENGERS SIDE REAR DOOR PANEL WARPED IN THE POCKET AREA PLEASE CHECK AND ADVISE] DODGE TRANSMISSION [CUSTOMER STATES THAT THE TOW HAUL OPTION WHEN TOWING THE VEHICLE WILL EITHER BE STUCK IN A LOW GEAR AND NOT UPSHIFT OR SHIFT TOO SOON. WHEN EXHAUST BRAKE AND TOW HAUL ARE ENGAGED THE TRANSMISSION SEEMS TO GO INTO NEUTRAL RATHER THAN DOWNSHIFT. PLEASE CHECK AND ADVISE] DODGE TRANSMISSION [CUSTOMER STATES THAT THE TRANSMISSION SHIFTING IS IRRATIONAL AND SOFT. FEELS LIKE VEHICLE IS STARTING IN SECOND PLEASE CHECK] DODGE ENGINE [INTERMITTENT ROUGH IDLE. PLEASE CHECK AND ADVISE] DODGE [WHEN FUEL ECONOMY SCREEN IS BEING VIEWED EVERYTHING ELSE RESETS TO ZERO] DODGE [STARTING TODAY THERE IS A LOUD BEARING TYPE NOISE HEARD UNDER LOAD WITH THE AIR CONDITIONING ON PLEASE CHECK] DODGE [CONSOLE CUP HOLDERS ARE NOT RETURNING TO THEIR ORIGINAL SHAPE PLEASE CHECK] SEE ATTACHED CUSTOMER NOTES ON ALL CONCERNS

Cause:

Correction: DODGE EMISSIONS [CUSTOMER STATES THAT ONCE WHEN FILLING THE TANK OVER FLOWED BUT ONLY READ HALF A TANK AND ONLY GOT 11 GALLONS IN. THE NEXT TIME FUELING IT WORKED NORMALLY PLEASE CHECK AND ADVISE] DODGE EMISSIONS DODGE ABS LIGHT [INTERMITTENTLY THE ABS HAS FAILED TO WORK AND ALL FOUR TIRES HAVE LOCKED UP PLEASE CHECK AND ADVISE] DODGE ABS LIGHT 756 SEE NOTES JOB B. DODGE STEERING [CUSTOMER STATES THAT THE TRACTION CONTROL IS NOT WORKING PLEASE CHECK AND ADVISE] DODGE STEERING 756 VERIFIED, ORDERED NEW DOOR PANEL UNDER WARRANTY DODGE INTERIOR [PASSENGERS SIDE REAR DOOR PANEL WARPED IN THE POCKET AREA PLEASE CHECK AND ADVISE] DODGE INTERIOR Module, Engine Control (ECM) - R

LOP Information

| LOP | LOP Description |
|----------|--|
| 181904HZ | Software Flash ; Module ; Module, Engine Control (ECM) ; Module, Engine Control (ECM) - Reprogram, Quicklearn 68RFE Only (A/T) |

Part(s) Information

| Part Number | Part Description | Part Quantity | Part Cost | Failed | Part Return Date |
|-------------|-----------------------|---------------|-----------|--------|------------------|
| 1GY64DX9AD | BEZEL -RELEASE HANDLE | 0 | | No | |
| 1EB42DX9AE | PANEL -REAR DOOR TRIM | 0 | | No | |
| 1EB17DX9AB | MAT -CUP HOLDER | 0 | | No | |

Repair Order Detailed Report

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|---------------------|------------|-------------------------------------|------|-------------|-----------------|--------------------------|-------------------------------|
| VIN | | Model Year | 2018 | Body | DJ7L92 | RAM 2500 ST CREW CAB 4X4 | |
| Built Date | 10/28/2017 | Market | U | US | Plant | 8475 | SALTILLO TRUCK ASSEMBLY PLANT |
| Color | PAR | MAXIMUM STEEL MET. CLEAR COAT | | | | | |
| Engine | ETK | 6.7L I6 CUMMINS TURBO DIESEL ENGINE | | | Serial # | F2907DBF4E | |
| Transmission | DG7 | 6-SPD AUTOMATIC 68RFE TRANSMISSION | | | Serial # | J283720628 | |

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|-----------------------|-------------------|-------------------------------|------------|-----------------------|------------|------------------|------------|
| Report # | | System Key | 420628533 | Report Version | 1 | Open Date | 09/18/2018 |
| Close Date | 09/18/2018 | Narrative Date | 09/20/2018 | Category | 0 | Mileage | 8,176 |
| MDH | 102803 | Sold Date | 06/25/2018 | Built Date | 10/28/2017 | Advisor | 178084 |
| Dealer | 68840 | LITHIA CHRYSLER JEEP DODGE OF | | | | | |
| Dealer Address | 2675 WASHBURN WAY | | | | | | |
| Dealer City | KLAMATH FALLS | State | OR | Zip | 976034515 | | |

Complaint: PERFORM LITHIA'S LIFETIME DIESEL OIL CHANGE. INCLUDES: OIL & FILTER CHANGE, LUBE CHASSIS AS REQUIRED, AND COURTESY VEHICLE INSPECTION. NOTE: THIS IS A PRE-PAID SERVICE WITH A RETAIL VALUE OF \$59.95. THE AMOUNT SHOWN IS A PARTIAL REIMBURSEMENT AND DOES NOT REFLECT THE STORE'S PARTICIPATION. MULTI POINT VEHICLE INSPECTION. PREFERRED METHOD OF CONTACT, PLEASE CIRCLE SELECTION: TEXT PHONE EMAIL

Cause:

Correction: 8176 COMPLETE PERFORM LITHIA'S LIFETIME DIESEL OIL CHANGE. INCLUDES: OIL & FILTER CHANGE, LUBE CHASSIS AS REQUIRED, AND COURTESY VEHICLE INSPECTION. NOTE: THIS IS A PRE-PAID SERVICE WITH A RETAIL VALUE OF \$59.95. THE AMOUNT SHOWN IS A PARTIAL REIMBURSEMENT AND DOES NOT REFLECT THE STORE'S PARTICIPATION. LIFETIME OIL PERFORM LITHIA'S LIFETIME DIESEL OIL CHANGE. INCLUDES: OIL & FILTER CHANGE, LUBE CHASSIS AS REQUIRED, AND COURTESY VEHICLE INSPECTION. NOTE: THIS IS A PRE-PAID SERVICE WITH A RETAIL VALUE OF \$59.95. THE AMOUNT SHOWN IS A PARTIAL REIMBURSEMENT AND DOES NOT REFLECT THE STORE'S PARTICIPATION. MISC. SHOP CHARGES 8176 COMPLETE MULTI POINT VEHICLE INSPECTION. PREFERRED METHOD OF CONTACT, PLEASE CIRCLE SELECTION: TEXT PHONE EMAIL MULTI POINT VEHICLE INSPECTION. PREFERRED METHOD OF CONTACT, PLEASE CIRCLE SELECTION: TEXT PHONE EMAIL

LOP Information is not available

Part(s) Information

| Part Number | Part Description | Part Quantity | Part Cost | Failed | Part Return Date |
|-------------|----------------------|---------------|-----------|--------|------------------|
| PO47 | | 1 | | No | |
| 68055893AA | OIL -15W40 BULK CJ 4 | 12 | | No | |

Repair Order Detailed Report

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|---------------------|------------|-------------------------------------|------|-------------|-----------------|--------------------------|-------------------------------|
| VIN | | Model Year | 2018 | Body | DJ7L92 | RAM 2500 ST CREW CAB 4X4 | |
| Built Date | 10/28/2017 | Market | U | US | Plant | 8475 | SALTILLO TRUCK ASSEMBLY PLANT |
| Color | PAR | MAXIMUM STEEL MET. CLEAR COAT | | | | | |
| Engine | ETK | 6.7L I6 CUMMINS TURBO DIESEL ENGINE | | | Serial # | F2907DBF4E | |
| Transmission | DG7 | 6-SPD AUTOMATIC 68RFE TRANSMISSION | | | Serial # | J283720628 | |

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|-----------------------|-------------------|-------------------------------|------------|-----------------------|------------|------------------|------------|
| Report # | | System Key | 427594096 | Report Version | 1 | Open Date | 11/16/2018 |
| Close Date | 11/16/2018 | Narrative Date | 11/19/2018 | Category | 0 | Mileage | 13,448 |
| MDH | 102803 | Sold Date | 06/25/2018 | Built Date | 10/28/2017 | Advisor | 178084 |
| Dealer | 68840 | LITHIA CHRYSLER JEEP DODGE OF | | | | | |
| Dealer Address | 2675 WASHBURN WAY | | | | | | |
| Dealer City | KLAMATH FALLS | State | OR | Zip | 976034515 | | |

Complaint: PERFORM LITHIA'S LIFETIME DIESEL OIL CHANGE. INCLUDES: OIL & FILTER CHANGE, LUBE CHASSIS AS REQUIRED, AND COURTESY VEHICLE INSPECTION. NOTE: THIS IS A PRE-PAID SERVICE WITH A RETAIL VALUE OF \$59.95. THE AMOUNT SHOWN IS A PARTIAL REIMBURSEMENT AND DOES NOT REFLECT THE STORE'S PARTICIPATION. REPLACE DIESEL FUEL FILTERS (X2 2013 TO PRESENT) MULTI POINT VEHICLE INSPECTION. PREFERRED METHOD OF CONTACT, PLEASE CIRCLE SELECTION: TEXT PHONE EMAIL

Cause: REPLACE DIESEL FUEL FILTERS (X2 2013 TO PRESENT)

Correction: 13448 COMPLETE PERFORM LITHIA'S LIFETIME DIESEL OIL CHANGE. INCLUDES: OIL & FILTER CHANGE, LUBE CHASSIS AS REQUIRED, AND COURTESY VEHICLE INSPECTION. NOTE: THIS IS A PRE-PAID SERVICE WITH A RETAIL VALUE OF \$59.95. THE AMOUNT SHOWN IS A PARTIAL REIMBURSEMENT AND DOES NOT REFLECT THE STORE'S PARTICIPATION. LIFETIME OIL PERFORM LITHIA'S LIFETIME DIESEL OIL CHANGE. INCLUDES: OIL & FILTER CHANGE, LUBE CHASSIS AS REQUIRED, AND COURTESY VEHICLE INSPECTION. NOTE: THIS IS A PRE-PAID SERVICE WITH A RETAIL VALUE OF \$59.95. THE AMOUNT SHOWN IS A PARTIAL REIMBURSEMENT AND DOES NOT REFLECT THE STORE'S PARTICIPATION. MISC. SHOP CHARGES 13448 COMPLETE REPLACE DIESEL FUEL FILTERS (X2 2013 TO PRESENT) 13448 COMPLETE MULTI POINT VEHICLE INSPECTION. PREFERRED METHOD OF CONTACT, PLEASE CIRCLE SELECTION: TEXT PHONE EMAIL MULTI POINT VEHICLE INSPECTION. PREFERRED METHOD OF CONTACT, PLEASE CIRCLE SELECTION: TEXT PHONE EMAIL

LOP Information is not available

Part(s) Information

| Part Number | Part Description | Part Quantity | Part Cost | Failed | Part Return Date |
|-------------|----------------------|---------------|-----------|--------|------------------|
| PO47 | | 1 | | No | |
| DF99085 | | 1 | | No | |
| 68157291AA | FILTER -FUEL | 1 | | No | |
| 68055893AA | OIL -15W40 BULK CJ 4 | 12 | | No | |

Repair Order Detailed Report

| | | | | | | | |
|---------------------|------------|------------------------------------|------|-------------|-----------------|-------------------------|-------------------------------|
| VIN | | Model Year | 2017 | Body | D28L62 | RAM 3500 ST REG CAB 4X4 | |
| Built Date | 09/09/2016 | Market | U | US | Plant | 8475 | SALTILLO TRUCK ASSEMBLY PLANT |
| Color | PAU | GRANITO LUCENTE (GRANITE CRYSTAL) | | | | | |
| Engine | ESA | 6.4L V8 MID DUTY HEMI MDS ENGINE | | | Serial # | 6246610167 | |
| Transmission | DFP | 6-SPD AUTOMATIC 66RFE TRANSMISSION | | | Serial # | J237620680 | |

| | | | | | | | |
|-----------------------|----------------|-------------------------------|------------|-----------------------|------------|------------------|----------------------|
| Report # | | System Key | 429447464 | Report Version | 1 | Open Date | 12/05/2018 |
| Close Date | 12/05/2018 | Narrative Date | 12/06/2018 | Category | 0 | Mileage | 14,977 |
| MDH | 090907 | Sold Date | 03/31/2017 | Built Date | 09/09/2016 | Advisor | 266122 THOMAS DREW H |
| Dealer | 45670 | APPLE CHRYSLER DODGE JEEP RAM | | | | | |
| Dealer Address | 1684 WESTON CT | | | | | | |
| Dealer City | SHAKOPEE | State | MN | Zip | 553794604 | | |

Complaint: (Rotate tires) (Multi-point inspection according to maintenance interval) (Replace synthetic engine oil and filter) REPLACE DRIVER SIDE REVERSE BULB.

Cause:

Correction: ROTATED TIRES AND TORQUED WHEELS TO FACTORY SPECIFICATION PERFORMED COMPLIMENTARY VEHICLE HEALTH REPORT AS INSTRUCTED CHANGED ENGINE OIL AND FILTER. TOPPED OFF FLUIDS. SET TIRE PRESSURE TO FACTORY SPECIFICATION.

LOP Information is not available

Part(s) Information

| Part Number | Part Description | Part Quantity | Part Cost | Failed | Part Return Date |
|---------------|--------------------|---------------|-----------|--------|------------------|
| CHL000921E | BULB -NONE | 1 | | No | |
| CH68171066-PB | OIL -0W40 | 7 | | No | |
| CH4892339-AA | FILTER -ENGINE OIL | 1 | | No | |

Repair Order Detailed Report

| | | | | | | | |
|---------------------|------------|-------------------------------------|------|-------------|-----------------|-------------------------------|-------------------------------|
| VIN | | Model Year | 2017 | Body | DJ7P91 | RAM 2500 LARAMIE CREW CAB 4X4 | |
| Built Date | 01/10/2017 | Market | U | US | Plant | 8475 | SALTILLO TRUCK ASSEMBLY PLANT |
| Color | PWQ | | | | | | |
| Engine | ETK | 6.7L I6 CUMMINS TURBO DIESEL ENGINE | | | Serial # | F3566BE868 | |
| Transmission | DG7 | 6-SPD AUTOMATIC 68RFE TRANSMISSION | | | Serial # | J348620004 | |

| | | | | | | | |
|-----------------------|----------------------|----------------------------|------------|-----------------------|------------|------------------|------------|
| Report # | | System Key | 437182605 | Report Version | 2 | Open Date | 02/13/2019 |
| Close Date | 02/15/2019 | Narrative Date | 02/18/2019 | Category | 0 | Mileage | 42,186 |
| MDH | 011000 | Sold Date | 06/05/2017 | Built Date | 01/10/2017 | Advisor | 4050 |
| Dealer | 67962 | PLANET DODGE CHRYSLER JEEP | | | | | |
| Dealer Address | 9975 N W 12TH STREET | | | | | | |
| Dealer City | MIAMI | State | FL | Zip | 331722762 | | |

Complaint: Recall / CSN 2 [U53: Customer Satisfaction Notification U53 - Occupant Restraint Control Module**] Recall / CSN 1 [U74: Safety Recall U74 - Tailgate Latch**] Recall / CSN 3 [V06: Safety Recall V06 - Drag Link**] Automatic Transmission Concern [Customer States FEELS TRANSMISSIONSHIFTS HARD AROUND 20 TO 30 MPH AT THE SAME TIME THE ABS AND TRACTION LIGHT COMES] Essential Care Rotella T Diesel (ECCD12N) 1-Service Contract Lube, Oil and Filter JLORENZO@PLANETDODGE.COM 786-336-1640 JOHNNY LORENZO.

Cause:

Correction: 42075 U53 RECALL DONE Customer Satisfaction Notification U53 - Occupant Restraint Control Module - Reprogram Reprogram Occupant Restraint Controller (ORC) Module -Includes ORC and ABS Initialization (0 - Low Skilled) 42075 U 74 RECALL DONE Safety Recall U74 - Tailgate Latch Install Tailgate Actuator Stop Block (2 - Skilled) 42075 V06 RECALL NOT AVAILABLE NO PARTS AVAILABLE AT THIS TIME. 42075 STORE CODE C037-1D LEFT REAR WHEELSPEED SENSOR CIRCUIT OF RANGE RETRIVE STORECODE , ERASE CODE DROVE VEHICLE FOR 111 MILES BY MANAGEMENT NO PROBLEM FOUND Essential Care Rotella T Diesel (ECCD12N) ECCD12N ESSENTIAL OIL AND FILTER CHANGE 1 YEAR 2 OIL CHANGES \$ 155.00 MISC. SHOP CHARGES 42075 PERFORMED LOF 1-Service Contract Lube, Oil and Filter OIL AND FILTER CHANGE/16 PT INSPECTION-CHRYSLER SERVICE CONTRACT JLORENZO@PLANETDODGE.COM 786-336-1640 JOHNNY LORENZO.

LOP Information

| LOP | LOP Description |
|----------|---|
| 95260001 | Special Services ; Wheel ; Maintenance Allowance ; Fixed Cost Maintenance |
| 26860303 | Maintenance ; Service Contract Maintenance ; Maintenance Interval - Schedule B ; To be used every 3,000 Intervals |

Part(s) Information

| Part Number | Part Description | Part Quantity | Part Cost | Failed | Part Return Date |
|-------------|----------------------|---------------|-----------|--------|------------------|
| 68448027AA | ACTUATOR -STOP BLOCK | 1 | | No | |
| 68218941AC | OIL -15W40 | 2 | | No | |
| 68024966PC | OIL -15W40 | 2 | | No | |
| 5083285AA | FILTER -ENGINE OIL | 1 | | No | |

Repair Order Detailed Report

| | | | | | | | |
|---------------------|------------|-------------------------------------|------|-------------|-----------------|--------------------------|-------------------------------|
| VIN | | Model Year | 2018 | Body | DJ7L92 | RAM 2500 ST CREW CAB 4X4 | |
| Built Date | 10/28/2017 | Market | U | US | Plant | 8475 | SALTILLO TRUCK ASSEMBLY PLANT |
| Color | PAR | MAXIMUM STEEL MET. CLEAR COAT | | | | | |
| Engine | ETK | 6.7L I6 CUMMINS TURBO DIESEL ENGINE | | | Serial # | F2907DBF4E | |
| Transmission | DG7 | 6-SPD AUTOMATIC 68RFE TRANSMISSION | | | Serial # | J283720628 | |

| | | | | | | | |
|-----------------------|-------------------|-------------------------------|------------|-----------------------|------------|------------------|------------|
| Report # | | System Key | 437556752 | Report Version | 1 | Open Date | 02/12/2019 |
| Close Date | 02/15/2019 | Narrative Date | 02/18/2019 | Category | 0 | Mileage | 18,411 |
| MDH | 102803 | Sold Date | 06/25/2018 | Built Date | 10/28/2017 | Advisor | 13284 |
| Dealer | 68840 | LITHIA CHRYSLER JEEP DODGE OF | | | | | |
| Dealer Address | 2675 WASHBURN WAY | | | | | | |
| Dealer City | KLAMATH FALLS | State | OR | Zip | 976034515 | | |

Complaint: CUSTOMER STATES THAT WHEN PARKED ONINCLINE AND PUTTING INTO REVERSE THE BRAKE PEDAL WILL TRAVEL CLOSE TO FLOOR BEFORE STOPPING MULTI POINT VEHICLE INSPECTION. PREFERRED METHOD OF CONTACT, PLEASECIRCLE SELECTION: TEXT PHONE EMAIL OCCUPANT RESTRAINT CONTROL MODULE -SOFTWARE UPDATE

Cause:

Correction: 18403 LIFTED THE VEHICLE FOR BRAKE SYSTEMINSPECTION - FOUND NO LEAKS - FOUND THE HYDROBOOST SYSTEM WORKING AND NO LEAKS - TESTEDTHE VEHICLE BRAKING SYSTEM WHILE DRIVING -OK- TEST DROVE THE VEHICLE AND PARKED ONINCLINE RESTARTED THE VEHICLE PEDAL DOESTRAVEL HOWEVER WITH IN SPEC RANGE- RE-TESTEDWITH THE PARKING BRAKE APPLIED - OK - PEDALDOES NOT TRAVEL THE SAME AS WITHOUT PARKINGBRAKE ON- ADVISED TO THE CUSTOMER TRY USINGTHE PARKING BRAKE AS DESCRIBED WITHIN THEOWNERS MANUAL - VEHICLE IS WORKING ASDESIGNED AT THIS TIME DIAGNOSITC MULTI POINT VEHICLE INSPECTION. PREFERRED METHOD OF CONTACT, PLEASECIRCLE SELECTION: TEXT PHONE EMAIL MULTI POINT VEHICLE INSPECTION. PREFERRED METHOD OF CONTACT, PLEASE CIRCLE SELECTION: TEXT PHONE EMAIL 18403 RECALL U53 COMPLETE- FLASH UPDATEDTHE ORC FROM 68346749AA TO 68346749AB RESETTHE ABS MODULE OCCUPANT RESTRAINT CONTROL MODULE - SOFTWAREUPDATE OCCUPANT RESTRAINT CONTROL MODULE - SOFTWARE UPDATE

LOP Information

| LOP | LOP Description |
|----------|--|
| 85410500 | Special Services ; Diagnostic LOP ; Brakes, Trouble Not Found ; Brakes |

Part Information is not available

Repair Order Detailed Report

| | | | | | | | |
|---------------------|------------|-------------------------------------|------|-------------|-----------------|--------------------------------|-------------------------------|
| VIN | | Model Year | 2018 | Body | D28R81 | RAM 3500 LONGHORN MEGA CAB 4X4 | |
| Built Date | 05/09/2018 | Market | U | US | Plant | 8475 | SALTILLO TRUCK ASSEMBLY PLANT |
| Color | PXR | BLACK | | | | | |
| Engine | ETK | 6.7L I6 CUMMINS TURBO DIESEL ENGINE | | | Serial # | F0968EA4DF | |
| Transmission | DF2 | 6-SPD AUTO AISIN AS69RC HD TRANS | | | Serial # | S040800026 | |

| | | | | | | | |
|-----------------------|----------------|--------------------------------|------------|-----------------------|------------|------------------|------------|
| Report # | | System Key | 439461155 | Report Version | 1 | Open Date | 02/28/2019 |
| Close Date | 03/04/2019 | Narrative Date | 03/06/2019 | Category | 0 | Mileage | 10,480 |
| MDH | 050902 | Sold Date | 10/24/2018 | Built Date | 05/09/2018 | Advisor | 8644 |
| Dealer | 60537 | SETH WADLEY CHRYSLER DODGE JEE | | | | | |
| Dealer Address | 200 BALLARD RD | | | | | | |
| Dealer City | PAULS VALLEY | State | OK | Zip | 730759217 | | |

Complaint: z-(DMS Appt. Feed) Line 1 [SETH WADLEY RENTAL VEHICLE] z-(DMS Appt. Feed) Line 2 [CUST STATES THAT "SERVICE 4WD" COMES ON AND GOES OFF.... FIRST TIME IT STAYED ON FOR A MIN OR SO...NOW IT FLASHES AND THEN GOES AWAY... PLEASE ADVISE] z-(DMS Appt. Feed) Line 10 [PERFORM 27 POINT VEHICLE INSPECTION] LIFETIME OIL AND FILTER CHANGE, LUBE AS NECESSARY, SET TIRE PRESSURES TO SPECS [CHANGE OIL AND FILTER, LUBE AS NECESSARY, SET TIREPRESSURES TO SPECS] COMPLIMENTARY TIRE ROTATION [PERFORMED COMPLIMENTARY TIRE ROTATION]

Cause: X x

Correction: z-(DMS Appt. Feed) Line 1[SETH WADLEY RENTAL VEHICLE] DMS Appt Feed Line 10480 SCANNED VEHICLE AND FOUND DTC C147B -FRONT AXLE DISCONNECT CIRCUIT PERFORMANCE. TESTED ALL F.A.D.M. CIRCUITS, POWERS ANDGROUND, TERMINAL TENSION. ALL TEST GOOD.DETERMINED POINT IF FAILURE IS DRIVE TRAINCONTROL MODULE. REMOVED AND REPLACED DTCM AND TESTED 4X4 SYSTEM OPERATION. ALLFUNCTIONS PROPERLY AND ALL TEST GOOD AT THISTIME. REPAIR COMPLETE. z-(DMS Appt. Feed) Line 2[CUST STATES THAT "SERVICE 4WD" COMES ON AND GOES OFF.... FIRST TIME IT STAYED ON FOR A MIN OR SO...NOW IT FLASHES AND THEN GOES AWAY... PLEASE ADVISE] MODULE ENGINE CONTROL - Replace (A) LIFETIME OIL CHANGES DMS Feed Line 2 MODULE ENGINE CONTROL - Replace (A) MISC. SHOP CHARGES z-(DMS Appt. Feed) Line 10 [PERFORM 27 POINT VEHICLE INSPECTION] DMS FEED LINE 10 LIFETIME OIL AND FILTER CHANGE, LUBE AS NECESSARY, SET TIRE PRESSURES TO SPECS [CHANGE OIL AND FILTER, LUBE AS NECESSARY, SET TIRE PRESSURES TO SPECS] LIFETIME OIL CHANGES CHANGE OIL AND FILTER, LUBE AS NECESSARY, SET TIREPRESSURES TO SPECS MISC. SHOP CHARGES COMPLIMENTARY TIRE ROTATION [PERFORMED COMPLIMENTARY TIRE ROTATION] PERFORMED COMPLIMENTARY TIRE ROTATION

LOP Information

| LOP | LOP Description |
|----------|--|
| 95400142 | Special Services ; Loaner ; Loaner Car ; High Line Vehicles |
| 08190701 | Electrical System ; Modules ; Module, transfer case/drivetrain control |

Part(s) Information

| Part Number | Part Description | Part Quantity | Part Cost | Failed | Part Return Date |
|-------------|-------------------------------|---------------|-----------|--------|------------------|
| 68250127AB | MODULE -TRANSFER CASE CONTROL | 1 | | No | |
| 68101999AA | OIL -MOTOR | 12 | | No | |
| 5083285AA | FILTER -ENGINE OIL | 1 | | No | |

Repair Order Detailed Report

| | | | | | | | |
|---------------------|------------|------------------------------------|------|-------------|-----------------|-------------------------|-------------------------------|
| VIN | | Model Year | 2017 | Body | D28L62 | RAM 3500 ST REG CAB 4X4 | |
| Built Date | 09/09/2016 | Market | U | US | Plant | 8475 | SALTILLO TRUCK ASSEMBLY PLANT |
| Color | PAU | GRANITO LUCENTE (GRANITE CRYSTAL) | | | | | |
| Engine | ESA | 6.4L V8 MID DUTY HEMI MDS ENGINE | | | Serial # | 6246610167 | |
| Transmission | DFP | 6-SPD AUTOMATIC 66RFE TRANSMISSION | | | Serial # | J237620680 | |

| | | | | | | | |
|-----------------------|-----------------|-----------------------|------------|-----------------------|------------|------------------|-------------------|
| Report # | | System Key | 440375768 | Report Version | 1 | Open Date | 02/20/2019 |
| Close Date | 03/13/2019 | Narrative Date | 03/14/2019 | Category | 0 | Mileage | 17,849 |
| MDH | 090907 | Sold Date | 03/31/2017 | Built Date | 09/09/2016 | Advisor | 006 Duane Philipp |
| Dealer | 41687 | MILITELLO MOTORS INC | | | | | |
| Dealer Address | 1029 N STATE ST | | | | | | |
| Dealer City | FAIRMONT | State | MN | Zip | 560313738 | | |

Complaint: Customer States ABS lamp on-no 4x4

Cause:

Correction: Wi-tech diagnose for implausible data DTC from LR wheel. Test and replace LR wheel speed sensor. Reset DTC and road test.

LOP Information

| LOP | LOP Description |
|----------|---|
| 08141809 | Electrical System ; Sensor ; Sensor, wheel speed-Anti-lock brakes ; rear - left |

Part(s) Information

| Part Number | Part Description | Part Quantity | Part Cost | Failed | Part Return Date |
|-------------|---------------------|---------------|-----------|--------|------------------|
| 4779981AC | SENSOR -WHEEL SPEED | 1 | | No | |
| 04779981AC | SENSOR -WHEEL SPEED | 1 | | No | 01/01/0001 |

Repair Order Detailed Report

| | | | | | | | |
|---------------------|------------|-------------------------------------|------|-------------|-----------------|--------------------------|-------------------------------|
| VIN | | Model Year | 2018 | Body | DJ7L92 | RAM 2500 ST CREW CAB 4X4 | |
| Built Date | 10/28/2017 | Market | U | US | Plant | 8475 | SALTILLO TRUCK ASSEMBLY PLANT |
| Color | PAR | MAXIMUM STEEL MET. CLEAR COAT | | | | | |
| Engine | ETK | 6.7L I6 CUMMINS TURBO DIESEL ENGINE | | | Serial # | F2907DBF4E | |
| Transmission | DG7 | 6-SPD AUTOMATIC 68RFE TRANSMISSION | | | Serial # | J283720628 | |

| | | | | | | | |
|-----------------------|-------------------|-------------------------------|------------|-----------------------|------------|------------------|------------|
| Report # | | System Key | 440470724 | Report Version | 1 | Open Date | 02/20/2019 |
| Close Date | 03/12/2019 | Narrative Date | 03/14/2019 | Category | 0 | Mileage | 19,035 |
| MDH | 102803 | Sold Date | 06/25/2018 | Built Date | 10/28/2017 | Advisor | 13284 |
| Dealer | 68840 | LITHIA CHRYSLER JEEP DODGE OF | | | | | |
| Dealer Address | 2675 WASHBURN WAY | | | | | | |
| Dealer City | KLAMATH FALLS | State | OR | Zip | 976034515 | | |

Complaint: . OCCUPANT RESTRAINT CONTROL MODULE -SOFTWARE UPDATE CUSTOMER STATES THAT THE LOW COOLANT LIGHT COMES ON WHEN FIRST STARTING THEN GOES AWAY AFTER DRIVING MULTI POINT VEHICLE INSPECTION. PREFERRED METHOD OF CONTACT, PLEASE CIRCLE SELECTION: TEXT PHONE EMAIL CAR WASH

Cause:

Correction: 19015 VERIFIED THE CUSTOMERS CONCERN -PARK ON STEEP HILL AND MOVE SELECTOR TO REVERSE OR DRIVE - PEDAL FALLS DOWN TO MAX POINT HOWEVER HILL ASSIST DOES ENGAGE AND HOLD THE VEHICLE FROM ROLLING - LIFTED THE VEHICLE REMOVED ALL WHEELS AND TIRES - INSPECTED BRAKE LINES , CALIPERS, FOUND NO LEAKS IN THE BRAKE SYSTEM - FOUND NO RELATED TO THE BRAKE SYSTEM DTCS - INSPECTED THE POWER STEERING SYSTEM FOR LEAKS - FOUND NONE- PERFORMED POWER STEERING PRESSURE TEST -PERFORMED THE HYDRO BOOST FUNCTION TEST - OK THE BOOSTER IS FUNCTIONING AS DESIGNED -PERFORMED ACCUMULATOR LEAKDOWN TEST NG - I WAS ONLY ABLE TO GET ONE ASSISTED BRAKE APPLICATION AFTER THE VEHICLE SAT FOR 1 HOUR- REPLACED THE VEHICLE HYDRO BOOSTER- FLUSHED THE P/S SYSTEM - TEST DROVE THE VEHICLE - NG THE ISSUE PERSISTS - CREATED STAR CASE# () AS I WAS UNABLE TO DUPLICATE WITH A LIKE VEHICLE ON THE SAME HILL- THIS ISSUE ONLY OCCURS IN A STEEP HILL NEVER ON FLAT GROUND ALSO SPOKE WITH OUR (FTS) HEADVISED BOOSTER ISSUE OR MASTER CYLINDER ISSUE - RETURNED THE VEHICLE TO THE CUSTOMER AT THIS TIME AS WE ARE AWAITING FURTHER ASSISTANCE . Booster, power brake - Replace Hydro-booster (1 - Semi-Skilled) DIAGNOSTIC RENTAL BOOSTER/POWER BRAKE UNIT-Replace (B) DIAGNOSTIC SUBLET REPAIRS 19015 RECALL COMPLETE/PERFORMED SOFTWARE UPDATE OCCUPANT RESTRAINT CONTROL MODULE - SOFTWARE UPDATE OCCUPANT RESTRAINT CONTROL MODULE - SOFTWARE UPDATE 19015 NO LEAKS FOUND/ FILLED TO PROPER LEVEL NO WORK DONE MULTI POINT VEHICLE INSPECTION. PREFERRED METHOD OF CONTACT, PLEASE CIRCLE SELECTION: TEXT PHONE EMAIL MULTI POINT VEHICLE INSPECTION. PREFERRED METHOD OF CONTACT, PLEASE CIRCLE SELECTION: TEXT PHONE EMAIL CAR WASH

LOP Information

| LOP | LOP Description |
|----------|---|
| 18U53182 | Software Flash ; Recall U5x ; Customer Satisfaction Notification U53 - Occupant Restraint Control Module ; Reprogram Occupant Restraint Controller (ORC) Module - Includes ORC and ABS Initialization |

Part(s) Information

| Part Number | Part Description | Part Quantity | Part Cost | Failed | Part Return Date |
|-------------|-----------------------------|---------------|-----------|--------|------------------|
| 68144663AA | BOOSTER -POWER BRAKE | 1 | | No | |
| 5205254 | O RING -POWER STEERING HOSE | 2 | | No | |

Repair Order Detailed Report

| | | | | | | | |
|---------------------|------------|-------------------------------------|------|-------------|-----------------|--------------------------------|-------------------------------|
| VIN | | Model Year | 2018 | Body | D28R81 | RAM 3500 LONGHORN MEGA CAB 4X4 | |
| Built Date | 05/09/2018 | Market | U | US | Plant | 8475 | SALTILLO TRUCK ASSEMBLY PLANT |
| Color | PXR | BLACK | | | | | |
| Engine | ETK | 6.7L I6 CUMMINS TURBO DIESEL ENGINE | | | Serial # | F0968EA4DF | |
| Transmission | DF2 | 6-SPD AUTO AISIN AS69RC HD TRANS | | | Serial # | S040800026 | |

| | | | | | | | |
|-----------------------|----------------|--------------------------------|------------|-----------------------|------------|------------------|------------|
| Report # | | System Key | 443273705 | Report Version | 1 | Open Date | 03/14/2019 |
| Close Date | 04/05/2019 | Narrative Date | 04/08/2019 | Category | 0 | Mileage | 13,185 |
| MDH | 050902 | Sold Date | 10/24/2018 | Built Date | 05/09/2018 | Advisor | 8644 |
| Dealer | 60537 | SETH WADLEY CHRYSLER DODGE JEE | | | | | |
| Dealer Address | 200 BALLARD RD | | | | | | |
| Dealer City | PAULS VALLEY | State | OK | Zip | 730759217 | | |

Complaint: Multi-point inspection (according to maintenance interval) General Concern #1 [Cust states 4wdlight is on] CUST STATES HE FORGOT TO MENTION THAT 2 OF HIS CAB LIGHTS ARE CRACKED AND 2 HAVE WATER IN THEM...PLEASE ADVISE CHANGE OIL AND FILTER, LUBE AS NECESSARY, SET TIRE PRESSURES TO SPECS PERFORMED TIRE ROTATION ** CUSTOMERWANTS OUTER DUAL TO THE FRONTS AND LEAVE INNER DUALS ALONE**

Cause: X X

Correction: PERFORM 27 POINT VEHICLE INSPECTION 13185 SCANNED FOUND CODE C147B ACTIVE. TESTED ALL CIRCUITS GOING TO FAD. IGNITION/RUN HAS BV WHEN KEY IS ON. GROUND HAS 1.00 OHM RESISTANCE TO CHASSIS GROUND. SIGNAL AND RETURN CIRCUITS LOAD TEST GOOD. ALL CIRCUIT TEST GOOD. ALL TERMINAL TENSION IS GOOD ON DTCM AND FAD CONNECTORS. INLINE CONNECTOR TERMINAL TENSION GOOD. NO WATER INTRUSION PRESENT. DTCM PREVIOUSLY REPLACED. FAD INTERNALLY FAULTY. 4HR DIAGNOSTIC TIME R/R FRONT AXLE DISCONNECT MODULE. VERIFIED FRONT DIFF FLUID LEVEL. CLEARED CODE AND RECHECKED OPERATION. ALL OKAY AT THIS TIME. REPAIR COMPLETE ACTUATOR/MOTOR AXLE LOCKER DIAG 13185 INSPECTED AND FOUND ALL 5 CLEARANCE LAMP ASSEMBLIES TO BE CRACKED WHERE THE SCREWS GO THROUGH TO MOUNT. CLEARANCE LAMP SOVER TORQUED FROM FACTORY. R/R ALL 5 CLEARANCE LAMP ASSEMBLIES. VERIFIED PROPER OPERATION AFTER REPAIRS. REPAIR COMPLETE LAMP, CLEARANCE-Replace (D) REPLACE CAB LAMP REPLACE CAB LAMP REPLACE CAB LAMP REPLACE CAB LAMP CHANGE OIL AND FILTER, LUBE AS NECESSARY, SET TIRE PRESSURES TO SPECS CHANGE OIL AND FILTER, LUBE AS NECESSARY, SET TIRE PRESSURES TO SPECS PERFORMED TIRE ROTATION

LOP Information

| LOP | LOP Description |
|----------|--|
| 85410000 | Special Services ; Diagnostic LOP ; Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation. |
| 08508050 | Electrical System ; Lamp/Bulb/Socket ; Lamp, Clearance ; Each additional clearance lamp |
| 08508002 | Electrical System ; Lamp/Bulb/Socket ; Lamp, Clearance ; One |
| 08463415 | Electrical System ; Sensor/Actuator/Valve/Regulator/Heater ; Actuator/Motor, Axle Locker ; Actuator - Front Axle Disconnect |

Part(s) Information

| Part Number | Part Description | Part Quantity | Part Cost | Failed | Part Return Date |
|-------------|-----------------------|---------------|-----------|--------|------------------|
| 68261677AC | LAMP -CAB | 5 | | No | |
| 68216944AA | ACTUATOR -AXLE LOCKER | 1 | | No | |
| 68101999AA | OIL -MOTOR | 13 | | No | |
| 5083285AA | FILTER -ENGINE OIL | 1 | | No | |

Repair Order Detailed Report

| | | | | | | | |
|---------------------|------------|------------------------------------|------|-------------|-----------------|-------------------------|-------------------------------|
| VIN | | Model Year | 2017 | Body | D28L62 | RAM 3500 ST REG CAB 4X4 | |
| Built Date | 09/09/2016 | Market | U | US | Plant | 8475 | SALTILLO TRUCK ASSEMBLY PLANT |
| Color | PAU | GRANITO LUCENTE (GRANITE CRYSTAL) | | | | | |
| Engine | ESA | 6.4L V8 MID DUTY HEMI MDS ENGINE | | | Serial # | 6246610167 | |
| Transmission | DFP | 6-SPD AUTOMATIC 66RFE TRANSMISSION | | | Serial # | J237620680 | |

| | | | | | | | |
|-----------------------|-------------------|-------------------------------|------------|-----------------------|------------|------------------|------------|
| Report # | | System Key | 443356628 | Report Version | 2 | Open Date | 04/05/2019 |
| Close Date | 04/08/2019 | Narrative Date | 04/11/2019 | Category | 0 | Mileage | 17,977 |
| MDH | 090907 | Sold Date | 03/31/2017 | Built Date | 09/09/2016 | Advisor | 50671 |
| Dealer | 26388 | MILLS CHRYSLER DODGE JEEP RAM | | | | | |
| Dealer Address | 4100 HIGHWAY 71 S | | | | | | |
| Dealer City | WILLMAR | State | MN | Zip | 562014265 | | |

Complaint: V06

Cause: RECALL

Correction: 17977 COMPLETED RECALL, 19-V0-61-85 1.0hours, 19-V0-61-50 0.5 hours Drag Link Weld Jam Nuts

LOP Information

| LOP | LOP Description |
|----------|--|
| 19V06185 | Steering ; Recall V0x ; Safety Recall V06 - Drag Link ; Inspect Jam Nut Gap, Torque (15 ft.lbs) Achieved, Final Torque (109 ft.lbs) and Weld Jam Nuts to Adjuster (See Related LOP 19V06150) |
| 19V06150 | Steering ; Recall V0x ; Safety Recall V06 - Drag Link ; Weld Jam Nuts to Adjuster |

Part Information is not available

Repair Order Detailed Report

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|---------------------|------------|-------------------------------------|------|-------------|-----------------|-------------------------------|-------------------------------|
| VIN | | Model Year | 2017 | Body | DJ7P91 | RAM 2500 LARAMIE CREW CAB 4X4 | |
| Built Date | 01/10/2017 | Market | U | US | Plant | 8475 | SALTILLO TRUCK ASSEMBLY PLANT |
| Color | PWQ | | | | | | |
| Engine | ETK | 6.7L I6 CUMMINS TURBO DIESEL ENGINE | | | Serial # | F3566BE868 | |
| Transmission | DG7 | 6-SPD AUTOMATIC 68RFE TRANSMISSION | | | Serial # | J348620004 | |

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|-----------------------|----------------------|----------------------------|------------|-----------------------|------------|------------------|------------|
| Report # | | System Key | 444867167 | Report Version | 1 | Open Date | 04/17/2019 |
| Close Date | 04/18/2019 | Narrative Date | 04/22/2019 | Category | 0 | Mileage | 45,080 |
| MDH | 011000 | Sold Date | 06/05/2017 | Built Date | 01/10/2017 | Advisor | 4050 |
| Dealer | 67962 | PLANET DODGE CHRYSLER JEEP | | | | | |
| Dealer Address | 9975 N W 12TH STREET | | | | | | |
| Dealer City | MIAMI | State | FL | Zip | 331722762 | | |

Complaint: CUSTOMER IN A RENTAL AT THEIR OWN RESPONSIBILITY WITH THE POSSIBILITY OF BEING COVERED BY THEIR SERVICE CONTRACT UP TO 5 DAYS. CUSTOMER MUST RETURN WITHIN 24 HOURS UPON NOTIFICATION OR BE SUBJECT TO RENTAL CHARGES AND EXPENSES. Recall / CSN 1 [V06: SAFETY RECALL V06 - DRAG LINK**] JLORENZO@PLANETDODGE.COM 786-336-1640 JOHNNY LORENZO. You consent to receiving texts from us on your cell phone at the number you 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. CUSTOMER ADVISED OF ALIGNMENT RECOMMENDED DECLINED AT THIS TIME

Cause: F

Correction: CUSTOMER IN A RENTAL AT THEIR OWN RESPONSIBILITY WITH THE POSSIBILITY OF BEING COVERED BY THEIR SERVICE CONTRACT UP TO 5 DAYS. CUSTOMER MUST RETURN WITHIN 24 HOURS UPON NOTIFICATION OR BE SUBJECT TO RENTAL CHARGES AND EXPENSES. CUSTOMER IN A RENTAL AT THEIR OWN RESPONSIBILITY WITH THE POSSIBILITY OF BEING COVERED BY THEIR SERVICE CONTRACT UP TO 5 DAYS. CUSTOMER MUST RETURN WITHIN 24 HOURS UPON NOTIFICATION OR BE SUBJECT TO RENTAL CHARGES AND EXPENSES. Safety Recall V06 - Drag Link - Test and Repair Inspect Jam Nut Gap, Measure Drag Link Threads, Align Front End (Set Toe Only), and Weld Jam Nuts to Adjuster (See Related LOP 19V06150) (2 - Skilled) Safety Recall V06 - Drag Link - Test and Repair Inspect Jam Nut Gap, Measure Drag Link Threads, Align Front End (Set Toe Only), and Weld J Safety Recall V06 - Drag Link Weld Jam Nuts to Adjuster Sublet processing allowance PERFORM WELD AS PER V06 RECALL SUBLET PROCESSING ALLOWANCE-(C) SUBLET REPAIRS JLORENZO@PLANETDODGE.COM 786-336-1640 JOHNNY LORENZO. You consent to receiving texts from us on your cell phone at the number you 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. You consent to receiving texts from us on your cell phone at the number you have provided. You agree that we may contact you regarding

LOP Information

| LOP | LOP Description |
|----------|--|
| 97756555 | Claim Administration ; Sublet Repair ; Sublet Repair |
| 95400141 | Special Services ; Loaner ; Loaner Car ; Standard Line Vehicles |
| 85333333 | Special Services ; Sublet Processing ; Sublet processing allowance |
| 19V06184 | Steering ; Recall V0x ; Safety Recall V06 - Drag Link ; Inspect Jam Nut Gap, Measure Drag Link Threads, Align Front End (Set Toe Only), and Weld Jam Nuts to Adjuster (See Related LOP 19V06150) |
| 19V06150 | Steering ; Recall V0x ; Safety Recall V06 - Drag Link ; Weld Jam Nuts to Adjuster |

Part Information is not available

Repair Order Detailed Report

| | | | | | | | |
|---------------------|------------|-------------------------------------|------|-------------|-----------------|--------------------------------|-------------------------------|
| VIN | | Model Year | 2018 | Body | D28R81 | RAM 3500 LONGHORN MEGA CAB 4X4 | |
| Built Date | 05/09/2018 | Market | U | US | Plant | 8475 | SALTILLO TRUCK ASSEMBLY PLANT |
| Color | PXR | BLACK | | | | | |
| Engine | ETK | 6.7L I6 CUMMINS TURBO DIESEL ENGINE | | | Serial # | F0968EA4DF | |
| Transmission | DF2 | 6-SPD AUTO AISIN AS69RC HD TRANS | | | Serial # | S040800026 | |

| | | | | | | | |
|-----------------------|----------------|--------------------------------|------------|-----------------------|------------|------------------|------------|
| Report # | | System Key | 446235269 | Report Version | 2 | Open Date | 05/03/2019 |
| Close Date | 05/03/2019 | Narrative Date | 05/06/2019 | Category | 0 | Mileage | 29,851 |
| MDH | 050902 | Sold Date | 10/24/2018 | Built Date | 05/09/2018 | Advisor | 8543 |
| Dealer | 60537 | SETH WADLEY CHRYSLER DODGE JEE | | | | | |
| Dealer Address | 200 BALLARD RD | | | | | | |
| Dealer City | PAULS VALLEY | State | OK | Zip | 730759217 | | |

Complaint: CHANGE OIL AND FILTER, LUBE AS NECESSARY, SET TIRE PRESSURES TO SPECS PERFORM 27 POINT VEHICLE INSPECTION PERFORM SINGLE TIRE REPAIR WITH PATCH V06

Cause: X

Correction: CHANGE OIL AND FILTER, LUBE AS NECESSARY, SET TIRE PRESSURES TO SPECS CHANGE OIL AND FILTER, LUBE AS NECESSARY, SET TIRE PRESSURES TO SPECS PERFORM EXPRESS INSPECTION PERFORM SINGLE TIRE REPAIR WITH PATCH 29851 V06 DUE INSPECT AND MEASURE DRAG LINK 19-V0-61-86 1.2 WELD JAM NUTS 19-V0-61-500.5 RECALL V06 RECALL V06

LOP Information

| LOP | LOP Description |
|----------|---|
| 19V06186 | Steering ; Recall V0x ; Safety Recall V06 - Drag Link ; Related LOP 19V06150) |
| 19V06150 | Steering ; Recall V0x ; Safety Recall V06 - Drag Link ; Weld Jam Nuts to Adjuster |

Part(s) Information

| Part Number | Part Description | Part Quantity | Part Cost | Failed | Part Return Date |
|-------------|--------------------|---------------|-----------|--------|------------------|
| 68101999AA | OIL -MOTOR | 12 | | No | |
| 5083285AA | FILTER -ENGINE OIL | 1 | | No | |

Repair Order Detailed Report

| | | | | | | | |
|---------------------|------------|-------------------------------------|------|-------------|-----------------|--------------------------|-------------------------------|
| VIN | | Model Year | 2018 | Body | DJ7L92 | RAM 2500 ST CREW CAB 4X4 | |
| Built Date | 10/28/2017 | Market | U | US | Plant | 8475 | SALTILLO TRUCK ASSEMBLY PLANT |
| Color | PAR | MAXIMUM STEEL MET. CLEAR COAT | | | | | |
| Engine | ETK | 6.7L I6 CUMMINS TURBO DIESEL ENGINE | | | Serial # | F2907DBF4E | |
| Transmission | DG7 | 6-SPD AUTOMATIC 68RFE TRANSMISSION | | | Serial # | J283720628 | |

| | | | | | | | |
|-----------------------|-------------------|-------------------------------|------------|-----------------------|------------|------------------|------------|
| Report # | | System Key | 446740102 | Report Version | 1 | Open Date | 05/03/2019 |
| Close Date | 05/06/2019 | Narrative Date | 05/08/2019 | Category | 0 | Mileage | 22,706 |
| MDH | 102803 | Sold Date | 06/25/2018 | Built Date | 10/28/2017 | Advisor | 13284 |
| Dealer | 68840 | LITHIA CHRYSLER JEEP DODGE OF | | | | | |
| Dealer Address | 2675 WASHBURN WAY | | | | | | |
| Dealer City | KLAMATH FALLS | State | OR | Zip | 976034515 | | |

Complaint: CUSTOMER STATES THAT BRAKE PAD GOES ALL THE WAY DOWN MULTI POINT VEHICLE INSPECTION. PREFERRED METHOD OF CONTACT, PLEASE CIRCLE SELECTION: TEXT PHONE EMAIL PERFORM LITHIA'S LIFETIME DIESEL OIL CHANGE. INCLUDES: OIL & FILTER CHANGE, LUBE CHASSIS AS REQUIRED, AND COURTESY VEHICLE INSPECTION. NOTE: THIS IS A PRE-PAID SERVICE WITH A RETAIL VALUE OF \$59.95. THE AMOUNT SHOWN IS A PARTIAL REIMBURSEMENT AND DOES NOT REFLECT THE STORE'S PARTICIPATION. Safety Recall V06 / NHTSA 19V-021 Drag Link

Cause: Safety Recall V06 / NHTSA 19V-021 Drag Link

Correction: 22706 ORDERED HCU/ HYDRAULIC CONTROL UNIT NO WORK DONE / PARTS ON ORDER MULTI POINT VEHICLE INSPECTION. PREFERRED METHOD OF CONTACT, PLEASE CIRCLE SELECTION: TEXT PHONE EMAIL MULTI POINT VEHICLE INSPECTION. PREFERRED METHOD OF CONTACT, PLEASE CIRCLE SELECTION: TEXT PHONE EMAIL NO WORK DONE 22706 RECALL V06 COMPLETE- INSPECTED THE VEHICLE DRAG LINK JAM NUTS- OK- SET VEHICLE TOE - PERFORMED WELD CHECKED TORQUE AT 77 FT LBS 96154.7 V06 WELD V06 PAINT V06 WELD V06 MISC. SHOP CHARGES

LOP Information

| LOP | LOP Description |
|----------|--|
| 19V06185 | Steering ; Recall V0x ; Safety Recall V06 - Drag Link ; Inspect Jam Nut Gap, Torque (15 ft.lbs) Achieved, Final Torque (109 ft.lbs) and Weld Jam Nuts to Adjuster (See Related LOP 19V06150) |
| 19V06150 | Steering ; Recall V0x ; Safety Recall V06 - Drag Link ; Weld Jam Nuts to Adjuster |

Part Information is not available

Repair Order Detailed Report

| | | | | | | | |
|---------------------|------------|-------------------------------------|------|-------------|-----------------|-------------------------------|-------------------------------|
| VIN | | Model Year | 2017 | Body | DJ7P91 | RAM 2500 LARAMIE CREW CAB 4X4 | |
| Built Date | 01/10/2017 | Market | U | US | Plant | 8475 | SALTILLO TRUCK ASSEMBLY PLANT |
| Color | PWQ | | | | | | |
| Engine | ETK | 6.7L I6 CUMMINS TURBO DIESEL ENGINE | | | Serial # | F3566BE868 | |
| Transmission | DG7 | 6-SPD AUTOMATIC 68RFE TRANSMISSION | | | Serial # | J348620004 | |

| | | | | | | | |
|-----------------------|----------------------|----------------------------|------------|-----------------------|------------|------------------|------------|
| Report # | | System Key | 450410787 | Report Version | 2 | Open Date | 06/03/2019 |
| Close Date | 06/10/2019 | Narrative Date | 06/12/2019 | Category | 0 | Mileage | 47,393 |
| MDH | 011000 | Sold Date | 06/05/2017 | Built Date | 01/10/2017 | Advisor | 4050 |
| Dealer | 67962 | PLANET DODGE CHRYSLER JEEP | | | | | |
| Dealer Address | 9975 N W 12TH STREET | | | | | | |
| Dealer City | MIAMI | State | FL | Zip | 331722762 | | |

Complaint: General Concern #1 [FCA CASE Indicator/Warning Lights Concern [Customer States ABS AND TRACTION LIGHT COMES ON] Brake Systems Concern [Customer States WHILE AT A STOP LIGHT BRAKE PEDAL WENT DOWN AND TRUCK WAS PUSHING FORWARD] General Concern #2 [Customer States WHILE DRIVING ON THE HIGHWAY MPH DROPPED TO 20MPH] Brake Systems Concern [Customer States BRAKE PEDAL GOT HARD WHILE TRYING TO BRAKE AT HIGHWAY SPEED] CUSTOMER STATES CHECK ENGINE LIGHT IS ON-ADVISE You consent to receiving texts from us on your cell phone at the number you 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.

Cause: NO COMMUNICATION WITH ABS CONTROL MODULE INTERMITTENT P2201 AFTER TREATMENT NOX SAENSOR CIRCUIT PERFORMANCE BANK 1 SENSOR 1

Correction: 47393 VEHICLE NEEDS BATTERY, S CHECK ENGINE LIGHT IS ON CUSTOMER DECLINE BATTERY'S CUSTOMER DECLINED REPAIRS 47393 NO COMMUNICATION WITH ABS CONTROL MODULE INTERMITTENT CHECK POWER AND GROUND READING 12.4 VOLTS CHECK CONNECTOR FOR DAMAGE PASS, REPLACE ABS MODULE OERFORM INITIATION Module, anti-lock brake control - Test and Replace All others (2 - Skilled) MODULE/CONTROL, ANTI-LOCK BRAKE-Replace (A) Brake Systems Concern [Customer States WHILE AT A STOP LIGHT BRAKE PEDAL WENT DOWN AND TRUCK WAS PUSHING FORWARD] CHECK VEH FOR SERVICE General Concern #2 [Customer States WHILE DRIVING ON THE HIGHWAY MPH DROPPED TO 20MPH] CHECK VEH FOR SERVICE SEE OTHER LINE 47393 P2201 AFTER TREATMENT NOX SAENSOR CIRCUIT PERFORMANCE BANK 1 SENSOR 1 DROVE VEHICLE PERFORM 0 FUELING EVENT 5 TIMES CODE STILL ACTIVE CHECK 1/1 SENSOR CONNECTOR PASS INSPECTION CHECK HARNESS PASS, REMOVE SENSOR CHECK FOR OIL/COOLANT PASS INSPECTION REPLACE NOX SENSOR 1/1 DROVE VEHICLE PERFORM 0 FUELING EVENT CODE WENT TO STORE ERASE V CODE Sensor, Nitrogen oxide - Replace 3.0 liter diesel - Complete assembly (NOX & Soot) (1 - Semi-Skilled) You consent to receiving texts from us on your cell phone at the number you have provided. You

LOP Information

| LOP | LOP Description |
|----------|---|
| 25080901 | Emission System ; Diesel Exhaust Fluid System ; Sensor, NOX - Upstream ; 6.7 liter diesel |

Part(s) Information

| Part Number | Part Description | Part Quantity | Part Cost | Failed | Part Return Date |
|-------------|--------------------------------|---------------|-----------|--------|------------------|
| BT | | 0 | | No | |
| BB0H7730AB | BATTERY -STORAGE | 0 | | No | |
| 68347098AB | MODULE -ANTI LOCK BRAKE SYSTEM | 1 | | No | |
| 68210084AA | SENSOR -NITROGEN OXIDE | 1 | | No | |

Repair Order Detailed Report

| | | | | | | | |
|---------------------|------------|-------------------------------------|------|-------------|-----------------|-------------------------------|-------------------------------|
| VIN | | Model Year | 2017 | Body | DJ7P91 | RAM 2500 LARAMIE CREW CAB 4X4 | |
| Built Date | 01/10/2017 | Market | U | US | Plant | 8475 | SALTILLO TRUCK ASSEMBLY PLANT |
| Color | PWQ | | | | | | |
| Engine | ETK | 6.7L I6 CUMMINS TURBO DIESEL ENGINE | | | Serial # | F3566BE868 | |
| Transmission | DG7 | 6-SPD AUTOMATIC 68RFE TRANSMISSION | | | Serial # | J348620004 | |

| | | | | | | | |
|-----------------------|----------------------|----------------------------|------------|-----------------------|------------|------------------|------------|
| Report # | | System Key | 451582091 | Report Version | 1 | Open Date | 06/10/2019 |
| Close Date | 06/17/2019 | Narrative Date | 06/19/2019 | Category | 0 | Mileage | 47,703 |
| MDH | 011000 | Sold Date | 06/05/2017 | Built Date | 01/10/2017 | Advisor | 4050 |
| Dealer | 67962 | PLANET DODGE CHRYSLER JEEP | | | | | |
| Dealer Address | 9975 N W 12TH STREET | | | | | | |
| Dealer City | MIAMI | State | FL | Zip | 331722762 | | |

Complaint: Indicator/Warning Lights Concern [Customer States abs and traction light is coming on] Indicator/Warning Lights Concern [Customer States service abs system/light comes] General Concern #1 [Customer States while stopping at a light the brake pedal got soft and veh jumped forward] JLORENZO@PLANETDODGE.COM 786-336-1640 JOHNNY LORENZO. You consent to receiving texts from us on your cell phone at the number you 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.

Cause: C0037-62LEFT REAR WHEEL SPEED SENSOR CIRCUIT OUT OF RANGE

Correction: 47703 C0037-62LEFT REAR WHEEL SPEED SENSOR CIRCUIT OUT OF RANGE RETRIEVE CODE CONTACT START ON LINE, I WAS INSTRUCTED TO ERASE CODE TO TRY DUPLICATE CONCERN, DROVE VEHICLE FOR 23 MILES UNABLE TO DUPLICATE, SECOND DAY DROVE VEHICLE FOR 63 MILES CODE RESET, CONTACT START ON LINE SEND A SCAN REPORT WITH THE READINGS, I WAS INSTRUCTED TO REPLACE LEFT REAR WHEEL SPEED SENSOR DROVE VEHICLE FOR PASS INSPECTION Sensor, wheel speed-Anti-lock brakes - Test and Replace rear - left (1 - Semi-Skilled) DIAGNOSTIC TIME GAS INV#854409 DIAGNOSTIC TIME MISC. SHOP CHARGES 47703 RELATED TO LINE A RELATED TO LINE A SEE OTHER LINE 47703 RELATED TO LINE A RELATED TO LINE A SEE OTHER LINE JLORENZO@PLANETDODGE.COM 786-336-1640 JOHNNY LORENZO. You consent to receiving texts from us on your cell phone at the number you 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. You consent to receiving texts from us on your cell phone at the number you 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.

LOP Information

| LOP | LOP Description |
|----------|--|
| 85410000 | Special Services ; Diagnostic LOP ; Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation. |
| 08141809 | Electrical System ; Sensor ; Sensor, wheel speed-Anti-lock brakes ; rear - left |

Part(s) Information

| Part Number | Part Description | Part Quantity | Part Cost | Failed | Part Return Date |
|-------------|---------------------|---------------|-----------|--------|------------------|
| 4779981AC | SENSOR -WHEEL SPEED | 1 | | No | |
| 04779981AC | SENSOR -WHEEL SPEED | 1 | | No | 01/01/0001 |

Repair Order Detailed Report

| | | | | | | | |
|---------------------|------------|-------------------------------------|------|-------------|-----------------|-------------------------------|-------------------------------|
| VIN | | Model Year | 2017 | Body | DJ7P91 | RAM 2500 LARAMIE CREW CAB 4X4 | |
| Built Date | 01/10/2017 | Market | U | US | Plant | 8475 | SALTILLO TRUCK ASSEMBLY PLANT |
| Color | PWQ | | | | | | |
| Engine | ETK | 6.7L I6 CUMMINS TURBO DIESEL ENGINE | | | Serial # | F3566BE868 | |
| Transmission | DG7 | 6-SPD AUTOMATIC 68RFE TRANSMISSION | | | Serial # | J348620004 | |

| | | | | | | | |
|-----------------------|----------------------|----------------------------|------------|-----------------------|------------|------------------|------------|
| Report # | | System Key | 452096345 | Report Version | 1 | Open Date | 06/15/2019 |
| Close Date | 06/21/2019 | Narrative Date | 06/24/2019 | Category | 0 | Mileage | 47,804 |
| MDH | 011000 | Sold Date | 06/05/2017 | Built Date | 01/10/2017 | Advisor | 4050 |
| Dealer | 67962 | PLANET DODGE CHRYSLER JEEP | | | | | |
| Dealer Address | 9975 N W 12TH STREET | | | | | | |
| Dealer City | MIAMI | State | FL | Zip | 331722762 | | |

Complaint: General Concern #1 [Customer States ABS ESP TRACTION LIGHT] General Concern #2 [CSUT STATES CHECK PARKING SENSOR LIGHT ON] CUSTOMER IN A RENTAL AT THEIR OWN RESPONSIBILITY WITH THE POSSIBILITY OF BEING COVERED BY THEIR SERVICE CONTRACT UP TO 5 DAYS. CUSTOMER MUST RETURN WITHIN 24 HOURS UPON NOTIFICATION OR BE SUBJECT TO RENTAL CHARGES AND EXPENSES.

Cause: C0037-2F LEFT REAR WHEEL SPEED SENSOR SIGNAL ERRATIC

Correction: 47804 C0037-2F LEFT REAR WHEEL SPEED SENSOR SIGNAL ERRATIC REMOVE LEFT REAR HUB CHECKTONE WHEEL PASS INSPECTION, REMOVE CONNECTOR #1240 FOUND PIN 11 NOT SEATING PROPERLY REPOSITION PIN 11 DROVE VEHICLE FOR 100 MILES Anti-Lock Brake System - Test and Repair (2 - Skilled) REPAIR CONNECTOR FOR ABS RELATED TO LINE A SEE OTHER LINE CUSTOMER IN A RENTAL AT THEIR OWN RESPONSIBILITY WITH THE POSSIBILITY OF BEING COVERED BY THEIR SERVICE CONTRACT UP TO 5 DAYS. CUSTOMER MUST RETURN WITHIN 24 HOURS UPON NOTIFICATION OR BE SUBJECT TO RENTAL CHARGES AND EXPENSES. GAS CUSTOMER IN A RENTAL AT THEIR OWN RESPONSIBILITY WITH THE POSSIBILITY OF BEING COVERED BY THEIR SERVICE CONTRACT UP TO 5 DAYS. CUSTOMER MUST RETURN WITHIN 24 HOURS UPON NOTIFICATION OR BE SUBJECT TO RENTAL CHARGES AND EXPENSES. SUBLET REPAIRS

LOP Information

| LOP | LOP Description |
|----------|---|
| 85434343 | Special Services ; Goodwill Administration ; Goodwill Authorization ; Goodwill Authorization |
| 0894PNL2 | Electrical System ; Wiring Harness Repair, Engine/Transmission and Front End ; Anti-Lock Brake System |

Part Information is not available

Repair Order Detailed Report

| | | | | | | | |
|---------------------|------------|-------------------------------------|------|-------------|-----------------|--------------------------|-------------------------------|
| VIN | | Model Year | 2018 | Body | DJ7L92 | RAM 2500 ST CREW CAB 4X4 | |
| Built Date | 10/28/2017 | Market | U | US | Plant | 8475 | SALTILLO TRUCK ASSEMBLY PLANT |
| Color | PAR | MAXIMUM STEEL MET. CLEAR COAT | | | | | |
| Engine | ETK | 6.7L I6 CUMMINS TURBO DIESEL ENGINE | | | Serial # | F2907DBF4E | |
| Transmission | DG7 | 6-SPD AUTOMATIC 68RFE TRANSMISSION | | | Serial # | J283720628 | |

| | | | | | | | |
|-----------------------|-------------------|-------------------------------|------------|-----------------------|------------|------------------|------------|
| Report # | | System Key | 454129727 | Report Version | 1 | Open Date | 07/05/2019 |
| Close Date | 07/09/2019 | Narrative Date | 07/11/2019 | Category | 0 | Mileage | 26,942 |
| MDH | 102803 | Sold Date | 06/25/2018 | Built Date | 10/28/2017 | Advisor | 201080 |
| Dealer | 68840 | LITHIA CHRYSLER JEEP DODGE OF | | | | | |
| Dealer Address | 2675 WASHBURN WAY | | | | | | |
| Dealer City | KLAMATH FALLS | State | OR | Zip | 976034515 | | |

Complaint: PERFORM LITHIA'S LIFETIME DIESEL OIL CHANGE. INCLUDES: OIL & FILTER CHANGE, LUBE CHASSIS AS REQUIRED, AND COURTESY VEHICLE INSPECTION. NOTE: THIS IS A PRE-PAID SERVICE WITH A RETAIL VALUE OF \$59.95. THE AMOUNT SHOWN IS A PARTIAL REIMBURSEMENT AND DOES NOT REFLECT THE STORE'S PARTICIPATION. CUSTOMER STATES THAT THE RADIO IS INOP LIGHT IS ON BUTT NOT WORKING CC A CUSTOMER STATES TO PERFORM THE V44 RECALL MULTI POINT VEHICLE INSPECTION. PREFERRED METHOD OF CONTACT, PLEASE CIRCLE SELECTION: TEXT PHONE EMAIL

Cause:

Correction: 26942 COMPLETED PERFORM LITHIA'S LIFETIME DIESEL OIL CHANGE. INCLUDES: OIL & FILTER CHANGE, LUBE CHASSIS AS REQUIRED, AND COURTESY VEHICLE INSPECTION. NOTE: THIS IS A PRE-PAID SERVICE WITH A RETAIL VALUE OF \$59.95. THE AMOUNT SHOWN IS A PARTIAL REIMBURSEMENT AND DOES NOT REFLECT THE STORE'S PARTICIPATION. LIFETIME OIL PERFORM LITHIA'S LIFETIME DIESEL OIL CHANGE. INCLUDES: OIL & FILTER CHANGE, LUBE CHASSIS AS REQUIRED, AND COURTESY VEHICLE INSPECTION. NOTE: THIS IS A PRE-PAID SERVICE WITH A RETAIL VALUE OF \$59.95. THE AMOUNT SHOWN IS A PARTIAL REIMBURSEMENT AND DOES NOT REFLECT THE STORE'S PARTICIPATION. MISC. SHOP CHARGES 26942 VERIFIED CUSTOMER CONCERN FOUND NO VOLUME OUTPUT FROM RADIO. FOUND STAR CASE RELATED TO ISSUE S1708000213. FOLLOWED STEPS PERFORMED BATTERY DISCONNECT AND CAPACITIVE DISCHARGE. RADIO OPERATING NORMALLY AT THIS TIME. NO UPDATES CURRENTLY AVAILABLE. ELECTRICAL 26942 VERIFIED CUSTOMER CONCERN ROAD TESTED VEHICLE FOUND TIRES OUT OF BALANCE NO WORK DONE 26942 PARTS ON ORDER ENTER RECALL NUMBER 26942 COMPLETED MULTI POINT VEHICLE INSPECTION. PREFERRED METHOD OF CONTACT, PLEASE CIRCLE SELECTION: TEXT PHONE EMAIL MULTI POINT VEHICLE INSPECTION. PREFERRED METHOD OF CONTACT, PLEASE CIRCLE SELECTION: TEXT PHONE EMAIL

LOP Information is not available

Part(s) Information

| Part Number | Part Description | Part Quantity | Part Cost | Failed | Part Return Date |
|-------------|-----------------------|---------------|-----------|--------|------------------|
| PO47 | | 1 | | No | |
| 68055893AA | OIL - 15W40 BULK CJ 4 | 12 | | No | |

Repair Order Detailed Report

| | | | | | | | |
|-----------------------|----------------------|-------------------------------------|------------|-----------------------|--------------|-------------------------------|-------------------------------|
| VIN | | Model Year | 2017 | Body | DJ7P91 | RAM 2500 LARAMIE CREW CAB 4X4 | |
| Built Date | 01/10/2017 | Market | U | US | Plant | 8475 | SALTILLO TRUCK ASSEMBLY PLANT |
| Color | PWQ | | | | | | |
| Engine | ETK | 6.7L I6 CUMMINS TURBO DIESEL ENGINE | | | | Serial # | F3566BE868 |
| Transmission | DG7 | 6-SPD AUTOMATIC 68RFE TRANSMISSION | | | | Serial # | J348620004 |
| Report # | | System Key | 454494003 | Report Version | 1 | Open Date | 07/08/2019 |
| Close Date | 07/10/2019 | Narrative Date | 07/15/2019 | Category | 0 | Mileage | 49,030 |
| MDH | 011000 | Sold Date | 06/05/2017 | Built Date | 01/10/2017 | Advisor | 4050 |
| Dealer | 67962 | PLANET DODGE CHRYSLER JEEP | | | | | |
| Dealer Address | 9975 N W 12TH STREET | | | | | | |
| Dealer City | MIAMI | State | FL | Zip | 331722762 | | |

Complaint: General Concern #1 [Customer StatesCHECK ENGINE LIGHT ON] General Concern #2 [Customer StatesCHECK TRANSMISSION IS HESITANT AND KICKS INTO GEAR MAKING A NOISE ON LIGHT THROTTLE] General Concern #3 [Customer StatesCHECK DRIVERS SEAT SQUEEKING WHEN BRAKING OR ACCELERATING] General Concern #4 [Customer StatesAT TIMES BRAKE PEDAL IS HARD] CUSTOMER IN A RENTAL AT THEIR OWN RESPONSIBILITY WITH THE POSSIBILITY OF BEING COVERED BY THEIR SERVICE CONTRACT UP TO 5 DAYS. CUSTOMER MUST RETURN WITHIN 24 HOURS UPON NOTIFICATION OR BE SUBJECT TO RENTAL CHARGES AND EXPENSES. _____

Cause: D

Correction: RELATED TO LINE B SEE OTHER LINE 49030 TEST DRIVE CAR W SCAN NO DTCS FLUIDLEVEL OK PCM UP TO DATE PERFORM QUICK LEARNAS DIAG AND RETEST COMPARE W ALIKE CAR SAMEMODEL YEAR NORMAL OPERATION FOUND Module, Engine Control (ECM) - Reprogram Module, Engine Control (ECM) - Reprogram, Quicklearn 68RFE Only (A/T) (1 - Semi-Skilled) TCM Quick Learn - Reset 42RLE, 55RFE, 65RFE, 66RFE, 68RFE, AS69RC, AS66RC Transmissions only(1 - Semi-Skilled) PERFORM QUICKLEARN NO PROBLEM FOUND NO PROBLEM FOUND CUSTOMER IN A RENTAL AT THEIR OWN RESPONSIBILITY WITH THE POSSIBILITY OF BEING COVERED BY THEIR SERVICE CONTRACT UP TO 5 DAYS. CUSTOMER MUST RETURN WITHIN 24 HOURS UPON NOTIFICATION OR BE SUBJECT TO RENTAL CHARGESAND EXPENSES. _____ ENT RAC CUSTOMER IN A RENTAL AT THEIR OWN RESPONSIBILITY WITH THE POSSIBILITY OF BEING COVERED BY THEIR SERVICE CONTRACT UP TO 5 DAYS. CUSTOMER MUST RETURN WITHIN 24 HOURS UPON NOTIFICATION OR BE SUBJECT TO RENTAL CHARGES AND EXPENSES. _____ SUBLET REPAIRS

LOP Information

| LOP | LOP Description |
|----------|--|
| 95400141 | Special Services ; Loaner ; Loaner Car ; Standard Line Vehicles |
| 21570140 | Transmission ; Quick Learn ; TCM Quick Learn ; 42RLE, 55RFE, 65RFE, 66RFE, 68RFE, AS69RC, AS66RC Transmissions only |
| 181904HR | Software Flash ; Module ; Module, Engine Control (ECM) ; Module, Engine Control (ECM) - Reprogram, Quicklearn 68RFE Only (A/T) |

Part Information is not available

Repair Order Detailed Report

| | | | | | | | | |
|-----------------------|--------------------|-------------------------------------|------------|-----------------------|--------------|-------------------------------|-------------------------------|------------|
| VIN | | Model Year | 2018 | Body | D28P91 | RAM 3500 LARAMIE CREW CAB 4X4 | | |
| Built Date | 10/12/2017 | Market | U | US | Plant | 8475 | SALTILLO TRUCK ASSEMBLY PLANT | |
| Color | PW7 | BRIGHT WHITE CLEAR COAT | | | | | | |
| Engine | ETK | 6.7L I6 CUMMINS TURBO DIESEL ENGINE | | | | | Serial # | F2767DA6C1 |
| Transmission | DG7 | 6-SPD AUTOMATIC 68RFE TRANSMISSION | | | | | Serial # | J269720583 |
| Report # | | System Key | 458698994 | Report Version | 2 | Open Date | 08/21/2019 | |
| Close Date | 09/09/2019 | Narrative Date | 09/10/2019 | Category | 0 | Mileage | 50,256 | |
| MDH | 101200 | Sold Date | 01/08/2018 | Built Date | 10/12/2017 | Advisor | 825170 | |
| Dealer | 60559 | FREMONT CHRYSLER DODGE JEEP RA | | | | | | |
| Dealer Address | 39639 BALENTINE DR | | | | | | | |
| Dealer City | NEWARK | State | CA | Zip | 945605377 | | | |

Complaint: CUSTOMER STATES HVAC WHEN SET ON AIR COND. BLOWS HOT ON THE DRIVER SIDE VENTS AND CONDITIONED COOL AIR ON THE PASSANGER SIDE VENTS CHECK AND ADVISE. **CUSTOMER TO SUPPLY CHRYSLER CASE NUMBER. CUSTOMER REQUESTS TO PERFORM FACTORY RECALL V6 TRUCK DRAG LINK. CUSTOMER REQUESTS TO PERFORM FACTORY RECALL V44 TRUCK TAILGATE LATCH. PERFORM FREE MULTI-POINT INSPECTION, SEE ATTACHED SHEET FOR RESULTS CUSTOMER REQUESTS SET AND LOG TIRE PRESSURES AS PER REGULATION - LF ___ RF ___ LR ___ RR ___ By signing below, you consent to receiving texts from us on your cell number that you have provided. You agree that we may contact you regarding customer service updates or offers via text. Your consent is not a condition to purchase goods or services. You may opt out at anytime by calling the service director or whoever is in charge of the do not call list. Or check here] to opt out of marketing. _____ CUSTOMER REQUESTS LUBE OIL AND FILTER CHANGE

Cause: CHRYSLER CASE _____ MANAGER DALE PERFORMED LUBE OIL AND FILTER CHANGE

Correction: 50256 verified the concern I test the actuator and found that the right temp door actuator and the defrost/panel actuator failed the test, at this time I recommend to replace those actuator and recheck, I remove and replace those actuator and measured the temp at the center vent and it reading 40 degrees the spec range at 70 degrees outside temp the inside temp should read 45 degrees. The temp may get colder when the vehicle is driving due to the air flowing through the condenser and help the cooling affect. AIR CONDITIONING CONCERN 50256 recall performed recall V06 regarding the drag link, I inspected the the jam nut and the gap is ok and then I check the torque and found that the torque passed the 15 ftlbs, I then welded the jam nut to the adjuster sleeve and then I checked the breakaway torque at 77 ft lbs and it passed, I then painted the weld to prevent future rust. CUSTOMER REQUESTS TO PERFORM FACTORY RECALL 50256 recall performed recall V44 regarding the tail gate latch, I remove the

LOP Information

| LOP | LOP Description |
|----------|--|
| 85434343 | Special Services ; Goodwill Administration ; Goodwill Authorization ; Goodwill Authorization |
| 24552701 | Air Conditioning & Heater ; Blower Motor/Actuator/Condenser Fan ; Actuator, panel / floor (bi-level) |
| 24552006 | Air Conditioning & Heater ; Blower Motor/Actuator/Condenser Fan ; Actuator/motor blend / temperature door ; Right side |

Part(s) Information

| Part Number | Part Description | Part Quantity | Part Cost | Failed | Part Return Date |
|-------------|--------------------------|---------------|-----------|--------|------------------|
| 68448027AA | ACTUATOR -STOP BLOCK | 1 | | No | |
| 68448026AA | ACTUATOR -A C AND HEATER | 1 | | No | 01/01/0001 |
| 68218941AC | OIL -15W40 | 2 | | No | |
| 68218940AC | OIL -15W40 | 2 | | No | |
| 5083285AA | FILTER -ENGINE OIL | 1 | | No | |

Repair Order Detailed Report

| | | | | | | | |
|-----------------------|----------------|-------------------------------------|------------|-----------------------|--------------|--------------------------------|-------------------------------|
| VIN | | Model Year | 2018 | Body | D28R81 | RAM 3500 LONGHORN MEGA CAB 4X4 | |
| Built Date | 05/09/2018 | Market | U | US | Plant | 8475 | SALTILLO TRUCK ASSEMBLY PLANT |
| Color | PXR | BLACK | | | | | |
| Engine | ETK | 6.7L I6 CUMMINS TURBO DIESEL ENGINE | | | | | |
| Transmission | DF2 | 6-SPD AUTO AISIN AS69RC HD TRANS | | | | | |
| Serial # | F0968EA4DF | | | | | | |
| Serial # | S040800026 | | | | | | |
| Report # | | System Key | 458835914 | Report Version | 2 | Open Date | 08/21/2019 |
| Close Date | 08/21/2019 | Narrative Date | 08/25/2019 | Category | 0 | Mileage | 42,607 |
| MDH | 050902 | Sold Date | 10/24/2018 | Built Date | 05/09/2018 | Advisor | 8543 |
| Dealer | 60537 | SETH WADLEY CHRYSLER DODGE JEE | | | | | |
| Dealer Address | 200 BALLARD RD | | | | | | |
| Dealer City | PAULS VALLEY | State | OK | | | | |
| | | Zip | 730759217 | | | | |

Complaint: ALCOA WHEELS ROTATE AND BALANCE LIFETIME OIL AND FILTER CHANGE, LUBE AS NECESSARY, SET TIRE PRESSURES TO SPECS Multi-point inspection (according to maintenance interval)

Cause:

Correction: ALCOA WHEELS ROTATE AND BALANCE LIFETIME OIL AND FILTER CHANGE, LUBE AS NECESSARY, SET TIRE PRESSURES TO SPECS CHANGE OIL AND FILTER, LUBE AS NECESSARY, SET TIREPRESSURES TO SPECS PERFORM EXPRESS INSPECTION

LOP Information is not available

Part(s) Information

| Part Number | Part Description | Part Quantity | Part Cost | Failed | Part Return Date |
|-------------|--------------------|---------------|-----------|--------|------------------|
| 68101999AA | OIL -MOTOR | 12 | | No | |
| 5083285AA | FILTER -ENGINE OIL | 1 | | No | |

Repair Order Detailed Report

| | | | | | | | |
|-----------------------|----------------|-------------------------------------|------------|-----------------------|--------------|--------------------------------|-------------------------------|
| VIN | | Model Year | 2018 | Body | D28R81 | RAM 3500 LONGHORN MEGA CAB 4X4 | |
| Built Date | 05/09/2018 | Market | U | US | Plant | 8475 | SALTILLO TRUCK ASSEMBLY PLANT |
| Color | PXR | BLACK | | | | | |
| Engine | ETK | 6.7L I6 CUMMINS TURBO DIESEL ENGINE | | | | | |
| Transmission | DF2 | 6-SPD AUTO AISIN AS69RC HD TRANS | | | | | |
| Serial # | F0968EA4DF | | | | | | |
| Serial # | S040800026 | | | | | | |
| Report # | | System Key | 462766323 | Report Version | 1 | Open Date | 09/25/2019 |
| Close Date | 09/25/2019 | Narrative Date | 09/29/2019 | Category | 0 | Mileage | 54,270 |
| MDH | 050902 | Sold Date | 10/24/2018 | Built Date | 05/09/2018 | Advisor | 8543 |
| Dealer | 60537 | SETH WADLEY CHRYSLER DODGE JEE | | | | | |
| Dealer Address | 200 BALLARD RD | | | | | | |
| Dealer City | PAULS VALLEY | State | OK | | | | |
| | | Zip | 730759217 | | | | |

Complaint: LIFETIME OIL AND FILTER CHANGE, LUBE AS NECESSARY, SET TIRE PRESSURES TO SPECS Multi-point inspection (according to maintenance interval) MOUNT AND BALANCE FOUR NEW TIRES

Cause:

Correction: LIFETIME OIL AND FILTER CHANGE, LUBE AS NECESSARY, SET TIRE PRESSURES TO SPECS CHANGE OIL AND FILTER, LUBE AS NECESSARY, SET TIREPRESSURES TO SPECS PERFORM EXPRESS INSPECTION MOUNT AND BALANCE FOUR NEW TIRES STATE TIRE DISPOSAL FEE MOUNT AND BALANCE FOUR NEW TIRES MISC. SHOP CHARGES

LOP Information is not available

Part(s) Information

| Part Number | Part Description | Part Quantity | Part Cost | Failed | Part Return Date |
|-------------|-----------------------|---------------|-----------|--------|------------------|
| TN13354NXK | TIRE -235 80R17 | 4 | | No | |
| 68249201AA | SENSOR -TIRE PRESSURE | 1 | | No | |
| 68101999AA | OIL -MOTOR | 12 | | No | |
| 5083285AA | FILTER -ENGINE OIL | 1 | | No | |

Repair Order Detailed Report

| | | | | | | | |
|-----------------------|----------------|--------------------------------|-------------------------------------|-----------------------|------------|--------------------------------|-------------------------------|
| VIN | | Model Year | 2018 | Body | D28R81 | RAM 3500 LONGHORN MEGA CAB 4X4 | |
| Built Date | 05/09/2018 | Market | U | Plant | | 8475 | SALTILLO TRUCK ASSEMBLY PLANT |
| Color | PXR | | BLACK | | | | |
| Engine | ETK | | 6.7L I6 CUMMINS TURBO DIESEL ENGINE | | | Serial # | F0968EA4DF |
| Transmission | DF2 | | 6-SPD AUTO AISIN AS69RC HD TRANS | | | Serial # | S040800026 |
| Report # | | System Key | 467918116 | Report Version | 1 | Open Date | 11/11/2019 |
| Close Date | 11/11/2019 | Narrative Date | 11/13/2019 | Category | 0 | Mileage | 67,025 |
| MDH | 050902 | Sold Date | 10/24/2018 | Built Date | 05/09/2018 | Advisor | 8543 |
| Dealer | 60537 | SETH WADLEY CHRYSLER DODGE JEE | | | | | |
| Dealer Address | 200 BALLARD RD | | | | | | |
| Dealer City | PAULS VALLEY | State | OK | | | | |
| | | | | Zip | 730759217 | | |

Complaint: ALCOA WHEELS ROTATE AND BALANCE CHANGE OIL AND FILTER, LUBE AS NECESSARY, SET TIRE PRESSURES TO SPECS PERFORM EXPRESS INSPECTION

Cause:

Correction: ALCOA WHEELS ROTATE AND BALANCE CHANGE OIL AND FILTER, LUBE AS NECESSARY, SET TIRE PRESSURES TO SPECS CHANGE OIL AND FILTER, LUBE AS NECESSARY, SET TIREPRESSURES TO SPECS PERFORM EXPRESS INSPECTION

LOP Information is not available

Part(s) Information

| Part Number | Part Description | Part Quantity | Part Cost | Failed | Part Return Date |
|-------------|--------------------|---------------|-----------|--------|------------------|
| 68101999AA | OIL -MOTOR | 12 | | No | |
| 5083285AA | FILTER -ENGINE OIL | 1 | | No | |

Repair Order Detailed Report

| | | | | | | | |
|-----------------------|-------------------|-------------------------------------|--------------|-----------------------|--------------|-------------------------------|-------------------------------|
| VIN | | Model Year | 2017 | Body | DJ7P91 | RAM 2500 LARAMIE CREW CAB 4X4 | |
| Built Date | 01/10/2017 | Market | U | US | Plant | 8475 | SALTILLO TRUCK ASSEMBLY PLANT |
| Color | PWQ | | | | | | |
| Engine | ETK | 6.7L I6 CUMMINS TURBO DIESEL ENGINE | | | | Serial # | F3566BE868 |
| Transmission | DG7 | 6-SPD AUTOMATIC 68RFE TRANSMISSION | | | | Serial # | J348620004 |
| Report # | | System Key | 468506764 | Report Version | 2 | Open Date | 11/19/2019 |
| Close Date | 11/20/2019 | Narrative Date | 11/24/2019 | Category | 0 | Mileage | 56,027 |
| MDH | 011000 | Sold Date | 06/05/2017 | Built Date | 01/10/2017 | Advisor | 8144 |
| Dealer | 60457 | MIAMI LAKES DODGE CHRYSLER JEE | | | | | |
| Dealer Address | 16600 NW 57TH AVE | | | | | | |
| Dealer City | MIAMI LAKES | | State | FL | Zip | 330146123 | |

Complaint: Change diesel engine oil and filter(synthetic oil may be required based on geographic location) [75.00 MOPAR]

Cause:

Correction: OIL AND FILTER CHANGE 3.0DIESEL \$265.65

LOP Information

| LOP | LOP Description |
|----------|---|
| 95260001 | Special Services ; Wheel ; Maintenance Allowance ; Fixed Cost Maintenance |
| 26860303 | Maintenance ; Service Contract Maintenance ; Maintenance Interval - Schedule B ; To be used every 3,000 Intervals |

Part(s) Information

| Part Number | Part Description | Part Quantity | Part Cost | Failed | Part Return Date |
|-------------|----------------------|---------------|-----------|--------|------------------|
| 68055893AA | OIL -15W40 BULK CJ 4 | 12 | | No | |
| 5083285AA | FILTER -ENGINE OIL | 1 | | No | |

Repair Order Detailed Report

| | | | | | | | |
|-----------------------|----------------|-------------------------------------|------------|-----------------------|--------------|--------------------------------|-------------------------------|
| VIN | | Model Year | 2018 | Body | D28R81 | RAM 3500 LONGHORN MEGA CAB 4X4 | |
| Built Date | 05/09/2018 | Market | U | US | Plant | 8475 | SALTILLO TRUCK ASSEMBLY PLANT |
| Color | PXR | BLACK | | | | | |
| Engine | ETK | 6.7L I6 CUMMINS TURBO DIESEL ENGINE | | | | | |
| Transmission | DF2 | 6-SPD AUTO AISIN AS69RC HD TRANS | | | | | |
| Serial # | F0968EA4DF | | | | | | |
| Serial # | S040800026 | | | | | | |
| Report # | | System Key | 472510383 | Report Version | 1 | Open Date | 12/26/2019 |
| Close Date | 12/27/2019 | Narrative Date | 12/30/2019 | Category | 0 | Mileage | 81,487 |
| MDH | 050902 | Sold Date | 10/24/2018 | Built Date | 05/09/2018 | Advisor | 8543 |
| Dealer | 60537 | SETH WADLEY CHRYSLER DODGE JEE | | | | | |
| Dealer Address | 200 BALLARD RD | | | | | | |
| Dealer City | PAULS VALLEY | State | OK | | | | |
| | | Zip | 730759217 | | | | |

Complaint: CHANGE OIL AND FILTER, LUBE AS NECESSARY, SET TIRE PRESSURES TO SPECS ALCOA WHEELS ROTATE AND BALANCE VEHICLE WILL NOT STAY CHARGED PERFORM SERVICE LIGHT IS ON SETH WADLEY RENTAL VEHICLE

Cause:

Correction: CHANGE OIL AND FILTER, LUBE AS NECESSARY, SET TIRE PRESSURES TO SPECS CHANGE OIL AND FILTER, LUBE AS NECESSARY, SET TIRE PRESSURES TO SPECS ALCOA WHEELS ROTATE AND BALANCE REPALCE ALTERNATOR FREIGHT CHARGE PARTS INVOICE 91242 MISC. SHOP CHARGES MISC. SHOP CHARGES EGR SERVICE PERFORMED TIRE ROTATION

LOP Information is not available

Part(s) Information

| Part Number | Part Description | Part Quantity | Part Cost | Failed | Part Return Date |
|-------------|---------------------------|---------------|-----------|--------|------------------|
| 68206031AA | GASKET -EGR COOLER | 1 | | No | |
| 68163849AB | ANTIFREEZ-COOLANT | 2 | | No | |
| 68101999AA | OIL -MOTOR | 12 | | No | |
| 68028729AB | CLEANER -EGR SYSTEM | 1 | | No | |
| 68027035AB | GASKET -NONE | 1 | | No | |
| 68026986AA | GASKET -NONE | 1 | | No | |
| 68024672AB | GASKET -INTAKE PLENUM | 1 | | No | |
| 68005465AA | GASKET -NONE | 2 | | No | |
| 68005256AA | GASKET -THROTTLE BODY | 1 | | No | |
| 68005184AA | GASKET -EGR VALVE | 2 | | No | |
| 68002433AC | BREATHER -CRANKCASE | 1 | | No | |
| 5086829AA | GASKET -AIR INTAKE HEATER | 1 | | No | |
| 5083285AA | FILTER -ENGINE OIL | 1 | | No | |
| 4801313AE | ALTERNATR-ENGINE | 0 | | No | |

Repair Order Detailed Report

| | | | | | | | |
|-----------------------|----------------|--------------------------------|-------------------------------------|-----------------------|--------------|--------------------------------|-------------------------------|
| VIN | | Model Year | 2018 | Body | D28R81 | RAM 3500 LONGHORN MEGA CAB 4X4 | |
| Built Date | 05/09/2018 | Market | U | US | Plant | 8475 | SALTILLO TRUCK ASSEMBLY PLANT |
| Color | PXR | | BLACK | | | | |
| Engine | ETK | | 6.7L I6 CUMMINS TURBO DIESEL ENGINE | | | Serial # | F0968EA4DF |
| Transmission | DF2 | | 6-SPD AUTO AISIN AS69RC HD TRANS | | | Serial # | S040800026 |
| Report # | | System Key | 473821948 | Report Version | 1 | Open Date | 01/02/2020 |
| Close Date | 01/09/2020 | Narrative Date | 01/13/2020 | Category | 0 | Mileage | 83,942 |
| MDH | 050902 | Sold Date | 10/24/2018 | Built Date | 05/09/2018 | Advisor | 8543 |
| Dealer | 60537 | SETH WADLEY CHRYSLER DODGE JEE | | | | | |
| Dealer Address | 200 BALLARD RD | | | | | | |
| Dealer City | PAULS VALLEY | State | OK | | | | |
| | | Zip | 730759217 | | | | |

Complaint: C/S ALTERNATOR KEEPS DYING HE HAS HAD TO REPLACE MULTIPLE TIMES IN THE PAST WEEK

Cause: X

Correction: PULLED VEHICLE INTO SHOP FOUND DTC P0626ACTIVE REMOVED PCM C1 CONNECTOR TESTED FORVOLTAGE AT PIN 14 CIRCUIT K20 FOUND NOVOLTAGE PRESENT. MEASURED FOR RESISTANCEBETWEEN PCM C1 CONNECTOR PIN 14 AND GENERATORPIN 1 FOUND RESISTANCE OF 1.4OHMS REMOVED ANDREPLACED PCM REPROGRAMMED PCM P/N:68336278AA/32381832AG CLEARED DTCS TEST DROVEVEHICLE TO VERIFY GENERATOR CHARGING AT 14VATT TO REPAIR COMPLETE MODULE, ENGINE CONTROL-Replace (A) Reprogram

LOP Information

| LOP | LOP Description |
|----------|--|
| 85434343 | Special Services ; Goodwill Administration ; Goodwill Authorization ; Goodwill Authorization |
| 08190450 | Electrical System ; Modules ; Module, diesel engine control ; Update New Module to Most Current Software Version |
| 08190401 | Electrical System ; Modules ; Module, diesel engine control ; 6.7 liter diesel engine |

Part(s) Information

| Part Number | Part Description | Part Quantity | Part Cost | Failed | Part Return Date |
|-------------|---------------------------|---------------|-----------|--------|------------------|
| 68336278AA | MODULE -ENGINE CONTROLLER | 1 | | No | 01/01/0001 |

Repair Order Detailed Report

| | | | | | | | | |
|-----------------------|------------------|-------------------------------------|------------|-----------------------|--------------|-------------------------------|-------------------------------|--|
| VIN | | Model Year | 2018 | Body | DJ7P91 | RAM 2500 LARAMIE CREW CAB 4X4 | | |
| Built Date | 10/21/2018 | Market | U | US | Plant | 8475 | SALTILLO TRUCK ASSEMBLY PLANT | |
| Color | PAU | GRANITO LUCENTE (GRANITE CRYSTAL) | | | | | | |
| Engine | ETK | 6.7L I6 CUMMINS TURBO DIESEL ENGINE | | | | | Serial # F282808628 | |
| Transmission | DG7 | 6-SPD AUTOMATIC 68RFE TRANSMISSION | | | | | Serial # J275820234 | |
| Report # | | System Key | 474885247 | Report Version | 2 | Open Date | 01/23/2020 | |
| Close Date | 01/24/2020 | Narrative Date | 01/27/2020 | Category | 0 | Mileage | 8,695 | |
| MDH | 102119 | Sold Date | 04/08/2019 | Built Date | 10/21/2018 | Advisor | 12546 | |
| Dealer | 45426 | ARRIGO DODGE CHRYSLER JEEP RAM | | | | | | |
| Dealer Address | 5901 MADISON AVE | | | | | | | |
| Dealer City | TAMARAC | State | FL | Zip | 333216412 | | | |

Complaint: Multi-point inspection (according to maintenance interval) Brake Systems Concern [Customer States pedal goes to floor ONLY WHEN LIGHTS ARE ON, traction control and abs light illumination, electronic stability control light on dash,] Rotate tires

Cause:

Correction: Multi-point inspection (according to maintenance interval) FULL VEHICLE INSPECTION 8694 VEHICLE HAS ACTIVE CODE C0020-01 ABSPUMP MOTO CONTROL GENERAL FAILURE. CODERETURN ON IT OWN WHEN DRIVING ON HIGHWAY.FOUND INTERNAL FAILURE IN ABS MODULE ANDPUMP. SOP MODULE BACKORDER. NO ETA AT THISTIME REQUIRES SPECIAL ORDER PARTS 8694 TIRE ROTATION , COMPLETED Rotate tires ROTATE 4 TIRES STANDARD RIMS

LOP Information is not available

Part Information is not available

Repair Order Detailed Report

| | | | | | | | |
|-----------------------|----------------|-------------------------------------|------------|-----------------------|--------------|--------------------------------|-------------------------------|
| VIN | | Model Year | 2018 | Body | D28R81 | RAM 3500 LONGHORN MEGA CAB 4X4 | |
| Built Date | 05/09/2018 | Market | U | US | Plant | 8475 | SALTILLO TRUCK ASSEMBLY PLANT |
| Color | PXR | BLACK | | | | | |
| Engine | ETK | 6.7L I6 CUMMINS TURBO DIESEL ENGINE | | | | | |
| Transmission | DF2 | 6-SPD AUTO AISIN AS69RC HD TRANS | | | | | |
| Serial # | F0968EA4DF | | | | | | |
| Serial # | S040800026 | | | | | | |
| Report # | | System Key | 477605592 | Report Version | 1 | Open Date | 12/30/2019 |
| Close Date | 02/17/2020 | Narrative Date | 02/19/2020 | Category | 0 | Mileage | 81,514 |
| MDH | 050902 | Sold Date | 10/24/2018 | Built Date | 05/09/2018 | Advisor | 8543 |
| Dealer | 60537 | SETH WADLEY CHRYSLER DODGE JEE | | | | | |
| Dealer Address | 200 BALLARD RD | | | | | | |
| Dealer City | PAULS VALLEY | State | OK | | | | |
| | | Zip | 730759217 | | | | |

Complaint: VEHICLE WILL STILL NOT CHARGE

Cause:

Correction: REFUND CUSTOMER FOR FAILED ALTERNATOR

LOP Information is not available

Part(s) Information

| Part Number | Part Description | Part Quantity | Part Cost | Failed | Part Return Date |
|-------------|------------------|---------------|-----------|--------|------------------|
| R110342A | | 1 | | No | |

Repair Order Detailed Report

| | | | | | | | | |
|-----------------------|------------------|-------------------------------------|------------|-----------------------|--------------|-------------------------------|-------------------------------|------------|
| VIN | | Model Year | 2018 | Body | DJ7P91 | RAM 2500 LARAMIE CREW CAB 4X4 | | |
| Built Date | 10/21/2018 | Market | U | US | Plant | 8475 | SALTILLO TRUCK ASSEMBLY PLANT | |
| Color | PAU | GRANITO LUCENTE (GRANITE CRYSTAL) | | | | | | |
| Engine | ETK | 6.7L I6 CUMMINS TURBO DIESEL ENGINE | | | | | Serial # | F282808628 |
| Transmission | DG7 | 6-SPD AUTOMATIC 68RFE TRANSMISSION | | | | | Serial # | J275820234 |
| Report # | | System Key | 478044430 | Report Version | 1 | Open Date | 02/18/2020 | |
| Close Date | 02/20/2020 | Narrative Date | 02/24/2020 | Category | 0 | Mileage | 9,169 | |
| MDH | 102119 | Sold Date | 04/08/2019 | Built Date | 10/21/2018 | Advisor | 12546 | |
| Dealer | 45426 | ARRIGO DODGE CHRYSLER JEEP RAM | | | | | | |
| Dealer Address | 5901 MADISON AVE | | | | | | | |
| Dealer City | TAMARAC | State | FL | Zip | 333216412 | | | |

Complaint: Multi-point inspection (according to maintenance interval) Brake Systems Concern [Customer States abs light comes on and off and when does pedal goes to floor Sor here 985757] O. F. I. [13135] General Concern #1 [Customer Statespassenger front headliner not secure] CUST STATES KEEPS LOSING THE PRESETS ON THE RADIO, HAPPENED 2-3 TIMES CHECK FOR UPDATES RENTAL IS PROVIDED AS A COURTESY OFARRIGO. ONCE REPAIRS HAVE BEEN COMPLETED YOU ARE REQUIRED TO RETURN THE RENTAL WITHIN 24 HOURS OR YOU WILL BE RESPONSIBLE FOR THE ADDITIONAL DAYS OF USAGE

Cause: REPAIRS FRONT RIGHT SIDE HEADLINER

Correction: 9140 INSPECTION FOUND NOT WITH SCAN TOOLFOR CODE RETURN OF ? PCM P1475 Intake AirDiverter Valve Out of Calibration/MissingCalibration CHECK AIR BOX AND FOUND VEHICLEPASSED CALIBRATION TEST AT THIS TIME Multi-point inspection (according to maintenanceinterval) FULL VEHICLE INSPECTION 9140 PERFORMED 20 MIN DRIVE FOR 10 MILESAND FOUND ABS LIGHT TURNED ON. WITH SCAN TOOLFOUND ACTIVE CODE C0020 ABS MODULE INTERNAL.FOLLOWED DIAGNOSTIC AND INSPECTED ABSCONNECTOR AND GROUND FOR DAMAGE ANDCORROSION. FOUND NO SIGN OF DAMAGE OR LOOSE TERMINALS. TEST POWER AND GROUND CIRCUIT.FOUND WIRING WITHOUT HIGH RESISTANCE. FOUNDINTERNAL FAILURE IN ABS MODULE. NOTE TOREPLACED ABS AND HCU AT SAME TIME ONDIAGNOSTIC'S. REPLACED BOTH ABS AND HCU ANDBLEED SYSTEM. PERFORMED ABS INITIALIZATIONWITH SCAN TOOL. CLEARED ALL CODE ANDPERFORMED DRIVE VERIFICATION. FOUND VEHICLEOPERATING TO DESIGN ATFER REPAIR. LIGHT DIDNOT RETURN AT THIS TIME Module, anti-lock brake control - Test and Replace All others (2 - Skilled) DIAGNOSTIC TIME MODULE/CONTROL UNIT, ANTI-LOCK BRAKES-Replace (A) DIAGNOSTIC TIME O. F. I. [13135] O.F.I. NEEDS TO BE ADDRESSED BY TEAM LEADER. REPAIR AND QUALITY CONTROL INSPECTION MUST BE SIGNED OFF BY SHOP LEADER WITH MILEAGE OUT AFTER ROAD TEST.TECH # NPF SOP OR REPEATVISIT 9140 REPAIRED FRONT RIGHT SIDE HEADLINER SUBLET PROCESSING ALLOWANCE REPAIR FRONT RIGHT SIDE OF HEADLINER SUBLET PROCESSING ALLOWANCE SUBLET REPAIRS 91

LOP Information

| LOP | LOP Description |
|----------|---|
| 95086002 | Special Services ; Battery Fee ; Supplier Radio Repair Payment |
| 08600270 | Electrical System ; Audio ; Radio/Telematics Gateway Module ; Exchange unit |

Part(s) Information

| Part Number | Part Description | Part Quantity | Part Cost | Failed | Part Return Date |
|-------------|---------------------------------|---------------|-----------|--------|------------------|
| Z8331635AI | RADIO -MULTI MEDIA | 1 | | No | 01/01/0001 |
| 68347098AB | MODULE -ANTI LOCK BRAKE SYSTEM | 1 | | No | |
| 68143491AA | CONTROL -ANTI LOCK BRAKE SYSTEM | 1 | | No | |
| 4318080AD | FLUID -BRAKE | 4 | | No | |

Repair Order Detailed Report

| | | | | | | | | |
|-----------------------|------------------|-------------------------------------|------------|-----------------------|--------------|-------------------------------|-------------------------------|--|
| VIN | | Model Year | 2018 | Body | DJ7P91 | RAM 2500 LARAMIE CREW CAB 4X4 | | |
| Built Date | 10/21/2018 | Market | U | US | Plant | 8475 | SALTILLO TRUCK ASSEMBLY PLANT | |
| Color | PAU | GRANITO LUCENTE (GRANITE CRYSTAL) | | | | | | |
| Engine | ETK | 6.7L I6 CUMMINS TURBO DIESEL ENGINE | | | | | Serial # F282808628 | |
| Transmission | DG7 | 6-SPD AUTOMATIC 68RFE TRANSMISSION | | | | | Serial # J275820234 | |
| Report # | | System Key | 479469857 | Report Version | 2 | Open Date | 03/09/2020 | |
| Close Date | 03/09/2020 | Narrative Date | 03/11/2020 | Category | 0 | Mileage | 9,505 | |
| MDH | 102119 | Sold Date | 04/08/2019 | Built Date | 10/21/2018 | Advisor | 9811 | |
| Dealer | 45426 | ARRIGO DODGE CHRYSLER JEEP RAM | | | | | | |
| Dealer Address | 5901 MADISON AVE | | | | | | | |
| Dealer City | TAMARAC | State | FL | Zip | 333216412 | | | |

Complaint: C.S THE RADIO GOES IN AND OUT AND LOOSES ALL ITS PRESETS INSTALLATIONOF RADIO SOP [REDACTED] ADVISE O.F.I. NEEDS TO BE ADDRESSED BY TEAM LEADER. REPAIR AND QUALITY CONTROL INSPECTION MUST BE SIGNED OFF BY SHOP LEADER WITH MILEAGE OUTAFTER ROAD TEST. TECH # NPF SOP OR REPEAT VISIT FULL VEHICLE INSPECTION

Cause: INTERNAL RADIO PROBLEM COMPLETED

Correction: 9504 INTERNAL RADIO PROBLEM REPLACED RADIO Radio/Telematics Gateway Module - Test and ReplaceExchange unit (1 - Semi-Skilled) RADIO-Test and replace with exchange unit (B) O.F.I. NEEDS TO BE ADDRESSED BY TEAM LEADER.REPAIR AND QUALITY CONTROL INSPECTION MUST BE SIGNED OFF BY SHOP LEADER WITH MILEAGE OUT AFTER ROAD TEST. TECH # NPF SOP OR REPEAT VISIT O.F.I. NEEDS TO BE ADDRESSED BY TEAM LEADER. REPAIR AND QUALITY CONTROL INSPECTION MUST BE SIGNED OFF BY SHOP LEADER WITH MILEAGE OUT AFTER ROAD TEST.TECH # NPF SOP OR REPEATVISIT FULL VEHICLE INSPECTION

LOP Information

| LOP | LOP Description |
|----------|--|
| 95086000 | Special Services ; Battery Fee ; Supplier Radio Repair Payment ; Radio Exchange Markup |
| 08600270 | Electrical System ; Audio ; Radio/Telematics Gateway Module ; Exchange unit |

Part(s) Information

| Part Number | Part Description | Part Quantity | Part Cost | Failed | Part Return Date |
|-------------|--------------------|---------------|-----------|--------|------------------|
| Z8331635AI | RADIO -MULTI MEDIA | 1 | | No | 01/01/0001 |

Repair Order Detailed Report [REDACTED]

| | | | | | | | | |
|-----------------------|--|-------------------------------------|------------|-----------------------|--------------|-------------------------------|-------------------------------|--|
| VIN | [REDACTED] | Model Year | 2018 | Body | D28P92 | RAM 3500 LARAMIE CREW CAB 4X4 | | |
| Built Date | 11/22/2018 | Market | U | US | Plant | 8475 | SALTILLO TRUCK ASSEMBLY PLANT | |
| Color | PRV | DK. GARNET RED PEARL COAT | | | | | | |
| Engine | ETK | 6.7L I6 CUMMINS TURBO DIESEL ENGINE | | | | | Serial # F30680B662 | |
| Transmission | DF2 | 6-SPD AUTO AISIN AS69RC HD TRANS | | | | | Serial # F318800160 | |
| Report # | [REDACTED] | System Key | 482969990 | Report Version | 10 | Open Date | 04/25/2020 | |
| Close Date | 06/12/2020 | Narrative Date | 06/15/2020 | Category | 0 | Mileage | 4,280 | |
| MDH | 112222 | Sold Date | 07/17/2019 | Built Date | 11/22/2018 | Advisor | 12403 MARK GEORGE MI | |
| Dealer | 60747 | FAYETTEVILLE CHRYSLER DODGE JE | | | | | | |
| Dealer Address | 1223 HUNTSVILLE HWY | | | | | | | |
| Dealer City | FAYETTEVILLE | State | TN | | | | | |
| | | Zip | 373343617 | | | | | |

Complaint: TRAILER BRAKES LOCK UP WHEN ATTACHED TO VEHICLE

Cause: ABS MODULE DROPPING OFF LINE WHEN VEHICLE HEATS UP CHECKED BUS VOLTAGED AT CAN C DASH STAR CONNECTOR CAN C+ 27V AND CAN C- 23V NORMAL WHEN ABS MODULE OFFLINE CAN C+245V AND CAN C- 245V DISCONNECTED CAN C WIRING FOR ABS MODULE AND VOLTAGE RETURNED TO NORMAL LOAD TESTED FUSE B VOLTAGE AT ABS MODULE AND LOAD TESTED GROUNDS, IGNITION RUN CIRCUIT ALL TESTED GOOD CHECKED RESISTANCE ON CAN C, BOTH LESS THAN 1 OHM STAR ORDERED ABS MODULE

Correction: CUSTOMER IS DECLINING REPAIR.

LOP Information is not available

Part Information is not available

Repair Order Detailed Report

| | | | | | | | | |
|-----------------------|--------------------|-------------------------------------|------------|-----------------------|--------------|-------------------------------|-------------------------------|--|
| VIN | | Model Year | 2018 | Body | D28P92 | RAM 3500 LARAMIE CREW CAB 4X4 | | |
| Built Date | 11/22/2018 | Market | U | US | Plant | 8475 | SALTILLO TRUCK ASSEMBLY PLANT | |
| Color | PRV | DK. GARNET RED PEARL COAT | | | | | | |
| Engine | ETK | 6.7L I6 CUMMINS TURBO DIESEL ENGINE | | | | | Serial # F30680B662 | |
| Transmission | DF2 | 6-SPD AUTO AISIN AS69RC HD TRANS | | | | | Serial # F318800160 | |
| Report # | | System Key | 484663113 | Report Version | 1 | Open Date | 05/08/2020 | |
| Close Date | 05/14/2020 | Narrative Date | 05/19/2020 | Category | 0 | Mileage | 4,600 | |
| MDH | 112222 | Sold Date | 07/17/2019 | Built Date | 11/22/2018 | Advisor | 42 MCGEE,ERIC | |
| Dealer | 44888 | RUSSELL BARNETT CHRY-DODGE-JEE | | | | | | |
| Dealer Address | 2756 DECHERD BLVD. | | | | | | | |
| Dealer City | WINCHESTER | State | TN | | | | | |
| | | | | | | Zip | 373981154 | |

Complaint: CUSTOMER REQUESTS PERFORM MULTI POINT INSPECTION CUSTOMER REQUEST ADVANTAGE PROGRAM LUBE OIL AND FILTER CHANGE DIESEL AND TIRE ROTATION AND 27PT INSPECTION

Cause:

Correction: completed COMPLETED

LOP Information

| LOP | LOP Description |
|----------|--|
| 85410000 | Special Services ; Diagnostic LOP ; Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation. |
| 0894PNC2 | Electrical System ; Wiring Harness Repair, Engine/Transmission and Front End ; Anti-Lock Brake System |

Part(s) Information

| Part Number | Part Description | Part Quantity | Part Cost | Failed | Part Return Date |
|-------------|--------------------|---------------|-----------|--------|------------------|
| 68026607AA | OIL -15W40 | 12 | | No | |
| 5083285AA | FILTER -ENGINE OIL | 1 | | No | |

Repair Order Detailed Report

| | | | | | | | |
|---------------------|------------|-------------------------------------|------|-------------|--------------|-------------------------------|-------------------------------|
| VIN | | Model Year | 2018 | Body | D28P91 | RAM 3500 LARAMIE CREW CAB 4X4 | |
| Built Date | 10/12/2017 | Market | U | US | Plant | 8475 | SALTILLO TRUCK ASSEMBLY PLANT |
| Color | PW7 | BRIGHT WHITE CLEAR COAT | | | | | |
| Engine | ETK | 6.7L I6 CUMMINS TURBO DIESEL ENGINE | | | | | |
| Transmission | DG7 | 6-SPD AUTOMATIC 68RFE TRANSMISSION | | | | | |
| Serial # | F2767DA6C1 | | | | | | |
| Serial # | J269720583 | | | | | | |

| | | | | | | | |
|-----------------------|--------------------|--------------------------------|------------|-----------------------|------------|------------------|------------|
| Report # | | System Key | 487078177 | Report Version | 1 | Open Date | 05/13/2020 |
| Close Date | 06/15/2020 | Narrative Date | 06/16/2020 | Category | 0 | Mileage | 58,801 |
| MDH | 101200 | Sold Date | 01/08/2018 | Built Date | 10/12/2017 | Advisor | 825170 |
| Dealer | 60559 | FREMONT CHRYSLER DODGE JEEP RA | | | | | |
| Dealer Address | 39639 BALENTINE DR | | | | | | |
| Dealer City | NEWARK | State | CA | Zip | 945605377 | | |

Complaint: CUSTOMER REQUEST TO INSPECT VEHICLE'S BODY REPAIRS JUST COMPLETED PERFORM FREE MULTI-POINT INSPECTION, SEE ATTACHED SHEET FOR RESULTS CUSTOMER REQUESTS SET AND LOG TIRE PRESSURES AS PER REGULATION - LF RF LR RR By signing below, you consent to receiving texts from us on your cell number that you have provided. You agree that we may contact you regarding customer service updates or offers via text. Your consent is not a condition to purchase goods or services. You may opt out at anytime by calling the service director or whoever is in charge of the do not call list. Or check here] to opt out of marketing. _____ REPLACED SERPENTINE BELT DIAGNOSE PASSANGER SIDE BLEND DOOR PLEASE DTC'S ADVISE ON NEEDED REPAIR. SEND OUT TO...PERFORM WHEEL ALIGNMENT REPLACE DAMAGED A/C COMPRESSOR CUSTOMER REQUESTS BRAKE INSPECTION AND REPORT ON ANY CONCERNS DAMAGE TO RIGHT FRONT BRAKE COMPONENTS REPLACE CALIPERS, PADS AND ROTORS BLEED SYSTEM AND RECHECK.

Cause: DIAGNOSE HVAC SYSTEMS AS PER CUSTOMER REQUEST INSPECTED BRAKES AND REPORTED AS PER CUSTOMER REQUEST

Correction: 58787 tech 84641 inspected vehicle per service manager CALIBER COLLISION TO PAY FROM TO HAVE THE FRONT ROTORS REPLACED, INSTALL SUPPLIED SERPENTINE BELT AND DIAGNOSE HVAC SYSTEM ACTUATOR MOTOR FAR RIGHT SIDE OF DASH THEIR ESTIMATE 2- FRONT ROTORS \$180.80 LABOR \$230.00 LABOR ON BELT \$230.00 DIAG. ESTIMATE ON HVAC \$1,380.00. REPLACED FRONT ROTORS CALIPERS AND PADS BLEED BRAKE SYSTEM MISC.... FREIGHT MISC.... MISC. SHOP CHARGES PERFORM FREE MULTI-POINT INSPECTION, SEE ATTACHED SHEET FOR RESULTS CUSTOMER REQUESTS SET AND LOG TIRE PRESSURES AS PER REGULATION - LF RF LR RR CUSTOMER REQUESTS SET AND LOG TIRE PRESSURES AS PER REGULATION - LF RF LR RR By signing below, you consent to receiving texts from us on your cell number that you have provided. You agree that we may contact you regarding customer service updates or offers via text. Your consent is not a condition to purchase goods or services. You may opt out at any time by

LOP Information is not available

Part(s) Information

| Part Number | Part Description | Part Quantity | Part Cost | Failed | Part Return Date |
|-------------|---------------------------------|---------------|-----------|--------|------------------|
| K081298 | | 1 | | No | |
| 68448026AA | ACTUATOR -A C AND HEATER | 4 | | No | |
| 68197463AC | HOUSING -DISTRIBUTION | 1 | | No | |
| 68100680AA | SEAL -SLIM LINE | 2 | | No | |
| 68100679AA | SEAL -SLIM LINE | 1 | | No | |
| 68085761AB | HANDLE -INSIDE RELEASE | 1 | | No | |
| 68065197AC | CLEANER -BRAKE AEROSOL | 1 | | No | |
| 68049151AC | CALIPER -DISC BRAKE | 1 | | No | |
| 68049150AC | CALIPER -DISC BRAKE | 1 | | No | |
| 68049148AA | PAD KIT -FRONT DISC BRAKE | 1 | | No | |
| 6502114 | GASKET -BRAKE HOSE TO CALIPER | 4 | | No | |
| 5183358AA | O RING -A C LINE | 1 | | No | |
| 4627589AA | BELT -SERPENTINE | 0 | | No | |
| 4318080AD | FLUID -BRAKE | 2 | | No | |
| 2AMV2182AB | ROTOR -BRAKE | 2 | | No | |
| 2AMA1444AA | COMPRESOR-AIR CONDITIONING | 1 | | No | |
| 1WQ371X9AG | PANEL -STEERING COLUMN OPENING | 1 | | No | |
| 1WA64DX9AF | OUTLET -AIR CONDITIONING HEATER | 1 | | No | |

Repair Order Detailed Report

| | | | | | | | | |
|-----------------------|------------------|-------------------------------------|------------|-----------------------|--------------|-------------------------------|-------------------------------|--|
| VIN | | Model Year | 2018 | Body | DJ7P91 | RAM 2500 LARAMIE CREW CAB 4X4 | | |
| Built Date | 10/21/2018 | Market | U | US | Plant | 8475 | SALTILLO TRUCK ASSEMBLY PLANT | |
| Color | PAU | GRANITO LUCENTE (GRANITE CRYSTAL) | | | | | | |
| Engine | ETK | 6.7L I6 CUMMINS TURBO DIESEL ENGINE | | | | | Serial # F282808628 | |
| Transmission | DG7 | 6-SPD AUTOMATIC 68RFE TRANSMISSION | | | | | Serial # J275820234 | |
| Report # | | System Key | 488219609 | Report Version | 1 | Open Date | 06/22/2020 | |
| Close Date | 06/26/2020 | Narrative Date | 06/29/2020 | Category | 0 | Mileage | 11,512 | |
| MDH | 102119 | Sold Date | 04/08/2019 | Built Date | 10/21/2018 | Advisor | 12546 | |
| Dealer | 45426 | ARRIGO DODGE CHRYSLER JEEP RAM | | | | | | |
| Dealer Address | 5901 MADISON AVE | | | | | | | |
| Dealer City | TAMARAC | State | FL | Zip | 333216412 | | | |

Complaint: Multi-point inspection (according to maintenance interval) Axle/Driveshaft/Differential Concern [Customer States 4x4 soundslike keeps searching for 4x4 selection] Customer understands vehicle will be going into a que to be diagnosedand will be taking a couple of days. Understand if they would likethe option of getting a rental, they may do so at Arrigo Dodges rate at \$35 a day after 3 days if not extended by manufacture. X_____

Cause: INSPECTION COMPLETE 4 WHEEL DRIVE DISCONNECT ACTUATOR

Correction: 11512 INSPECTION COMPLETE Multi-point inspection (according to maintenanceinterval) FULL VEHICLE INSPECTION 11512 4 WHEEL DRIVE DISCONNECT ACTUATORROAD TESTED VEHICLE & VERIFIED CUSTOMERCONCERN & PLACED VEHICLE ON LIFT & RETRIEVEDDTC FOR C1464 FRONT AXLE DISCONNECT CONTROLCIRCUIT LOW AND C1478 FRONT AXLE DISCONNECTSENSOR CIRCUIT PERFORMANCE & FOUND 4 WHEELDRIVE DISCONNECT ACTUATOR HAD INTERNAL FAULT& REPLACED ACTUATOR Actuator/Motor, Axle Locker - Test and ReplaceActuator - Front Axle Disconnect (2 - Skilled) MAINTENANCE SERVICE

LOP Information

| LOP | LOP Description |
|----------|---|
| 08463415 | Electrical System ; Sensor/Actuator/Valve/Regulator/Heater ; Actuator/Motor, Axle Locker ; Actuator - Front Axle Disconnect |

Part(s) Information

| Part Number | Part Description | Part Quantity | Part Cost | Failed | Part Return Date |
|-------------|-----------------------|---------------|-----------|--------|------------------|
| 68216944AA | ACTUATOR -AXLE LOCKER | 1 | | No | |

Repair Order Detailed

| | | | | | | | | |
|-----------------------|--------------------|-------------------------------------|------------|-----------------------|--------------|--------------------------------|-------------------------------|------------|
| VIN | | Model Year | 2018 | Body | DJ7R81 | RAM 2500 LONGHORN MEGA CAB 4X4 | | |
| Built Date | 11/14/2017 | Market | U | US | Plant | 8475 | SALTILLO TRUCK ASSEMBLY PLANT | |
| Color | PWQ | | | | | | | |
| Engine | ETK | 6.7L I6 CUMMINS TURBO DIESEL ENGINE | | | | | Serial # | F3077DDFEE |
| Transmission | DG7 | 6-SPD AUTOMATIC 68RFE TRANSMISSION | | | | | Serial # | J298720538 |
| Report # | | System Key | 491801561 | Report Version | 1 | Open Date | 07/29/2020 | |
| Close Date | 08/05/2020 | Narrative Date | 08/06/2020 | Category | 0 | Mileage | 21,260 | |
| MDH | 111403 | Sold Date | 07/02/2018 | Built Date | 11/14/2017 | Advisor | 622 MALLORY TAYLOR | |
| Dealer | 45637 | MID COUNTY CHRYSLER DODGE JEEP | | | | | | |
| Dealer Address | 8181 MEMORIAL BLVD | | | | | | | |
| Dealer City | PORT ARTHUR | State | TX | | | | | |
| | | Zip | 776407004 | | | | | |

Complaint: DRIVEABILITY LIGHTLINE ELECTRICAL MULTI POINT INSPECTION TRIM SUBLET - MISC

Cause:

Correction:

LOP Information

| LOP | LOP Description |
|----------|---|
| 95086002 | Special Services ; Battery Fee ; Supplier Radio Repair Payment |
| 08600270 | Electrical System ; Audio ; Radio/Telematics Gateway Module ; Exchange unit |

Part(s) Information

| Part Number | Part Description | Part Quantity | Part Cost | Failed | Part Return Date |
|-------------|--------------------|---------------|-----------|--------|------------------|
| Z8331631AI | RADIO -MULTI MEDIA | 1 | | No | 01/01/0001 |
| 68274731AE | CAMERA -REAR VIEW | 1 | | No | |
| 68269912AA | SWITCH -HEADLAMP | 1 | | No | |
| 68189124AC | WIRING -TAILGATE | 1 | | No | |
| 5SK71BD1AA | HOUSING -OVERHEAD | 1 | | No | |

Repair Order Detailed Report

| | | | | | | | | |
|-----------------------|--------------------|-------------------------------------|------------|-----------------------|--------------|--------------------------------|-------------------------------|------------|
| VIN | | Model Year | 2018 | Body | DJ7R81 | RAM 2500 LONGHORN MEGA CAB 4X4 | | |
| Built Date | 11/14/2017 | Market | U | US | Plant | 8475 | SALTILLO TRUCK ASSEMBLY PLANT | |
| Color | PWQ | | | | | | | |
| Engine | ETK | 6.7L I6 CUMMINS TURBO DIESEL ENGINE | | | | | Serial # | F3077DDFEE |
| Transmission | DG7 | 6-SPD AUTOMATIC 68RFE TRANSMISSION | | | | | Serial # | J298720538 |
| Report # | | System Key | 495020320 | Report Version | 1 | Open Date | 09/09/2020 | |
| Close Date | 09/10/2020 | Narrative Date | 09/13/2020 | Category | 0 | Mileage | 22,650 | |
| MDH | 111403 | Sold Date | 07/02/2018 | Built Date | 11/14/2017 | Advisor | 622 MALLORY TAYLOR | |
| Dealer | 45637 | MID COUNTY CHRYSLER DODGE JEEP | | | | | | |
| Dealer Address | 8181 MEMORIAL BLVD | | | | | | | |
| Dealer City | PORT ARTHUR | State | TX | | | | | |
| | | Zip | 776407004 | | | | | |

Complaint: MULTI POINT INSPECTION TIRE ROTATION DIESEL OIL SERVICE DRIVEABILITY LIGHTLINE DIESEL DUEL FUEL FILTER SERVICE AIR FILTER REPLACEMENT ESSENTIAL CARE OIL & FILTER PACKAGE \$90

Cause:

Correction: changed both fuel filters changed engine air filter

LOP Information

| LOP | LOP Description |
|----------|---|
| 95086002 | Special Services ; Battery Fee ; Supplier Radio Repair Payment |
| 08600270 | Electrical System ; Audio ; Radio/Telematics Gateway Module ; Exchange unit |

Part(s) Information

| Part Number | Part Description | Part Quantity | Part Cost | Failed | Part Return Date |
|-------------|--------------------------------|---------------|-----------|--------|------------------|
| Z8331631AI | RADIO -MULTI MEDIA | 1 | | No | 01/01/0001 |
| 68197867AB | FILTER KI-FUEL WATER SEPARATOR | 1 | | No | |
| 68157291AA | FILTER -FUEL | 1 | | No | |
| 68055893AA | OIL -15W40 BULK CJ 4 | 12 | | No | |
| 53034051AB | FILTER -AIR | 1 | | No | |
| 5083285AA | FILTER -ENGINE OIL | 1 | | No | |

Repair Order Detailed Report

| | | | | | | | |
|-----------------------|-----------------|-------------------------------------|------------|-----------------------|--------------|--------------------------------|-------------------------------|
| VIN | | Model Year | 2018 | Body | DJ7R91 | RAM 2500 LONGHORN CREW CAB 4X4 | |
| Built Date | 12/21/2017 | Market | U | US | Plant | 8475 | SALTILLO TRUCK ASSEMBLY PLANT |
| Color | PUW | | | | | | |
| Engine | ETK | 6.7L I6 CUMMINS TURBO DIESEL ENGINE | | | | Serial # | F3457E1B54 |
| Transmission | DG7 | 6-SPD AUTOMATIC 68RFE TRANSMISSION | | | | Serial # | J334720028 |
| Report # | | System Key | 495395131 | Report Version | 1 | Open Date | 09/09/2020 |
| Close Date | 09/15/2020 | Narrative Date | 09/16/2020 | Category | 0 | Mileage | 27,804 |
| MDH | 122117 | Sold Date | 10/01/2018 | Built Date | 12/21/2017 | Advisor | 005693 HUNTER PARKER |
| Dealer | 44723 | MASSEY CHRYSLER CENTER INC | | | | | |
| Dealer Address | 602 WEST BYPASS | | | | | | |
| Dealer City | ANDALUSIA | State | AL | Zip | 364204731 | | |

Complaint: CUSTOMER STATES MULTI-POINT INSPECTION (ACCORDING TO MAINTENANCE INTERVAL) CUSTOMER STATES, ABS LIGHT IS ON

Cause:

Correction: CONDUCTED 27 PT COURTESY INSPECTION. NOTIFIED CUSTOMER OF ANY VISUALLY OBSERVED ISSUES AS WELL AS ANY REQUIRED MAINTENANCE NEEDED DIAG CODE C002001. FOUND INTERNAL FAULT IN HCU REPLACED HCU AND BLEED BRAKES. TEST DROVE AND CLEAR CODES. WORKS AS DESIGNED.

LOP Information

| LOP | LOP Description |
|----------|--|
| 05400701 | Brake System ; Master cylinder/hydraulic control unit ; Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others |

Part(s) Information

| Part Number | Part Description | Part Quantity | Part Cost | Failed | Part Return Date |
|-------------|---------------------------------|---------------|-----------|--------|------------------|
| 68143491AA | CONTROL -ANTI LOCK BRAKE SYSTEM | 1 | | No | |
| 4318080AD | FLUID -BRAKE | 2 | | No | |
| 04318080AD | FLUID -BRAKE | 2 | | No | 01/01/0001 |

Repair Order Detailed Report

| | | | | | | | | |
|-----------------------|-----------------|-------------------------------------|------------|-----------------------|--------------|--------------------------------|-------------------------------|------------|
| VIN | | Model Year | 2018 | Body | DJ7R91 | RAM 2500 LONGHORN CREW CAB 4X4 | | |
| Built Date | 12/21/2017 | Market | U | US | Plant | 8475 | SALTILLO TRUCK ASSEMBLY PLANT | |
| Color | PUW | | | | | | | |
| Engine | ETK | 6.7L I6 CUMMINS TURBO DIESEL ENGINE | | | | | Serial # | F3457E1B54 |
| Transmission | DG7 | 6-SPD AUTOMATIC 68RFE TRANSMISSION | | | | | Serial # | J334720028 |
| Report # | | System Key | 495631473 | Report Version | 1 | Open Date | 09/10/2020 | |
| Close Date | 09/17/2020 | Narrative Date | 09/20/2020 | Category | 0 | Mileage | 27,981 | |
| MDH | 122117 | Sold Date | 10/01/2018 | Built Date | 12/21/2017 | Advisor | 007038 ZACHARY CREEC | |
| Dealer | 44723 | MASSEY CHRYSLER CENTER INC | | | | | | |
| Dealer Address | 602 WEST BYPASS | | | | | | | |
| Dealer City | ANDALUSIA | State | AL | Zip | 364204731 | | | |

Complaint: CUSTOMER STATES MULTI-POINT INSPECTION (ACCORDING TO MAINTENANCE INTERVAL) CUSTOMER STATES HCU WAS REPLACED AND NOW BRAKES ARE NOT WORKING GOOD.

Cause:

Correction: CONDUCTED 27 PT COURTESY INSPECTION. NOTIFIED CUSTOMER OF ANY VISUALLY OBSERVED ISSUES AS WELL AS ANY REQUIRED MAINTENANCE NEEDED C002001 CODE REPLACED HCU FOR CODE YESTERDAY. REPLACED CONTROL MODULE PROGRAMED MODULE TEST DROVE BRAKES FADED

LOP Information

| LOP | LOP Description |
|----------|--|
| 05400701 | Brake System ; Master cylinder/hydraulic control unit ; Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others |

Part(s) Information

| Part Number | Part Description | Part Quantity | Part Cost | Failed | Part Return Date |
|-------------|---------------------------------|---------------|-----------|--------|------------------|
| 68347098AB | MODULE -ANTI LOCK BRAKE SYSTEM | 1 | | No | 01/01/0001 |
| 68143491AA | CONTROL -ANTI LOCK BRAKE SYSTEM | 1 | | No | |

Repair Order Detailed Report [REDACTED]

| | | | | | | | |
|---------------------|------------|-------------------------------------|------------|-------------|--------------|--------------------------------|-------------------------------|
| VIN | [REDACTED] | Model Year | 2018 | Body | DJ7R91 | RAM 2500 LONGHORN CREW CAB 4X4 | |
| Built Date | 12/21/2017 | Market | U | US | Plant | 8475 | SALTILLO TRUCK ASSEMBLY PLANT |
| Color | PUW | | | | | | |
| Engine | ETK | 6.7L I6 CUMMINS TURBO DIESEL ENGINE | | | | | |
| Transmission | DG7 | 6-SPD AUTOMATIC 68RFE TRANSMISSION | | | | | |
| | | Serial # | F3457E1B54 | | | | |
| | | Serial # | J334720028 | | | | |

| | | | | | | | |
|-----------------------|-----------------|----------------------------|------------|-----------------------|------------|------------------|---------------------|
| Report # | [REDACTED] | System Key | 495949415 | Report Version | 1 | Open Date | 09/22/2020 |
| Close Date | 09/22/2020 | Narrative Date | 09/22/2020 | Category | 0 | Mileage | 27,983 |
| MDH | 122117 | Sold Date | 10/01/2018 | Built Date | 12/21/2017 | Advisor | 000704 CASSIE MOODY |
| Dealer | 44723 | MASSEY CHRYSLER CENTER INC | | | | | |
| Dealer Address | 602 WEST BYPASS | | | | | | |
| Dealer City | ANDALUSIA | State | AL | | | | |
| | | Zip | 364204731 | | | | |

Complaint: CUSTOMER STATES BACKFLAG TECH .3 FROM RO [REDACTED]

Cause:

Correction:

LOP Information is not available

Part Information is not available

Repair Order Detailed Report

| | | | | | | | |
|---------------------|------------|-------------------------------------|------------|-------------|--------------|--------------------------------|-------------------------------|
| VIN | | Model Year | 2018 | Body | DJ7R81 | RAM 2500 LONGHORN MEGA CAB 4X4 | |
| Built Date | 11/14/2017 | Market | U | US | Plant | 8475 | SALTILLO TRUCK ASSEMBLY PLANT |
| Color | PWQ | | | | | | |
| Engine | ETK | 6.7L I6 CUMMINS TURBO DIESEL ENGINE | | | | | |
| Transmission | DG7 | 6-SPD AUTOMATIC 68RFE TRANSMISSION | | | | | |
| | | Serial # | F3077DDFEE | | | | |
| | | Serial # | J298720538 | | | | |

| | | | | | | | |
|-----------------------|--------------------|--------------------------------|------------|-----------------------|------------|------------------|--------------------|
| Report # | | System Key | 496726259 | Report Version | 1 | Open Date | 09/24/2020 |
| Close Date | 09/29/2020 | Narrative Date | 09/30/2020 | Category | 0 | Mileage | 23,337 |
| MDH | 111403 | Sold Date | 07/02/2018 | Built Date | 11/14/2017 | Advisor | 622 MALLORY TAYLOR |
| Dealer | 45637 | MID COUNTY CHRYSLER DODGE JEEP | | | | | |
| Dealer Address | 8181 MEMORIAL BLVD | | | | | | |
| Dealer City | PORT ARTHUR | State | TX | | | | |
| | | Zip | 776407004 | | | | |

Complaint: DRIVEABILITY LIGHTLINE MULTI POINT INSPECTION

Cause:

Correction:

LOP Information

| LOP | LOP Description |
|----------|---|
| 08600270 | Electrical System ; Audio ; Radio/Telematics Gateway Module ; Exchange unit |
| 08600251 | Electrical System ; Audio ; Radio/Telematics Gateway Module ; Obtain ESN from radio |

Part(s) Information

| Part Number | Part Description | Part Quantity | Part Cost | Failed | Part Return Date |
|-------------|--------------------|---------------|-----------|--------|------------------|
| Z8331631AI | RADIO -MULTI MEDIA | 1 | | No | |

Repair Order Detailed Report

| | | | | | | | | |
|-----------------------|---------------------|------------------------------------|------------|-----------------------|--------------|-------------------------------|-------------------------------|------------|
| VIN | | Model Year | 2018 | Body | DJ7X91 | RAM 2500 POWER WAGON CREW CAB | | |
| Built Date | 09/15/2018 | Market | U | US | Plant | 8475 | SALTILLO TRUCK ASSEMBLY PLANT | |
| Color | PRV | DK. GARNET RED PEARL COAT | | | | | | |
| Engine | ESA | 6.4L V8 MID DUTY HEMI MDS ENGINE | | | | | Serial # | 6255811855 |
| Transmission | DFP | 6-SPD AUTOMATIC 66RFE TRANSMISSION | | | | | Serial # | J149820518 |
| Report # | | System Key | 497301317 | Report Version | 5 | Open Date | 10/05/2020 | |
| Close Date | 10/09/2020 | Narrative Date | 10/12/2020 | Category | 0 | Mileage | 27,289 | |
| MDH | 091509 | Sold Date | 03/11/2019 | Built Date | 09/15/2018 | Advisor | 21800 JAMES T TRUE | |
| Dealer | 67879 | WOLFCHASE CHRYSLER DODGE JEEP | | | | | | |
| Dealer Address | 8170 U S HIGHWAY 64 | | | | | | | |
| Dealer City | BARTLETT | State | | | TN | Zip | 381334203 | |

Complaint: CUS SAYS ENGINE WILL NOT START OR TURN OVER-WILL NOT BOOST V ARIOUS WARNINGS COME UP ON EVIC

Cause:

Correction: RECONFIGURED PDC

LOP Information

| LOP | LOP Description |
|----------|--|
| 85410000 | Special Services ; Diagnostic LOP ; Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation. |
| 08890201 | Electrical System ; TIPM/PDC ; Center, power distribution PDC |

Part(s) Information

| Part Number | Part Description | Part Quantity | Part Cost | Failed | Part Return Date |
|---------------|------------------------|---------------|-----------|--------|------------------|
| CH68322376-AD | PDC -INTELLIGENT POWER | 1 | | No | |
| 68322376AD | PDC -INTELLIGENT POWER | 1 | | No | 01/01/0001 |

Repair Order Detailed Report

| | | | | | | | | |
|-----------------------|---------------------|------------------------------------|------------|-----------------------|--------------|-------------------------------|-------------------------------|------------|
| VIN | | Model Year | 2018 | Body | DJ7X91 | RAM 2500 POWER WAGON CREW CAB | | |
| Built Date | 09/15/2018 | Market | U | US | Plant | 8475 | SALTILLO TRUCK ASSEMBLY PLANT | |
| Color | PRV | DK. GARNET RED PEARL COAT | | | | | | |
| Engine | ESA | 6.4L V8 MID DUTY HEMI MDS ENGINE | | | | | Serial # | 6255811855 |
| Transmission | DFP | 6-SPD AUTOMATIC 66RFE TRANSMISSION | | | | | Serial # | J149820518 |
| Report # | | System Key | 498439384 | Report Version | 5 | Open Date | 10/16/2020 | |
| Close Date | 10/22/2020 | Narrative Date | 10/25/2020 | Category | 0 | Mileage | 27,496 | |
| MDH | 091509 | Sold Date | 03/11/2019 | Built Date | 09/15/2018 | Advisor | 21800 JAMES T TRUE | |
| Dealer | 67879 | WOLFCHASE CHRYSLER DODGE JEEP | | | | | | |
| Dealer Address | 8170 U S HIGHWAY 64 | | | | | | | |
| Dealer City | BARTLETT | State | TN | | Zip | 381334203 | | |

Complaint: Customer says engine intermittently will not start or tumov er information center raise service brake system service ABS system and several other warnings Have to let it sit someti mes for days Has code p0882 code happens approx 1x per month (General Concern 1)

Cause: CODE PRESENT P0882--PCM FAILURE

Correction: REPLACED AND FLASHED PCM

LOP Information

| LOP | LOP Description |
|----------|--|
| 85410000 | Special Services ; Diagnostic LOP ; Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation. |
| 08190651 | Electrical System ; Modules ; Module, powertrain/engine control (PCM-ECM) ; Program generic powertrain control module with software - 6.4L |
| 08190605 | Electrical System ; Modules ; Module, powertrain/engine control (PCM-ECM) ; 6.4 liter engine |

Part(s) Information

| Part Number | Part Description | Part Quantity | Part Cost | Failed | Part Return Date |
|---------------|----------------------------|---------------|-----------|--------|------------------|
| CH68331214-AA | MODULE -POWERTRAIN CONTROL | 2 | | No | |
| 68331214AA | MODULE -POWERTRAIN CONTROL | 1 | | No | 01/01/0001 |

Repair Order Detailed Report

| | | | | | | | | |
|-----------------------|------------------|-------------------------------------|------------|-----------------------|--------------|--------------------------|-------------------------------|------------|
| VIN | | Model Year | 2018 | Body | DJ7L92 | RAM 2500 ST CREW CAB 4X4 | | |
| Built Date | 08/21/2017 | Market | U | US | Plant | 8475 | SALTILLO TRUCK ASSEMBLY PLANT | |
| Color | PS2 | ARGENTO (SILVER) | | | | | | |
| Engine | ETK | 6.7L I6 CUMMINS TURBO DIESEL ENGINE | | | | | Serial # | F2217D51A3 |
| Transmission | DG7 | 6-SPD AUTOMATIC 68RFE TRANSMISSION | | | | | Serial # | J214720182 |
| Report # | | System Key | 505728905 | Report Version | 1 | Open Date | 01/11/2021 | |
| Close Date | 01/11/2021 | Narrative Date | 01/13/2021 | Category | 0 | Mileage | 38,678 | |
| MDH | 082104 | Sold Date | 04/15/2019 | Built Date | 08/21/2017 | Advisor | 233421 | |
| Dealer | 59564 | LITHIA CHRYSLER JEEP DODGE RAM | | | | | | |
| Dealer Address | 4540 GRUMMAN DR. | | | | | | | |
| Dealer City | MEDFORD | State | OR | Zip | 975049165 | | | |

Complaint: LIFETIME DIESEL OIL CHANGE INCLUDES OIL & FILTER CHANGE, LUBE CHASSIS AS TO FACTORY SPECS 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. VEHICLE INSPECTION

Cause:

Correction: 38678 COMPLETED LIFETIME DIESEL OIL CHANGE INCLUDES OIL & FILTER CHANGE, LUBE CHASSIS AS TO FACTORY SPECS 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 AS TO FACTORY SPECS 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. MM 38678 COMPLETED VI PERFORM COURTESY VEHICLE INSPECTION. INCLUDES: VISUAL INSPECTION OF VEHICLE, TIRES, AND SET TIRE PRESSURE TO SPEC'S.

LOP Information is not available

Part(s) Information

| Part Number | Part Description | Part Quantity | Part Cost | Failed | Part Return Date |
|-------------|---------------------|---------------|-----------|--------|------------------|
| PO47 | | 1 | | No | |
| 68055893AA | OIL -15W40 BULK CJ4 | 12 | | No | |

Repair Order Detailed Report

| | | | | | | | | |
|-----------------------|--------------------|------------------------------------|------------|-----------------------|--------------|-------------------------|-------------------------------|--|
| VIN | | Model Year | 2018 | Body | D23L62 | RAM 3500 ST REG CAB 4X2 | | |
| Built Date | 12/18/2018 | Market | U | US | Plant | 8475 | SALTILLO TRUCK ASSEMBLY PLANT | |
| Color | PW7 | BRIGHT WHITE CLEAR COAT | | | | | | |
| Engine | ESA | 6.4L V8 MID DUTY HEMI MDS ENGINE | | | | | Serial # 6348810796 | |
| Transmission | DFP | 6-SPD AUTOMATIC 66RFE TRANSMISSION | | | | | Serial # J330820313 | |
| Report # | | System Key | 505808700 | Report Version | 2 | Open Date | 01/12/2021 | |
| Close Date | 01/14/2021 | Narrative Date | 01/18/2021 | Category | 0 | Mileage | 6,500 | |
| MDH | 121823 | Sold Date | 06/28/2019 | Built Date | 12/18/2018 | Advisor | 1873 | |
| Dealer | 43064 | WINDWARD DODGE CHRYSLER JEEP | | | | | | |
| Dealer Address | 46-177 KAHUHIPA ST | | | | | | | |
| Dealer City | KANEOHE | State | HI | Zip | 967443810 | | | |

Complaint: CUSTOMER STATES ABS AND TRAC LIGHT COMES ON AND GOES OFF AND BACK ON. ALSO FEELS LIKE BRAKES ARE LOCKING UP

Cause:

Correction: 6500 Verified customer's concern. Scanned vehicle for DTCs and found DTC C00200-01 ABSPump Motor Control General ElectricalFailure. Verified it was the only DTC present and per flow chart recommend replacing ABS HCU, made P&A. Removed and replaced ABS HCU and bled hydraulic brake system. Cleared DTCs and performed road test and verified repair complete. General Concern #1 [customer states abs & traction light on. check and report] MISC. CHARGES

LOP Information

| LOP | LOP Description |
|----------|--|
| 05400701 | Brake System ; Master cylinder/hydraulic control unit ; Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others |

Part(s) Information

| Part Number | Part Description | Part Quantity | Part Cost | Failed | Part Return Date |
|-------------|---------------------------------|---------------|-----------|--------|------------------|
| 68143491AA | CONTROL -ANTI LOCK BRAKE SYSTEM | 1 | | No | |
| 4318080AD | FLUID -BRAKE | 3 | | No | |
| 04318080AD | FLUID -BRAKE | 1 | | No | 01/01/0001 |

Repair Order Detailed Report

| | | | | | | | | |
|-----------------------|-------------------|------------------------------------|------------|-----------------------|--------------|-------------------------------|-------------------------------|--|
| VIN | | Model Year | 2018 | Body | DJ7X91 | RAM 2500 POWER WAGON CREW CAB | | |
| Built Date | 09/15/2018 | Market | U | US | Plant | 8475 | SALTILLO TRUCK ASSEMBLY PLANT | |
| Color | PRV | DK. GARNET RED PEARL COAT | | | | | | |
| Engine | ESA | 6.4L V8 MID DUTY HEMI MDS ENGINE | | | | | Serial # 6255811855 | |
| Transmission | DFP | 6-SPD AUTOMATIC 66RFE TRANSMISSION | | | | | Serial # J149820518 | |
| Report # | | System Key | 512535069 | Report Version | 1 | Open Date | 03/08/2021 | |
| Close Date | 03/29/2021 | Narrative Date | 03/30/2021 | Category | 0 | Mileage | 32,054 | |
| MDH | 091509 | Sold Date | 03/11/2019 | Built Date | 09/15/2018 | Advisor | 110 Chad Johnson | |
| Dealer | 45602 | COLLIERVILLE CHRYSLER DODGE JE | | | | | | |
| Dealer Address | 393 S BYHALIA RD. | | | | | | | |
| Dealer City | COLLIERVILLE | State | TN | | | | | |
| | | | | | | Zip | 380179393 | |

Complaint: CHECK ELECTRICAL PERFORM INSPECTION TOW IN PERFORM SYNTHETIC LUBE OIL AND FILTER CHANGE

Cause:

Correction: CHANGED OIL AND FILTER AND TOPPED OFF FLUID

LOP Information

| LOP | LOP Description |
|----------|---|
| 08197401 | Electrical System ; Modules ; Keyless Ignition Node (KIN) ; Ignition switch |

Part(s) Information

| Part Number | Part Description | Part Quantity | Part Cost | Failed | Part Return Date |
|-------------|--------------------|---------------|-----------|--------|------------------|
| 6CK46DX9AC | SWITCH -IGNITION | 1 | | No | 01/01/0001 |
| 68523970AA | OIL -0W40 | 7 | | No | |
| 4892339AB | FILTER -ENGINE OIL | 1 | | No | |

Repair Order Detailed Report

| | | | | | |
|---------------------|------------|-------------------|-------------------------------------|-------------|--------------|
| VIN | | Model Year | 2017 | Body | D28P91 |
| Built Date | 05/19/2017 | Market | U | US | Plant |
| Color | PXR | | BLACK | | |
| Engine | ETK | | 6.7L I6 CUMMINS TURBO DIESEL ENGINE | | |
| Transmission | DF2 | | 6-SPD AUTO AISIN AS69RC HD TRANS | | |

| | |
|-------------------------------|-------------------------------|
| RAM 3500 LARAMIE CREW CAB 4X4 | |
| 8475 | SALTILLO TRUCK ASSEMBLY PLANT |
| Serial # | F1247CB9C0 |
| Serial # | F124700114 |

| | | | | | |
|-----------------------|----------------|-----------------------|--------------------------------|-----------------------|--|
| Report # | | System Key | 512928780 | Report Version | |
| Close Date | 04/01/2021 | Narrative Date | 04/04/2021 | Category | |
| MDH | 051903 | Sold Date | 03/26/2018 | Built Date | |
| Dealer | 60476 | | LAYTON HILLS CHRYSLER DODGE JE | | |
| Dealer Address | 1234 N MAIN ST | | | | |
| Dealer City | LAYTON | | | State | |

| | | |
|------------|------------------|------------------|
| 1 | Open Date | 02/19/2021 |
| 0 | Mileage | 28,696 |
| 05/19/2017 | Advisor | DEC Lance Decker |
| | | |
| UT | Zip | 840415280 |

Complaint: ENGINE MECHANICAL CONCERN/DIAG MULTI POINT INSPECTION

Cause:

Correction: Due to nature of incident, per Chrysler rep.

LOP Information is not available

Part Information is not available

Repair Order Detailed Report

| | | | | | | | |
|-----------------------|------------------|-------------------------------------|------------|-----------------------|--------------|--------------------------|-------------------------------|
| VIN | | Model Year | 2018 | Body | DJ7L92 | RAM 2500 ST CREW CAB 4X4 | |
| Built Date | 08/21/2017 | Market | U | US | Plant | 8475 | SALTILLO TRUCK ASSEMBLY PLANT |
| Color | PS2 | ARGENTO (SILVER) | | | | | |
| Engine | ETK | 6.7L I6 CUMMINS TURBO DIESEL ENGINE | | | | | |
| Transmission | DG7 | 6-SPD AUTOMATIC 68RFE TRANSMISSION | | | | | |
| Serial # | F2217D51A3 | | | | | | |
| Serial # | J214720182 | | | | | | |
| Report # | | System Key | 513061548 | Report Version | 1 | Open Date | 04/02/2021 |
| Close Date | 04/02/2021 | Narrative Date | 04/05/2021 | Category | 0 | Mileage | 40,880 |
| MDH | 082104 | Sold Date | 04/15/2019 | Built Date | 08/21/2017 | Advisor | 1342 |
| Dealer | 59564 | LITHIA CHRYSLER JEEP DODGE RAM | | | | | |
| Dealer Address | 4540 GRUMMAN DR. | | | | | | |
| Dealer City | MEDFORD | State | OR | | | | |
| | | Zip | 975049165 | | | | |

Complaint: LIFETIME DIESEL OIL CHANGE INCLUDES OIL & FILTER CHANGE, LUBE CHASSIS AS TO FACTORY SPECS 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.

Cause:

Correction: 40880 COMPLETED LOF LIFETIME DIESEL OIL CHANGE INCLUDES OIL & FILTER CHANGE, LUBE CHASSIS AS TO FACTORY SPECS 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 AS TO FACTORY SPECS 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. MM 40880 COMPLETED VI PERFORM COURTESY VEHICLE INSPECTION. INCLUDES: VISUAL INSPECTION OF VEHICLE, TIRES, AND SET TIRE PRESSURE TO SPEC'S.

LOP Information is not available

Part(s) Information

| Part Number | Part Description | Part Quantity | Part Cost | Failed | Part Return Date |
|-------------|---------------------|---------------|-----------|--------|------------------|
| PO47 | | 1 | | No | |
| 68055893AA | OIL -15W40 BULK CJ4 | 12 | | No | |

Repair Order Detailed Report

| | | | | | |
|---------------------|------------|------------------------------------|------|-------------|--------------|
| VIN | | Model Year | 2018 | Body | DJ7X91 |
| Built Date | 09/15/2018 | Market | U | US | Plant |
| Color | PRV | DK. GARNET RED PEARL COAT | | | |
| Engine | ESA | 6.4L V8 MID DUTY HEMI MDS ENGINE | | | |
| Transmission | DFP | 6-SPD AUTOMATIC 66RFE TRANSMISSION | | | |

| | |
|-------------------------------|-------------------------------|
| RAM 2500 POWER WAGON CREW CAB | |
| 8475 | SALTILLO TRUCK ASSEMBLY PLANT |
| Serial # | 6255811855 |
| Serial # | J149820518 |

| | | | | | |
|-----------------------|-------------------|--------------------------------|------------|-----------------------|------------|
| Report # | | System Key | 513803368 | Report Version | 1 |
| Close Date | 04/12/2021 | Narrative Date | 04/13/2021 | Category | 0 |
| MDH | 091509 | Sold Date | 03/11/2019 | Built Date | 09/15/2018 |
| Dealer | 45602 | COLLIERVILLE CHRYSLER DODGE JE | | | |
| Dealer Address | 393 S BYHALIA RD. | | | | |
| Dealer City | COLLIERVILLE | State | TN | | |

| | |
|------------------|------------------|
| Open Date | 04/01/2021 |
| Mileage | 32,276 |
| Advisor | 110 Chad Johnson |
| Zip | 380179393 |

Complaint: CHECK ELECTRICAL PERFORM INSPECTION TOW IN

Cause:

Correction:

LOP Information

| LOP | LOP Description |
|----------|---|
| 08890201 | Electrical System ; TIPM/PDC ; Center, power distribution PDC |

Part(s) Information

| Part Number | Part Description | Part Quantity | Part Cost | Failed | Part Return Date |
|-------------|------------------------|---------------|-----------|--------|------------------|
| 68322376AD | PDC -INTELLIGENT POWER | 1 | | No | 01/01/0001 |

Repair Order Detailed Report

| | | | | | | | |
|-----------------------|-------------------|------------------------|------------|-----------------------|--------------|--------------------------|-------------------------------|
| VIN | | Model Year | 2018 | Body | DJ7L92 | RAM 2500 ST CREW CAB 4X4 | |
| Built Date | 10/12/2017 | Market | U | US | Plant | 8475 | SALTILLO TRUCK ASSEMBLY PLANT |
| Color | | | | | | | |
| Engine | | | | | | Serial # | 6282710706 |
| Transmission | | | | | | Serial # | J263720123 |
| Report # | | System Key | 515467122 | Report Version | 1 | Open Date | 03/17/2021 |
| Close Date | 04/30/2021 | Narrative Date | 05/03/2021 | Category | 0 | Mileage | 9,514 |
| MDH | 101223 | Sold Date | 10/16/2017 | Built Date | 10/12/2017 | Advisor | 334 SPENCER LEASURE |
| Dealer | 63826 | GENE'S CHRYSLER CENTER | | | | | |
| Dealer Address | 3400 S CUSHMAN ST | | | | | | |
| Dealer City | FAIRBANKS | State | AK | Zip | 997017522 | | |

Complaint: CUSTOMER CONCERN CUSTOMER CONCERN CUSTOMER CONCERN COMPLIMENTARY 23PT INSPECTION

Cause: verified concern found left rear wheel seal

Correction: verified concern. inspected power steering system 22501511 - OIL SEAL, REAR WHEEL BEARING-Replace (B)

LOP Information

| LOP | LOP Description |
|----------|--|
| 22501511 | Wheels ; Rear Bearing/Hub/Seal ; Seal, rear wheel bearing oil ; 2500 - 5500 axles - Left |

Part(s) Information

| Part Number | Part Description | Part Quantity | Part Cost | Failed | Part Return Date |
|-------------|-----------------------------|---------------|-----------|--------|------------------|
| 68055894AA | FLUID -ATF 4 | 2 | | No | |
| 68031850AI | HOSE -POWER STEERING RETURN | 1 | | No | |
| 5086773AC | SEAL -WHEEL BEARING | 1 | | No | |
| 5086767AC | GASKET -AXLE SHAFT | 1 | | No | |
| 05086773AC | SEAL -WHEEL BEARING | 1 | | No | 01/01/0001 |
| 05086767AC | GASKET -AXLE SHAFT | 1 | | No | 01/01/0001 |

Repair Order Detailed Report

| | | | | | |
|---------------------|------------|-------------------|-------------------------------------|-------------|--------------|
| VIN | | Model Year | 2017 | Body | D28P91 |
| Built Date | 05/19/2017 | Market | U | US | Plant |
| Color | PXR | | BLACK | | |
| Engine | ETK | | 6.7L I6 CUMMINS TURBO DIESEL ENGINE | | |
| Transmission | DF2 | | 6-SPD AUTO AISIN AS69RC HD TRANS | | |

| | |
|-------------------------------|-------------------------------|
| RAM 3500 LARAMIE CREW CAB 4X4 | |
| 8475 | SALTILLO TRUCK ASSEMBLY PLANT |
| Serial # | F1247CB9C0 |
| Serial # | F124700114 |

| | | | | | |
|-----------------------|----------------|-----------------------|--------------------------------|-----------------------|--|
| Report # | | System Key | 515693670 | Report Version | |
| Close Date | 04/30/2021 | Narrative Date | 05/04/2021 | Category | |
| MDH | 051903 | Sold Date | 03/26/2018 | Built Date | |
| Dealer | 60476 | | LAYTON HILLS CHRYSLER DODGE JE | | |
| Dealer Address | 1234 N MAIN ST | | | | |
| Dealer City | LAYTON | State | | | |

| | | |
|------------|------------------|-------------------|
| 1 | Open Date | 04/01/2021 |
| 0 | Mileage | 28,698 |
| 05/19/2017 | Advisor | KIS Wayne Kispert |
| UT | Zip | 840415280 |

Complaint: BODY SHOP TECH BODY SHOP PAINT TECH

Cause:

Correction:

LOP Information is not available

Part(s) Information

| Part Number | Part Description | Part Quantity | Part Cost | Failed | Part Return Date |
|-------------|------------------------------|---------------|-----------|--------|------------------|
| AND3220 | | 1 | | No | |
| 68422347AA | SPOILER -TAILGATE | 1 | | No | |
| 68377174AA | REINFMNT -D PILLAR | 1 | | No | |
| 68375107AA | CAP -RAIL | 1 | | No | |
| 68375106AA | CAP -RAIL | 1 | | No | |
| 68234324AA | REINFMNT -TAILGATE HINGE | 1 | | No | |
| 68193228AA | PANEL -D PILLAR | 1 | | No | |
| 68175102AB | PANEL -BOX SIDE INNER | 1 | | No | |
| 68146556AA | PANEL -BOX SIDE OUTER | 1 | | No | |
| 68106088AA | WHL/HOUSE-WHEELHOUSE OUTER | 1 | | No | |
| 68106084AA | REINFMNT -WHEELHOUSE | 1 | | No | |
| 68093078AC | LAMP -TAIL STOP BACKUP | 1 | | No | |
| 55277438AA | NAMEPLATE-TAILGATE | 1 | | No | |
| 55277414AF | LAMP -TAIL STOP BACKUP | 1 | | No | |
| 1TD44TZZAF | MOLDING -WHEEL OPENING FLARE | 1 | | No | |

Repair Order Detailed Report

| | | | | | | | |
|-----------------------|----------------|-------------------------------------|------------|-----------------------|--------------|-------------------------------|-------------------------------|
| VIN | | Model Year | 2017 | Body | D28P91 | RAM 3500 LARAMIE CREW CAB 4X4 | |
| Built Date | 05/19/2017 | Market | U | US | Plant | 8475 | SALTILLO TRUCK ASSEMBLY PLANT |
| Color | PXR | BLACK | | | | | |
| Engine | ETK | 6.7L I6 CUMMINS TURBO DIESEL ENGINE | | | | | |
| Transmission | DF2 | 6-SPD AUTO AISIN AS69RC HD TRANS | | | | | |
| Serial # | F1247CB9C0 | | | | | | |
| Serial # | F124700114 | | | | | | |
| Report # | | System Key | 518572620 | Report Version | 1 | Open Date | 05/05/2021 |
| Close Date | 05/31/2021 | Narrative Date | 06/07/2021 | Category | 0 | Mileage | 28,723 |
| MDH | 051903 | Sold Date | 03/26/2018 | Built Date | 05/19/2017 | Advisor | CS1 Cody Stanbrough |
| Dealer | 60476 | LAYTON HILLS CHRYSLER DODGE JE | | | | | |
| Dealer Address | 1234 N MAIN ST | | | | | | |
| Dealer City | LAYTON | State | UT | | | | |
| | | Zip | 840415280 | | | | |

Complaint: CHECK ENGINE LIGHT CUSTOMER OWES \$100.00 DEDUCTIBLE

Cause:

Correction:

LOP Information

| LOP | LOP Description |
|----------|--|
| 08191063 | Electrical System ; Modules ; Module, anti-lock brake control ; 6.7L diesel equipped |
| 05400701 | Brake System ; Master cylinder/hydraulic control unit ; Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others |

Part(s) Information

| Part Number | Part Description | Part Quantity | Part Cost | Failed | Part Return Date |
|-------------|---------------------------------|---------------|-----------|--------|------------------|
| 68347098AB | MODULE -ANTI LOCK BRAKE SYSTEM | 1 | | No | 01/01/0001 |
| 68143491AA | CONTROL -ANTI LOCK BRAKE SYSTEM | 1 | | No | |
| 4549625AE | FLUID -BRAKE | 1 | | No | |
| 04549625AE | FLUID -BRAKE | 1 | | No | 01/01/0001 |

Repair Order Detailed Report

| | | | | | | | |
|-----------------------|------------------|-------------------------------------|------------|-----------------------|--------------|--------------------------|-------------------------------|
| VIN | | Model Year | 2018 | Body | DJ7L92 | RAM 2500 ST CREW CAB 4X4 | |
| Built Date | 08/21/2017 | Market | U | US | Plant | 8475 | SALTILLO TRUCK ASSEMBLY PLANT |
| Color | PS2 | ARGENTO (SILVER) | | | | | |
| Engine | ETK | 6.7L I6 CUMMINS TURBO DIESEL ENGINE | | | | | |
| Transmission | DG7 | 6-SPD AUTOMATIC 68RFE TRANSMISSION | | | | | |
| Serial # | F2217D51A3 | | | | | | |
| Serial # | J214720182 | | | | | | |
| Report # | | System Key | 519208818 | Report Version | 1 | Open Date | 06/08/2021 |
| Close Date | 06/11/2021 | Narrative Date | 06/14/2021 | Category | 0 | Mileage | 43,146 |
| MDH | 082104 | Sold Date | 04/15/2019 | Built Date | 08/21/2017 | Advisor | 205581 |
| Dealer | 59564 | LITHIA CHRYSLER JEEP DODGE RAM | | | | | |
| Dealer Address | 4540 GRUMMAN DR. | | | | | | |
| Dealer City | MEDFORD | State | OR | | | | |
| | | Zip | 975049165 | | | | |

Complaint: C/S HE WAS DRIVING IN TOWN WHEN THE TRACTION CONTROL LIGHT CAME ON AND THE BRAKES LOCKED UP IMMEDIATELY AND CUST HAD A DIFFICULT TIME STOPPING PLEASE CHECK AND ADVISE PERFORM COURTESY VEHICLE INSPECTION. INCLUDES: VISUAL INSPECTION OF VEHICLE, TIRES, AND SET TIRE PRESSURE TO SPEC'S.

Cause:

Correction: 43146 FOUND CUSTOMER CONCERN TO BE PRESENT. FOUND CODE C0015-22 STEERING WHEEL POSITION SENSOR-SIGNAL AMPLITUDE MAXIMUM. I BEGAN TESTING THE CLOCK SPRING FOR PROPER POWERS AND GROUND AND FOUND ALL TO BE WITHIN SPEC. I PULLED UP THE DATA FOR THE ANGLE OF STEER AND FOUND THAT THE ANGLE OF TURN WAS NOT CORRECT WHEN TURNING THE STEERING WHEEL. I REPLACED CLOCK SPRING FOR THIS REASON. I ALSO FOUND CODE C2200-45 ANTI LOCK BRAKE MODULE INTERNAL. FOUND POWERS AND GROUNDS AT THE MODULE. ALSO FOUND COMMUNICATION LINES PRESENT. REPLACED MODULE FOR THIS REASON. TOOK VEHICLE ON TEST DRIVE. CUSTOMER CONCERN VERIFIED BODY MISC. 43146 PERFORMED INSPECTION PERFORM COURTESY VEHICLE INSPECTION. INCLUDES: VISUAL INSPECTION OF VEHICLE, TIRES, AND SET TIRE PRESSURE TO SPEC'S.

LOP Information

| LOP | LOP Description |
|----------|---|
| 08192701 | Electrical System ; Modules ; Module, steering column control ; SCCM, includes turn signal switch, clock spring, steering angle sensor where applicable |
| 08191063 | Electrical System ; Modules ; Module, anti-lock brake control ; 6.7L diesel equipped |
| 08191002 | Electrical System ; Modules ; Module, anti-lock brake control ; All others |

Part(s) Information

| Part Number | Part Description | Part Quantity | Part Cost | Failed | Part Return Date |
|-------------|--------------------------------------|---------------|-----------|--------|------------------|
| 68528300AA | CLOCKSPRI-STEERING COLUMN CONTROL MO | 1 | | No | |
| 68347098AB | MODULE -ANTI LOCK BRAKE SYSTEM | 1 | | No | |

Repair Order Detailed Report

| | | | | | | | | |
|-----------------------|-------------------|------------------------------------|------------|-----------------------|--------------|-------------------------------|-------------------------------|--|
| VIN | | Model Year | 2018 | Body | DJ7X91 | RAM 2500 POWER WAGON CREW CAB | | |
| Built Date | 09/15/2018 | Market | U | US | Plant | 8475 | SALTILLO TRUCK ASSEMBLY PLANT | |
| Color | PRV | DK. GARNET RED PEARL COAT | | | | | | |
| Engine | ESA | 6.4L V8 MID DUTY HEMI MDS ENGINE | | | | | Serial # 6255811855 | |
| Transmission | DFP | 6-SPD AUTOMATIC 66RFE TRANSMISSION | | | | | Serial # J149820518 | |
| Report # | | System Key | 519328446 | Report Version | 1 | Open Date | 04/14/2021 | |
| Close Date | 06/14/2021 | Narrative Date | 06/15/2021 | Category | 0 | Mileage | 32,294 | |
| MDH | 091509 | Sold Date | 03/11/2019 | Built Date | 09/15/2018 | Advisor | 110 Chad Johnson | |
| Dealer | 45602 | COLLIERVILLE CHRYSLER DODGE JE | | | | | | |
| Dealer Address | 393 S BYHALIA RD. | | | | | | | |
| Dealer City | COLLIERVILLE | State | TN | | | | | |
| | | | | | | Zip | 380179393 | |

Complaint: CHECK ELECTRICAL PERFORM INSPECTION TOW IN

Cause:

Correction:

LOP Information

| LOP | LOP Description |
|----------|--|
| 85410000 | Special Services ; Diagnostic LOP ; Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation. |
| 08907560 | Electrical System ; Wiring Harness Replacement, Body/Jumper ; Wiring harness, body ; Console equipped |
| 08907508 | Electrical System ; Wiring Harness Replacement, Body/Jumper ; Wiring harness, body ; Cross car |

Part(s) Information

| Part Number | Part Description | Part Quantity | Part Cost | Failed | Part Return Date |
|-------------|------------------|---------------|-----------|--------|------------------|
| 68340628AC | WIRING -BODY | 1 | | No | 01/01/0001 |

Repair Order Detailed Report

| | | | | | | | |
|-----------------------|------------------|-------------------------------------|------------|-----------------------|--------------|--------------------------|-------------------------------|
| VIN | | Model Year | 2018 | Body | DJ7L92 | RAM 2500 ST CREW CAB 4X4 | |
| Built Date | 08/21/2017 | Market | U | US | Plant | 8475 | SALTILLO TRUCK ASSEMBLY PLANT |
| Color | PS2 | ARGENTO (SILVER) | | | | | |
| Engine | ETK | 6.7L I6 CUMMINS TURBO DIESEL ENGINE | | | | | |
| Transmission | DG7 | 6-SPD AUTOMATIC 68RFE TRANSMISSION | | | | | |
| Serial # | F2217D51A3 | | | | | | |
| Serial # | J214720182 | | | | | | |
| Report # | | System Key | 522054997 | Report Version | 1 | Open Date | 07/10/2021 |
| Close Date | 07/10/2021 | Narrative Date | 07/17/2021 | Category | 0 | Mileage | 44,057 |
| MDH | 082104 | Sold Date | 04/15/2019 | Built Date | 08/21/2017 | Advisor | 190264 |
| Dealer | 59564 | LITHIA CHRYSLER JEEP DODGE RAM | | | | | |
| Dealer Address | 4540 GRUMMAN DR. | | | | | | |
| Dealer City | MEDFORD | State | OR | | | | |
| | | Zip | 975049165 | | | | |

Complaint: LIFETIME DIESEL OIL CHANGE INCLUDESOIL & FILTER CHANGE, LUBE CHASSIS AS TO FACTORY SPECS AND COURTESY VEHICLE INSPECTION. NOTE: THIS IS APRE-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. PERFORM BG ENGINE CLEANER AND CONDITIONER PERFORMANCE SERVICE. (10932,11232)

Cause:

Correction: 44057 COMPLETED LOF LIFETIME DIESEL OIL CHANGE INCLUDES OIL & FILTER CHANGE, LUBE CHASSIS AS TO FACTORY SPECS 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 AS TOFACTORY SPECS AND COURTESY VEHICLE INSPECTION. NOTE: THIS IS A PRE-PAID SERVICE WITH A RETAIL VALUEOF \$79.95 AND DOES NOT REFLECT THE STORE'S PARTICIPATION. MM 44057 COMPLETED VI, RECOMMEND CABIN AIRFILTER PERFORM COURTESY VEHICLE INSPECTION. INCLUDES: VISUAL INSPECTION OF VEHICLE, TIRES, AND SET TIRE PRESSURE TO SPEC'S. 44057 PERFORMED OIL CLEAN AND CONDITIONER PERFORM BG ENGINE CLEANERAND CONDITIONER PERFORMANCE SERVICE. (10932,11232)

LOP Information is not available

Part(s) Information

| Part Number | Part Description | Part Quantity | Part Cost | Failed | Part Return Date |
|-------------|----------------------|---------------|-----------|--------|------------------|
| PO47 | | 1 | | No | |
| 68055893AA | OIL -15W40 BULK CJ 4 | 12 | | No | |
| 11232 | | 1 | | No | |
| 10932 | | 1 | | No | |

Repair Order Detailed Report

| | | | | | |
|---------------------|------------|------------------------------------|------|--------------|--------|
| VIN | | Model Year | 2018 | Body | DJ7X91 |
| Built Date | 09/15/2018 | Market | U | Plant | |
| Color | PRV | DK. GARNET RED PEARL COAT | | | |
| Engine | ESA | 6.4L V8 MID DUTY HEMI MDS ENGINE | | | |
| Transmission | DFP | 6-SPD AUTOMATIC 66RFE TRANSMISSION | | | |

| | |
|-------------------------------|-------------------------------|
| RAM 2500 POWER WAGON CREW CAB | |
| 8475 | SALTILLO TRUCK ASSEMBLY PLANT |
| Serial # | 6255811855 |
| Serial # | J149820518 |

| | | | | | |
|-----------------------|-------------------|--------------------------------|------------|-----------------------|--|
| Report # | | System Key | 523494303 | Report Version | |
| Close Date | 07/31/2021 | Narrative Date | 08/02/2021 | Category | |
| MDH | 091509 | Sold Date | 03/11/2019 | Built Date | |
| Dealer | 45602 | COLLIERVILLE CHRYSLER DODGE JE | | | |
| Dealer Address | 393 S BYHALIA RD. | | | | |
| Dealer City | COLLIERVILLE | State | | | |

| | | |
|------------|------------------|------------------|
| 1 | Open Date | 07/22/2021 |
| 0 | Mileage | 34,072 |
| 09/15/2018 | Advisor | 110 Chad Johnson |
| TN | Zip | 380179393 |

Complaint: CHECK ELECTRICAL PERFORM INSPECTION

Cause:

Correction:

LOP Information

| LOP | LOP Description |
|----------|---|
| 0894TJL2 | Electrical System ; Wiring Harness Repair, Engine/Transmission and Front End ; Fuse Link/Power Distribution Center (Relays & Fuses) |

Part Information is not available

Repair Order Detailed Report

| | | | | | | | | |
|-----------------------|--------------------|-------------------------------------|------------|-----------------------|--------------|--------------------------------|-------------------------------|------------|
| VIN | | Model Year | 2018 | Body | D28R81 | RAM 3500 LONGHORN MEGA CAB 4X4 | | |
| Built Date | 09/05/2018 | Market | U | US | Plant | 8475 | SALTILLO TRUCK ASSEMBLY PLANT | |
| Color | PW7 | BRIGHT WHITE CLEAR COAT | | | | | | |
| Engine | ETK | 6.7L I6 CUMMINS TURBO DIESEL ENGINE | | | | | Serial # | F240804390 |
| Transmission | DF2 | 6-SPD AUTO AISIN AS69RC HD TRANS | | | | | Serial # | F228800209 |
| Report # | | System Key | 526242065 | Report Version | 1 | Open Date | 05/18/2021 | |
| Close Date | 08/31/2021 | Narrative Date | 09/01/2021 | Category | 0 | Mileage | 24,605 | |
| MDH | 090517 | Sold Date | 10/08/2018 | Built Date | 09/05/2018 | Advisor | 767 | |
| Dealer | 61339 | JACK POWELL CHRYSLER DODGE JEE | | | | | | |
| Dealer Address | 1625 AUTO PARK WAY | | | | | | | |
| Dealer City | ESCONDIDO | State | CA | Zip | 920292008 | | | |

Complaint: CUSTOMER STATES: THAT THE WHEN TOWING THE 5TH WHEEL HE WENT DOWN THE HILL AND HAD NO BRAKES AT THE BOTTOM, BRAKE LIGHT AND ABS LIGHT, TRACTION CONTROL, AND SERVICE TRAILEREBRAKE LIGHT CAME ON, AND WHEN HE PUSHED DOWN ON THE BRAKE PEDAL TO START IT THE PEDAL GOES DOWN FURTHER THAN BEFORE CUSTOMER STATES THAT WHEN HE HAD ITIN AUX THE TRUCK STARTED WITH OUT PUSHING THE BRAKE INSPECT TIRE PRESSURE POST SERVICE QUALITY CONTROL ALL VEHICLES WILL BE ROAD TESTED TO ASSURE ALL REPAIRS ARE PERFORMED SUCCESSFULLY. Perform courtesy multi-point vehicle inspection including fluid levels, air filters, belts, hoses, fuel and exhaust systems, brake pads, lights, horn, wiper blades, steering and suspension systems, tires, and a visual battery inspection.

Cause:

Correction: 24605 abs UPON INSPECTION FOUND FAULTSTORED IN ABS MODULE FOR C2200-49 - Anti-lockBrake Module Internal-Internal ElectronicFailure is ACTIVE AND C0044-28-BRAKE PRESSURESENSOR 1 - SIGNAL BIAS LEVEL OUT OF RANGE /ZERO ADJUSTMENT FAILURE . FOLLOWED SERVICELIBRARY TEST STEPS, FOUND NO FUSES BLOWN ORMISSING. FOUND NO POOR CONNECTIONS OR LOOSEOR SPLIT TERMINAL OR PUSHED OUT PINS. NOOTHER FAULTS STORED, C2200 CANNOT BE CLEARED.REPLACED ABS MODULE ONLY, THEN PERFORMED BASEBLEED, ABS BLEED AND THEN ANOTHER BASE BLEED.FOUND FAULT IS STILL ACTIVE BUT FAULTC0044-28-BRAKE PRESSURE SENSOR 1 - SIGNALBIAS LEVEL OUT OF RANGE / ZERO ADJUSTMENTFAILURE. FAULT C2200 CANNOT BE CLEARED ABSINITIALIZATION PERFORMED ALONG WITH PROXYALIGNMENT AND ECU RESET. OPENED STAR CASE,CASE # . WHILE ON THE PHONE WITHSTAR, VERIFIED THAT BRAKE PRESSURE FAULTC0044-28 IS NO LONGER STORED. TO FURTHERVERIFY, I WAS ASKED TO REMOVE NEW MODULE THATWAS JUST INSTALLED AND INSTALLED OLD MODULE.WHILE CONNECTED FOUND OLD FAULT WAS STILLACTIVE IN OLD MODULE. RE-INSTALLED NEWMODULE, USING DATA FUNCTION IN ABS, WATCHEDBRAKE PRESSURE VALUE. FOUND VALUE IS READINGPOSITIVE PRESSURE WHEN **NOT** PRESSED ANDINCREASING IN VALUE WHEN PRESSED. BECAUSE OFTHIS, WAS ADVISED TO REPLACE THE HCU AND

LOP Information

| LOP | LOP Description |
|----------|--|
| 95400142 | Special Services ; Loaner ; Loaner Car ; High Line Vehicles |
| 85410000 | Special Services ; Diagnostic LOP ; Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation. |
| 08191063 | Electrical System ; Modules ; Module, anti-lock brake control ; 6.7L diesel equ pped |
| 08191002 | Electrical System ; Modules ; Module, anti-lock brake control ; All others |
| 05400701 | Brake System ; Master cylinder/hydraulic control unit ; Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others |
| 05000101 | Brake System ; Bleed/Adjustments ; Bleed brake system |

Part(s) Information

| Part Number | Part Description | Part Quantity | Part Cost | Failed | Part Return Date |
|-------------|---------------------------------|---------------|-----------|--------|------------------|
| PREMIUM | | 1 | | No | |
| 68347098AB | MODULE -ANTI LOCK BRAKE SYSTEM | 1 | | No | 01/01/0001 |
| 68143491AA | CONTROL -ANTI LOCK BRAKE SYSTEM | 1 | | No | |
| 4318080AD | FLUID -BRAKE | 6 | | No | |
| 04318080AD | FLUID -BRAKE | 6 | | No | 01/01/0001 |

Repair Order Detailed Report

| | | | | | | | | |
|-----------------------|--------------------|-------------------------------------|------------|-----------------------|--------------|--------------------------------|-------------------------------|------------|
| VIN | | Model Year | 2018 | Body | D28R81 | RAM 3500 LONGHORN MEGA CAB 4X4 | | |
| Built Date | 09/05/2018 | Market | U | US | Plant | 8475 | SALTILLO TRUCK ASSEMBLY PLANT | |
| Color | PW7 | BRIGHT WHITE CLEAR COAT | | | | | | |
| Engine | ETK | 6.7L I6 CUMMINS TURBO DIESEL ENGINE | | | | | Serial # | F240804390 |
| Transmission | DF2 | 6-SPD AUTO AISIN AS69RC HD TRANS | | | | | Serial # | F228800209 |
| Report # | | System Key | 528840961 | Report Version | 1 | Open Date | 07/09/2021 | |
| Close Date | 10/02/2021 | Narrative Date | 10/04/2021 | Category | 0 | Mileage | 24,605 | |
| MDH | 090517 | Sold Date | 10/08/2018 | Built Date | 09/05/2018 | Advisor | 767 | |
| Dealer | 61339 | JACK POWELL CHRYSLER DODGE JEE | | | | | | |
| Dealer Address | 1625 AUTO PARK WAY | | | | | | | |
| Dealer City | ESCONDIDO | | | State | CA | Zip | 920292008 | |

Complaint: TECHNICIAN STATES VEHICLE STILL HAS CONCERN WITH BRAKE LIGHT AND ABS LIGHT AFTER REPLACEMENT OF ANTI LOCK BRAKE MODULE (RO#781594). PLEASE CHECK AND ADVISE.

Cause:

Correction: 24608 internal defect FOUND FAULT STORED IN ABS MODULE FOR C2200-49 - Anti-lock Brake Module. PER STAR CASE 101915021 WAS ADVISED TO REPLACE RECENTLY REPLACED ABS MODULE. 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 ABS MODULE AND HCU. FOUND FAULT IS STILL ACTIVE AND CANNOT BE CLEARED. ABS INITIALIZATION PERFORMED ALONG WITH PROXY ALIGNMENT AND ECURESET. CUSTOMER STATES:

LOP Information

| LOP | LOP Description |
|----------|--|
| 85410000 | Special Services ; Diagnostic LOP ; Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation. |
| 08191063 | Electrical System ; Modules ; Module, anti-lock brake control ; 6.7L diesel equipped |
| 08191002 | Electrical System ; Modules ; Module, anti-lock brake control ; All others |

Part(s) Information

| Part Number | Part Description | Part Quantity | Part Cost | Failed | Part Return Date |
|-------------|--------------------------------|---------------|-----------|--------|------------------|
| 68347098AB | MODULE -ANTI LOCK BRAKE SYSTEM | 1 | | No | |

Repair Order Detailed Report

| | | | | | | | |
|-----------------------|-------------------|------------------------|------------|-----------------------|--------------|--------------------------|-------------------------------|
| VIN | | Model Year | 2018 | Body | DJ7L92 | RAM 2500 ST CREW CAB 4X4 | |
| Built Date | 10/12/2017 | Market | U | US | Plant | 8475 | SALTILLO TRUCK ASSEMBLY PLANT |
| Color | | | | | | | |
| Engine | | | | | | Serial # | 6282710706 |
| Transmission | | | | | | Serial # | J263720123 |
| Report # | | System Key | 530375477 | Report Version | 1 | Open Date | 04/13/2021 |
| Close Date | 10/19/2021 | Narrative Date | 10/21/2021 | Category | 0 | Mileage | 9,622 |
| MDH | 101223 | Sold Date | 10/16/2017 | Built Date | 10/12/2017 | Advisor | 334 SPENCER LEASURE |
| Dealer | 63826 | GENE'S CHRYSLER CENTER | | | | | |
| Dealer Address | 3400 S CUSHMAN ST | | | | | | |
| Dealer City | FAIRBANKS | State | AK | Zip | 997017522 | | |

Complaint: CUSTOMER CONCERN COMPLIMENTARY 23PT INSPECTION INFORMATION ONLY LINE CUSTOMER CONCERN

Cause:

Correction: replaced left rear wheel , caliper mounting installed new battery and verified functionality

LOP Information is not available

Part(s) Information

| Part Number | Part Description | Part Quantity | Part Cost | Failed | Part Return Date |
|-------------|-----------------------------|---------------|-----------|--------|------------------|
| BBH7F001AA | BATTERY -STORAGE | 1 | | No | |
| 68049160AC | ADAPTOR -DISC BRAKE CALIPER | 1 | | No | |
| 68049158AA | PAD KIT -REAR DISC BRAKE | 1 | | No | |
| 6509465AA | BOLT -HEX FLANGE HEAD | 2 | | No | |
| 5154281AE | PLATE -PARKING BRAKE | 1 | | No | |
| 5086773AC | SEAL -WHEEL BEARING | 1 | | No | |
| 5086767AC | GASKET -AXLE SHAFT | 1 | | No | |
| 1VU98S4AAC | WHEEL -STEEL | 1 | | No | |

Repair Order Detailed Report

| | | | | | | | |
|-----------------------|-----------------|----------------------------|-------------------------------------|-----------------------|-----------------|--------------------------------|-------------------------------|
| VIN | | Model Year | 2018 | Body | DJ7R91 | RAM 2500 LONGHORN CREW CAB 4X4 | |
| Built Date | 12/21/2017 | Market | U | Plant | | 8475 | SALTILLO TRUCK ASSEMBLY PLANT |
| Color | PUW | | | | | | |
| Engine | ETK | | 6.7L I6 CUMMINS TURBO DIESEL ENGINE | | Serial # | F3457E1B54 | |
| Transmission | DG7 | | 6-SPD AUTOMATIC 68RFE TRANSMISSION | | Serial # | J334720028 | |
| Report # | | System Key | 532352357 | Report Version | 1 | Open Date | 09/22/2020 |
| Close Date | 10/08/2020 | Narrative Date | 11/14/2021 | Category | 0 | Mileage | 28,685 |
| MDH | 122117 | Sold Date | 10/01/2018 | Built Date | 12/21/2017 | Advisor | 007038 Zach Creech |
| Dealer | 44723 | MASSEY CHRYSLER CENTER INC | | | | | |
| Dealer Address | 602 WEST BYPASS | | | | | | |
| Dealer City | ANDALUSIA | State | AL | | | | |
| | | Zip | 364204731 | | | | |

Complaint: CONCERN BRAKE PEDAL GOES ALL THE WAY TO THE FLOOR WHEN IN USE. PERFORM CERTIFIED MULTI-POINT VEHICLE INSPECTION

Cause: AFTER HCU REPLACEMENT NOTICED PEDAL GOING TO THE FLOOR UNDER HARD BRAKING REPLACED FRONT HARD LINES AND MASTER CYLINDER SUPPLY HOSES NO CHANGES WHILE BLEEDING, AIR CONSTANTLY BLED FROM FRONT CALIPERS REPLACED BRAKE PADS DUE TO OVERHEATING WHILE DRIVEN BACK TO SHOP FOR REPAIR

Correction: WORKING WITH STAR ON REPAIR, CASE# [REDACTED] REPLACED MASTER CYLINDER AND PRESSURE BLED SYSTEM. PERFORMED ABS BLEED AND TEST DROVE. NO FURTHER ISSUES AT THIS TIME. UPDATED STAR CASE WITH REPAIR INFO. LOP 05307001 (1.6) PERFORMED CERTIFIED MULTI POINT VEHICLE INSPECTION. SUBMITTED INSPECTION FORM WITH VEHICLE STATUS.

LOP Information

| LOP | LOP Description |
|----------|---|
| 05307001 | Brake System ; Hose/tube/valve ; Tube, brake ; Master cylinder to combination valve |

Part(s) Information

| Part Number | Part Description | Part Quantity | Part Cost | Failed | Part Return Date |
|-------------|---------------------------------|---------------|-----------|--------|------------------|
| 68204550AG | TUBE ASSY-BRAKE | 1 | | No | |
| 68204421AC | TUBE -BRAKE | 1 | | No | |
| 68204418AC | TUBE -BRAKE | 1 | | No | |
| 68144664AB | MASTR CYL-BRAKE | 1 | | No | |
| 68143491AA | CONTROL -ANTI LOCK BRAKE SYSTEM | 1 | | No | |
| 68049158AA | PAD KIT -REAR DISC BRAKE | 1 | | No | |
| 2AMV1148AA | PAD KIT -FRONT DISC BRAKE | 1 | | No | |
| 04318080AD | FLUID -BRAKE | 2 | | No | |

Repair Order Detailed Report

| | | | | | | | |
|-----------------------|------------------|-------------------------------------|------------|-----------------------|--------------|--------------------------|-------------------------------|
| VIN | | Model Year | 2018 | Body | DJ7L92 | RAM 2500 ST CREW CAB 4X4 | |
| Built Date | 08/21/2017 | Market | U | US | Plant | 8475 | SALTILLO TRUCK ASSEMBLY PLANT |
| Color | PS2 | ARGENTO (SILVER) | | | | | |
| Engine | ETK | 6.7L I6 CUMMINS TURBO DIESEL ENGINE | | | | | |
| Transmission | DG7 | 6-SPD AUTOMATIC 68RFE TRANSMISSION | | | | | |
| Serial # | F2217D51A3 | | | | | | |
| Serial # | J214720182 | | | | | | |
| Report # | | System Key | 532491590 | Report Version | 1 | Open Date | 11/12/2021 |
| Close Date | 11/12/2021 | Narrative Date | 11/15/2021 | Category | 0 | Mileage | 48,789 |
| MDH | 082104 | Sold Date | 04/15/2019 | Built Date | 08/21/2017 | Advisor | 247157 |
| Dealer | 59564 | LITHIA CHRYSLER JEEP DODGE RAM | | | | | |
| Dealer Address | 4540 GRUMMAN DR. | | | | | | |
| Dealer City | MEDFORD | State | OR | | | | |
| | | Zip | 975049165 | | | | |

Complaint: LIFETIME DIESEL OIL CHANGE INCLUDES OIL & FILTER CHANGE, LUBE CHASSIS AS TO FACTORY SPECS 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.

Cause:

Correction: 48789 COMPLETE LIFETIME DIESEL OIL CHANGE INCLUDES OIL & FILTER CHANGE, LUBE CHASSIS AS TO FACTORY SPECS 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 AS TO FACTORY SPECS 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. MM 48789 COMPLETE PERFORM COURTESY VEHICLE INSPECTION. INCLUDES: VISUAL INSPECTION OF VEHICLE, TIRES, AND SET TIRE PRESSURE TO SPEC'S.

LOP Information is not available

Part(s) Information

| Part Number | Part Description | Part Quantity | Part Cost | Failed | Part Return Date |
|-------------|------------------|---------------|-----------|--------|------------------|
| 500010047 | | 12 | | No | |
| 27620MP | | 1 | | No | |

Repair Order Detailed Report

| | | | | | | | | |
|-----------------------|--------------------|-------------------------------------|------------|-----------------------|--------------|--------------------------------|-------------------------------|--|
| VIN | | Model Year | 2018 | Body | D28R81 | RAM 3500 LONGHORN MEGA CAB 4X4 | | |
| Built Date | 09/05/2018 | Market | U | US | Plant | 8475 | SALTILLO TRUCK ASSEMBLY PLANT | |
| Color | PW7 | BRIGHT WHITE CLEAR COAT | | | | | | |
| Engine | ETK | 6.7L I6 CUMMINS TURBO DIESEL ENGINE | | | | | Serial # F240804390 | |
| Transmission | DF2 | 6-SPD AUTO AISIN AS69RC HD TRANS | | | | | Serial # F228800209 | |
| Report # | | System Key | 535537838 | Report Version | 1 | Open Date | 12/07/2021 | |
| Close Date | 12/17/2021 | Narrative Date | 12/21/2021 | Category | 0 | Mileage | 24,605 | |
| MDH | 090517 | Sold Date | 10/08/2018 | Built Date | 09/05/2018 | Advisor | 832 | |
| Dealer | 61339 | JACK POWELL CHRYSLER DODGE JEE | | | | | | |
| Dealer Address | 1625 AUTO PARK WAY | | | | | | | |
| Dealer City | ESCONDIDO | | | State | CA | Zip | 920292008 | |

Complaint: Y26 RECALL V06 RECALL

Cause:

Correction: 24605 Y26 RECALL parts not available CUSTOMER STATES: 24605 V06 RECALL PERFORMED V06 RECALL.INSPECTED AND FOUND TRACK BAR HAS BEENREPLACED WITH aftermarket part TRACK BAR. CUSTOMER STATES:

LOP Information

| LOP | LOP Description |
|----------|---|
| 22Y26181 | Wheels ; Recall Y2x ; Safety Recall Y26 - Wheel Studs ; Inspect Wheel Studs |

Part Information is not available

Repair Order Detailed Report

| | | | | | | | |
|---------------------|------------|-------------------|------|-------------|--------------|-------------------------------|-------------------------------|
| VIN | | Model Year | 2018 | Body | DJ7P91 | RAM 2500 LARAMIE CREW CAB 4X4 | |
| Built Date | 10/14/2018 | Market | U | US | Plant | 8475 | SALTILLO TRUCK ASSEMBLY PLANT |
| Color | | | | | | | |
| Engine | | | | | | Serial # | 6285810920 |
| Transmission | | | | | | Serial # | J274820048 |

| | | | | | | | |
|-----------------------|-------------------------|--------------------------------|------------|-----------------------|------------|------------------|------------|
| Report # | | System Key | 560725119 | Report Version | 1 | Open Date | 08/08/2022 |
| Close Date | 08/09/2022 | Narrative Date | 08/12/2022 | Category | 0 | Mileage | 30,191 |
| MDH | 101412 | Sold Date | 02/18/2019 | Built Date | 10/14/2018 | Advisor | 67433 |
| Dealer | 26867 | TIM CASTELLAW CHRYSLER DODGE J | | | | | |
| Dealer Address | 900 HIGHWAY 51 BYPASS W | | | | | | |
| Dealer City | DYERSBURG | State | TN | Zip | 380241838 | | |

Complaint: Perform DTC Inspection [CUSTOMER STATES ABS LIGHT COMES ON]

Cause:

Correction: FOUND HCU INTERNAL DEFECT NECESSARY TO REPLACE REPLACED BLEED BRAKE SYSTEM TEST DRIVE OPERATING AS DESIGNED AT THIS TIME

LOP Information is not available

Part(s) Information

| Part Number | Part Description | Part Quantity | Part Cost | Failed | Part Return Date |
|-------------|---------------------------------|---------------|-----------|--------|------------------|
| 68143491AA | CONTROL -ANTI LOCK BRAKE SYSTEM | 1 | | No | |
| 4318080AD | FLUID -BRAKE | 4 | | No | |

Repair Order Detailed Report

| | | | | | | | |
|-----------------------|-----------------------|-------------------------------------|------------|-----------------------|--------------|--------------------------|-------------------------------|
| VIN | | Model Year | 2018 | Body | DJ7L91 | RAM 2500 ST CREW CAB 4X4 | |
| Built Date | 12/28/2018 | Market | U | US | Plant | 8475 | SALTILLO TRUCK ASSEMBLY PLANT |
| Color | PXR | BLACK | | | | | |
| Engine | ETK | 6.7L I6 CUMMINS TURBO DIESEL ENGINE | | | | | |
| Transmission | DG7 | 6-SPD AUTOMATIC 68RFE TRANSMISSION | | | | | |
| Serial # | F347810811 | | | | | | |
| Serial # | J333820769 | | | | | | |
| Report # | | System Key | 564410157 | Report Version | 1 | Open Date | 09/24/2022 |
| Close Date | 09/24/2022 | Narrative Date | 09/26/2022 | Category | 0 | Mileage | 23,037 |
| MDH | 122814 | Sold Date | 03/13/2019 | Built Date | 12/28/2018 | Advisor | 2595 EMILY STEWART |
| Dealer | 45716 | Jerry Ulm Chrysler Dodge Jeep | | | | | |
| Dealer Address | 2966 N DALE MABRY HWY | | | | | | |
| Dealer City | TAMPA | State | FL | | | | |
| | | Zip | 336072415 | | | | |

Complaint: (Multi-point inspection according to maintenance interval) CUSTOMER STATES ABS AND TRACTION CONTROL LIGHT ON CHECK AND ADVISE (Engine Mechanical Concern) CUSTOMER STATES WANTS SECOND KEY PROGRAMMED AND CUT. AUTH [REDACTED] PARTS- \$450.80 LABOR- \$384.09 DEDUCT- \$250.00 TOTAL -\$584.89

Cause: RECOMMENDED TECH VERIFIED FOND CODE C0020-01 FOR ABD PUMP MOTOR CONTROL- GENERAL ELECTRICAL FAILURE VERIFIED

Correction: INSPECTION COMPLETE...SEE ATTACHED INSPECTION REPORT SEE RECOMMENDED SERVICES. TECH ORDERED PART. TECH PROGRAMMED AND CUT THE KEY. ALL OK.

LOP Information is not available

Part(s) Information

| Part Number | Part Description | Part Quantity | Part Cost | Failed | Part Return Date |
|---------------|---------------------------------|---------------|-----------|--------|------------------|
| CH68143491-AB | CONTROL -ANTI LOCK BRAKE SYSTEM | 1 | | No | |
| CH68029829-AB | KEY -BLANK | 1 | | No | |
| CH56046953-AG | KEY FOB -INTEGRATED KEY FOB | 1 | | No | |
| CH4318080-AD | FLUID -BRAKE | 3 | | No | |

Repair Order Detailed Report

| | | | | | | | |
|-----------------------|-----------------|--------------------------------|-------------------------------------|-----------------------|--------------|-------------------------------|-------------------------------|
| VIN | | Model Year | 2018 | Body | D28P81 | RAM 3500 LARAMIE MEGA CAB 4X4 | |
| Built Date | 06/09/2018 | Market | U | US | Plant | 8475 | SALTILLO TRUCK ASSEMBLY PLANT |
| Color | PXR | | BLACK | | | | |
| Engine | ETK | | 6.7L I6 CUMMINS TURBO DIESEL ENGINE | | | Serial # | F1368EE066 |
| Transmission | DG7 | | 6-SPD AUTOMATIC 68RFE TRANSMISSION | | | Serial # | J064820671 |
| Report # | | System Key | 577228063 | Report Version | 1 | Open Date | 02/24/2023 |
| Close Date | 02/24/2023 | Narrative Date | 02/27/2023 | Category | 0 | Mileage | 70,277 |
| MDH | 060911 | Sold Date | 07/23/2018 | Built Date | 06/09/2018 | Advisor | 44916 Felicity Overs |
| Dealer | 45732 | Sandy Sansing Chrysler Dodge J | | | | | |
| Dealer Address | 6348 HIGHWAY 90 | | | | | | |
| Dealer City | MILTON | State | FL | | | | |
| | | Zip | 325704520 | | | | |

Complaint: PERFORM RECALL. VERIFIED OPEN RECALL: Y26 2012-21 D TRUCK M14 WHEEL STUDS

Cause: recall

Correction: verified recall by vin, inspected all wheel lug nut studs. verified measurements are good. recall complete. LOP 22-Y2-61-81 0.6hours|22Y26181

LOP Information

| LOP | LOP Description |
|----------|---|
| 22Y26181 | Wheels ; Recall Y2x ; Safety Recall Y26 - Wheel Studs ; Inspect Wheel Studs |

Part Information is not available