

## Warranty Claim Report

### Vehicle Information

<b>VIN</b>		<b>Year</b>	2017	<b>Body</b>	CAB - RAM 2500 POWER WAGON CREW
<b>Build Date</b>	12/14/2016	<b>Plant</b>	SALTILLO TRUCK ASSEMBLY PLANT	<b>Coverage Code</b>	560

### Claim Information

<b>Claim #</b>		<b>In Service Date</b>	12/28/2016
<b>Claim Type</b>	W - Warranty	<b>Repair Date</b>	09/15/2017
<b>Claim Status</b>	Paid	<b>Mileage (Miles)</b>	5,498

### Expense

<b>Labor</b>	\$57.63	<b>Sublet</b>	\$121.80	<b>Part</b>	\$0.00	<b>Total Paid</b>	\$179.43
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### Dealer Information

<b>Code</b>		<b>Name</b>	VICTORY CHRYSLER DODGE JEEP RAM	<b>Zone</b>	74	DENVER
<b>Address</b>	6640 STATE AVENUE , KANSAS CITY, KS 66102					

### Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	23306502	Glass, Sunroof ; Glass-Movable	65	LEAKS	68049127AB	GLASS	1	X	121.80	\$57.63

### Customer Concern:

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 WD WAS 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 TIME CONDITION NOT PRESENT DURING SEVERAL TEST DRIVE ATTEMPTS. NO CODES IN SYSTEM Axle/Driveshaft/Differential Concern [Customer states traction control light was on and when put into 4 low all tires were not spinning and locker was not operating] REAR AXLE

### Technical Notes:

NA

# Warranty Claim Report

## Vehicle Information

<b>VIN</b>		<b>Year</b>	2017	<b>Body</b>	- RAM 3500 LARAMIE CREW CAB 4X4
<b>Build Date</b>	05/30/2017	<b>Plant</b>	SALTILLO TRUCK ASSEMBLY PLANT	<b>Coverage Code</b>	536

## Claim Information

<b>Claim #</b>		<b>In Service Date</b>	07/28/2017
<b>Claim Type</b>	W - Warranty	<b>Repair Date</b>	11/13/2017
<b>Claim Status</b>	Paid	<b>Mileage (Miles)</b>	2,248

## Expense

<b>Labor</b>	\$35.01	<b>Sublet</b>	\$0.00	<b>Part</b>	\$0.00	<b>Total Paid</b>	\$35.01
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## Dealer Information

<b>Code</b>		<b>Name</b>		<b>Zone</b>	70	PHOENIX
<b>Address</b>						

## Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85418602	ABS/ESP/Speed Control and ITBM, Trouble Not Found ; ABS	OD							\$35.01

## Customer Concern:

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 front/wheel 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

## Technical Notes:

NA

# Warranty Claim Report

## Vehicle Information

<b>VIN</b>		<b>Year</b>	2017	<b>Body</b>	- RAM 2500 ST CREW CAB 4X4
<b>Build Date</b>	02/22/2017	<b>Plant</b>	SALTILLO TRUCK ASSEMBLY PLANT	<b>Coverage Code</b>	560

## Claim Information

<b>Claim #</b>		<b>In Service Date</b>	03/20/2017
<b>Claim Type</b>	W - Warranty	<b>Repair Date</b>	01/03/2018
<b>Claim Status</b>	Paid	<b>Mileage (Miles)</b>	17,923

## Expense

<b>Labor</b>	\$25.93	<b>Sublet</b>	\$0.00	<b>Part</b>	\$0.00	<b>Total Paid</b>	\$25.93
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## Dealer Information

<b>Code</b>		<b>Name</b>	ANCIRA MOTOR COMPANY	<b>Zone</b>	63	DALLAS
<b>Address</b>	10807 IH 10 W , SAN ANTONIO, TX 78230					

## Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	181906RX	Module, Powertrain Control (PCM) ; Module, Powertrain Control (PCM) - Reprogram	CC	SENDING UNITS/SENSORS						\$25.93

## Customer Concern:

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:

NA

## Correction:

NA

## Technical Notes:

NA

## Warranty Claim Report

### Vehicle Information

VIN		Year	2018	Body	- RAM 2500 ST CREW CAB 4X4
Build Date	08/24/2017	Plant	SALTILLO TRUCK ASSEMBLY PLANT	Coverage Code	536

### Claim Information

Claim #		In Service Date	08/17/2018
Claim Type	W - Warranty	Repair Date	04/25/2018
Claim Status	Paid	Mileage (Miles)	21

### Expense

Labor	\$41.83	Sublet	\$64.58	Part	\$0.00	Total Paid	\$106.41
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### Dealer Information

Code		Name	RON BOUCHARD CHRYSLER DODGE	Zone	32	NEW YORK
Address	282 LUNENBURG ST , FITCHBURG, MA 01420					

### Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08508096	Lamp, Clearance ; Lamp, Clearance - Replace All	ZZ	SERVICE ACTION	68261677AC	LAMP	5	X	64.58	\$41.83

### Customer Concern:

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

### Cause:

NA

### 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)

### Technical Notes:

NA

# Warranty Claim Report

## Vehicle Information

<b>VIN</b>		<b>Year</b>	2018	<b>Body</b>	- RAM 2500 LARAMIE CREW CAB 4X4
<b>Build Date</b>	09/28/2017	<b>Plant</b>	SALTILLO TRUCK ASSEMBLY PLANT	<b>Coverage Code</b>	560

## Claim Information

<b>Claim #</b>		<b>In Service Date</b>	06/25/2018
<b>Claim Type</b>	S - Safety (Recalls)	<b>Repair Date</b>	06/14/2018
<b>Claim Status</b>	Paid	<b>Mileage (Miles)</b>	25

## Expense

<b>Labor</b>	\$19.50	<b>Sublet</b>	\$4.48	<b>Part</b>	\$0.00	<b>Total Paid</b>	\$23.98
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## Dealer Information

<b>Code</b>		<b>Name</b>	GRESHAM DODGE INC	<b>Zone</b>	70	PHOENIX
<b>Address</b>	855 E BURNSIDE , GRESHAM, OR 97030					

## Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	25U15182	Emission Recall U15 - VECI Label ; Install VECI Label	UC	UNCODABLE (NARRATIVE REQUIRED)	68366329AA	LABEL	1	X	4.48	\$19.50

### Customer Concern:

RECALL U15 - VECI LABEL

### Cause:

OK

### Correction:

RECALL CHECK

### Technical Notes:

NA

# Warranty Claim Report

## Vehicle Information

<b>VIN</b>		<b>Year</b>	2018	<b>Body</b>	- RAM 2500 LARAMIE CREW CAB 4X4
<b>Build Date</b>	09/28/2017	<b>Plant</b>	SALTILLO TRUCK ASSEMBLY PLANT	<b>Coverage Code</b>	560

## Claim Information

<b>Claim #</b>		<b>In Service Date</b>	06/25/2018
<b>Claim Type</b>	S - Safety (Recalls)	<b>Repair Date</b>	07/27/2018
<b>Claim Status</b>	Paid	<b>Mileage (Miles)</b>	282

## Expense

<b>Labor</b>	\$29.25	<b>Sublet</b>	\$0.00	<b>Part</b>	\$0.00	<b>Total Paid</b>	\$29.25
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## Dealer Information

<b>Code</b>		<b>Name</b>	GRESHAM DODGE INC	<b>Zone</b>	70	PHOENIX
<b>Address</b>	855 E BURNSIDE , GRESHAM, OR 97030					

## Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U61083	Safety Recall U61 - Reprogram Powertrain Control Module ; Inspect PCM Software Level and Perform Software Update (2018 Model Years Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						\$29.25

## Customer Concern:

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

## Technical Notes:

NA

## Warranty Claim Report

### Vehicle Information

VIN		Year	2018	Body		- RAM 2500 ST CREW CAB 4X4
Build Date	08/24/2017	Plant	SALTILLO TRUCK ASSEMBLY PLANT	Coverage Code		536

### Claim Information

Claim #		In Service Date	08/17/2018
Claim Type	W - Warranty	Repair Date	09/05/2018
Claim Status	Paid	Mileage (Miles)	756

### Expense

Labor	\$73.20	Sublet	\$0.00	Part	\$0.00	Total Paid	\$73.20
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### Dealer Information

Code		Name	RON BOUCHARD CHRYSLER DODGE	Zone	32	NEW YORK
Address	282 LUNENBURG ST , FITCHBURG, MA 01420					

### Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	181904HZ	Module, Engine Control (ECM) ; Module, Engine Control (ECM) - Reprogram, Quicklearn 68RFE Only (A/T)	CC	SENDING UNITS/SENSORS						\$73.20

### Customer Concern:

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

### Technical Notes:

NA

## Warranty Claim Report

### Vehicle Information

VIN		Year	2018	Body		- RAM 2500 ST CREW CAB 4X4
Build Date	10/28/2017	Plant	SALTILLO TRUCK ASSEMBLY PLANT	Coverage Code		536

### Claim Information

Claim #		In Service Date	06/25/2018
Claim Type	S - Safety (Recalls)	Repair Date	02/15/2019
Claim Status	Paid	Mileage (Miles)	18,403

### Expense

Labor	\$27.89	Sublet	\$0.00	Part	\$0.00	Total Paid	\$27.89
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### Dealer Information

Code		Name	LITHIA CHRYSLER JEEP DODGE OF KLAMATH FALLS	Zone	70	PHOENIX
Address	2675 WASHBURN WAY , KLAMATH FALLS, OR 97603					

### Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U53182	Customer Satisfaction Notification U53 - Occupant Restraint Control Module ; Reprogram Occupant Restraint Controller (ORC) Module - Includes ORC and ABS Initialization	UC	UNCODABLE (NARRATIVE REQUIRED)						\$27.89

### Customer Concern:

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

### Technical Notes:

BRAKE PEDAL FEELS LIKE IT TRAVELS TO FLOOR

# Warranty Claim Report

## Vehicle Information

VIN		Year	2018	Body		- RAM 2500 ST CREW CAB 4X4
Build Date	10/28/2017	Plant	SALTILLO TRUCK ASSEMBLY PLANT	Coverage Code		536

## Claim Information

Claim #		In Service Date	06/25/2018
Claim Type	W - Warranty	Repair Date	02/15/2019
Claim Status	Paid	Mileage (Miles)	18,411

## Expense

Labor	\$27.89	Sublet	\$0.00	Part	\$0.00	Total Paid	\$27.89
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## Dealer Information

Code		Name	LITHIA CHRYSLER JEEP DODGE OF KLAMATH FALLS	Zone	70	PHOENIX
Address	2675 WASHBURN WAY , KLAMATH FALLS, OR 97603					

## Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85410500	Brakes, Trouble Not Found ; Brakes	OD							\$27.89

## Customer Concern:

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

## Technical Notes:

BRAKE PEDAL FEELS LIKE IT TRAVELS TO FLOOR

# Warranty Claim Report

## Vehicle Information

VIN	[REDACTED]	Year	2017	Body	[REDACTED] - RAM 2500 LARAMIE CREW CAB 4X4
Build Date	01/10/2017	Plant	SALTILLO TRUCK ASSEMBLY PLANT	Coverage Code	536

## Claim Information

Claim #	[REDACTED]	In Service Date	06/05/2017
Claim Type	S - Safety (Recalls)	Repair Date	02/15/2019
Claim Status	Paid	Mileage (Miles)	42,075

## Expense

Labor	\$58.43	Sublet	\$0.81	Part	\$0.00	Total Paid	\$59.24
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## Dealer Information

Code	[REDACTED]	Name	POTAMKIN'S PLANET DODGE	Zone	66	ORLANDO
Address	9975 N W 12TH STREET , MIAMI, FL 33172					

## Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08U74182	Safety Recall U74 - Tailgate Latch ; Install Tailgate Actuator Stop Block	UC	UNCODABLE (NARRATIVE REQUIRED)	68448027AA	ACTUATOR	1	X	0.81	\$23.37
B	18U53182	Customer Satisfaction Notification U53 - Occupant Restraint Control Module ; Reprogram Occupant Restraint Controller (ORC) Module - Includes ORC and ABS Initialization	UC	UNCODABLE (NARRATIVE REQUIRED)						\$35.06

## Customer Concern:

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 [REDACTED] (ECCD12N) 1-Service Contract Lube, Oil and Filter [REDACTED]

## Cause:

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## Correction:

42075 U53 RECALL DONE Customer Satisfaction Notification U53 - Occupant Restraint Control Module - 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 [REDACTED] (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 [REDACTED]

## Technical Notes:

NA

## Warranty Claim Report

### Vehicle Information

<b>VIN</b>		<b>Year</b>	2017	<b>Body</b>	- RAM 3500 ST REG CAB 4X4
<b>Build Date</b>	09/09/2016	<b>Plant</b>	SALTILLO TRUCK ASSEMBLY PLANT	<b>Coverage Code</b>	560

### Claim Information

<b>Claim #</b>		<b>In Service Date</b>	03/31/2017
<b>Claim Type</b>	W - Warranty	<b>Repair Date</b>	02/22/2019
<b>Claim Status</b>	Paid	<b>Mileage (Miles)</b>	17,849

### Expense

<b>Labor</b>	\$27.11	<b>Sublet</b>	\$41.09	<b>Part</b>	\$0.00	<b>Total Paid</b>	\$68.20
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### Dealer Information

<b>Code</b>		<b>Name</b>	MILITELLO MOTORS INC	<b>Zone</b>	74	DENVER
<b>Address</b>	1029 N STATE ST , FAIRMONT, MN 56031					

### Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08141809	Sensor, wheel speed-Anti-lock brakes ; rear - left	14	BURNED OR BURNED OUT	04779981AC	SENSOR	1	X	41.09	\$27.11

### Customer Concern:

Customer States ABS lamp on-no 4x4

### Cause:

NA

### Correction:

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

### Technical Notes:

NA

# Warranty Claim Report

## Vehicle Information

VIN	██████████	Year	2018	Body	██████████ - RAM 2500 ST CREW CAB 4X4
Build Date	10/28/2017	Plant	SALTILLO TRUCK ASSEMBLY PLANT	Coverage Code	536

## Claim Information

Claim #	██████████	In Service Date	06/25/2018
Claim Type	W - Warranty	Repair Date	03/04/2019
Claim Status	Paid	Mileage (Miles)	19,028

## Expense

Labor	\$501.93	Sublet	\$558.36	Part	\$240.00	Total Paid	\$1,300.29
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## Dealer Information

Code	██████████	Name	LITHIA CHRYSLER JEEP DODGE OF KLAMATH FALLS	Zone	70	PHOENIX
Address	2675 WASHBURN WAY , KLAMATH FALLS, OR 97603					

## Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	05600104	Booster, power brake ; Hydro-booster	63	LOW OR NO ASSIST	68144663AA	BOOSTER	1	X	545.53	\$130.13
A	05600104	Booster, power brake ; Hydro-booster	63	LOW OR NO ASSIST	05205254	O RING	2		12.83	\$130.13
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68144663AA	BOOSTER	1	X	545.53	\$371.80
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			05205254	O RING	2		12.83	\$371.80
A	95400142	Loaner Car ; High Line Vehicles			68144663AA	BOOSTER	1	X	545.53	\$240.00
A	95400142	Loaner Car ; High Line Vehicles			05205254	O RING	2		12.83	\$240.00

## Customer Concern:

. 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 - IWAS 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) HEAD ADVISED BOOSTER ISSUE OR MASTER CYLINDER ISSUE - RETURNED THE VEHICLE TO THE CUSTOMER AT THIS TIME AS WE ARE

AWAITING FURTHERASSISTANCE . Booster, power brake - Replace Hydro-booster (1 - Semi-Skilled) DIAGNOSITC RENTAL  
BOOSTER/POWER BRAKE UNIT-Replace (B) DIAGNOSITC SUBLET REPAIRS 19015 RECALL COMPLETE/PERFORMED  
SOFTWAREUPDATE OCCUPANT RESTRAINT CONTROL MODULE - SOFTWAREUPDATE OCCUPANT RESTRAINT CONTROL  
MODULE - SOFTWARE UPDATE 19015 NO LEAKS FOUND/ FILLED TO PROPERLEVEL NO WORK DONE 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 CAR  
WASH

**Technical Notes:**

NA

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# Warranty Claim Report

## Vehicle Information

VIN	[REDACTED]	Year	2018	Body	[REDACTED] - RAM 3500 LONGHORN MEGA CAB 4X4
Build Date	05/09/2018	Plant	SALTILLO TRUCK ASSEMBLY PLANT	Coverage Code	536

## Claim Information

Claim #	[REDACTED]	In Service Date	10/24/2018
Claim Type	W - Warranty	Repair Date	03/04/2019
Claim Status	Paid	Mileage (Miles)	10,470

## Expense

Labor	\$63.42	Sublet	\$60.69	Part	\$80.00	Total Paid	\$204.11
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## Dealer Information

Code	[REDACTED]	Name	SETH WADLEY CHRYSLER DODGE JEEP	Zone	63	DALLAS
Address	200 BALLARD RD , PAULS VALLEY, OK 73075					

## Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08190701	Module, transfer case/drivetrain control	ML	CHECK ENGINE/SERVICE ENGINE SO	68250127AB	MODULE	1	X	60.69	\$63.42
A	95400142	Loaner Car ; High Line Vehicles			68250127AB	MODULE	1	X	60.69	\$80.00

## Customer Concern:

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 [PERFORM27 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 DTCMAND 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

## Technical Notes:

NA

# Warranty Claim Report

## Vehicle Information

VIN	██████████	Year	2018	Body	██████████ - RAM 3500 LONGHORN MEGA CAB 4X4
Build Date	05/09/2018	Plant	SALTILLO TRUCK ASSEMBLY PLANT	Coverage Code	536

## Claim Information

Claim #	██████████	In Service Date	10/24/2018
Claim Type	W - Warranty	Repair Date	04/05/2019
Claim Status	Paid	Mileage (Miles)	13,185

## Expense

Labor	\$179.69	Sublet	\$666.30	Part	\$0.00	Total Paid	\$845.99
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## Dealer Information

Code	██████████	Name	SETH WADLEY CHRYSLER DODGE JEEP	Zone	63	DALLAS
Address	200 BALLARD RD , PAULS VALLEY, OK 73075					

## Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08463415	Actuator/Motor, Axle Locker ; Actuator - Front Axle Disconnect	ML	CHECK ENGINE/SERVICE ENGINE SO	68216944AA	ACTUATOR	1	X	621.81	\$73.99
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68216944AA	ACTUATOR	1	X	621.81	\$42.28
B	08508002	Lamp, Clearance ; One	11	BROKEN OR CRACKED	68261677AC	LAMP	5	X	44.49	\$21.14
B	08508050	Lamp, Clearance ; Each additional clearance lamp			68261677AC	LAMP	5	X	44.49	\$10.57
B	08508050	Lamp, Clearance ; Each additional clearance lamp			68261677AC	LAMP	5	X	44.49	\$10.57
B	08508050	Lamp, Clearance ; Each additional clearance lamp			68261677AC	LAMP	5	X	44.49	\$10.57
B	08508050	Lamp, Clearance ; Each additional clearance lamp			68261677AC	LAMP	5	X	44.49	\$10.57

## Customer Concern:

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. TESTEDALL CIRCUITS GOING TO FAD. IGNITION/RUN HASBV WHEN KEY IS ON. GROUND HAS 1.0OHMRESISTANCE TO CHASSIS GROUND. SIGNAL ANDRETURN CIRCUITS LOAD TEST GOOD. ALL CIRCUITSTEST GOOD. ALL TERMINAL TENSION IS GOOD ONDTCM 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 OVER 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

**Technical Notes:**

NA

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# Warranty Claim Report

## Vehicle Information

<b>VIN</b>		<b>Year</b>	2017	<b>Body</b>	- RAM 3500 ST REG CAB 4X4
<b>Build Date</b>	09/09/2016	<b>Plant</b>	SALTILLO TRUCK ASSEMBLY PLANT	<b>Coverage Code</b>	560

## Claim Information

<b>Claim #</b>		<b>In Service Date</b>	03/31/2017
<b>Claim Type</b>	S - Safety (Recalls)	<b>Repair Date</b>	04/08/2019
<b>Claim Status</b>	Paid	<b>Mileage (Miles)</b>	17,977

## Expense

<b>Labor</b>	\$112.29	<b>Sublet</b>	\$0.00	<b>Part</b>	\$0.00	<b>Total Paid</b>	\$112.29
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## Dealer Information

<b>Code</b>		<b>Name</b>	MILLS JEEP	<b>Zone</b>	74	DENVER
<b>Address</b>	4100 HWY. 71 S. , WILLMAR, MN 56201					

## Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19V06150	Safety Recall V06 - Drag Link ; Weld Jam Nuts to Adjuster								\$37.43
A	19V06185	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)	UC	UNCODABLE (NARRATIVE REQUIRED)						\$74.86

## Customer Concern:

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

## Technical Notes:

NA

# Warranty Claim Report

## Vehicle Information

VIN	[REDACTED]	Year	2017	Body	[REDACTED] - RAM 2500 LARAMIE CREW CAB 4X4	
Build Date	01/10/2017	Plant	SALTILLO TRUCK ASSEMBLY PLANT		Coverage Code	536

## Claim Information

Claim #	[REDACTED]	In Service Date	06/05/2017
Claim Type	S - Safety (Recalls)	Repair Date	04/18/2019
Claim Status	Paid	Mileage (Miles)	45,080

## Expense

Labor	\$163.62	Sublet	\$0.00	Part	\$93.44	Total Paid	\$257.06
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## Dealer Information

Code	[REDACTED]	Name	POTAMKIN'S PLANET DODGE	Zone	66	ORLANDO
Address	9975 N W 12TH STREET , MIAMI, FL 33172					

## Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19V06150	Safety Recall V06 - Drag Link ; Weld Jam Nuts to Adjuster								\$0.00
A	19V06184	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)	UC	UNCODABLE (NARRATIVE REQUIRED)						\$128.56
A	85333333	Sublet processing allowance								\$35.06
A	95400141	Loaner Car ; Standard Line Vehicles								\$35.00
A	97756555	Sublet Repair								\$58.44

## Customer Concern:

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\*\*]

[REDACTED] 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

[REDACTED] 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 rega

**Technical Notes:**

NA

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# Warranty Claim Report

## Vehicle Information

<b>VIN</b>		<b>Year</b>	2018	<b>Body</b>	4X4 - RAM 3500 LONGHORN MEGA CAB
<b>Build Date</b>	05/09/2018	<b>Plant</b>	SALTILLO TRUCK ASSEMBLY PLANT	<b>Coverage Code</b>	536

## Claim Information

<b>Claim #</b>		<b>In Service Date</b>	10/24/2018
<b>Claim Type</b>	S - Safety (Recalls)	<b>Repair Date</b>	05/03/2019
<b>Claim Status</b>	Paid	<b>Mileage (Miles)</b>	29,851

## Expense

<b>Labor</b>	\$179.69	<b>Sublet</b>	\$0.00	<b>Part</b>	\$0.00	<b>Total Paid</b>	\$179.69
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## Dealer Information

<b>Code</b>		<b>Name</b>	SETH WADLEY CHRYSLER DODGE JEEP	<b>Zone</b>	63	DALLAS
<b>Address</b>	200 BALLARD RD , PAULS VALLEY, OK 73075					

## Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19V06150	Safety Recall V06 - Drag Link ; Weld Jam Nuts to Adjuster								\$52.85
A	19V06186	Safety Recall V06 - Drag Link ; Related LOP 19V06150)	UC	UNCODABLE (NARRATIVE REQUIRED)						\$126.84

## Customer Concern:

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 TIREPRESSURES TO SPECS PERFORM EXPRESS INSPECTION PERFORM SINGLE TIRE REPAIR WITH PATCH 29851 V06 DUE INSPECT AND MEASURE DRAG LINK19-V0-61-86 1.2 WELD JAM NUTS 19-V0-61-500.5 RECALL V06 RECALL V06

## Technical Notes:

NA

# Warranty Claim Report

## Vehicle Information

VIN		Year	2018	Body		- RAM 2500 ST CREW CAB 4X4
Build Date	10/28/2017	Plant	SALTILLO TRUCK ASSEMBLY PLANT	Coverage Code		536

## Claim Information

Claim #		In Service Date	06/25/2018
Claim Type	S - Safety (Recalls)	Repair Date	05/06/2019
Claim Status	Paid	Mileage (Miles)	22,706

## Expense

Labor	\$65.07	Sublet	\$0.32	Part	\$0.00	Total Paid	\$65.39
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## Dealer Information

Code		Name	LITHIA CHRYSLER JEEP DODGE OF KLAMATH FALLS	Zone	70	PHOENIX
Address	2675 WASHBURN WAY , KLAMATH FALLS, OR 97603					

## Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19V06150	Safety Recall V06 - Drag Link ; Weld Jam Nuts to Adjuster			00000NPN	PAINT	1	X	0.32	\$46.48
A	19V06185	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)	UC	UNCODABLE (NARRATIVE REQUIRED)	00000NPN	PAINT	1	X	0.32	\$18.59

## Customer Concern:

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 TO E - PERFORMED WELD CHECKED TORQUE AT 77 FTLBS 96154 .7 V06 WELD V06 PAINT V06 WELD V06 MISC. SHOP CHARGES

## Technical Notes:

NA

# Warranty Claim Report

## Vehicle Information

VIN	[REDACTED]	Year	2017	Body	[REDACTED] - RAM 2500 LARAMIE CREW CAB 4X4	
Build Date	01/10/2017	Plant	SALTILLO TRUCK ASSEMBLY PLANT		Coverage Code	536

## Claim Information

Claim #	[REDACTED]	In Service Date	06/05/2017
Claim Type	W - Warranty	Repair Date	06/07/2019
Claim Status	Paid	Mileage (Miles)	47,393

## Expense

Labor	\$81.81	Sublet	\$1,410.41	Part	\$0.00	Total Paid	\$1,492.22
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## Dealer Information

Code	[REDACTED]	Name	POTAMKIN'S PLANET DODGE	Zone	66	ORLANDO
Address	9975 N W 12TH STREET , MIAMI, FL 33172					

## Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	25080901	Sensor, NOX - Upstream ; 6.7 liter diesel	ML	CHECK ENGINE/SERVICE ENGINE SO	68210084AA	SENSOR	1	X	1410.41	\$81.81

## Customer Concern:

General Concern #1 [FCA CASE [REDACTED]] 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 SA SENSOR 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 GROUNDSREADING 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 SA SENSOR 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

## Technical Notes:

NA

# Warranty Claim Report

## Vehicle Information

VIN	██████████	Year	2017	Body	██████████ - RAM 2500 LARAMIE CREW CAB 4X4	
Build Date	01/10/2017	Plant	SALTILLO TRUCK ASSEMBLY PLANT		Coverage Code	536

## Claim Information

Claim #	██████████	In Service Date	06/05/2017
Claim Type	W - Warranty	Repair Date	06/07/2019
Claim Status	Paid	Mileage (Miles)	47,393

## Expense

Labor	\$70.12	Sublet	\$170.48	Part	\$0.00	Total Paid	\$190.60
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## Dealer Information

Code	██████████	Name	POTAMKIN'S PLANET DODGE	Zone	66	ORLANDO
Address	9975 N W 12TH STREET , MIAMI, FL 33172					

## Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08191002	Module, anti-lock brake control ; All others	18	CIRCUIT OPEN	68347098AB	MODULE	1	X	170.48	\$70.12
A	85434343	Goodwill Authorization ; Goodwill Authorization			68347098AB	MODULE	1	X	170.48	\$0.00

## Customer Concern:

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 SA SENSOR 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 GROUNDS READING 12.4 VOLTS CHECK CONNECTOR FOR DAMAGE PASS, REPLACE ABS MODULE PERFORM 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 SA SENSOR 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

## Technical Notes:

NA

# Warranty Claim Report

## Vehicle Information

VIN	[REDACTED]	Year	2017	Body	[REDACTED] - RAM 2500 LARAMIE CREW CAB 4X4	
Build Date	01/10/2017	Plant	SALTILLO TRUCK ASSEMBLY PLANT		Coverage Code	536

## Claim Information

Claim #	[REDACTED]	In Service Date	06/05/2017
Claim Type	W - Warranty	Repair Date	06/14/2019
Claim Status	Paid	Mileage (Miles)	47,524

## Expense

Labor	\$210.37	Sublet	\$53.00	Part	\$0.00	Total Paid	\$263.37
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## Dealer Information

Code	[REDACTED]	Name	POTAMKIN'S PLANET DODGE	Zone	66	ORLANDO
Address	9975 N W 12TH STREET , MIAMI, FL 33172					

## Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08141809	Sensor, wheel speed-Anti-lock brakes ; rear - left	14	BURNED OR BURNED OUT	04779981AC	SENSOR	1	X	53.00	\$46.75
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			04779981AC	SENSOR	1	X	53.00	\$163.62

## Customer Concern:

Indicator/Warning Lights Concern [Customer States abs and traction light is coming on] Indicator/Warning Lights Concern [Customer States service abs systemlight comes] General Concern #1 [Customer Stateswhile stopping at a light the brakepedal got soft and veh jumped forward] [REDACTED] 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 SENSORCIRCUIT OUT OF RANGE RETRIVE CODE CONTACTSTART ON LINE, I WAS INSTRUCTED TO ERASE CODETO TRY DUPLICATE CONCERN ,DROVE VEHICLE FOR23 MILES UNABLE TO DUPLICATE, SECOND DAYDROVE VEHICLE FOR 63 MILES CODE RESET ,CONTACT START ON LINE SEND A SCAN REPORT WITHTHE READINGS ,I WAS INSTRUCTED TO REPLACELLEFT REAR WHEEL SPEED SENSOR DROVE VEHICLE FOPASS 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 [REDACTED]

[REDACTED] You consent to receiving texts from us on your cell phone at the number you have provided. You agree that we may contactyou regarding service updates or offers via text. If you do not agree, you may provide a landline. You consent to receiving texts from us on your cell phone at the number youhave provided. You agreethat we may contact you regarding service updatesor offers via text. If you do not agree, you may provide a landline.

## Technical Notes:

NA

# Warranty Claim Report

## Vehicle Information

VIN	[REDACTED]	Year	2017	Body	[REDACTED] - RAM 2500 LARAMIE CREW CAB 4X4	
Build Date	01/10/2017	Plant	SALTILLO TRUCK ASSEMBLY PLANT		Coverage Code	536

## Claim Information

Claim #	[REDACTED]	In Service Date	06/05/2017
Claim Type	W - Warranty	Repair Date	06/20/2019
Claim Status	Paid	Mileage (Miles)	47,704

## Expense

Labor	\$110.44	Sublet	\$0.00	Part	\$0.00	Total Paid	\$110.44
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## Dealer Information

Code	[REDACTED]	Name	POTAMKIN'S PLANET DODGE	Zone	66	ORLANDO
Address	9975 N W 12TH STREET , MIAMI, FL 33172					

## Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	0894PNL2	Anti-Lock Brake System	1C	CONNECTOR LOOSE NOT ATTACHED						\$110.44
A	85434343	Goodwill Authorization ; Goodwill Authorization								\$0.00

## Customer Concern:

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

## Technical Notes:

NA

# Warranty Claim Report

## Vehicle Information

VIN	[REDACTED]	Year	2017	Body	[REDACTED] - RAM 2500 LARAMIE CREW CAB 4X4	
Build Date	01/10/2017	Plant	SALTILLO TRUCK ASSEMBLY PLANT		Coverage Code	536

## Claim Information

Claim #	[REDACTED]	In Service Date	06/05/2017
Claim Type	W - Warranty	Repair Date	07/10/2019
Claim Status	Paid	Mileage (Miles)	49,026

## Expense

Labor	\$110.44	Sublet	\$0.00	Part	\$70.00	Total Paid	\$180.44
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## Dealer Information

Code	[REDACTED]	Name	POTAMKIN'S PLANET DODGE	Zone	66	ORLANDO
Address	9975 N W 12TH STREET , MIAMI, FL 33172					

## Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	181904HR	Module, Engine Control (ECM) ; Module, Engine Control (ECM) - Reprogram, Quicklearn 68RFE Only (A/T)	CC	SENDING UNITS/SENSORS						\$85.90
A	21570140	TCM Quick Learn ; 42RLE, 55RFE, 65RFE, 66RFE, 68RFE, AS69RC, AS66RC Transmissions only								\$24.54
A	95400141	Loaner Car ; Standard Line Vehicles								\$70.00

## Customer Concern:

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 POSSIBILITYOF 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:

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## 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

## Technical Notes:

NA

# Warranty Claim Report

## Vehicle Information

VIN		Year	2018	Body		- RAM 3500 LARAMIE CREW CAB 4X4
Build Date	10/12/2017	Plant	SALTILLO TRUCK ASSEMBLY PLANT	Coverage Code		536

## Claim Information

Claim #		In Service Date	01/08/2018
Claim Type	S - Safety (Recalls)	Repair Date	08/23/2019
Claim Status	Paid	Mileage (Miles)	50,256

## Expense

Labor	\$179.06	Sublet	\$0.63	Part	\$0.00	Total Paid	\$179.69
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## Dealer Information

Code		Name	FREMONT CHRYSLER DODGE JEEP RAM	Zone	71	LOS ANGELES
Address	39639 BALENTINE DR , NEWARK, CA 94560					

## Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
B	08V44182	Safety Recall V44 - Tailgate Latch ; Inspect and Install Tailgate Actuator Stop Block	UC	UNCODABLE (NARRATIVE REQUIRED)	68448027AA	ACTUATOR	1	X	0.63	\$39.79
A	19V06150	Safety Recall V06 - Drag Link ; Weld Jam Nuts to Adjuster								\$99.48
A	19V06185	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)	UC	UNCODABLE (NARRATIVE REQUIRED)						\$39.79

## Customer Concern:

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 # [REDACTED] 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

**Technical Notes:**

DEFROST PANEL ACTUATOR FAILED TEST TEMP DOOR ACTUATOR FAILED TEST

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# Warranty Claim Report

## Vehicle Information

VIN		Year	2018	Body		- RAM 3500 LARAMIE CREW CAB 4X4
Build Date	10/12/2017	Plant	SALTILLO TRUCK ASSEMBLY PLANT	Coverage Code		536

## Claim Information

Claim #		In Service Date	01/08/2018
Claim Type	W - Warranty	Repair Date	08/23/2019
Claim Status	Paid	Mileage (Miles)	50,256

## Expense

Labor	\$835.59	Sublet	\$69.02	Part	\$0.00	Total Paid	\$904.61
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## Dealer Information

Code		Name	FREMONT CHRYSLER DODGE JEEP RAM	Zone	71	LOS ANGELES
Address	39639 BALENTINE DR , NEWARK, CA 94560					

## Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	24552006	Actuator/motor blend / temperature door ; Right side	UC	UNCODABLE (NARRATIVE REQUIRED)	68448026AA	ACTUATOR	1	X	34.51	\$716.22
A	85434343	Goodwill Authorization ; Goodwill Authorization			68448026AA	ACTUATOR	1	X	34.51	\$0.00
B	24552701	Actuator, panel / floor (bi-level)	UC	UNCODABLE (NARRATIVE REQUIRED)	68448026AA	ACTUATOR	1	X	34.51	\$119.37
B	85434343	Goodwill Authorization ; Goodwill Authorization			68448026AA	ACTUATOR	1	X	34.51	\$0.00

## Customer Concern:

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 # [REDACTED] 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 checked 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

## Technical Notes:

DEFROST PANEL ACTUATOR FAILED TEST TEMP DOOR ACTUATOR FAILED TEST



# Warranty Claim Report

## Vehicle Information

<b>VIN</b>		<b>Year</b>	2018	<b>Body</b>	4X4 - RAM 3500 LONGHORN MEGA CAB
<b>Build Date</b>	05/09/2018	<b>Plant</b>	SALTILLO TRUCK ASSEMBLY PLANT	<b>Coverage Code</b>	536

## Claim Information

<b>Claim #</b>		<b>In Service Date</b>	10/24/2018
<b>Claim Type</b>	W - Warranty	<b>Repair Date</b>	01/08/2020
<b>Claim Status</b>	Paid	<b>Mileage (Miles)</b>	83,938

## Expense

<b>Labor</b>	\$176.71	<b>Sublet</b>	\$3,608.92	<b>Part</b>	\$0.00	<b>Total Paid</b>	\$3,785.63
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## Dealer Information

<b>Code</b>		<b>Name</b>	SETH WADLEY CHRYSLER DODGE JEEP	<b>Zone</b>	63	DALLAS
<b>Address</b>	200 BALLARD RD , PAULS VALLEY, OK 73075					

## Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08190401	Module, diesel engine control ; 6.7 liter diesel engine	DO	DIE-OUTS	68336278AA	MODULE	1	X	3608.92	\$153.15
A	08190450	Module, diesel engine control ; Update New Module to Most Current Software Version			68336278AA	MODULE	1	X	3608.92	\$23.56
A	85434343	Goodwill Authorization ; Goodwill Authorization			68336278AA	MODULE	1	X	3608.92	\$0.00

## Customer Concern:

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

## Technical Notes:

NA

# Warranty Claim Report

## Vehicle Information

<b>VIN</b>		<b>Year</b>	2018	<b>Body</b>	- RAM 2500 LARAMIE CREW CAB 4X4
<b>Build Date</b>	10/21/2018	<b>Plant</b>	SALTILLO TRUCK ASSEMBLY PLANT	<b>Coverage Code</b>	536

## Claim Information

<b>Claim #</b>		<b>In Service Date</b>	04/08/2019
<b>Claim Type</b>	W - Warranty	<b>Repair Date</b>	02/20/2020
<b>Claim Status</b>	Paid	<b>Mileage (Miles)</b>	9,140

## Expense

<b>Labor</b>	\$333.55	<b>Sublet</b>	\$397.82	<b>Part</b>	\$215.02	<b>Total Paid</b>	\$946.39
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## Dealer Information

<b>Code</b>		<b>Name</b>	ARRIGO DODGE CHRYSLER JEEP RAM	<b>Zone</b>	66	ORLANDO
<b>Address</b>	5901 MADISON AVE , TAMARAC, FL 33321					

## Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others			04318080AD	FLUID	4		27.06	\$0.00
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others			68347098AB	MODULE	1	X	121.61	\$0.00
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others			68143491AA	CONTROL	1		249.15	\$0.00
A	08191002	Module, anti-lock brake control ; All others	18	CIRCUIT OPEN	04318080AD	FLUID	4		27.06	\$87.01
A	08191002	Module, anti-lock brake control ; All others	18	CIRCUIT OPEN	68347098AB	MODULE	1	X	121.61	\$87.01
A	08191002	Module, anti-lock brake control ; All others	18	CIRCUIT OPEN	68143491AA	CONTROL	1		249.15	\$87.01
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			04318080AD	FLUID	4		27.06	\$203.03
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68347098AB	MODULE	1	X	121.61	\$203.03
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate			68143491AA	CONTROL	1		249.15	\$203.03

		repair Labor Operation.								
A	95400142	Loaner Car ; High Line Vehicles			04318080AD	FLUID	4		27.06	\$70.00
A	95400142	Loaner Car ; High Line Vehicles			68347098AB	MODULE	1	X	121.61	\$70.00
A	95400142	Loaner Car ; High Line Vehicles			68143491AA	CONTROL	1		249.15	\$70.00
B	23204503	Headliner ; Crew cab	51	IMPROPERLY INSTALLED						\$0.00
B	85333333	Sublet processing allowance								\$43.51
B	97756555	Sublet Repair								\$145.02

**Customer Concern:**

NA

**Cause:**

NA

**Correction:**

NA

**Technical Notes:**

NA

# Warranty Claim Report

## Vehicle Information

<b>VIN</b>		<b>Year</b>	2018	<b>Body</b>		- RAM 2500 LARAMIE CREW CAB 4X4
<b>Build Date</b>	10/21/2018	<b>Plant</b>	SALTILLO TRUCK ASSEMBLY PLANT	<b>Coverage Code</b>		536

<b>Claim #</b>		<b>In Service Date</b>	04/08/2019
<b>Claim Type</b>	W - Warranty	<b>Repair Date</b>	03/09/2020
<b>Claim Status</b>	Paid	<b>Mileage (Miles)</b>	9,504

<b>Expense</b>					
<b>Labor</b>	\$58.01	<b>Sublet</b>	\$0.00	<b>Part</b>	\$367.25
<b>Total Paid</b>					\$425.26

<b>Code</b>		<b>Name</b>	ARRIGO DODGE CHRYSLER JEEP RAM	<b>Zone</b>	66	ORLANDO
<b>Address</b>	5901 MADISON AVE , TAMARAC, FL 33321					

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08600270	Radio/Telematics Gateway Module ; Exchange unit	58	INTERNAL DEFECT	Z8331635AI	RADIO	1	X	0.00	\$58.01
A	95086000	Supplier Radio Repair Payment ; Radio Exchange Markup			Z8331635AI	RADIO	1	X	0.00	\$367.25

### Customer Concern:

NA

### Cause:

NA

### Correction:

NA

### Technical Notes:

NA

# Warranty Claim Report

## Vehicle Information

<b>VIN</b>		<b>Year</b>	2018	<b>Body</b>		- RAM 3500 LARAMIE CREW CAB 4X4
<b>Build Date</b>	11/22/2018	<b>Plant</b>	SALTILLO TRUCK ASSEMBLY PLANT	<b>Coverage Code</b>		536

<b>Claim #</b>		<b>In Service Date</b>	07/17/2019
<b>Claim Type</b>	W - Warranty	<b>Repair Date</b>	05/14/2020
<b>Claim Status</b>	Paid	<b>Mileage (Miles)</b>	4,481

### Expense

<b>Labor</b>	\$121.84	<b>Sublet</b>	\$0.00	<b>Part</b>	\$0.00	<b>Total Paid</b>	\$121.84
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<b>Code</b>		<b>Name</b>	RUSSELL BARNETT CHRY-DODGE-JEEP INC	<b>Zone</b>	66	ORLANDO
<b>Address</b>	2756 DECHERD BLVD. , WINCHESTER, TN 37398					

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	0894PNC2	Anti-Lock Brake System	5T	TERMINAL(S) PUSHED OUT						\$37.49
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.								\$84.35

### Customer Concern:

NA

### Cause:

NA

### Correction:

NA

### Technical Notes:

NA

# Warranty Claim Report

## Vehicle Information

<b>VIN</b>		<b>Year</b>	2018	<b>Body</b>		- RAM 3500 LARAMIE CREW CAB 4X4
<b>Build Date</b>	11/22/2018	<b>Plant</b>	SALTILLO TRUCK ASSEMBLY PLANT	<b>Coverage Code</b>		536

<b>Claim #</b>		<b>In Service Date</b>	07/17/2019
<b>Claim Type</b>	W - Warranty	<b>Repair Date</b>	05/14/2020
<b>Claim Status</b>	Paid	<b>Mileage (Miles)</b>	4,481

<b>Expense</b>					
<b>Labor</b>	\$84.35	<b>Sublet</b>	\$386.40	<b>Part</b>	\$0.00
<b>Total Paid</b>					\$470.75

<b>Code</b>		<b>Name</b>	RUSSELL BARNETT CHRY-DODGE-JEEP INC	<b>Zone</b>	66	ORLANDO
<b>Address</b>	2756 DECHERD BLVD. , WINCHESTER, TN 37398					

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08190507	Module, Transmission Control ; 6.7 liter diesel w/ AISIN AS68RC Auto Trans	ML	CHECK ENGINE/SERVICE ENGINE SO	68227783AA	MODULE	1	X	386.40	\$37.49
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68227783AA	MODULE	1	X	386.40	\$46.86

**Customer Concern:**

NA

**Cause:**

NA

**Correction:**

NA

**Technical Notes:**

NA

# Warranty Claim Report

## Vehicle Information

<b>VIN</b>		<b>Year</b>	2018	<b>Body</b>		- RAM 2500 LARAMIE CREW CAB 4X4
<b>Build Date</b>	10/21/2018	<b>Plant</b>	SALTILLO TRUCK ASSEMBLY PLANT	<b>Coverage Code</b>		536

<b>Claim #</b>		<b>In Service Date</b>	04/08/2019
<b>Claim Type</b>	W - Warranty	<b>Repair Date</b>	06/26/2020
<b>Claim Status</b>	Paid	<b>Mileage (Miles)</b>	11,507

<b>Expense</b>							
<b>Labor</b>	\$101.51	<b>Sublet</b>	\$518.10	<b>Part</b>	\$0.00	<b>Total Paid</b>	\$619.61

<b>Code</b>		<b>Name</b>	ARRIGO DODGE CHRYSLER JEEP RAM	<b>Zone</b>	66	ORLANDO
<b>Address</b>	5901 MADISON AVE , TAMARAC, FL 33321					

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08463415	Actuator/Motor, Axle Locker ; Actuator - Front Axle Disconnect	ML	CHECK ENGINE/SERVICE ENGINE SO	68216944AA	ACTUATOR	1	X	518.10	\$101.51

**Customer Concern:**

NA

**Cause:**

NA

**Correction:**

NA

**Technical Notes:**

NA

# Warranty Claim Report

## Vehicle Information

<b>VIN</b>	██████████	<b>Year</b>	2018	<b>Body</b>	██████████ - RAM 2500 LONGHORN MEGA CAB 4X4	
<b>Build Date</b>	11/14/2017	<b>Plant</b>	SALTILLO TRUCK ASSEMBLY PLANT		<b>Coverage Code</b>	536

<b>Claim #</b>	██████████	<b>In Service Date</b>	07/02/2018
<b>Claim Type</b>	W - Warranty	<b>Repair Date</b>	08/04/2020
<b>Claim Status</b>	Paid	<b>Mileage (Miles)</b>	21,260

### Expense

<b>Labor</b>	\$143.70	<b>Sublet</b>	\$744.96	<b>Part</b>	\$140.00	<b>Total Paid</b>	\$1,028.66
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<b>Code</b>	██████████	<b>Name</b>	MID COUNTY CHRYSLER DODGE JEEP RAM	<b>Zone</b>	63	DALLAS
<b>Address</b>	8181 MEMORIAL BLVD , PORT ARTHUR, TX 77640					

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08200701	ParkView, Backup Assist ; Camera assembly	14	BURNED OR BURNED OUT	68274731AE	CAMERA	1	X	274.11	\$78.38
A	08200701	ParkView, Backup Assist ; Camera assembly	14	BURNED OR BURNED OUT	68189124AC	WIRING	1		53.00	\$78.38
A	08907525	Wiring harness, body ; Tailgate, Jumper, Camera			68274731AE	CAMERA	1	X	274.11	\$0.00
A	08907525	Wiring harness, body ; Tailgate, Jumper, Camera			68189124AC	WIRING	1		53.00	\$0.00
B	08803601	Switch, headlamp and lighting control	14	BURNED OR BURNED OUT	68269912AA	SWITCH	1	X	91.69	\$39.19
B	08803601	Switch, headlamp and lighting control	14	BURNED OR BURNED OUT	5SK71BD1AA	HOUSING	1		326.16	\$39.19
B	23140201	Console, Overhead			68269912AA	SWITCH	1	X	91.69	\$26.13
B	23140201	Console, Overhead			5SK71BD1AA	HOUSING	1		326.16	\$26.13
B	95400141	Loaner Car ; Standard Line Vehicles			68269912AA	SWITCH	1	X	91.69	\$140.00
B	95400141	Loaner Car ; Standard Line Vehicles			5SK71BD1AA	HOUSING	1		326.16	\$140.00

### Customer Concern:

DRIVEABILITY LIGHTLINE ELECTRICAL MULTI POINT INSPECTION TRIM SUBLET - MISC

### Cause:

NA

### Correction:

NA

### Technical Notes:



# Warranty Claim Report

## Vehicle Information

<b>VIN</b>	[REDACTED]	<b>Year</b>	2018	<b>Body</b>	[REDACTED] - RAM 2500 LONGHORN MEGA CAB 4X4	
<b>Build Date</b>	11/14/2017	<b>Plant</b>	SALTILLO TRUCK ASSEMBLY PLANT		<b>Coverage Code</b>	536

<b>Claim #</b>	[REDACTED]	<b>In Service Date</b>	07/02/2018
<b>Claim Type</b>	W - Warranty	<b>Repair Date</b>	08/04/2020
<b>Claim Status</b>	Paid	<b>Mileage (Miles)</b>	21,260

### Expense

<b>Labor</b>	\$0.00	<b>Sublet</b>	\$0.00	<b>Part</b>	\$0.00	<b>Total Paid</b>	\$0.00
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<b>Code</b>	[REDACTED]	<b>Name</b>	[REDACTED]	<b>Zone</b>	42	DETROIT
<b>Address</b>	[REDACTED]					

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08600270	Radio/Telematics Gateway Module ; Exchange unit	UC	UNCODABLE (NARRATIVE REQUIRED)	Z8331631AI	RADIO	1	X	0.00	\$0.00
A	95086002	Supplier Radio Repair Payment			Z8331631AI	RADIO	1	X	0.00	\$0.00

### Customer Concern:

DRIVEABILITY LIGHTLINE ELECTRICAL MULTI POINT INSPECTION TRIM SUBLET - MISC

### Cause:

NA

### Correction:

NA

### Technical Notes:

NA

# Warranty Claim Report

## Vehicle Information

<b>VIN</b>	[REDACTED]	<b>Year</b>	2018	<b>Body</b>	[REDACTED] - RAM 2500 LONGHORN CREW CAB 4X4	
<b>Build Date</b>	12/21/2017	<b>Plant</b>	SALTILLO TRUCK ASSEMBLY PLANT		<b>Coverage Code</b>	536

<b>Claim #</b>	[REDACTED]	<b>In Service Date</b>	10/01/2018
<b>Claim Type</b>	W - Warranty	<b>Repair Date</b>	09/09/2020
<b>Claim Status</b>	Paid	<b>Mileage (Miles)</b>	27,804

### Expense

<b>Labor</b>	\$95.80	<b>Sublet</b>	\$222.88	<b>Part</b>	\$0.00	<b>Total Paid</b>	\$318.68
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<b>Code</b>	[REDACTED]	<b>Name</b>	MASSEY CHRYSLER CENTER INC	<b>Zone</b>	66	ORLANDO
<b>Address</b>	602 WEST BYPASS , ANDALUSIA, AL 36420					

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	ML	CHECK ENGINE/SERVICE ENGINE SO	04318080AD	FLUID	2		11.48	\$95.80
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	ML	CHECK ENGINE/SERVICE ENGINE SO	68143491AA	CONTROL	1	X	211.40	\$95.80

### Customer Concern:

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

### Cause:

NA

### 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 BLED BRAKES. TEST DROVE AND CLEAR CODES. WORKS AS DESIGNED.

### Technical Notes:

NA

# Warranty Claim Report

## Vehicle Information

<b>VIN</b>	[REDACTED]	<b>Year</b>	2018	<b>Body</b>	[REDACTED] - RAM 2500 LONGHORN CREW CAB 4X4	
<b>Build Date</b>	12/21/2017	<b>Plant</b>	SALTILLO TRUCK ASSEMBLY PLANT		<b>Coverage Code</b>	536

<b>Claim #</b>	[REDACTED]	<b>In Service Date</b>	10/01/2018
<b>Claim Type</b>	W - Warranty	<b>Repair Date</b>	09/10/2020
<b>Claim Status</b>	Paid	<b>Mileage (Miles)</b>	27,981

### Expense

<b>Labor</b>	\$95.80	<b>Sublet</b>	\$314.58	<b>Part</b>	\$0.00	<b>Total Paid</b>	\$410.38
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<b>Code</b>	[REDACTED]	<b>Name</b>	MASSEY CHRYSLER CENTER INC	<b>Zone</b>	66	ORLANDO
<b>Address</b>	602 WEST BYPASS , ANDALUSIA, AL 36420					

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	ML	CHECK ENGINE/SERVICE ENGINE SO	68143491AA	CONTROL	1	X	211.40	\$95.80
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	ML	CHECK ENGINE/SERVICE ENGINE SO	68347098AB	MODULE	1		103.18	\$95.80

### Customer Concern:

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

### Cause:

NA

### 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

### Technical Notes:

NA

# Warranty Claim Report

## Vehicle Information

<b>VIN</b>	[REDACTED]	<b>Year</b>	2018	<b>Body</b>	[REDACTED] - RAM 2500 LONGHORN MEGA CAB 4X4	
<b>Build Date</b>	11/14/2017	<b>Plant</b>	SALTILLO TRUCK ASSEMBLY PLANT		<b>Coverage Code</b>	536

<b>Claim #</b>	[REDACTED]	<b>In Service Date</b>	07/02/2018
<b>Claim Type</b>	W - Warranty	<b>Repair Date</b>	09/14/2020
<b>Claim Status</b>	Paid	<b>Mileage (Miles)</b>	22,650

### Expense

<b>Labor</b>	\$0.00	<b>Sublet</b>	\$0.00	<b>Part</b>	\$0.00	<b>Total Paid</b>	\$0.00
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<b>Code</b>	[REDACTED]	<b>Name</b>	[REDACTED]	<b>Zone</b>	42	DETROIT
<b>Address</b>	[REDACTED]					

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08600270	Radio/Telematics Gateway Module ; Exchange unit	UC	UNCODABLE (NARRATIVE REQUIRED)	Z8331631AI	RADIO	1	X	0.00	\$0.00
A	95086002	Supplier Radio Repair Payment			Z8331631AI	RADIO	1	X	0.00	\$0.00

### Customer Concern:

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:

NA

### Correction:

changed both fuel filters changed engine air filter

### Technical Notes:

NA

# Warranty Claim Report

## Vehicle Information

<b>VIN</b>	[REDACTED]	<b>Year</b>	2018	<b>Body</b>	[REDACTED] - RAM 2500 LONGHORN MEGA CAB 4X4	
<b>Build Date</b>	11/14/2017	<b>Plant</b>	SALTILLO TRUCK ASSEMBLY PLANT		<b>Coverage Code</b>	536

<b>Claim #</b>	[REDACTED]	<b>In Service Date</b>	07/02/2018
<b>Claim Type</b>	W - Warranty	<b>Repair Date</b>	09/24/2020
<b>Claim Status</b>	Paid	<b>Mileage (Miles)</b>	23,337

### Expense

<b>Labor</b>	\$65.32	<b>Sublet</b>	\$0.00	<b>Part</b>	\$0.00	<b>Total Paid</b>	\$65.32
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<b>Code</b>	[REDACTED]	<b>Name</b>	MID COUNTY CHRYSLER DODGE JEEP RAM	<b>Zone</b>	63	DALLAS
<b>Address</b>	8181 MEMORIAL BLVD , PORT ARTHUR, TX 77640					

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08600251	Radio/Telematics Gateway Module ; Obtain ESN from radio								\$13.06
A	08600270	Radio/Telematics Gateway Module ; Exchange unit	58	INTERNAL DEFECT						\$52.26

### Customer Concern:

DRIVEABILITY LIGHTLINE MULTI POINT INSPECTION

### Cause:

NA

### Correction:

NA

### Technical Notes:

NA

# Warranty Claim Report

## Vehicle Information

<b>VIN</b>	██████████	<b>Year</b>	2018	<b>Body</b>	██████████ - RAM 2500 LONGHORN CREW CAB 4X4	
<b>Build Date</b>	12/21/2017	<b>Plant</b>	SALTILLO TRUCK ASSEMBLY PLANT		<b>Coverage Code</b>	536

<b>Claim #</b>	██████████	<b>In Service Date</b>	10/01/2018
<b>Claim Type</b>	W - Warranty	<b>Repair Date</b>	10/02/2020
<b>Claim Status</b>	Paid	<b>Mileage (Miles)</b>	28,685

### Expense

<b>Labor</b>	\$339.65	<b>Sublet</b>	\$683.69	<b>Part</b>	\$75.00	<b>Total Paid</b>	\$1,098.34
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<b>Code</b>	██████████	<b>Name</b>	MASSEY CHRYSLER CENTER INC	<b>Zone</b>	66	ORLANDO
<b>Address</b>	602 WEST BYPASS , ANDALUSIA, AL 36420					

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	05307703	Tube, brake ; Hydraulic control unit to right front flex hose / junction strip			68204418AC	TUBE	1		35.07	\$43.55
A	05307703	Tube, brake ; Hydraulic control unit to right front flex hose / junction strip			68144664AB	MASTR CYL	1	X	175.00	\$43.55
A	05307703	Tube, brake ; Hydraulic control unit to right front flex hose / junction strip			68204421AC	TUBE	1		30.66	\$43.55
A	05307703	Tube, brake ; Hydraulic control unit to right front flex hose / junction strip			68204550AG	TUBE ASSY	1		35.49	\$43.55
A	05307703	Tube, brake ; Hydraulic control unit to right front flex hose / junction strip			04318080AD	FLUID	1		5.74	\$43.55
A	05307703	Tube, brake ; Hydraulic control unit to right front flex hose / junction strip			68143491AA	CONTROL	1		211.40	\$43.55
A	05307703	Tube, brake ; Hydraulic control unit to right front flex hose / junction strip			2AMV1148AA	PAD KIT	1		70.70	\$43.55
A	05307703	Tube, brake ; Hydraulic control unit to right front			68049158AA	PAD KIT	1		119.63	\$43.55

		flex hose / junction strip								
A	05400502	Master cylinder, brake ; All others	61	INTERMITTENT OPERATION	68204418AC	TUBE	1		35.07	\$95.80
A	05400502	Master cylinder, brake ; All others	61	INTERMITTENT OPERATION	68144664AB	MASTR CYL	1	X	175.00	\$95.80
A	05400502	Master cylinder, brake ; All others	61	INTERMITTENT OPERATION	68204421AC	TUBE	1		30.66	\$95.80
A	05400502	Master cylinder, brake ; All others	61	INTERMITTENT OPERATION	68204550AG	TUBE ASSY	1		35.49	\$95.80
A	05400502	Master cylinder, brake ; All others	61	INTERMITTENT OPERATION	04318080AD	FLUID	1		5.74	\$95.80
A	05400502	Master cylinder, brake ; All others	61	INTERMITTENT OPERATION	68143491AA	CONTROL	1		211.40	\$95.80
A	05400502	Master cylinder, brake ; All others	61	INTERMITTENT OPERATION	2AMV1148AA	PAD KIT	1		70.70	\$95.80
A	05400502	Master cylinder, brake ; All others	61	INTERMITTENT OPERATION	68049158AA	PAD KIT	1		119.63	\$95.80
A	05400701	Control unit, Brake anti-lock hydraulic (HCU- ICU) ; All others			68204418AC	TUBE	1		35.07	\$95.80
A	05400701	Control unit, Brake anti-lock hydraulic (HCU- ICU) ; All others			68144664AB	MASTR CYL	1	X	175.00	\$95.80
A	05400701	Control unit, Brake anti-lock hydraulic (HCU- ICU) ; All others			68204421AC	TUBE	1		30.66	\$95.80
A	05400701	Control unit, Brake anti-lock hydraulic (HCU- ICU) ; All others			68204550AG	TUBE ASSY	1		35.49	\$95.80
A	05400701	Control unit, Brake anti-lock hydraulic (HCU- ICU) ; All others			04318080AD	FLUID	1		5.74	\$95.80
A	05400701	Control unit, Brake anti-lock hydraulic (HCU- ICU) ; All others			68143491AA	CONTROL	1		211.40	\$95.80
A	05400701	Control unit, Brake anti-lock hydraulic (HCU- ICU) ; All others			2AMV1148AA	PAD KIT	1		70.70	\$95.80
A	05400701	Control unit, Brake anti-lock hydraulic (HCU- ICU) ; All others			68049158AA	PAD KIT	1		119.63	\$95.80
A	05702202	Pad, disc brake ; Front set			68204418AC	TUBE	1		35.07	\$52.25
A	05702202	Pad, disc brake ; Front set			68144664AB	MASTR CYL	1	X	175.00	\$52.25
A	05702202	Pad, disc brake ; Front set			68204421AC	TUBE	1		30.66	\$52.25
A	05702202	Pad, disc brake ; Front set			68204550AG	TUBE ASSY	1		35.49	\$52.25
A	05702202	Pad, disc brake ; Front set			04318080AD	FLUID	1		5.74	\$52.25

A	05702202	Pad, disc brake ; Front set			68143491AA	CONTROL	1		211.40	\$52.25
A	05702202	Pad, disc brake ; Front set			2AMV1148AA	PAD KIT	1		70.70	\$52.25
A	05702202	Pad, disc brake ; Front set			68049158AA	PAD KIT	1		119.63	\$52.25
A	05702204	Pad, disc brake ; Rear set			68204418AC	TUBE	1		35.07	\$52.25
A	05702204	Pad, disc brake ; Rear set			68144664AB	MASTR CYL	1	X	175.00	\$52.25
A	05702204	Pad, disc brake ; Rear set			68204421AC	TUBE	1		30.66	\$52.25
A	05702204	Pad, disc brake ; Rear set			68204550AG	TUBE ASSY	1		35.49	\$52.25
A	05702204	Pad, disc brake ; Rear set			04318080AD	FLUID	1		5.74	\$52.25
A	05702204	Pad, disc brake ; Rear set			68143491AA	CONTROL	1		211.40	\$52.25
A	05702204	Pad, disc brake ; Rear set			2AMV1148AA	PAD KIT	1		70.70	\$52.25
A	05702204	Pad, disc brake ; Rear set			68049158AA	PAD KIT	1		119.63	\$52.25
A	95400141	Loaner Car ; Standard Line Vehicles			68204418AC	TUBE	1		35.07	\$75.00
A	95400141	Loaner Car ; Standard Line Vehicles			68144664AB	MASTR CYL	1	X	175.00	\$75.00
A	95400141	Loaner Car ; Standard Line Vehicles			68204421AC	TUBE	1		30.66	\$75.00
A	95400141	Loaner Car ; Standard Line Vehicles			68204550AG	TUBE ASSY	1		35.49	\$75.00
A	95400141	Loaner Car ; Standard Line Vehicles			04318080AD	FLUID	1		5.74	\$75.00
A	95400141	Loaner Car ; Standard Line Vehicles			68143491AA	CONTROL	1		211.40	\$75.00
A	95400141	Loaner Car ; Standard Line Vehicles			2AMV1148AA	PAD KIT	1		70.70	\$75.00
A	95400141	Loaner Car ; Standard Line Vehicles			68049158AA	PAD KIT	1		119.63	\$75.00

**Customer Concern:**

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.

**Technical Notes:**

NA

# Warranty Claim Report

## Vehicle Information

<b>VIN</b>	[REDACTED]	<b>Year</b>	2018	<b>Body</b>	[REDACTED] - RAM 2500 POWER WAGON CREW CAB
<b>Build Date</b>	09/15/2018	<b>Plant</b>	SALTILLO TRUCK ASSEMBLY PLANT	<b>Coverage Code</b>	560

<b>Claim #</b>	[REDACTED]	<b>In Service Date</b>	03/11/2019
<b>Claim Type</b>	W - Warranty	<b>Repair Date</b>	10/09/2020
<b>Claim Status</b>	Paid	<b>Mileage (Miles)</b>	27,283

### Expense

<b>Labor</b>	\$126.82	<b>Sublet</b>	\$222.60	<b>Part</b>	\$0.00	<b>Total Paid</b>	\$349.42
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<b>Code</b>	[REDACTED]	<b>Name</b>	WOLFCHASE CHRYSLER DODGE JEEP	<b>Zone</b>	63	DALLAS
<b>Address</b>	8170 U S HIGHWAY 64 , BARTLETT, TN 38133					

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08890201	Center, power distribution PDC	UC	UNCODABLE (NARRATIVE REQUIRED)	68322376AD	PDC	1	X	222.60	\$38.05
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68322376AD	PDC	1	X	222.60	\$88.77

### Customer Concern:

CUS SAYS ENGINE WILL NOT START OR TURN OVER-WILL NOT BOOST VARIOUS WARNINGS COME UP ON EVIC

### Cause:

NA

### Correction:

RECONFIGURED PDC

### Technical Notes:

TESTMON PDC FOUND INTERNAL DEFECT

# Warranty Claim Report

## Vehicle Information

<b>VIN</b>	██████████	<b>Year</b>	2018	<b>Body</b>	██████████ - RAM 2500 POWER WAGON CREW CAB
<b>Build Date</b>	09/15/2018	<b>Plant</b>	SALTILLO TRUCK ASSEMBLY PLANT	<b>Coverage Code</b>	560

<b>Claim #</b>	██████████	<b>In Service Date</b>	03/11/2019
<b>Claim Type</b>	W - Warranty	<b>Repair Date</b>	10/22/2020
<b>Claim Status</b>	Paid	<b>Mileage (Miles)</b>	27,483

### Expense

<b>Labor</b>	\$177.55	<b>Sublet</b>	\$404.60	<b>Part</b>	\$0.00	<b>Total Paid</b>	\$582.15
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<b>Code</b>	██████████	<b>Name</b>	WOLFCHASE CHRYSLER DODGE JEEP	<b>Zone</b>	63	DALLAS
<b>Address</b>	8170 U S HIGHWAY 64 , BARTLETT, TN 38133					

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08190605	Module, powertrain/engine control (PCM-ECM) ; 6.4 liter engine	NS	NO START	68331214AA	MODULE	1	X	404.60	\$38.05
A	08190651	Module, powertrain/engine control (PCM-ECM) ; Program generic powertrain control module with software - 6.4L			68331214AA	MODULE	1	X	404.60	\$25.36
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68331214AA	MODULE	1	X	404.60	\$114.14

### Customer Concern:

Customer says engine intermittently will not start or turn over information center raise service brake system service ABS system and several other warnings Have to let it sit sometimes 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

### Technical Notes:

NA

# Warranty Claim Report

## Vehicle Information

<b>VIN</b>	[REDACTED]	<b>Year</b>	2018	<b>Body</b>	[REDACTED] - RAM 2500 LONGHORN MEGA CAB 4X4	
<b>Build Date</b>	11/14/2017	<b>Plant</b>	SALTILLO TRUCK ASSEMBLY PLANT		<b>Coverage Code</b>	536

<b>Claim #</b>	[REDACTED]	<b>In Service Date</b>	07/02/2018
<b>Claim Type</b>	W - Warranty	<b>Repair Date</b>	12/04/2020
<b>Claim Status</b>	Paid	<b>Mileage (Miles)</b>	25,629

### Expense

<b>Labor</b>	\$143.70	<b>Sublet</b>	\$283.31	<b>Part</b>	\$0.00	<b>Total Paid</b>	\$427.01
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<b>Code</b>	[REDACTED]	<b>Name</b>	[REDACTED]	<b>Zone</b>	63 DALLAS
<b>Address</b>	[REDACTED]				

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU); All others	ML	CHECK ENGINE/SERVICE ENGINE SO	68143491AA	CONTROL	1	X	261.97	\$143.70
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU); All others	ML	CHECK ENGINE/SERVICE ENGINE SO	04318080AD	FLUID	3		21.34	\$143.70

### Customer Concern:

NA

### Cause:

NA

### Correction:

NA

### Technical Notes:

NA

# Warranty Claim Report

## Vehicle Information

<b>VIN</b>	[REDACTED]	<b>Year</b>	2018	<b>Body</b>	[REDACTED] - RAM 2500 LONGHORN MEGA CAB 4X4	
<b>Build Date</b>	11/14/2017	<b>Plant</b>	SALTILLO TRUCK ASSEMBLY PLANT		<b>Coverage Code</b>	536

<b>Claim #</b>	[REDACTED]	<b>In Service Date</b>	07/02/2018
<b>Claim Type</b>	W - Warranty	<b>Repair Date</b>	01/04/2021
<b>Claim Status</b>	Paid	<b>Mileage (Miles)</b>	26,936

### Expense

<b>Labor</b>	\$52.26	<b>Sublet</b>	\$225.54	<b>Part</b>	\$0.00	<b>Total Paid</b>	\$277.80
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<b>Code</b>	[REDACTED]	<b>Name</b>	[REDACTED]	<b>Zone</b>	63 DALLAS
<b>Address</b>	[REDACTED]				

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08080110	Battery ; Single battery	B4	BATTERY FAILED TEST	BBH7F001AA	BATTERY	1	X	225.54	\$52.26

### Customer Concern:

NA

### Cause:

NA

### Correction:

NA

### Technical Notes:

NA

# Warranty Claim Report

## Vehicle Information

<b>VIN</b>	██████████	<b>Year</b>	2018	<b>Body</b>	██████████ - RAM 3500 ST REG CAB 4X2
<b>Build Date</b>	12/18/2018	<b>Plant</b>	SALTILLO TRUCK ASSEMBLY PLANT	<b>Coverage Code</b>	560

<b>Claim #</b>	██████████	<b>In Service Date</b>	06/28/2019
<b>Claim Type</b>	W - Warranty	<b>Repair Date</b>	01/13/2021
<b>Claim Status</b>	Paid	<b>Mileage (Miles)</b>	6,494

<b>Expense</b>							
<b>Labor</b>	\$167.59	<b>Sublet</b>	\$303.08	<b>Part</b>	\$0.00	<b>Total Paid</b>	\$470.67

<b>Code</b>	██████████	<b>Name</b>	WINDWARD DODGE-CHRY-PLYM-JEEP	<b>Zone</b>	71	LOS ANGELES
<b>Address</b>	46-177 KAHUHIPA ST , KANEOHE, HI 96744					

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	UC	UNCODABLE (NARRATIVE REQUIRED)	68143491AA	CONTROL	1	X	295.07	\$167.59
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others	UC	UNCODABLE (NARRATIVE REQUIRED)	04318080AD	FLUID	1		8.01	\$167.59

### Customer Concern:

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

### Cause:

NA

### Correction:

6500 Verified customer's concern. Scanned vehicle for DTCs and found DTC C00200-01 ABSPump Motor Control General Electrical Failure. 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

### Technical Notes:

PER FLOW CHART RECOMMEND REPLACING ABS HCU

# Warranty Claim Report

## Vehicle Information

<b>VIN</b>	[REDACTED]	<b>Year</b>	2018	<b>Body</b>	[REDACTED] - RAM 2500 POWER WAGON CREW CAB	
<b>Build Date</b>	09/15/2018	<b>Plant</b>	SALTILLO TRUCK ASSEMBLY PLANT		<b>Coverage Code</b>	560

<b>Claim #</b>	[REDACTED]	<b>In Service Date</b>	03/11/2019
<b>Claim Type</b>	W - Warranty	<b>Repair Date</b>	03/29/2021
<b>Claim Status</b>	Paid	<b>Mileage (Miles)</b>	32,056

### Expense

<b>Labor</b>	\$58.16	<b>Sublet</b>	\$84.91	<b>Part</b>	\$0.00	<b>Total Paid</b>	\$143.07
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<b>Code</b>	[REDACTED]	<b>Name</b>	COLLIERVILLE CHRYSLER DODGE JEEP	<b>Zone</b>	63	DALLAS
<b>Address</b>	393 S BYHALIA RD , COLLIERVILLE, TN 38017					

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08197401	Keyless Ignition Node (KIN) ; Ignition switch	07	BINDS, STICKS, OR SEIZED	6CK46DX9AC	SWITCH	1	X	84.91	\$58.16

### Customer Concern:

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

### Cause:

NA

### Correction:

CHANGED OIL AND FILTER AND TOPPED OFF FLUID

### Technical Notes:

NA

# Warranty Claim Report

## Vehicle Information

<b>VIN</b>	██████████	<b>Year</b>	2018	<b>Body</b>	██████████ - RAM 2500 ST CREW CAB 4X4
<b>Build Date</b>	10/12/2017	<b>Plant</b>	SALTILLO TRUCK ASSEMBLY PLANT	<b>Coverage Code</b>	560

<b>Claim #</b>	██████████	<b>In Service Date</b>	10/16/2017
<b>Claim Type</b>	W - Warranty	<b>Repair Date</b>	04/02/2021
<b>Claim Status</b>	Paid	<b>Mileage (Miles)</b>	9,514

<b>Expense</b>					
<b>Labor</b>	\$188.39	<b>Sublet</b>	\$84.17	<b>Part</b>	\$0.00
<b>Total Paid</b>					\$272.56

<b>Code</b>	██████████	<b>Name</b>	GENE'S CHRYSLER CENTER	<b>Zone</b>	70 PHOENIX
<b>Address</b>	3400 S CUSHMAN ST , FAIRBANKS, AK 99701				

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	22501511	Seal, rear wheel bearing oil ; 2500 - 5500 axles - Left	65	LEAKS	05086773AC	SEAL	1	X	71.74	\$188.39
A	22501511	Seal, rear wheel bearing oil ; 2500 - 5500 axles - Left	65	LEAKS	05086767AC	GASKET	1		12.43	\$188.39

### Customer Concern:

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)

### Technical Notes:

NA

# Warranty Claim Report

## Vehicle Information

<b>VIN</b>	██████████	<b>Year</b>	2018	<b>Body</b>	██████████ - RAM 2500 POWER WAGON CREW CAB
<b>Build Date</b>	09/15/2018	<b>Plant</b>	SALTILLO TRUCK ASSEMBLY PLANT	<b>Coverage Code</b>	560

<b>Claim #</b>	██████████	<b>In Service Date</b>	03/11/2019
<b>Claim Type</b>	W - Warranty	<b>Repair Date</b>	04/12/2021
<b>Claim Status</b>	Paid	<b>Mileage (Miles)</b>	32,279

### Expense

<b>Labor</b>	\$46.53	<b>Sublet</b>	\$247.80	<b>Part</b>	\$0.00	<b>Total Paid</b>	\$294.33
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<b>Code</b>	██████████	<b>Name</b>	COLLIERVILLE CHRYSLER DODGE JEEP	<b>Zone</b>	63	DALLAS
<b>Address</b>	393 S BYHALIA RD , COLLIERVILLE, TN 38017					

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08890201	Center, power distribution PDC	UC	UNCODABLE (NARRATIVE REQUIRED)	68322376AD	PDC	1	X	247.80	\$46.53

### Customer Concern:

CHECK ELECTRICAL PERFORM INSPECTION TOW IN

### Cause:

NA

### Correction:

NA

### Technical Notes:

EVERYTHING WAS OFFLINE AND CONNECTORS WERE ALL GOOD

# Warranty Claim Report

## Vehicle Information

<b>VIN</b>	[REDACTED]	<b>Year</b>	2018	<b>Body</b>	[REDACTED] - RAM 2500 POWER WAGON CREW CAB	
<b>Build Date</b>	09/15/2018	<b>Plant</b>	SALTILLO TRUCK ASSEMBLY PLANT		<b>Coverage Code</b>	560

<b>Claim #</b>	[REDACTED]	<b>In Service Date</b>	03/11/2019
<b>Claim Type</b>	W - Warranty	<b>Repair Date</b>	05/31/2021
<b>Claim Status</b>	Paid	<b>Mileage (Miles)</b>	32,295

### Expense

<b>Labor</b>	\$1,349.31	<b>Sublet</b>	\$786.80	<b>Part</b>	\$0.00	<b>Total Paid</b>	\$2,136.11
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<b>Code</b>	[REDACTED]	<b>Name</b>	COLLIERVILLE CHRYSLER DODGE JEEP	<b>Zone</b>	63	DALLAS
<b>Address</b>	393 S BYHALIA RD , COLLIERVILLE, TN 38017					

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08907508	Wiring harness, body ; Cross car	14	BURNED OR BURNED OUT	68340628AC	WIRING	1	X	786.80	\$825.87
A	08907560	Wiring harness, body ; Console equipped			68340628AC	WIRING	1	X	786.80	\$34.90
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68340628AC	WIRING	1	X	786.80	\$488.54

### Customer Concern:

CHECK ELECTRICAL PERFORM INSPECTION TOW IN

### Cause:

NA

### Correction:

NA

### Technical Notes:

NA

# Warranty Claim Report

## Vehicle Information

VIN	██████████	Year	2018	Body	██████████ - RAM 2500 ST CREW CAB 4X4
Build Date	08/21/2017	Plant	SALTILLO TRUCK ASSEMBLY PLANT	Coverage Code	536

Claim #	██████████	In Service Date	04/15/2019
Claim Type	W - Warranty	Repair Date	06/11/2021
Claim Status	Paid	Mileage (Miles)	43,146

<b>Expense</b>					
Labor	\$95.18	Sublet	\$293.28	Part	\$0.00
<b>Total Paid</b>					\$388.46

Code	██████████	Name	LITHIA CHRYSLER JEEP DODGE	Zone	70	PHOENIX
Address	4540 GRUMMAN DR. , MEDFORD, OR 97504					

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08192701	Module, steering column control ; SCCM, includes turn signal switch, clock spring, steering angle sensor where applicable	07	BINDS, STICKS, OR SEIZED	68528300AA	CLOCKSPRI 1	1	X	293.28	\$95.18

### Customer Concern:

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 ANTILOCK BRAKE MODULE INTERNAL. FOUND POWERS AND GROUND 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.

### Technical Notes:

NA

# Warranty Claim Report

## Vehicle Information

<b>VIN</b>	[REDACTED]	<b>Year</b>	2018	<b>Body</b>	[REDACTED] - RAM 2500 POWER WAGON CREW CAB	
<b>Build Date</b>	09/15/2018	<b>Plant</b>	SALTILLO TRUCK ASSEMBLY PLANT		<b>Coverage Code</b>	560

<b>Claim #</b>	[REDACTED]	<b>In Service Date</b>	03/11/2019
<b>Claim Type</b>	W - Warranty	<b>Repair Date</b>	07/30/2021
<b>Claim Status</b>	Paid	<b>Mileage (Miles)</b>	34,078

### Expense

<b>Labor</b>	\$376.38	<b>Sublet</b>	\$0.00	<b>Part</b>	\$0.00	<b>Total Paid</b>	\$376.38
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<b>Code</b>	[REDACTED]	<b>Name</b>	COLLIERVILLE CHRYSLER DODGE JEEP	<b>Zone</b>	63	DALLAS
<b>Address</b>	393 S BYHALIA RD , COLLIERVILLE, TN 38017					

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	0894TJL2	Fuse Link/Power Distribution Center (Relays & Fuses)	1C	CONNECTOR LOOSE NOT ATTACHED						\$376.38

### Customer Concern:

CHECK ELECTRICAL PERFORM INSPECTION

### Cause:

NA

### Correction:

NA

### Technical Notes:

NA

# Warranty Claim Report

## Vehicle Information

<b>VIN</b>	██████████	<b>Year</b>	2018	<b>Body</b>	██████████ - RAM 3500 LONGHORN MEGA CAB 4X4	
<b>Build Date</b>	09/05/2018	<b>Plant</b>	SALTILLO TRUCK ASSEMBLY PLANT		<b>Coverage Code</b>	536

<b>Claim #</b>	██████████	<b>In Service Date</b>	10/08/2018
<b>Claim Type</b>	W - Warranty	<b>Repair Date</b>	08/18/2021
<b>Claim Status</b>	Paid	<b>Mileage (Miles)</b>	24,597

### Expense

<b>Labor</b>	\$3,813.60	<b>Sublet</b>	\$536.01	<b>Part</b>	\$2,080.00	<b>Total Paid</b>	\$6,429.61
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<b>Code</b>	██████████	<b>Name</b>	JACK POWELL CHRYSLER DODGE	<b>Zone</b>	71	LOS ANGELES
<b>Address</b>	1625 AUTO PARKWAY SOUTH , ESCONDIDO, CA 92029					

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	05000101	Bleed brake system			04318080AD	FLUID	6		41.33	\$0.00
A	05000101	Bleed brake system			68347098AB	MODULE	1		244.02	\$0.00
A	05000101	Bleed brake system			68143491AA	CONTROL	1	X	250.66	\$0.00
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others			04318080AD	FLUID	6		41.33	\$0.00
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others			68347098AB	MODULE	1		244.02	\$0.00
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others			68143491AA	CONTROL	1	X	250.66	\$0.00
A	08191002	Module, anti-lock brake control ; All others	ML	CHECK ENGINE/SERVICE ENGINE SO	04318080AD	FLUID	6		41.33	\$81.72
A	08191002	Module, anti-lock brake control ; All others	ML	CHECK ENGINE/SERVICE ENGINE SO	68347098AB	MODULE	1		244.02	\$81.72
A	08191002	Module, anti-lock brake control ; All others	ML	CHECK ENGINE/SERVICE ENGINE SO	68143491AA	CONTROL	1	X	250.66	\$81.72
A	08191063	Module, anti-lock brake control ; 6.7L diesel equipped			04318080AD	FLUID	6		41.33	\$27.24

A	08191063	Module, anti-lock brake control ; 6.7L diesel equipped			68347098AB	MODULE	1		244.02	\$27.24
A	08191063	Module, anti-lock brake control ; 6.7L diesel equipped			68143491AA	CONTROL	1	X	250.66	\$27.24
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			04318080AD	FLUID	6		41.33	\$3,704.64
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68347098AB	MODULE	1		244.02	\$3,704.64
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68143491AA	CONTROL	1	X	250.66	\$3,704.64
A	95400142	Loaner Car ; High Line Vehicles			04318080AD	FLUID	6		41.33	\$2,080.00
A	95400142	Loaner Car ; High Line Vehicles			68347098AB	MODULE	1		244.02	\$2,080.00
A	95400142	Loaner Car ; High Line Vehicles			68143491AA	CONTROL	1	X	250.66	\$2,080.00

**Customer Concern:**

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 # [REDACTED] . 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 STILL ACTIVE IN OLD MODULE. RE-INSTALLED NEW MODULE, USING DATA FUNCTION IN ABS, WATCHED BRAKE PRESSURE VALUE. FOUND VALUE IS READING POSITIVE PRESSURE WHEN \*\*NOT\*\* PRESSED AND INCREASING IN VALUE WHEN PRESSED. BECAUSE OF THIS, WAS ADVISED TO REPLACE THE HCU AND

**Technical Notes:**

NA

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# Warranty Claim Report

## Vehicle Information

<b>VIN</b>	[REDACTED]	<b>Year</b>	2018	<b>Body</b>	[REDACTED] - RAM 3500 LONGHORN MEGA CAB 4X4	
<b>Build Date</b>	09/05/2018	<b>Plant</b>	SALTILLO TRUCK ASSEMBLY PLANT		<b>Coverage Code</b>	536

<b>Claim #</b>	[REDACTED]	<b>In Service Date</b>	10/08/2018
<b>Claim Type</b>	W - Warranty	<b>Repair Date</b>	08/18/2021
<b>Claim Status</b>	Paid	<b>Mileage (Miles)</b>	24,599

### Expense

<b>Labor</b>	\$381.36	<b>Sublet</b>	\$244.02	<b>Part</b>	\$0.00	<b>Total Paid</b>	\$625.38
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<b>Code</b>	[REDACTED]	<b>Name</b>	JACK POWELL CHRYSLER DODGE	<b>Zone</b>	71	LOS ANGELES
<b>Address</b>	1625 AUTO PARKWAY SOUTH , ESCONDIDO, CA 92029					

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08191002	Module, anti-lock brake control ; All others	ML	CHECK ENGINE/SERVICE ENGINE SO	68347098AB	MODULE	1	X	244.02	\$81.72
A	08191063	Module, anti-lock brake control ; 6.7L diesel equipped			68347098AB	MODULE	1	X	244.02	\$27.24
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68347098AB	MODULE	1	X	244.02	\$272.40

### Customer Concern:

TECHNICIAN STATES VEHICLE STILL HAS CONCERN WITH BRAKE LIGHT AND ABS LIGHT AFTER REPLACEMENT OF ANTI LOCK BRAKE MODULE (RO# [REDACTED]). 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 [REDACTED] 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:

### Technical Notes:

NA

# Warranty Claim Report

## Vehicle Information

<b>VIN</b>	██████████	<b>Year</b>	2018	<b>Body</b>	██████████ - RAM 3500 LONGHORN MEGA CAB 4X4	
<b>Build Date</b>	09/05/2018	<b>Plant</b>	SALTILLO TRUCK ASSEMBLY PLANT		<b>Coverage Code</b>	536

<b>Claim #</b>	██████████	<b>In Service Date</b>	10/08/2018
<b>Claim Type</b>	W - Warranty	<b>Repair Date</b>	08/18/2021
<b>Claim Status</b>	Paid	<b>Mileage (Miles)</b>	24,601

### Expense

<b>Labor</b>	\$558.42	<b>Sublet</b>	\$515.35	<b>Part</b>	\$0.00	<b>Total Paid</b>	\$1,005.67
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<b>Code</b>	██████████	<b>Name</b>	JACK POWELL CHRYSLER DODGE	<b>Zone</b>	71	LOS ANGELES
<b>Address</b>	1625 AUTO PARKWAY SOUTH , ESCONDIDO, CA 92029					

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	05000101	Bleed brake system			68347098AB	MODULE	1	X	244.02	\$68.10
A	05000101	Bleed brake system			68143491AA	CONTROL	1		250.66	\$68.10
A	05000101	Bleed brake system			04318080AD	FLUID	3		20.67	\$68.10
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others			68347098AB	MODULE	1	X	244.02	\$149.82
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others			68143491AA	CONTROL	1		250.66	\$149.82
A	05400701	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others			04318080AD	FLUID	3		20.67	\$149.82
A	08191002	Module, anti-lock brake control ; All others	ML	CHECK ENGINE/SERVICE ENGINE SO	68347098AB	MODULE	1	X	244.02	\$0.00
A	08191002	Module, anti-lock brake control ; All others	ML	CHECK ENGINE/SERVICE ENGINE SO	68143491AA	CONTROL	1		250.66	\$0.00
A	08191002	Module, anti-lock brake control ; All others	ML	CHECK ENGINE/SERVICE ENGINE SO	04318080AD	FLUID	3		20.67	\$0.00
A	08191063	Module, anti-lock brake control ; 6.7L diesel equipped			68347098AB	MODULE	1	X	244.02	\$27.24
A	08191063	Module, anti-lock brake control ; 6.7L diesel equipped			68143491AA	CONTROL	1		250.66	\$27.24
A	08191063	Module, anti-lock brake control ;			04318080AD	FLUID	3		20.67	\$27.24

		6.7L diesel equipped								
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68347098AB	MODULE	1	X	244.02	\$313.26
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68143491AA	CONTROL	1		250.66	\$313.26
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			04318080AD	FLUID	3		20.67	\$313.26

**Customer Concern:**

TECHNICIAN STATES VEHICLE STILL HAS CONCERN WITH BRAKE LIGHT AND ABS LIGHT AFTER REPLACEMENT OF ANTI LOCK BRAKE MODULE (RO# [REDACTED]). PLEASE CHECK AND ADVISE. PERFORM FACTORY RECALL V06 PERFORM FACTORY RECALL Y26

**Cause:**

. FACTORY RECALL FACTORY RECALL

**Correction:**

24601 brake issue REMOVED AND REPLACED ABS MODULE AND HCU ONCE AGAIN, PERFORMED ALL NECESSARY BRAKE BLEEDS, INITIALIZATIONS AS OUTLINED IN SERVICE DOCUMENTATION. FOUND FAULT STILL REMAINS FOR C2200. ADVISED TECH REP AND TECH REP RESPONDED THAT VEHICLE WILL BE MOVING TO A BUY BACK DEALER AND TO PERFORM NO FURTHER REPAIRS TO VEHICLE. CUSTOMER STATES: PERFORM FACTORY RECALL PERFORM FACTORY RECALL

**Technical Notes:**

NA

# Warranty Claim Report

## Vehicle Information

VIN	[REDACTED]	Year	2018	Body	[REDACTED] - RAM 3500 LARAMIE MEGA CAB 4X4
Build Date	06/09/2018	Plant	SALTILLO TRUCK ASSEMBLY PLANT	Coverage Code	536

Claim #	[REDACTED]	In Service Date	07/23/2018
Claim Type	S - Safety (Recalls)	Repair Date	02/24/2023
Claim Status	Paid	Mileage (Miles)	70,277

### Expense

Labor	\$71.50	Sublet	\$0.00	Part	\$0.00	Total Paid	\$71.50
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Code	[REDACTED]	Name	[REDACTED]	Zone	66	ORLANDO
Address	[REDACTED]					

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	22Y26181	Safety Recall Y26 - Wheel Studs ; Inspect Wheel Studs	UC	UNCODABLE (NARRATIVE REQUIRED)						\$71.50

### Customer Concern:

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

### Technical Notes:

NA