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

CHERWELL REPORT [redacted]

VEHICLE

VIN	[redacted]	***Model Year***	2015	***Body***	74	JEEP PATRIOT SPORT FWD
Built Date	08/22/2014	***Mileage (Miles)***	761	***MDH***	08222	
Engine	ED3	ED3				
Transmission	1854	DA4				
Emmission	50 State Emissions					

GENERAL

STAR Case ID	[redacted]			***Case Status***	Closed
Application Group	291 - TRANS CORE GROUP				
Component Group	20J - VALVE BODY				
Primary System	21A - TRANSAXLE - AUTO	***Sub System***	21A - AUTOMATIC	***Area of Failure***	INTERNAL DEFECT
Customer Complaint / Reason for contact	WON'T ENGAGE PROPERLY				
Created Date	12/11/2014	***Created By***		***Updated Date***	01/16/2015 ***Updated By***

CONTACT

Dealer	26789	Marino Chrysler Jeep Dodge	***Phone***		
Address	5133 W Irving Park Rd				
City	Chicago	***State***	IL	***ZIP***	60641
Dealer Zone	51	***County***			
Technician TID/SID	S59037H	***Technician Email***			
Training Level		***Contact Via SMS***		***Contact Via Email***	

CASE SUMMARY

Customer Waiting	Yes	***Repair Attempts***	0	***Days In Shop***	1		
Initial Concern	CUSTOMER STATES WHILE DRIVING THE VEHICLE SHUT OFF DURING A TURN.RESTARTED THE VEHICLE AND STARTED DRIVING.FOUND THAT WHEN DRIVING THE VEHICLE WAS HUMMING/VIBRATING AND SEEMED AS THOUGH IT WAS IN A LOWER GEAR AND FELT AS IS IT WAS DRAGGING ON ACCEL						
Duplicated	Yes			***Repairs Parts and Tests***	SCANNED AND FOUND CODE P1715-00 FOR RESTRICTED MANUAL VALVE IN T3 RANGE.ONLY CAUSE IS IMPROPER SHIFTER CABLE ADJUSTMENT.PERFORMED CABLE SHIFTER ADJUSTMENT TO VERIFY CORRECT ADJUSTMENT.VEHICLE SHIFTS THROUGH GEARS CORRECTLY AFTER ADJUSTMENT PERFORMED(ALWAYS SHIFTED CORRECTLY FOR TECHNICIAN).STARTED THE VEHICLE AND MOVED THE SHIFTER TO REVERSE AND FOUND THAT THE VEHICLE WILL ABNORMALLY VIBRATE WHICH CAN BE FELT THOUGH THE ENTIRE VEHICLE.WILL NOT VIBRATE IN ANY OTHER GEAR.GETS WORSE WHEN SLIGHTLY BRAKE TORQUE APPLIED.INSPECTED ALL MOUNTS AND FOUND NO ISSUES/CONCERNS.HELD MOUNTS WITH FORCE APPLIED AND NO CHANGE IN VIBRATION.		
DTC1	P1715	***DTC2***		***DTC3***		***DTC4***	
Information Sent							
Scan Tool Software Version		***Last TechConnect Search***		***Vehicle Off Road or Tow-in***	No	***RO Number***	

RESOLUTION

Description	Bryan advised recommend replacement of this transmission there are no internal repairs allowed at this time. Follow the instructions in Warranty Bulletin D-13-40 fill out a diagnostic worksheet and send a copy with the core return. Missing sheets will cost your dealer a $75.00 charge back. let us know when this replacement is completed.

CONVERSATION (CLAIMS)

Dealer/Agent	*Detail*	*Modified By*	*Last Modified Date*
Dealer States	CUSTOMER STATES WHILE DRIVING THE VEHICLE SHUT OFF DURING A TURN.RESTARTED THE VEHICLE AND STARTED DRIVING.FOUND THAT WHEN DRIVING THE VEHICLE WAS HUMMING/VIBRATING AND SEEMED AS THOUGH IT WAS IN A LOWER GEAR AND FELT AS IS IT WAS DRAGGING ON ACCEL		12/11/2014
Dealer States	DURING SECOND TEST DRIVE,FOUND THAT THE TRANS IS SLUGGISH AND IS SHIFTING POORLY WITH A SLIGHT BOG WHEN ACCELERATING ALSO.		12/11/2014
Agent States	Bryan advised recommend replacement of this transmission there are no internal repairs allowed at this time. Follow the instructions in Warranty Bulletin D-13-40 fill out a diagnostic worksheet and send a copy with the core return. Missing sheets will cost your dealer a $75.00 charge back. let us know when this replacement is completed.		12/11/2014
Agent States	Warranty Claim [redacted] Transmission - Replace Transmission replaced problem resolved at this time		01/16/2015

CHERWELL REPORT [redacted]

VEHICLE

VIN	[redacted]	***Model Year***	2015	***Body***	49	JEEP COMPASS LIMITED FWD
Built Date	08/26/2014	***Mileage (Miles)***	805	***MDH***	082621	
Engine	ED3	ED3				
Transmission	1684	DA4				
Emmission	50 State Emissions					

GENERAL

STAR Case ID	[redacted]			***Case Status***	Closed		
Application Group	391 - ELECTRICAL CORE GROUP						
Component Group	8AG - MODULE, (ANY)						
Primary System	08 - ELECTRICAL	***Sub System***	08M - ELECTRONIC CONTROL MODULES	***Area of Failure***	CONTROLLER INTERNAL FAULT		
Customer Complaint / Reason for contact	INTERMITTENT OPERATION						
Created Date	01/06/2015	***Created By***		***Updated Date***	01/08/2015	***Updated By***	

CONTACT

Dealer	45472	Cutter Chrysler Dodge Jeep Ram	***Phone***		
Address	777 Ala Moana Boulevard				
City	Honolulu	***State***	HI	***ZIP***	96813
Dealer Zone	71	***County***			
Technician TID/SID	S90130C	***Technician Email***			
Training Level		***Contact Via SMS***		***Contact Via Email***	

CASE SUMMARY

Customer Waiting	No	***Repair Attempts***	0	***Days In Shop***	2		
Initial Concern	LOSES ELECTRICAL POWER . RADIO / A/C / LIGHTS INTERMITENTLY TURNS OFF WHILE DRIVING.						
Duplicated	Yes			***Repairs Parts and Tests***	FAULT IS VERY INTERMITENT . HAPPENED ONCE AFTER 15 MILES OF DRIVING FOR 2 SECONDS AND CAME BACK ON. BUT CANNOT DUPLICATE IN SHOP . HAD ONE STORED FAULT C151D TIRE PRESSURE SENSOR LOCATION UNDETERMINED IN WCM [DON'T KNOW IF RELATED]. NO OTHER FAULTS.CHECKED ALTERNATOR , BATTERY , GROUND WIRES AND WIGGLE TESTED WIRING FROM TIPM . ALL TESTED O.K.. STILL CANNOT DUPLICATE IN SHOP. ANY SUGGESTIONS ?		
DTC1	C151D	***DTC2***		***DTC3***		***DTC4***	
Information Sent							
Scan Tool Software Version		***Last TechConnect Search***		***Vehicle Off Road or Tow-in***	No	***RO Number***	

RESOLUTION

Description	Clyde, replace the TGW/Radio for this issue and retest. Let me know what happens. Thanks, Ron

CONVERSATION (CLAIMS)

Dealer/Agent	*Detail*	*Modified By*	*Last Modified Date*
Dealer States	LOSES ELECTRICAL POWER . RADIO / A/C / LIGHTS INTERMITENTLY TURNS OFF WHILE DRIVING.		01/06/2015
Agent States	Clyde, is it only the A/C and Radio lights that turn off? This could be a radio issue? Have you tried to flash the radio or ICS? Let me know what happens. Thanks Ron		01/06/2015
Dealer States	NO NOT JUST LIGHTS . A/C BLOWER STOPS BLOWING AND CUSTOMER CLAIMS VEHICLE STALLED ONCE .		01/07/2015
Agent States	Clyde, replace the TGW/Radio for this issue and retest. Let me know what happens. Thanks, Ron		01/07/2015
Agent States	CUSTOMER WILL RE-SCHEDULE		01/08/2015

CHERWELL REPORT

[redacted]

VEHICLE

VIN	[redacted]	***Model Year***	2015	***Body*** 49	DODGE JOURNEY SXT (FWD)
Built Date	10/24/2014	***Mileage (Miles)***	431	***MDH***	102416
Engine	ED3	ED3			
Transmission	1184	DFF			
Emmission	50 State Emissions				

GENERAL

STAR Case ID	[redacted]			***Case Status***	Closed
Application Group	291 - TRANS CORE GROUP				
Component Group	20I - UNIT, TRANSMISSION HYDRAULIC POWER				
Primary System	21A - TRANSAXLE - AUTO	***Sub System***	21A - AUTOMATIC	***Area of Failure***	INTERNAL DEFECT
Customer Complaint / Reason for contact	WON'T ENGAGE PROPERLY				
Created Date	01/15/2015	***Created By***		***Updated Date*** 01/19/2015	***Updated By***

CONTACT

Dealer	36464	Tom O'Brien Chrysler Jeep Dodge		***Phone***	
Address	750 US 31 N				
City	Greenwood	***State***	IN	***ZIP***	46142
Dealer Zone	42	***County***			
Technician TID/SID	S93861G	***Technician Email***			
Training Level		***Contact Via SMS***		***Contact Via Email***	

CASE SUMMARY

Customer Waiting	No	***Repair Attempts***	0	***Days In Shop***	3		
Initial Concern	DIES WHEN PUT INTO DRIVE						
Duplicated	Yes			***Repairs Parts and Tests***	REPLACE SOLENOID PACK REPLACE VALVE BODY AND THEN PER STAR REPLACE TRANS ASSEMBLY		
DTC1		***DTC2***		***DTC3***		***DTC4***	
Information Sent							
Scan Tool Software Version		***Last TechConnect Search***		***Vehicle Off Road or Tow-in***	Yes	***RO Number***	

RESOLUTION

Description	Star is escalating case to Technical Servcie Operations for assistance. They will reply.

CONVERSATION (CLAIMS)

Dealer/Agent	*Detail*	*Modified By*	*Last Modified Date*
Dealer States	DIES WHEN PUT INTO DRIVE		01/15/2015
Agent States	Terry advised I am sending this case to the Master Consultant for review.		01/15/2015
Agent States	Star reviewed case. Before I escalate case did you check check engine oil level? I heard on the new 2.4 L vehicles if engine oil is low it will also stall. Please check and make sure it is full before I escalate case.		01/15/2015
Dealer States	OIL LEVEL IS FULL		01/17/2015
Agent States	Star is escalating case to Technical Servcie Operations for assistance. They will reply.		01/19/2015
Agent States	REPLACED PCM Technician Closure Requested		01/19/2015

CHERWELL REPORT [redacted]

VEHICLE

VIN	[redacted]	***Model Year***	2015	***Body***	49	DODGE JOURNEY SE (FWD)
Built Date	11/12/2014	***Mileage (Miles)***	626	***MDH***	111215	
Engine	ED3	ED3				
Transmission	1124	DFF				
Emmission	50 State Emissions					

GENERAL

STAR Case ID	[redacted]			***Case Status***	Closed
Application Group	331 - DRIVEABILITY CORE GROUP				
Component Group	9FI - MODULE, POWERTRAIN CONTROL (ANY)				
Primary System	18 - VEHICLE PERFORMANCE	***Sub System***	9CB - ELECTRONIC CONTROL MODULES	***Area of Failure***	DRIVEABILITY
Customer Complaint / Reason for contact	DIE OUT / STALLS				
Created Date	01/19/2015	***Created By***		***Updated Date***	01/20/2015 ***Updated By***

CONTACT

Dealer	56904	Dadeland Dodge Chrysler Jeep	***Phone***		
Address	16501 S Dixie Hwy				
City	Miami	***State***	FL	***ZIP***	33157
Dealer Zone	66	***County***			
Technician TID/SID	S21982I	***Technician Email***			
Training Level		***Contact Via SMS***		***Contact Via Email***	

CASE SUMMARY

Customer Waiting	No	***Repair Attempts***	0	***Days In Shop***	2		
Initial Concern	vehicle shuts off while driving.						
Duplicated	Yes			***Repairs Parts and Tests***	vehicle is a new car, first tested the battery with the gr8 battery failed replaced the battery, test drove the vehicle, vehicle shut off scan the vehicle there were dtc's for the cam sensor, replaced the cam sensors and the crank sensor relearned the sensors test drove the vehicle never shut off released the vehicle customer states the vehicle shut off again scan the vehicle again there are now no dtc's		
DTC1		***DTC2***		***DTC3***		***DTC4***	
Information Sent							
Scan Tool Software Version		***Last TechConnect Search***		***Vehicle Off Road or Tow-in***	No	***RO Number***	

RESOLUTION

Description	George, there are cases with the 5V reference circuit grounding out near the trans pressure sender. Check near all the components that this circuit goes to (one vehicle had no codes with this condition). Also, check the fuel quality and for excess alcohol. If nothing is found, perform a capacitive discharge, adaptive reset and an ETC relearn and reevaluate the concern. Thanks, Doug.

CONVERSATION (CLAIMS)

Dealer/Agent	*Detail*	*Modified By*	*Last Modified Date*
Dealer States	vehicle shuts off while driving.		01/16/2015
Agent States	George, there are cases with the 5V reference circuit grounding out near the trans pressure sender. Check near all the components that this circuit goes to (one vehicle had no codes with this condition). Also, check the fuel quality and for excess alcohol. If nothing is found, perform a capacitive discharge, adaptive reset and an ETC relearn and reevaluate the concern. Thanks, Doug.		01/19/2015
Agent States	capacitive discharged the battery after checking all the 5v reference around the transmission relearned the etc test drove vehicle never stalled		01/20/2015

CHERWELL REPORT [redacted]

VEHICLE

VIN	[redacted]	***Model Year***	2015	***Body***	49	DODGE JOURNEY CROSSROAD (AWD)
Built Date	11/15/2014	***Mileage (Miles)***	196	***MDH***	11150	
Engine	ERB	ERB				
Transmission	3044	DG2				
Emmission	50 State Emissions					

GENERAL

STAR Case ID	[redacted]			***Case Status***	Closed		
Application Group	191 - A/C & ENGINE CORE GROUP						
Component Group	9AD - ASSEMBLY, VARIABLE VALVE ACTUATION / TIMING / PHASER						
Primary System	09 - ENGINE	***Sub System***	09A - CYLINDER HEAD	***Area of Failure***	UNCODABLE (WRITE IN ECCI CASE)		
Customer Complaint / Reason for contact	SEIZED						
Created Date	01/20/2015	***Created By***		***Updated Date***	01/29/2015	***Updated By***	

CONTACT

Dealer	60568	Lia Chrysler Jeep Dodge Ram	***Phone***		
Address	2116 Central Ave				
City	Schenectady	***State***	NY	***ZIP***	12304
Dealer Zone	32	***County***			
Technician TID/SID	S35795M	***Technician Email***			
Training Level		***Contact Via SMS***		***Contact Via Email***	

CASE SUMMARY

Customer Waiting	No	***Repair Attempts***	0	***Days In Shop***	3		
Initial Concern	dealer vehicle, went to sell vehicle and car wouldn't stay running, has faults for camshaft position sensor bank 1 and bank 2, check and verify engine timing is ok. Check wiring to sensors for power and ground and are ok, decided to replace cam gears and oil control valves due to cam timing not changing. installed new phasers and oil control bolts,check for rifle drilling in camshaft, cannot see hole all the way through but assume its too small to see with inspection mirror. reset timing on engine and replaced camshaft position electrical sensors. car still starts and stalls and sets camshaft position sensor circuit 1 and 2.						
Duplicated	Yes			***Repairs Parts and Tests***	phasers, oil control bolts and electrical sensors for cyl head		
DTC1	p0365	***DTC2***	p0340	***DTC3***	c121c-	***DTC4***	
Information Sent							
Scan Tool Software Version		***Last TechConnect Search***		***Vehicle Off Road or Tow-in***	No	***RO Number***	

RESOLUTION

Description	Good evening Thomas, that hole doesn't go all the way through the cam. the oil control valve in that hole may need to be cleaned out along with the hole. The actuators in this engine push on that valve in the center of the cam to change the cam angle. Install the WiTech to run an actuator check, [may need to remove the actuators to see the pintle move in and out, engine off of course], check for continuity on all wires going from the cam sensors to the PCM, do a pin-drag test to determine if these pins have any tension. Please update/close this ticket with your findings, thank you,--Mike?

CONVERSATION (CLAIMS)

Dealer/Agent	*Detail*	*Modified By*	*Last Modified Date*
Dealer States	dealer vehicle, went to sell vehicle and car wouldn't stay running, has faults for camshaft position sensor bank 1 and bank 2, check and verify engine timing is ok. Check wiring to sensors for power and ground and are ok, decided to replace cam gears and oil control valves due to cam timing not changing. installed new phasers and oil control bolts,check for rifle drilling in camshaft, cannot see hole all the way through but assume its too small to see with inspection mirror. reset timing on engine and replaced camshaft position electrical sensors. car still starts and stalls and sets camshaft position sensor circuit 1 and 2.		01/20/2015
Agent States	Good evening Thomas, that hole doesn't go all the way through the cam. the oil control valve in that hole may need to be cleaned out along with the hole. The actuators in this engine push on that valve in the center of the cam to change the cam angle. Install the WiTech to run an actuator check, [may need to remove the actuators to see the pintle move in and out, engine off of course], check for continuity on all wires going from the cam sensors to the PCM, do a pin-drag test to determine if these pins have any tension. Please update/close this ticket with your findings, thank you,--Mike?		01/20/2015
Dealer States	had to perform hard reset of ecu, vehicle is ok with new parts.		01/28/2015
Agent States	Replaced cam phasers and oil control bolts C121C Torque Request Signal Denied P0365 Camshaft Position Sensor Circuit - Bank 1 Sensor 2 P0340 Camshaft Position Sensor Circuit - Bank 1 Sensor 1		01/29/2015

CHERWELL REPORT [redacted]

VEHICLE

VIN	[redacted]	***Model Year***	2015	***Body***	49	DODGE JOURNEY CROSSROAD (FWD)	
Built Date	07/24/2014	***Mileage (Miles)***	1263	***MDH***	072413		
Engine	ERB	ERB					
Transmission	1914	DG2					
Emmission	50 State Emissions						

GENERAL

STAR Case ID	[redacted]			***Case Status***	Closed
Application Group	331 - DRIVEABILITY CORE GROUP				
Component Group	9FI - MODULE, POWERTRAIN CONTROL (ANY)				
Primary System	18 - VEHICLE PERFORMANCE	***Sub System***	9CB - ELECTRONIC CONTROL MODULES	***Area of Failure***	UNCODABLE (WRITE IN ECCI CASE)
Customer Complaint / Reason for contact	HARD START/LONG CRANK TIME				
Created Date	01/21/2015	***Created By***		***Updated Date***	01/22/2015 ***Updated By***

CONTACT

Dealer	68510	Mall of Georgia Chrysler Dodge		***Phone***	
Address	4345 Buford Dr				
City	Buford	***State***	GA	***ZIP***	30518
Dealer Zone	66	***County***			
Technician TID/SID	S87059K	***Technician Email***			
Training Level		***Contact Via SMS***		***Contact Via Email***	

CASE SUMMARY

Customer Waiting	Yes	***Repair Attempts***	0	***Days In Shop***	2		
Initial Concern	long crank/no start intermittent						
Duplicated	No			***Repairs Parts and Tests***	no dtc no tsb after allowing to sit up to one hour vehicle has an extended crank time however has not failed to start.		
DTC1		***DTC2***		***DTC3***		***DTC4***	
Information Sent							
Scan Tool Software Version		***Last TechConnect Search***		***Vehicle Off Road or Tow-in***	No	***RO Number***	

RESOLUTION

Description	Carl,Thanks for the update. Close the case out on your end when its repaired. Rich H.

CONVERSATION (CLAIMS)

Dealer/Agent	*Detail*	*Modified By*	*Last Modified Date*
Dealer States	long crank/no start intermittent		01/21/2015
Agent States	Carl,Make sure the PCM is up to date,check the ECT,IAT,AAT sensors for rationality after its sat overnight.Pull a fuel sample to check for overall fuel quality concerns,also see if E85 blended fuels are being used.Check the PCM data and see if ethanol mode is "active".If so, switch back to E10 & refer to star case [redacted]. Rich H.		01/21/2015
Dealer States	all modules are up to date however I checked the ground for the fuel pump at the a-pillar and was able to tighten, vehicle is not hesitating to start at this time, will continue to monitor and crank vehicle to ensure no further issues.		01/21/2015
Agent States	Carl,Thanks for the update. Close the case out on your end when its repaired. Rich H.		01/21/2015
Agent States	tightened ground for fuel pump test drove vehicle starting properly		01/22/2015

CHERWELL REPORT

[redacted]

VEHICLE

VIN	[redacted]	***Model Year***	2015	***Body***	49	JEEP COMPASS SPORT FWD
Built Date	11/28/2014	***Mileage (Miles)***	2105	***MDH***	11288	
Engine	ECN	ECN				
Transmission	2824	DAV				
Emmission	50 State Emissions					

GENERAL

STAR Case ID	[redacted]			***Case Status***	Closed
Application Group	391 - ELECTRICAL CORE GROUP				
Component Group	9FJ - MODULE, TOTALLY INTEGRATED POWER (TIPM)				
Primary System	18 - VEHICLE PERFORMANCE	***Sub System***	9CB - ELECTRONIC CONTROL MODULES	***Area of Failure***	CONNECTION DEFECT
Customer Complaint / Reason for contact	START AND STALL				
Created Date	01/30/2015	***Created By***		***Updated Date***	01/31/2015	***Updated By***

CONTACT

Dealer	61767	Hollywood Chrysler Jeep	***Phone***		
Address	2100 North State Road 7				
City	Hollywood	***State***	FL	***ZIP***	33021
Dealer Zone	66	***County***			
Technician TID/SID	S04416M	***Technician Email***			
Training Level		***Contact Via SMS***		***Contact Via Email***	

CASE SUMMARY

Customer Waiting	No	***Repair Attempts***	0	***Days In Shop***	2		
Initial Concern	starts and stalls						
Duplicated	Yes			***Repairs Parts and Tests***	car would not run. found code p0688. replaced pcm. vehicle ran with no problem for about half hour, stalled. code came back		
DTC1	p0688	***DTC2***		***DTC3***		***DTC4***	
Information Sent							
Scan Tool Software Version		***Last TechConnect Search***		***Vehicle Off Road or Tow-in***	Yes	***RO Number***	

RESOLUTION

Description	Mike and I traced circuit 342 on phone, found spread pin in C1/ #1 at TIPM, tech squeezed terminal closed and reinstalled, now is not stalling, when any movement of TIPM would stall engine. Advise tech to put vehicl;e back together, road test and close case Thanks, Todd B

CONVERSATION (CLAIMS)

Dealer/Agent	*Detail*	*Modified By*	*Last Modified Date*
Dealer States	starts and stalls		01/30/2015
Agent States	Mike and I traced circuit 342 on phone, found spread pin in C1/ #1 at TIPM, tech squeezed terminal closed and reinstalled, now is not stalling, when any movement of TIPM would stall engine. Advise tech to put vehicl;e back together, road test and close case Thanks, Todd B		01/30/2015
Agent States	Spread pin, brown wire, green connector in TIPM. Technician Closure Requested.		01/31/2015

CHERWELL REPORT

[redacted]

VEHICLE

VIN	[redacted]	***Model Year***	2015	***Body*** 49	JEEP COMPASS LATITUDE 4X4
Built Date	11/14/2014	***Mileage (Miles)***	321	***MDH***	111411
Engine	ED3	ED3			
Transmission	2554	DA4			
Emmission	50 State Emissions				

GENERAL

STAR Case ID	[redacted]			***Case Status***	Closed
Application Group	491 - BODY/CHASSIS CORE GROUP				
Component Group	8BC - INDICATORS, INSTRUMENT CLUSTER				
Primary System	08 - ELECTRICAL	***Sub System***	CL - INSTRUMENT CLUSTER / PANEL (DEVICES)	***Area of Failure***	UNCODABLE (WRITE IN ECCI CASE)
Customer Complaint / Reason for contact	INTERMITTENT OPERATION				
Created Date	02/03/2015	***Created By***		***Updated Date*** 02/09/2015	***Updated By***

CONTACT

Dealer	24243	Berthod Motors Inc	***Phone***		
Address	400 27th Street				
City	Glenwood Spgs	***State*** CO	***ZIP***	81601	
Dealer Zone	74	***County***			
Technician TID/SID	S65378B	***Technician Email***			
Training Level		***Contact Via SMS***		***Contact Via Email***	

CASE SUMMARY

Customer Waiting	No	***Repair Attempts***	0	***Days In Shop***	1		
Initial Concern	Customer states ESC light came on and vehicle shut off. towed in						
Duplicated	No			***Repairs Parts and Tests***	Code C121C only code stored. No flashes or bulletins apply.Vehicle just purchased at another dealer. Currently no warning lights on test drove vehicle 4 miles.		
DTC1	C121C	***DTC2***		***DTC3***		***DTC4***	
Information Sent							
Scan Tool Software Version		***Last TechConnect Search***		***Vehicle Off Road or Tow-in***	No	***RO Number***	

RESOLUTION

Description	Perry I would suggest a duplication before any parts are replaced. Bob W

CONVERSATION (CLAIMS)

Dealer/Agent	*Detail*	*Modified By*	*Last Modified Date*
Dealer States	Customer states ESC light came on and vehicle shut off. towed in		02/02/2015
Agent States	Perry no like cases of the issue . Is this the first time in with the issue , no aftermarkets correct. Bob W		02/03/2015
Dealer States	No after market. Customer states the vehicle did the samething right after she took delivery of vehicle in Denver. It appears because it was late in the day the dealer only cleared codes and sent her on her way. Made it here and failed again. Customer afraid to drive car and has requested a rental.		02/03/2015
Agent States	Perry did the vehicle start when you got it. Bob W		02/03/2015
Dealer States	Yes, the tow truck driver was able to start it when he picked it up. I drove it for 4 miles. No warning lights on.		02/03/2015
Agent States	Perry I would suggest a duplication before any parts are replaced. Bob W		02/03/2015
Agent States	Star recommended we duplicate. We were not able to duplicate. Selling dealer picked up car and may be trading customer out of car. Customer has lost confidence in vehicle.		02/09/2015

CHERWELL REPORT [redacted]

VEHICLE

VIN	[redacted]	***Model Year***	2015	***Body***	74	JEEP PATRIOT LATITUDE FWD
Built Date	11/25/2014	***Mileage (Miles)***	108	***MDH***	112512	
Engine	ECN	ECN				
Transmission	2894	DAV				
Emmission	50 State Emissions					

GENERAL

STAR Case ID	[redacted]			***Case Status***	Closed
Application Group	191 - A/C & ENGINE CORE GROUP				
Component Group	9FI - MODULE, POWERTRAIN CONTROL (ANY)				
Primary System	18 - VEHICLE PERFORMANCE	***Sub System***	9CB - ELECTRONIC CONTROL MODULES	***Area of Failure***	UNCODABLE (WRITE IN ECCI CASE)
Customer Complaint / Reason for contact	MIL ON				
Created Date	02/06/2015	***Created By***		***Updated Date***	02/11/2015 ***Updated By***

CONTACT

Dealer	60262	Stateline Chrysler Jeep Dodge Ram		***Phone***	
Address	800 Gold Hill Rd				
City	Fort Mill	***State***	SC	***ZIP***	29708
Dealer Zone	66	***County***			
Technician TID/SID	S42189A	***Technician Email***			
Training Level		***Contact Via SMS***		***Contact Via Email***	

CASE SUMMARY

Customer Waiting	No	***Repair Attempts***	0	***Days In Shop***	1		
Initial Concern	CEL came on. I think it stalled on the road, vague complaint. Light off now.						
Duplicated	No			***Repairs Parts and Tests***	None. Both codes appearred at 87.5 miles. I know a CMP won't cause a stall condition, most of the time, just a delayed start. I'm thinking just a CKP internal short in common with the CMP 5 volt wire.		
DTC1	P0335	***DTC2***	P0344	***DTC3***		***DTC4***	
Information Sent							
Scan Tool Software Version		***Last TechConnect Search***		***Vehicle Off Road or Tow-in***	No	***RO Number***	

RESOLUTION

Description	Kenny if you have changed the sensor and the code returns and then go store sounds like a wire or connecotor issue and if you cannot find nothing may want to consider a harness thanks Ken

CONVERSATION (CLAIMS)

Dealer/Agent	*Detail*	*Modified By*	*Last Modified Date*
Dealer States	CEL came on. I think it stalled on the road, vague complaint. Light off now.		02/06/2015
Agent States	Kenny we have had no issue with these codes to point you into one direction and if you have new sensors then I would look at connecotor and wire issues next thanks Ken		02/06/2015
Dealer States	Ken: I uploaded event data this morning. We did not find any issues with wiring. We replaced CKP first and road tested. P0334 is gone, P0344 remained. We then replaced CMP sensor, P0344 still returns. We never shut off vehicle after road test, code is already in stored status. We also verified that we replaced the sensor most on the front most side of the engine, and verified wiring colors since there are two sensors. There is a flash available under 18-070-14, but doesn't seem to apply.		02/10/2015
Dealer States	Correction: P0335 is gone. P0344 remains stored. Light came on during road test.		02/10/2015
Agent States	Kenny if you have changed the sensor and the code returns and then go store sounds like a wire or connecotor issue and if you cannot find nothing may want to consider a harness thanks Ken		02/10/2015
Dealer States	Since S1 and S2 are the same PN, I swapped sensors to verify proper CEL codes. During replacement, I noticed that the S1 sensor was sitting on an angle when bolted down. When reseated, sensor sits flat against head, but when hold down bolt is installed, the sensor pulls out sidways from the head. Sensor that was in rear position(S2) fit better in front position(S1) but still slightly raised. Cleared all codes & road tested again. Running fine after 8 miles. I think the sensors need about a 0.010" shim under the bolt boss.		02/11/2015
Agent States	After replacing S1 sensor, swapped S1 and S2 and checked mounting against block.		02/11/2015

CHERWELL REPORT

[redacted]

VEHICLE

VIN	[redacted]	**odel Year**	2015	**Body**	49	DODGE JOURNEY SE (FWD)
Built Date	07/23/2014	**Mileage (Miles)**	8052	**MDH**	07238	
Engine	ED3	ED3				
Transmission	1704	DFF				
Emmission	50 State Emissions					

GENERAL

STAR Case ID	[redacted]			**Case Status**	Closed
Application Group	191 - A/C & ENGINE CORE GROUP				
Component Group	9FI - MODULE, POWERTRAIN CONTROL (ANY)				
Primary System	18 - VEHICLE PERFORMANCE	**Sub System**	9CB - ELECTRONIC CONTROL MODULES	**Area of Failure**	UNCODABLE (WRITE IN ECCI CASE)
Customer Complaint / Reason for contact	DECEL DIEOUT				
Created Date	02/19/2015	**Created By**		**Updated Date**	02/27/2015	**Updated By**	

CONTACT

Dealer	68680	Phillips Chrysler Jeep Dodge Ram		**Phone**	
Address	3440 South Pine Avenue				
City	Ocala	**State**	FL	**ZIP**	34471
Dealer Zone	66	**County**			
Technician TID/SID	S36889L	**Technician Email**			
Training Level		**Contact Via SMS**		**Contact Via Email**	

CASE SUMMARY

Customer Waiting	Yes	**Repair Attempts**	0	**Days In Shop**	2
Initial Concern	stall when coming to stop				
Duplicated	No	**Repairs Parts and Tests**	test drove could not duplicate no codes no tsbs		
DTC1		**DTC2**		**DTC3**		**DTC4**	
Information Sent					
Scan Tool Software Version		**Last TechConnect Search**		**Vehicle Off Road or Tow-in**	No	**RO Number**	

RESOLUTION

Description	Thomas, I am closing case due to no response/vehicle return in over a week. Thanks, Neil non-value add closure

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	stall when coming to stop		02/19/2015
Agent States	Thomas, are all mods up to date? If so, are there any aftermarket accys.(including alarm, remote start, speed pass, gym pass, toll pass, etc) or MOPAR add ons in/installed on vehicle or key ring (or maybe on customers K/ring that you don't have now) that could cause EMI/RFI/electrical interference? If not, get more detailed concern info(any diff hot/cold, after going around turn?, after a fuel fill?, less than 1/8 tank?, does it run rough just before stall or when it finally starts? Any smoke, odor, or telltale cluster lights/messages? ...) to help you duplicate concern. Lab scope CKP and CMP at the PCM while performing wiggle test. You may see some hash marks or a shark tooth pattern even if not acting up in your bay. Otherwise, what are LT fuel trims at? How old is oil change? Is oil low? If so, remove sp/plugs and inspect cyls for scoring using a borescope on any cyls that are dark. Also perform dry/wet compression tests and leak down on all cyls to determine root cause. If all above is good, NPF, & still unable to duplicate, take a fuel sample to smell, check quality and alcoohol %. Compare BARO to any other vehicle; and compare MAP to a mechanical vacuum gauge; and verify that the BARO and MAP volts agree KOEO. Verify ECT, AAT, and IAT all agree after a cold soak. Does the actual RPM follow all different desired RPMs when performing an idle actuator test and wiggle testing harness/connectors? If so, perform an ETC relearn. Also verify smooth T/blade movement when performing several follower tests. Thank you, Neil		02/19/2015
Agent States	Thomas, is this vehicle still at shop? If so, do you need more assistance? If not, please close the case on your end, w/repair details. Otherwise, if parts are ordered/backordered, please re-submit with P/N(s). If you are waiting for vehicle to return, please close ticket. Chrysler wants all tickets on vehicles that are not at shop, or tickets that are more than 5 days old closed(unless you are waiting for parts). You can always open a new ticket if you need more assistance if/when vehicle returns. Thank you, Neil		02/24/2015
Agent States	called dealer and asked for service dept 3 times and was hung up on 3rd time.		02/26/2015
Agent States	Thomas, I am closing case due to no response/vehicle return in over a week. Thanks, Neil non-value add closure		02/26/2015
Agent States	Closing due to unable to obtain response from dealer		02/27/2015

CHERWELL REPORT [redacted]

VEHICLE

VIN	[redacted]	***Model Year***	2015	***Body***	49	DODGE JOURNEY SXT (FWD)
Built Date	12/04/2014	***Mileage (Miles)***	3015	***MDH***	12043	
Engine	ERB	ERB				
Transmission	3354	DG2				
Emmission	50 State Emissions					

GENERAL

STAR Case ID	[redacted]			***Case Status***	Closed
Application Group	331 - DRIVEABILITY CORE GROUP				
Component Group	9FJ - MODULE, TOTALLY INTEGRATED POWER (TIPM)				
Primary System	18 - VEHICLE PERFORMANCE	***Sub System***	9CB - ELECTRONIC CONTROL MODULES	***Area of Failure***	CONNECTION LOOSE
Customer Complaint / Reason for contact	MIL ON				
Created Date	03/05/2015	***Created By***		***Updated Date***	03/10/2015 ***Updated By***

CONTACT

Dealer	60266	Peacock Jeep Dodge Ram Chrysler Hi		***Phone***	
Address	265 Drivers Way				
City	Hardeeville	***State***	SC	***ZIP***	29927
Dealer Zone	66	***County***			
Technician TID/SID	S41791B	***Technician Email***			
Training Level		***Contact Via SMS***		***Contact Via Email***	

CASE SUMMARY

Customer Waiting	No	***Repair Attempts***	0	***Days In Shop***	2		
Initial Concern	MIL is on....engine runs rough intermittently.						
Duplicated	Yes			***Repairs Parts and Tests***	Have replaced MAP sensor due to DTC P2172 which got 1 good trip. restarted vehicle, runs rough/ will not idle at times. Set active DTC.P0108 this time. Have performed diag for P0108...voltage between ground and f856..4.92 vdc, voltage between K1 and ground..4.82vdc...resistance between K1 and PCM (C-2/ PIN 45)3.2 ohms ..(diag asks if below 3.0 ohm?), K900 resistance to PCM (pin 66 of C-2)1.8ohm,.Is 3.2 ohm acceptable for K1 circuit?	
DTC1		***DTC2***		***DTC3***		***DTC4***	
Information Sent							
Scan Tool Software Version		***Last TechConnect Search***		***Vehicle Off Road or Tow-in***	Yes	***RO Number***	

RESOLUTION

Description	Thanks for the update Chris, keep me posted. Doug.

CONVERSATION (CLAIMS)

Dealer/Agent	*Detail*	*Modified By*	*Last Modified Date*
Dealer States	MIL is on....engine runs rough intermittently.		03/05/2015
Dealer States	Also note that I checked the map sensor voltage jumper wire between the K900 and sensor ground circuit,signal voltage is 0.0vdc with or without jumper installed.		03/05/2015
Agent States	I called Chris to review this concern. Chris stated that he replaced the MAP sensor with a known good one to no avail. I advised Chris to jumper the 5V and the low reference circuits to the signal circuit at the MAP sensor and record the reading found in the data DougM		03/05/2015
Dealer States	By "Low reference circuit" you mean MAP SIGNAL circuit (K1 circuit)?		03/06/2015
Dealer States	Jumpered map signal to 5 volt supply.. reading of 5.0 volts..(sensor disconnected) Disconnected jumper. still reading 5 volts (sensor disconnected).		03/06/2015
Agent States	Chris, I tried your cell and the dealer number to call you but you were at lunch. Please resubmit with a good time to call your cell. Thanks, Doug.		03/06/2015
Dealer States	I'm back from lunch. feel free to call [redacted] (cell phone)		03/06/2015
Agent States	I called Chris and advised him to duplicate the concern and check for 5V on the 5V reference circuit and ground on the ground circuit at the MAP sensor with it unplugged. If any are missing, trace that circuit and repair as necessary. I also advised Chris to chec the 5V and ground circuits at the MAP sensor (go to www.dcctools.com and type in MAP for the wiring diagram) and check the terminal for the MAP signa circuit at the PCM (he checked at the MAP already) DougM.		03/06/2015
Dealer States	Found MAP sensor looses ground them pressing down on rear of PDC (fuse panel under hood). Actually got engine to shut down by doing this.		03/06/2015
Agent States	Great Chris, check the terminals for the MAP sensor at the PDC. If they are ok, replace the PDC. Doug.		03/06/2015

Dealer/Agent	*Detail*	*Modified By*	*Last Modified Date*
Dealer States	FOUND REAR LATCH (NEAR FIREWALL) WAS NOT SECURED PROPERLY. REMOVED TOP HALD OF PDC. ALSO REMOVED LOWER HALF TO INSPECT TERMINAL CONNECTORS ON BOTTOM. FOUND A FEW CONNECTORS THAT WERE NOT SECURED. I SECURED/ CHECKED ALL CONNECTORS ON BOTTON HALF, REINSTALLED TOP HALF TO LOWER (CORRECTLY) AND LOCKED BOTH LATCHES. STARTED VEHICLE, AND PRESSED ON PDC. NO FAILURES. NOT SURE IF IT WAS THE 2-HALVES NOT CONNECTING SECURELY OF A COMBINATION OF WHAT ALL I FOUND. MAY BE A CONCERN TO NOTE IN A STAR CASE OR TSB. I'm GOING TO ROAD TEST TO CONFIRM THESE REPAIRS. WILL GET BACK TO YOU.		03/09/2015
Agent States	Thanks for the update Chris, keep me posted. Doug.		03/09/2015
Agent States	PCD NOT SECURED (2-HALVES)...ALSO FOUND CONNECTORS UNDERNEATH NOT SECURED.		03/10/2015

CHERWELL REPORT [redacted]

VEHICLE

VIN	[redacted]	***Model Year***	2015	***Body***	49	JEEP COMPASS LATITUDE 4X4
Built Date	11/19/2014	***Mileage (Miles)***	525	***MDH***	111923	
Engine	ED3	ED3				
Transmission	2594	DA4				
Emmission	50 State Emissions					

GENERAL

STAR Case ID	[redacted]			***Case Status***	Closed
Application Group	331 - DRIVEABILITY CORE GROUP				
Component Group	9FJ - MODULE, TOTALLY INTEGRATED POWER (TIPM)				
Primary System	18 - VEHICLE PERFORMANCE	***Sub System***	9CB - ELECTRONIC CONTROL MODULES	***Area of Failure***	INTERNAL DEFECT
Customer Complaint / Reason for contact	DIE OUT / STALLS				
Created Date	03/05/2015	***Created By***		***Updated Date***	03/23/2015	***Updated By***	

CONTACT

Dealer	44781	Danbury Chrysler Jeep Dodge Ram Fi		***Phone***	
Address	100b Federal Rd				
City	Danbury	***State***	CT	***ZIP***	06810
Dealer Zone	32	***County***			
Technician TID/SID	S22138A	***Technician Email***			
Training Level		***Contact Via SMS***		***Contact Via Email***	

CASE SUMMARY

Customer Waiting	No	***Repair Attempts***	0	***Days In Shop***	1
Initial Concern	vehical stalls while driving around 30 mph and restarts ok. does it mostly when cold.				
Duplicated	Yes			***Repairs Parts and Tests***	none so far
DTC1		***DTC2***		***DTC3***		***DTC4***	
Information Sent					
Scan Tool Software Version		***Last TechConnect Search***		***Vehicle Off Road or Tow-in***	Yes	***RO Number***	

RESOLUTION

Description	Dennis. Have you had any luck getting the parts yet? If you note the P/N in the ticket I can flag it. Ken K.

CONVERSATION (CLAIMS)

Dealer/Agent	*Detail*	*Modified By*	*Last Modified Date*
Dealer States	vehical stalls while driving around 30 mph and restarts ok. does it mostly when cold.		03/05/2015
Agent States	Dennis. We have a few of these ranging from pin fit issues at the TIPM to a coil ground issue, we do not have anything consistent. Please inspect the pin fits at the TIPM and verify all the grounds are clean and tight and continue trying to duplicate the concern, if possible get a recording of it. Ken K.		03/05/2015
Agent States	Dennis. We have not received an update on this one in a few days. If you are still working on the vehicle is there anything we can do to help? Ken K.		03/12/2015
Dealer States	ken, sorry I didn't get back sooner. found tipm pins fitting ok but when jarred by potholes on road it would shut down. ordered tipm but on back ordered. will let you know results. thanks dennis.		03/16/2015
Agent States	Thank you for the update. If you note the P/N in the ticket I can flag it as waiting on parts. Ken K.		03/16/2015
Agent States	Dennis. Have you had any luck getting the parts yet? If you note the P/N in the ticket I can flag it. Ken K.		03/20/2015
Agent States	ken, got the tipm sat. installed and programed and stalling problem gone. thanks for help. dennis		03/23/2015

CHERWELL REPORT [redacted]

VEHICLE

VIN	[redacted]	***Model Year***	2015	***Body***	49	DODGE JOURNEY R/T (FWD)
Built Date	08/14/2014	***Mileage (Miles)***	4131	***MDH***	081415	
Engine	ERB	ERB				
Transmission	2074	DG2				
Emmission	50 State Emissions					

GENERAL

STAR Case ID	[redacted]			***Case Status***	Closed
Application Group	331 - DRIVEABILITY CORE GROUP				
Component Group	9FJ - MODULE, TOTALLY INTEGRATED POWER (TIPM)				
Primary System	18 VEHICLE PERFORMANCE	***Sub System***	9CB ELECTRONIC CONTRO MODULES	***Area of Failure***	CONNECTION LOOSE
Customer Complaint / Reason for contact	MIL ON				
Created Date	03/16/2015	***Created By***		***Updated Date***	03/17/2015 ***Updated By***

CONTACT

Dealer	41874	Boniface-Hiers Chrysler Dodge Jeep		***Phone***	
Address	2555 W. King Street				
City	Cocoa	***State***	FL	***ZIP***	32926
Dealer Zone	66	***County***			
Technician TID/SID	S33768A	***Technician Email***			
Training Level		***Contact Via SMS***		***Contact Via Email***	

CASE SUMMARY

Customer Waiting	No	***Repair Attempts***	0	***Days In Shop***	1		
Initial Concern	Engine light traction control light electronic throttle came on after driving Customer states engine stalls on it's own He pulls over and engine restarts. Codes are now store						
Duplicated	No			***Repairs Parts and Tests***	Previously the Mapp sensor and PCM have been replaced		
DTC1	P0108	***DTC2***	P2172	***DTC3***	C121c-	***DTC4***	B222c-
Information Sent							
Scan Tool Software Version		***Last TechConnect Search***		***Vehicle Off Road or Tow-in***	Yes	***RO Number***	

RESOLUTION

Description	Mike, If the PCM and Map sensor have been replaced all we have left is wiring and terminals. On this model the MAP sensor ground and 5volt supply pass thru the PDC. We see terminal issues at the PDC connectors usually if you find no shorts or opens in circuits K1,F856,K900. I would suspect an issue with terminals in the K900 or F856 circuits. So take a real close look at the terminals at the PDC connector C3 pin 36 which is for the MAP sensor ground or PDC C5 pin 37 which is the 5volt supply for the MAP sensor, inspect for spread,bent,loose or backed out terminals. Do the same at the PCM C2 pin 45 which is for the map signal circuit. Also check the pins at the MAP sensor connector as well.

CONVERSATION (CLAIMS)

Dealer/Agent	***Detail***	***Modified By***	***Last Modified Date***
Dealer States	Engine light traction control light electronic throttle came on after driving Customer states engine stalls on it's own He pulls over and engine restarts. Codes are now store		03/13/2015
Dealer States	Engine light traction control light electronic throttle came on after driving Customer states engine stalls on it's own He pulls over and engine restarts. Codes are now store		03/16/2015
Agent States	Mike, If the PCM and Map sensor have been replaced all we have left is wiring and terminals. On this model the MAP sensor ground and 5volt supply pass thru the PDC We see terminal issues at the PDC connectors usually if you find no shorts or opens in circuits K1,F856,K900. I would suspect an issue with terminals in the K900 or F856 circuits. So take a real close look at the terminals at the PDC connector C3 pin 36 which is for the MAP sensor ground or PDC C5 pin 37 which is the 5volt supply for the MAP sensor, inspect for spread,bent,loose or backed out terminals. Do the same at the PCM C2 pin 45 which is for the map signal circuit. Also check the pins at the MAP sensor connector as well.		03/16/2015
Agent States	Cleaning and securing terminals in connectors in PDC P0108,P2172,C121c ,B222c		03/17/2015

CHERWELL REPORT [redacted]

VEHICLE

VIN	[redacted]	**Model Year**	2015	**Body**	49	JEEP COMPASS LATITUDE 4X4
Built Date	11/19/2014	**Mileage (Miles)**	1042	**MDH**	111923	
Engine	ED3	ED3				
Transmission	2594	DA4				
Emmission	50 State Emissions					

GENERAL

STAR Case ID	[redacted]			**Case Status**	Closed
Application Group	331 - DRIVEABILITY CORE GROUP				
Component Group	8AU - SENSOR, CAMSHAFT / CRANKSHAFT POSITION				
Primary System	18 - VEHICLE PERFORMANCE	**Sub System**	18C - IGNITION CONTROLS	**Area of Failure**	INTERNAL DEFECT
Customer Complaint / Reason for contact	DIE OUT / STALLS				
Created Date	03/26/2015	**Created By**		**Updated Date**	04/11/2015	**Updated By**

CONTACT

Dealer	44781	Danbury Chrysler Jeep Dodge Ram Fi		**Phone**	
Address	100b Federal Rd				
City	Danbury	**State**	CT	**ZIP**	06810
Dealer Zone	32	**County**			
Technician TID/SID	S22138A	**Technician Email**			
Training Level		**Contact Via SMS**		**Contact Via Email**	

CASE SUMMARY

Customer Waiting	No	**Repair Attempts**	0	**Days In Shop**	2
Initial Concern	vehical stalls at 30-40 mph. restarts right away.				
Duplicated	No	**Repairs Parts and Tests**	replaced tipm 2 weeks ago after checking pin fit and duplicating engine stall after lightly tapping tipm. drove vehical 3 separate trips 10-20 miles, unable to duplicate stalling. vehical runs like a champ. no dtcs, stored or active. checked grounds of. I know I need to duplicate concern but if you have anything new would appreciate it. dennis		
DTC1		**DTC2**		**DTC3**		**DTC4**	
Information Sent					
Scan Tool Software Version		**Last TechConnect Search**		**Vehicle Off Road or Tow-in**	Yes	**RO Number**	

RESOLUTION

Description	Dennis, like you said we need to duplicate concern before we can move forward with repair. Please install data recorder and have shop foreman or customer drive the vehicle with their permission. Thanks, Jay

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	vehical stalls at 30-40 mph. restarts right away.		03/26/2015
Agent States	Dennis, like you said we need to duplicate concern before we can move forward with repair. Please install data recorder and have shop foreman or customer drive the vehicle with their permission. Thanks, Jay		03/26/2015
Agent States	QNA states tech replaced crankshaft sensor for this concern.		04/11/2015

CHERWELL REPORT [redacted]

VEHICLE

VIN	[redacted]	***Model Year***	2015	***Body***	49	DODGE JOURNEY SXT (AWD)
Built Date	02/21/2015	***Mileage (Miles)***	543	***MDH***	022113	
Engine	ERB	ERB				
Transmission	0335	DG2				
Emmission	50 State Emissions					

GENERAL

STAR Case ID	[redacted]			***Case Status***	Closed
Application Group	391 - ELECTRICAL CORE GROUP				
Component Group	8AG - MODULE, (ANY)				
Primary System	08 ELECTRICAL	***Sub System***	08M ELECTRONIC CONTROL MODULES	***Area of Failure***	UNCODABLE (WRITE IN ECCI CASE)
Customer Complaint / Reason for contact	INOPERATIVE				
Created Date	04/03/2015	***Created By***		***Updated Date***	04/10/2015 ***Updated By***

CONTACT

Dealer	60403	Town Chrysler Jeep Dodge Ram		***Phone***	
Address	1001 N Miller St				
City	Wenatchee	***State***	WA	***ZIP***	98801
Dealer Zone	70	***County***			
Technician TID/SID	S34597C	***Technician Email***			
Training Level		***Contact Via SMS***		***Contact Via Email***	

CASE SUMMARY

Customer Waiting	No	***Repair Attempts***	0	***Days In Shop***	1
Initial Concern	Customer states that vehicle stops/dies while driving and or will not shut off				
Duplicated	No			***Repairs Parts and Tests***	None , no TSBs found and no DTCs
DTC1		***DTC2***		***DTC3***	***DTC4***
Information Sent					
Scan Tool Software Version		***Last TechConnect Search***		***Vehicle Off Road or Tow-in***	No ***RO Number***

RESOLUTION

Description	Randall, Is further assistance needed on this vehicle, if no further assistance is needed please close this case.-Josh

CONVERSATION (CLAIMS)

Dealer/Agent	*Detail*	*Modified By*	*Last Modified Date*
Dealer States	Customer states that vehicle stops/dies while driving and or will not shut off		04/01/2015
Agent States	Randall, When the vehicle will not shut off does just engine continue to run or does the vehicle accessories stayed powered up as well? When the vehicle stalls does the engine quit or is the whole vehicle powering down? Do you get any warning's before the vehicle shuts off, does the vehicle start right back up after the stall concern? Josh		04/03/2015
Dealer States	Never could verify concern for enterprise rentals		04/03/2015
Agent States	Randall, Is further assistance needed on this vehicle, if no further assistance is needed please close this case Josh		04/03/2015
Agent States	Don't know ,never did it again		04/10/2015

CHERWELL REPORT

[redacted]

VEHICLE

VIN	[redacted]	***Model Year***	2015	***Body***	49 DODGE JOURNEY SE (FWD)
Built Date	08/22/2014	***Mileage (Miles)***	333	***MDH***	08228
Engine	ED3	ED3			
Transmission	2174	DFF			
Emmission	50 State Emissions				

GENERAL

STAR Case ID	[redacted]	***Case Status***	Closed
Application Group	191 - A/C & ENGINE CORE GROUP		
Component Group	9AS - COVER, ENGINE, FRONT		
Primary System	09 ENGINE ***Sub System*** 01 ENGINE BLOCK	***Area of Failure***	INTERNAL LEAK
Customer Complaint / Reason for contact	COOLANT CONSUMPTION		
Created Date	04/22/2015 ***Created By***	***Updated Date***	05/27/2015 ***Updated By***

CONTACT

Dealer	26536	West Hills Chrysler Jeep Dodge		***Phone***	
Address	900 W Hills Blvd				
City	Bremerton	***State***	WA	***ZIP***	98312
Dealer Zone	70	***County***			
Technician TID/SID	S90278G	***Technician Email***			
Training Level		***Contact Via SMS***		***Contact Via Email***	

CASE SUMMARY

Customer Waiting	No	***Repair Attempts***	0	***Days In Shop***	4
Initial Concern	engine stopped running while driving, engine making knocking/squeaking noise				
Duplicated	Yes	***Repairs Parts and Tests***	no repairs have been made at this time no dtc's oil is milky coolant level in rad good not bubbling coolant in res. slightly low checked oil pressure = 0 psi compression test cyl. #1 190,#2 185,#3 180,#4 180		
DTC1		***DTC2***		***DTC3***	***DTC4***
Information Sent					
Scan Tool Software Version		***Last TechConnect Search***		***Vehicle Off Road or Tow-in***	Yes ***RO Number***

RESOLUTION

Description	Additional information required. 05/27/15: Received dealer follow up results to missing diagnostic details of the status of vehicle. Lower engine knock. Happens cold or hot & noise is greater when at operating temp. Tech unable to determine which cylinder is the root cause. Four (4) DTC's present. (P0522, P2305, P2311 & P0300) Engine oil is tan(Milky) & slightly overfilled. Coolant level is a little low, but no discoloration noticed. Recommend "Swing Engine". Dealer stock unit.

CONVERSATION (CLAIMS)

Dealer/Agent	*Detail*	*Modified By*	*Last Modified Date*
Dealer States	engine stopped running while driving, engine making knocking/squeaking noise		04/22/2015
Agent States	Sven, due to low miles/ current model year, advise to contact powertrain service center at 866 262 8517 for repair or replace decision Thanks Todd B		04/22/2015
Dealer States	will do		04/22/2015
Agent States	Sven, Thanks for the info, please update/ close case after vehicle repair, Thanks, Todd B		04/23/2015
Dealer States	still waiting for aproval		04/30/2015
Agent States	Sven, Thanks for the info, please update/ close case after vehicle repair, Thanks, Todd B		05/01/2015
Agent States	Called dealer for update, SA Brandon states SA Callie not in office yet. Callie, please update this ticket with any information regarding vehicle status. Thank you - Jennifer		05/05/2015
Agent States	Called dealer for update, SA Callie states she does not have a resolution for this. Reassigning to agent for assistance.		05/11/2015
Agent States	05/12/15: SM requests technical assistance with a dealer trade vehicle, that has an engine noise. Reviewed Star case & it lacks details. Will follow up & insure that dealer is compliant a engine diagnosis. Follow up in process.		05/12/2015
Agent States	05/11/15: Send detailed email to SM requesting engine diagnosis details from tech. Attempting to determine how dealer diagnose engine replacement requests. This is the third engine request in two (2) years. 05/15/15: Have not received any dealer feedback. Closing case due dealer low priority.		05/15/2015
Agent States	Additional information required. 05/27/15: Received dealer follow up results to missing diagnostic details of the status of ehicle. Lower engine knock. Happens cold or hot & noise is greater when at operating temp. Tech unable to determine which cylinder is the root cause. Four (4) DTC's present. (P0522, P2305, P2311 & P0300) Engine oil is tan(Milky) & slightly overfilled. Coolant level is a little low, but no discoloration noticed. Recommend "Swing Engine". Dealer stock unit		05/27/2015

CHERWELL REPORT [redacted]

VEHICLE

VIN	[redacted]	***Model Year***	2015	***Body***	49	DODGE JOURNEY SXT (FWD)
Built Date	11/04/2014	***Mileage (Miles)***	943	***MDH***	11049	
Engine	ERB	ERB				
Transmission	2954	DG2				
Emmission	50 State Emissions					

GENERAL

STAR Case ID	[redacted]			***Case Status***	Closed		
Application Group	391 - ELECTRICAL CORE GROUP						
Component Group	8GW - REPAIR						
Primary System	08 - ELECTRICAL	***Sub System***	08L - WIRING HARNESS	***Area of Failure***	UNCODABLE (WRITE IN ECCI CASE)		
Customer Complaint / Reason for contact	INOPERATIVE						
Created Date	05/04/2015	***Created By***		***Updated Date***	06/02/2015	***Updated By***	

ATTACHMENTS

File Path	*Uploaded By*	*Date Uploaded*
[redacted]UID_Config_Report_20150414_103248.pdf	CSDAdmin	05/31/2018
[redacted]UID_Vehicle_Scan_Report_20150504_141730.pdf	CSDAdmin	05/31/2018
[redacted]UID_Vehicle_Scan_Report_20150508_162704.pdf	CSDAdmin	05/31/2018

CONTACT

Dealer	44509	Rick Hendrick Dodge Chrysler Jeep		***Phone***	
Address	1468 Savannah Hwy				
City	Charleston	***State***	SC	***ZIP***	29407
Dealer Zone	66	***County***			
Technician TID/SID	S20411L	***Technician Email***			
Training Level		***Contact Via SMS***		***Contact Via Email***	

CASE SUMMARY

Customer Waiting	No	***Repair Attempts***	0	***Days In Shop***	2		
Initial Concern	ENGINE STALS OUT AND WILL NOT RESTART.						
Duplicated	Yes			***Repairs Parts and Tests***	HAVE REPLACE ORC AND BCM THEN DROVE IT 50 MILES AND NO ISSUE. CAME BACK AND NOW DOING HE SAME THING.		
DTC1		***DTC2***		***DTC3***		***DTC4***	
Information Sent							
Scan Tool Software Version		***Last TechConnect Search***		***Vehicle Off Road or Tow-in***	Yes	***RO Number***	

RESOLUTION

Description	called dealer and got sent to voicemail. try later

CONVERSATION (CLAIMS)

Dealer/Agent	*Detail*	*Modified By*	*Last Modified Date*
Dealer States	ENGINE STALS OUT AND WILL NOT RESTART.		05/04/2015
Dealer States	IM RUNNING THE LOS OF COMM TEST AND THE PCM AND ORC HAVE 97 OUT OF 2235 WITH NO RESPONSES AND STILL CLIMING		05/04/2015
Agent States	Chris, Since the BCM and ORC have been replaced and the PCM will not respond may indicate a fault with the PCM. As a vehicle will not stall due to a communication issue, however if a communication issue is present the vehicle may not restart. With the vehicle stalling and the PCM not responding, I am suspecting the PCM is going offline causing this concern. Let me know if any additional assistance is needed. Thanks, Shaun.		05/04/2015
Dealer States	IM SENDING A SCAN REPORT TO U IN A FEW MINS NOW WHEN IT MESS UP U CANT SHUT IT OFF I THINK ITS THE HEAD LAMP TO DASH HARNESS. THOUGHTS?		05/08/2015
Agent States	Chris, I have reviewed the reports and it does appear that the entire bus is going offline resulting in multiple faults. Therefore, I would first recommended to disconnect the ABS module from the STAR connector then attempt to re-evaluate the concern. If the concern no longer occurs please thoroughly inspect the communication circuits and the ABS module ground circuit. Let me know what you find. Thanks, Shaun.		05/11/2015
Dealer States	JUST AS SOO AS I UNPLUG THE THE STAR CONNECTOR THE ABS GOES RED. NO SHOULD I GO DRIVE IT AND SEE THE THE REST OF THE BUS GOES DOWN ALL GROUNDS ARE GOOD AND TIGHT		05/11/2015
Agent States	Chris, Yes, please proceed with the test drive to determine if the communication issues continue to occur. Let me know what you find.		05/11/2015
Dealer States	WITH THE ABS UNPLUGGED FROM THE STAR CONNECTOR THE BUS STILL GOES OFF LINE		05/11/2015
Agent States	Chris, I apologize for the extended wait time. Since all modules continue to lose communication, I would then advised to remove each connector at the STAR connector one at time until the CAN bus come back online The module that		05/12/2015

Dealer/Agent	*Detail*	*Modified By*	*Last Modified Date*
	can be isolated from the bus, suspect either at module or communication circuits to be at fault causing this concern.		
Agent States	Good morning Chris, Just following up with you to determine if the communication concern has been resolved. Let me know what you found. Thanks, Shaun		05/15/2015
Dealer States	HAVE HAD IT DRIVEN AGAIN BUT CAN NOT GET THE JOURNEY TO MESS UP WILL TRY LATER TODAY		05/15/2015
Agent States	Chris, Ok, Keep me posted. Thanks.		05/15/2015
Agent States	called dealer and was sent to voicemail. try later		05/20/2015
Agent States	spoke to harry. tech is to follow up on this ticket for further assistance. still working on vehicle		05/21/2015
Dealer States	JOURNEY ONLY ACTS UP ONCE U GET 20 TO 30 MILES STILL TRYING TO GET SOME ONE TO DRIVE IT		05/21/2015
Agent States	Chris, Thank you for the update. Keep me posted.		05/21/2015
Dealer States	GOT THE JOURNEY TO MESS UP AND THE FIRST STAR CONNECTOR I UNPLUGGED WAS THE CLUSTER. ONCE UNPLUGGED THE CLUSTER LITE BACK UP WIPERS STOPPED MOVING AND EVERYTHING WAS FINE EXCEPT THE TACH WAS INOP AND IT SAID TO PUSH IN CLUTCH TO START.ONCE PLUGGED BACK IN THE CLUSTER DID A NO BUS MESSAGE ANDTHE WIPERS STARTED AGAIN.		05/26/2015
Agent States	Chris, Thank you for the updated information. Based on the testing performed, this concern may be a result of a faulty cluster. Therefore, please verify the IC power and grounds circuits with a headlamp bulb. If no issues noted, validate the CAN BUS circuits. If no CAN bus faults noted, replacement of the cluster is recommended to resolve this concern. Let me know what you find. Thanks, Shaun.		05/26/2015
Agent States	called dealer and got sent to voicemail. try later		06/01/2015
Agent States	called dealer and got sent to voicemail. Closing due to unable to obtain response from dealer		06/02/2015

CHERWELL REPORT

[redacted]

VEHICLE

VIN	[redacted]	***Model Year***	2015	***Body***	49	DODGE JOURNEY R/T (FWD)
Built Date	11/24/2014	***Mileage (Miles)***	7568	***MDH***	112421	
Engine	ERB	ERB				
Transmission	3154	DG2				
Emmission	50 State Emissions					

GENERAL

STAR Case ID	[redacted]			***Case Status***	Closed
Application Group	331 - DRIVEABILITY CORE GROUP				
Component Group	8WC - CONNECTOR/TERMINAL/WIRING				
Primary System	18 VEHICLE PERFORMANCE	***Sub System***	18C IGNITION CONTROLS	***Area of Failure***	
Customer Complaint / Reason for contact	DIE OUT / STALLS				
Created Date	05/14/2015	***Created By***		***Updated Date***	05/26/2015 ***Updated By***

CONTACT

Dealer	45634	Suburban Chrysler Dodge Jeep Ram		***Phone***	
Address	32850 Ford Road				
City	Garden City	***State***	MI	***ZIP***	48135
Dealer Zone	42	***County***			
Technician TID/SID	S22484D	***Technician Email***			
Training Level		***Contact Via SMS***		***Contact Via Email***	

CASE SUMMARY

Customer Waiting	No	***Repair Attempts***	0	***Days In Shop***	2		
Initial Concern	ENGINE JUST SHUT OFF ON CUST,RESTARTED FINE,1/2 MILE LATER HAPPENED AGAIN,HAS NOT HAPPENED AGAIN						
Duplicated	No			***Repairs Parts and Tests***	HAVE TEST DRIVEN FOR 220 MILES AND NPF,NO CODES AND PCM IS UP TO DATE ,HAVE YOU HEARD OF ANY ISSUES HERE		
DTC1		***DTC2***		***DTC3***		***DTC4***	
Information Sent							
Scan Tool Software Version		***Last TechConnect Search***		***Vehicle Off Road or Tow-in***	No	***RO Number***	

RESOLUTION

Description	We have not received a request for any additional assistance and the ticket is still open. If you need additional assistance please reply back ASAP. If you have repaired the vehicle please close the ticket and give details on what fixed the vehicle, or if car is gone then please close the ticket, you can reopen it if additional assistance is needed. Thanks, AL.

CONVERSATION (CLAIMS)

Dealer/Agent	*Detail*	*Modified By*	*Last Modified Date*
Dealer States	ENGINE JUST SHUT OFF ON CUST,RESTARTED FINE,1/2 MILE LATER HAPPENED AGAIN,HAS NOT HAPPENED AGAIN		05/14/2015
Agent States	Kelly check the ASD output circuits at the PDC or loose poor connection we have been seeing a lot of connection issues at the PDC connectors across platforms.		05/14/2015
Agent States	Please update or close the case if the vehicle is fixed or no longer in the shop. Thanks AL.		05/18/2015
Agent States	We have not received a request for any additional assistance and the ticket is still open. If you need additional assistance please reply back ASAP. If you have repaired the vehicle please close the ticket and give details on what fixed the vehicle, or if car is gone then please close the ticket, you can reopen it if additional assistance is needed. Thanks, AL.		05/22/2015
Agent States	Called the dealer spoke with SA Kevin, who stated that were unable to duplicate the concern Steve		05/26/2015
Agent States	?NEVER VERIFIED Technician Closure Requested		05/26/2015

CHERWELL REPORT [redacted]

VEHICLE

VIN	[redacted]	***Model Year***	2015	***Body***	49	DODGE JOURNEY CROSSROAD (FWD)
Built Date	11/06/2014	***Mileage (Miles)***	2233	***MDH***	110612	
Engine	ED3	ED3				
Transmission	2934	DFF				
Emmission	50 State Emissions					

GENERAL

STAR Case ID	[redacted]			***Case Status***	Closed
Application Group	331 - DRIVEABILITY CORE GROUP				
Component Group	8GW - REPAIR				
Primary System	08 ELECTRICAL	***Sub System***	08L WIRING HARNESS	***Area of Failure***	UNCODABLE (WRITE IN ECCI CASE)
Customer Complaint / Reason for contact	WON'T MEET CUSTOMER REQUIREMENTS				
Created Date	05/14/2015	***Created By***		***Updated Date***	05/21/2015 ***Updated By***

CONTACT

Dealer	43689	Heritage Chrysler Dodge Jeep Ram		***Phone***	
Address	11212 Reisterstown Rd				
City	Owings Mills	***State***	MD	***ZIP***	21117
Dealer Zone	35	***County***			
Technician TID/SID	S34598A	***Technician Email***			
Training Level		***Contact Via SMS***		***Contact Via Email***	

CASE SUMMARY

Customer Waiting	No	***Repair Attempts***	0	***Days In Shop***	2		
Initial Concern	[TechCONNECT Reference Ticket [redacted]]1ST VISIT--CUST STATES CHECK ENGINE LAMP IS ON, TRANSMISSION WAS JUMPING---2ND VISIT--CUST STATES CHECK ENGINE LAMP IS ON, TRACTION CONTROL LAMP CAME ON ALSO AND CAR SLIPPED AND JERKED TO RIGHT---THIS VISIT--CUST STATES CHECK ENGINE LAMP IS ON, BRAKES LOCKED UP AND PULLED RIGHT, WOULD NOT MOVE WHEN PRESSING GAS						
Duplicated	Yes			***Repairs Parts and Tests***	1ST VISIT--WAS ABLE TO FEEL A MISS OR LOSS OF POWER WHILE DRIVING BUT ENGINE DID NOT SET ANY LITE AS A DTC OR PENDING DTC. FOUND THAT THE CENTER WIRE WAS UP-SIDE DOWN. RE-POSITIONED WIRE CORRECTLY INTO CONNECTOR. TEST DROVE CAR OVER 20 MILES WITHOUT FEELING THE MISS.. 2ND VISIT-- RAN FINE REPLACED PCM PROGRAMMED & FLASH TSB 18-014-15 & ROAD TESTED NEVER DUPLICATED. THIS VISIT-- ROAD TEST, HARNESS WIGGLE TEST FROM CRANK SENSOR TO CAM SENSORS TO PCM SO FAR UNABLE TO DUPLICATE CONDITION CUSTOMER COMPLAINT ABOUT ENGINE LITE & BRAKES LOCKING UP & WOULDNT MOVE PRESSING ON GAS SEEMS UNRELATED		
DTC1	P0344	***DTC2***	P0335	***DTC3***	P0340	***DTC4***	
Information Sent							
Scan Tool Software Version		***Last TechConnect Search***		***Vehicle Off Road or Tow-in***	No	***RO Number***	

RESOLUTION

Description	Ok thanks for the update.

CONVERSATION (CLAIMS)

Dealer/Agent	*Detail*	*Modified By*	*Last Modified Date*
Dealer States	[TechCONNECT Reference Ticket [redacted]]1ST VISIT CUST STATES CHECK ENGINE LAMP IS ON, TRANSMISSION WAS JUMPING---2ND VISIT--CUST STATES CHECK ENGINE LAMP IS ON, TRACTION CONTROL LAMP CAME ON ALSO AND CAR SLIPPED AND JERKED TO RIGHT---THIS VISIT--CUST STATES CHECK ENGINE LAMP IS ON, BRAKES LOCKED UP AND PULLED RIGHT, WOULD NOT MOVE WHEN PRESSING GAS		05/14/2015
Dealer States	JUST ADVISED, THE BRAKING CONCERN IS MOST LIKLY JUST A HARD BRAKE PEDAL DUE TO A STALLED OUT CONDITION, WHICH OCCURED AT A TRAFFIC LIGHT WHEN ENGINE LITE CAME ON		05/14/2015
Agent States	Eugene replace the engine harness, intermittent and erratic fault codes are usually wiring connection related		05/14/2015
Agent States	Please update or close the case if the vehicle is fixed or no longer in the shop Thanks AL		05/18/2015
Dealer States	WAITING ON PARTS HARNESS HAS BEEN ON ORDER SINCE LAST RESPONSE		05/18/2015
Agent States	Ok thanks for the update		05/18/2015
Dealer States	HARNESS INSTALLED & ROAD TESTED, STILL NOT ACTING UP, ADVISED THAT VEHICLE WILL BE RETURNED TO CUSTOMER.		05/21/2015
Agent States	UNSURE--REPLACED ENGINE WIRING HARNESS, INTERMITTENT PROBLEM, RELEASING CAR BACK TO CUSTOMER		05/21/2015

CHERWELL REPORT [redacted]

VEHICLE

VIN	[redacted]	**Model Year**	2015	**Body**	49 DODGE JOURNEY R/T (AWD)
Built Date	11/26/2014	**Mileage (Miles)**	3500	**MDH**	11267
Engine	ERB	ERB			
Transmission	3104	DG2			
Emmission	50 State Emissions				

GENERAL

STAR Case ID	[redacted]			**Case Status**	Closed
Application Group	391 - ELECTRICAL CORE GROUP				
Component Group	8AG - MODULE, (ANY)				
Primary System	08 ELECTRICAL	**Sub System**	08M ELECTRONIC CONTROL MODULES	**Area of Failure**	PROGRAMMING REQUIRED
Customer Complaint / Reason for contact	INTERMITTENT OPERATION				
Created Date	05/15/2015	**Created By**		**Updated Date**	06/12/2015 **Updated By**

CONTACT

Dealer	65399	Rochester Hills Chrysler Jeep	**Phone**		
Address	1301 S Rochester Rd				
City	Rochester Hills	**State**	MI	**ZIP**	48307
Dealer Zone	42	**County**			
Technician TID/SID	S85017A	**Technician Email**			
Training Level		**Contact Via SMS**		**Contact Via Email**	

CASE SUMMARY

Customer Waiting	**Repair Attempts**		**Days In Shop**	0	
Initial Concern	*****SPECIAL HANDLING I2R***** CAIR # [redacted] VIN # [redacted] Customer: [redacted] Dealership: Rochester Hills Chrysler Jeep Dodge Dealer Code: 65399 Dealer Phone#: 248-652-9650 Dealership Contact: SM Steve CAIR Manager: LaDonna Concern: Vehicle Stalling and Red light bolt flashing on dash with throttle				
Duplicated			**Repairs Parts and Tests**		
DTC1	**DTC2**		**DTC3**		**DTC4**
Information Sent					
Scan Tool Software Version	**Last TechConnect Search**		**Vehicle Off Road or Tow-in**	No	**RO Number**

RELATED CAIRS

CAIR#	CAIR Type	Mileage (Miles)	CAIR Status	Created Date	Close Date	Reason
[redacted]	Regular	32392	Closed	12/26/2017	01/05/2018	New problem

RESOLUTION

Description	Case closing as vehicle is not at dealer as concern could not be duplicated. Walter

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	TS called and spoke to Chris (SA) who states that the vehicle concern cannot be duplicated at this time and they have driven it over 100 miles. It has a flight recorder installed in it if the concern does show up. I spoke to Scott Valant (tech) who stated that the vehicle has had a MAP sensor, upper intake and seals and the throttle body. The vehicle came in with a stored P0108 and P2172 DTC's. I let Scott know that I would do some research and ca l him back this afternoon or Monday with any information that I can find. Walter		05/15/2015
Dealer States	*****SPECIAL HANDLING I2R***** CAIR # [redacted] VIN # [redacted] Customer: [redacted]) [redacted] Dealership: Rochester Hills Chrysler Jeep Dodge Dealer Code: 65399 Dealer Phone#: 248-652-9650 Dealership Contact: SM Steve CAIR Manager: LaDonna Concern: Vehicle Stalling and Red light bolt flashing on dash with throttle		05/15/20 5
Agent States	TS called dealership and recommended that dealership use a heat gun or hair dryer to apply some heat to the PCM and also tap lightly on the PCM to see if any change in vehicle operation or if stutter/stall can be duplicated. Walter		05/18/20 5
Agent States	TS called dealer and spoke to Steve and let him know that if no concerns found with the heat gun and tapping on the PCM that ECS will approve 2hrs for diagnostic to drive the vehicle for at least 100 miles straight and see if the concern shows up. Research does not show any related or similar cases for this concern and at this point all we can do is drive the vehicle and duplicate with the flight recorder and Steve agreed and TS will check back with Steve on 5/27/15 for any update. Walter		05/22/2015
Agent States	Case closing as vehicle is not at dealer as concern could not be duplicated. Walter		06/12/2015

CHERWELL REPORT [redacted]

VEHICLE

VIN	[redacted]	***Model Year***	2015	***Body***	49 DODGE JOURNEY SE (FWD)
Built Date	01/24/2015	***Mileage (Miles)***	2815	***MDH***	01247
Engine	ED3	ED3			
Transmission	0075	DFF			
Emmission	50 State Emissions				

GENERAL

STAR Case ID	[redacted]			***Case Status***	Closed
Application Group	391 - ELECTRICAL CORE GROUP				
Component Group	8GW - REPAIR				
Primary System	08 ELECTRICAL	***Sub System***	08L WIRING HARNESS	***Area of Failure***	UNCODABLE (WRITE IN ECCI CASE)
Customer Complaint / Reason for contact	INTERMITTENT OPERATION				
Created Date	05/21/2015	***Created By***		***Updated Date***	06/05/2015 ***Updated By***

ATTACHMENTS

File Path	*Uploaded By*	*Date Uploaded*
[redacted] scan report.pdf	CSDAdmin	05/29/2018
[redacted] config.pdf	CSDAdmin	05/29/2018
[redacted] event data.pdf	CSDAdmin	05/29/2018

CONTACT

Dealer	60493	Barbera's Autoland		***Phone***	
Address	7810 Roosevelt Blvd.				
City	Philadelphia	***State***	PA	***ZIP***	19152
Dealer Zone	35	***County***			
Technician TID/SID	S37634H	***Technician Email***			
Training Level		***Contact Via SMS***		***Contact Via Email***	

CASE SUMMARY

Customer Waiting	No	***Repair Attempts***	0	***Days In Shop***	2		
Initial Concern	cust states vehicle shut off while driving and intermittently will not start						
Duplicated	No			***Repairs Parts and Tests***	check for codes no codes cust recorded dash when happen do see secure light flashing when trying to start we have replaced rf hub and both key vehicle left and towed back in for no start vehicle started up		
DTC1		***DTC2***		***DTC3***		***DTC4***	
Information Sent							
Scan Tool Software Version		***Last TechConnect Search***		***Vehicle Off Road or Tow-in***	Yes	***RO Number***	

RESOLUTION

Description	Called dealer (Gerry) dealer replaced harness vehicle has been repaired.

CONVERSATION (CLAIMS)

Dealer/Agent	*Detail*	*Modified By*	*Last Modified Date*
Dealer States	cust states vehicle shut off while driving and intermittently will not start		05/21/2015
Agent States	Gary, you will need to try to duplicate the concern If duplicated, please send in a VEHICLE SCAN REPORT and CONFIGURATION REPORT from the witech1 to the star support center. You can also send it as a PDF via email to (joseph.cetrone@fcagroup.com) Let me know once you have sent it. Thanks, Fred		05/21/2015
Dealer States	sent reports to joseph.cetrone@fcagroup.com email address		05/26/2015
Dealer States	also sent from witech 1 system		05/26/2015
Agent States	Gary, Start with diagnosing the B2103-15 code first. That should lead you to the problem with this circuit. Keep me posted. Fred		05/26/2015
Agent States	Gary replaced the PDC because lightly wiggling the RUN/START relay would cause the condition to come & go. However; the condition was still present after the PDC was installed. Gary found that with circuit K617 disconnected from the PDC and the BCM, the circuit is shorted to ground and that a number of the other circuits in the PDC's C3 connector where also shorted to this circuit. I advised Gary to replace the harness for this concern. Brian.		05/28/2015
Agent States	Gary. Are we still waiting for the harness to come in? Please let me know. Thanks, Brian.		06/03/2015
Dealer States	just installed harness yesterday and we are driving it to make sure no problems		06/03/2015
Agent States	Okay Gary; thanks for the update. Brian.		06/03/2015
Agent States	Called dealer (Gerry) dealer replaced harness vehicle has been repaired.		06/05/2015
Agent States	replaced harness		06/05/2015

CHERWELL REPORT [redacted]

VEHICLE

VIN	[redacted]	***Model Year***	2015	***Body***	49	DODGE JOURNEY CROSSROAD (FWD)
Built Date	01/28/2015	***Mileage (Miles)***	1162	***MDH***	012823	
Engine	ED3	ED3				
Transmission	0135	DFF				
Emmission	50 State Emissions					

GENERAL

STAR Case ID	[redacted]			***Case Status***	Closed
Application Group	331 - DRIVEABILITY CORE GROUP				
Component Group	9FJ - MODULE, TOTALLY INTEGRATED POWER (TIPM)				
Primary System	18 VEHICLE PERFORMANCE	***Sub System***	9CB ELECTRONIC CONTROL MODULES	***Area of Failure***	CONNECTION LOOSE
Customer Complaint / Reason for contact	DIE OUT / STALLS				
Created Date	05/28/2015	***Created By***		***Updated Date***	05/29/2015 ***Updated By***

CONTACT

Dealer	60517	San Antonio Dodge Chrysler Jeep	***Phone***		
Address	11910 N Ih 35				
City	San Antonio	***State***	TX	***ZIP***	78233
Dealer Zone	63	***County***			
Technician TID/SID	S69396B	***Technician Email***			
Training Level		***Contact Via SMS***		***Contact Via Email***	

CASE SUMMARY

Customer Waiting	No	***Repair Attempts***	0	***Days In Shop***	2
Initial Concern	customer states while driving car shut off on the hiway				
Duplicated	No	***Repairs Parts and Tests***	connected wi tech no dtc,modules are up to date,checked battery terminals all ground and body grounds,ck all connectors underneath hood test drove serveral times hot and cold,already put over 100 miles,		
DTC1		***DTC2***		***DTC3***		***DTC4***	
Information Sent					
Scan Tool Software Version		***Last TechConnect Search***		***Vehicle Off Road or Tow-in***	No	***RO Number***	

RESOLUTION

Description	Thanks for the update Robert. If this is repaired, please close the ticket. You can reopen it if needed. Doug.

CONVERSATION (CLAIMS)

Dealer/Agent	*Detail*	*Modified By*	*Last Modified Date*
Dealer States	customer states while driving car shut off on the hiway		05/27/2015
Agent States	Robert, sorry about the slow response, we have been swamped. Check the connectors and the terminals at the PDC, we have seen loose terminals there. If that checks ok, make sure that all modules are up to date. Also, I have seen the PDC cause similar concerns. DougM.		05/28/2015
Dealer States	Doug,thanks for the inform ill check the connectors at the pcm and inspected the wires at pdc and try and duplicate corcern get back with you tmro		05/28/2015
Agent States	thanks for the update Robert, keep me posted Doug		05/28/2015
Dealer States	Thanks Doug,inspected and checked terminals at pcm and pdc made sure all connectors were locked down inspected wiring harness test drove vechile a total of 148 miles never sputter nor died out		05/29/2015
Agent States	Thanks for the update Robert. If this is repaired, please close the ticket. You can reopen it if needed. Doug.		05/29/2015
Agent States	connector not secure at pdc		05/29/2015

CHERWELL REPORT [redacted]

VEHICLE

VIN	[redacted]	***Model Year***	2015	***Body***	74	JEEP PATRIOT SPORT FWD
Built Date	11/18/2014	***Mileage (Miles)***	12170	***MDH***	11186	
Engine	ECN	ECN				
Transmission	1424	DD7				
Emmission	50 State Emissions					

GENERAL

STAR Case ID	[redacted]			***Case Status***	Closed
Application Group	331 - DRIVEABILITY CORE GROUP				
Component Group	9FI - MODULE, POWERTRAIN CONTROL (ANY)				
Primary System	18 - VEHICLE PERFORMANCE	***Sub System***	9CB - ELECTRONIC CONTROL MODULES	***Area of Failure***	UNCODABLE (WRITE IN ECCI CASE)
Customer Complaint / Reason for contact	DIE OUT / STALLS				
Created Date	06/03/2015	***Created By***		***Updated Date***	06/03/2015 ***Updated By***

CONTACT

Dealer	26341	Milton Ruben Chrysler Jeep Dodge		***Phone***	
Address	3504 Washington Rd				
City	Augusta	***State***	GA	***ZIP***	30907
Dealer Zone	66	***County***			
Technician TID/SID	S42671B	***Technician Email***			
Training Level		***Contact Via SMS***		***Contact Via Email***	

CASE SUMMARY

Customer Waiting	No	***Repair Attempts***	0	***Days In Shop***	2
Initial Concern	intermittent no start,intermittant stalling at idle				
Duplicated	No			***Repairs Parts and Tests***	removed aftermarket floor mat
DTC1		***DTC2***		***DTC3***	***DTC4***
Information Sent					
Scan Tool Software Version		***Last TechConnect Search***		***Vehicle Off Road or Tow-in***	No ***RO Number***

RESOLUTION

Description	David, unless the P2172 was set when vehicle was stalling, I can't see a floor mat issue causing DTC. If available, record freeze frame and environmental data to aid in duplicating concern, and verifying repair. Are there any aftermarket accys.(including alarm, remote start, speed pass, gym pass, toll pass, etc) or MOPAR add ons in/installed on vehicle or key ring (or maybe on customers K/ring that you don't have now) that could cause EMI/RFI/electrical interference? If not, are all mods up to date? If so, let me know if you drive under F/F conditions if there are any more issues. You may want to keep vehicle O/N and retest after a coldsoak if F/F - environmental data suggests. Otherwise, if you release vehicle, please close ticket. You can always re-open it or start a new ticket if you need more assistance if/when vehicle returns. Thank you, Neil

CONVERSATION (CLAIMS)

Dealer/Agent	*Detail*	*Modified By*	*Last Modified Date*
Dealer States	intermittent no start,intermittant stalling at idle		06/02/2015
Agent States	Hi, this is Neil. I will be working on your ticket.		06/03/2015
Agent States	David, have the S/A get more detailed concern info(using remote start?, any diff hot/cold?, accel/decel/steady speed?, what speed?, after a fuel fill?, less than 1/4 tank?, hilly terrain?, does it run rough just before stall, or after it restarts?, Is the no start concern present with both of the customer's key fob's?, How does the customer get the vehicle to start, does the vehicle start after sitting awhile? ...) to help you duplicate concern. Verify the connections at the win module and the ignition switch make sure they are not pushed out, spread or bent. If the connections are good, have you inspected the positive and negative battery cable connections for loose of corroded connections? Verify ECT, AAT, and IAT all agree after a cold soak. Compare BARO (should be within 0.1V or 0.2"hg) to any other vehicle, and MAP with a mechanical vacuum gauge. Does the actual RPM follow all different desired RPMs when performing an idle actuator test and wiggle testing harness/connectors? If so, perform an ETC relearn. Also verify smooth T/blade movement when performing several follower tests. Thank you, Neil		06/03/2015
Dealer States	all sensors reading properly,vehicle operating properly at this time,i believe the a/m floormat was interfering with clutch pedal causing issues		06/03/2015
Agent States	David, unless the P2172 was set when vehicle was stalling, I can't see a floor mat issue causing DTC. If available, record freeze frame and environmental data to aid in duplicating concern, and verifying repair. Are there any aftermarket accys.(including alarm, remote start, speed pass, gym pass, toll pass, etc) or MOPAR add ons in/installed on vehicle or key ring (or maybe on customers K/ring that you don't have now) that could cause EMI/RFI/electrical interference? If not, are all mods up to date? If so, let me know if you drive under F/F conditions if there are any more issues. You may want to keep vehicle O/N and retest after a coldsoak if F/F - environmental data suggests. Otherwise, if you release vehicle, please close ticket. You can always re-open it or start a new ticket if you need more assistance if/when vehicle returns. Thank you, Neil		06/03/2015
Agent States	could not dup.		06/03/2015

CHERWELL REPORT [redacted]

VEHICLE

VIN	[redacted]	**Model Year**	2015	**Body**	49	DODGE JOURNEY CROSSROAD (FWD)
Built Date	12/17/2014	**Mileage (Miles)**	5604	**MDH**	12174	
Engine	ED3	ED3				
Transmission	3304	DFF				
Emmission	50 State Emissions					

GENERAL

STAR Case ID	[redacted]			**Case Status**	Closed
Application Group	331 - DRIVEABILITY CORE GROUP				
Component Group	9FI - MODULE, POWERTRAIN CONTROL (ANY)				
Primary System	18 VEHICLE PERFORMANCE	**Sub System**	9CB ELECTRONIC CONTROL MODULES	**Area of Failure**	UNCODABLE (WRITE IN ECCI CASE)
Customer Complaint / Reason for contact	BUCK / HESITATION / SURGE				
Created Date	06/03/2015	**Created By**		**Updated Date**	06/12/2015	**Updated By**	

CONTACT

Dealer	45148	Jacksonville Chrysler Jeep Dodge		**Phone**	
Address	11101 Nursery Fields Drive				
City	Jacksonville	**State**	FL	**ZIP**	32256
Dealer Zone	66	**County**			
Technician TID/SID	S96022B	**Technician Email**			
Training Level		**Contact Via SMS**		**Contact Via Email**	

CASE SUMMARY

Customer Waiting	No	**Repair Attempts**	0	**Days In Shop**	2
Initial Concern	"WHEN DRIVING, CAR WILL BEEP. IT SHOWS "VEHICLE NOT IN PARK" ON THE SCREEN. WHEN YOU PULL OVER AND PUT IT IN PARK, VEHICLE SHUTS ITSELF OFF"				
Duplicated	No	**Repairs Parts and Tests**	NO REPAIR ATTEMPT MADE. TECHNICIAN VERIFIED THE "NOT IN PARK ' MESSAGE WORKS AT THE TIMES WHEN THE FEATURE IS REQUIRED SUCH AS WHEN THE VEHICLE IS RUNNING, IN GEAR, AND THE DOOR IS OPENED/CLOSED; NO MALFUNCTION NOTED, THE MESSAGE ILLUMINATES AT THE CORRECT TIMES.		
DTC1		**DTC2**		**DTC3**		**DTC4**	
Information Sent					
Scan Tool Software Version		**Last TechConnect Search**		**Vehicle Off Road or Tow-in**	No	**RO Number**	

RESOLUTION

Description	Pete I will be escalating case to CAC for review since customer is not happy with vehicle. For the Vehicle Not in Park issue if doors or hatch are slightly cracked (NOT closed completely) will cause this issue Even if seat belt is caught between door and door jamb For the fishbite concern I NEVER had a trans 41TE cause this concern unless trans is low on fluid. Star escalating case to CAC.

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	"WHEN DRIVING, CAR WILL BEEP. IT SHOWS "VEHICLE NOT IN PARK" ON THE SCREEN. WHEN YOU PULL OVER AND PUT IT IN PARK, VEHICLE SHUTS ITSELF OFF".		06/03/2015
Agent States	Pete, There are no like reports of this type of concern at this time. When this occurs does the vehicle start back up? If so and there are no DTCs at this time it is suggested to duplicate the concern and see if any DTCs set Let me know what you find-Justin		06/03/2015
Dealer States	Hey Justin. Since I sent this inquiry I'm had an opportunity to ride with the customer in this vehicle. The Customer demonstrated a buck or trailer hitch effect at speeds ranging from 35 to 50 mph 3 times during an 18 mile road test. No dtc's generated. The Customer asked technician at least a dozen times during the road test "do you feel that? The tech was not aware of the condition being cited by the Customer, THE TECH DID NOT RECOGNIZE THE CONCERN The tech was not driving the vehicle The concern of unwanted engine shut off was not demonstrated by the Customer, and that concern was not duplicated by the tech. The Customer states the engine shut off by itself in park - after driving the vehicle. The Customer stated only one of those two events yielded a message from the instrument cluster although it is apparent the message existed prior to the shut-off because the customer has a photo of the message at 30 mph shown on the speedometer The Customer stopped the vehicle to evaluate what could be the cause of the "vehicle not in park" message. The issues are intermittent, although there is also a concern of shift shock when the vehicle is not moving - but the customer is changing gears between 1st and 2nd with the autostick shifter. The tech has determined that shift bump is characteristic, but the Customer is concerned the transmission has an abnormal condition or that it might present reliability issues Ultimately, the "shifter not in park" message has not occurred more than once with the customer, and the tech did not duplicate that concern. There is an appointment set by Chrysler for Lemon Law inspection as per side-note listed on the repair order this visit. Technician has sent another scan report, and there are three data recordings uploaded of this vehicle being operated in the speed ranges where the buck/hitching had occurred with the customer driving, and tech as passenger.		06/05/2015
Dealer States	CLARIFICATION: the tech did feel the buck/hitching 3 times, but the other times when customer meant to draw attention to what she felt the technician was unable to recognize the effect which the customer felt		06/05/2015

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Pete, Based on the customer requesting buy back at this time I will Escalate this ticket to the master consultant for further diagnostics. He will contact you shortly. thanks-Justin		06/05/2015
Agent States	.		06/05/2015
Agent States	Pete I will be escalating case to CAC for review since customer is not happy with vehicle. For the Vehicle Not in Park issue if doors or hatch are slightly cracked (NOT closed completely) will cause this issue. Even if seat belt is caught between door and door jamb. For the fishbite concern I NEVER had a trans 41TE cause this concern unless trans is low on fluid. Star escalating case to CAC.		06/05/2015
Agent States	no repair attempt made - because the complaint condition did not become apparent, nor did it occur during the road tests with data recording equipment.		06/12/2015

CHERWELL REPORT

[redacted]

VEHICLE

VIN	[redacted]	**Model Year**	2015	**Body**	74 JEEP PATRIOT LATITUDE FWD
Built Date	03/26/2015	**Mileage (Miles)**	2084	**MDH**	03267
Engine	ECN	ECN			
Transmission	0375	DAV			
Emmission	50 State Emissions				

GENERAL

STAR Case ID	[redacted]			**Case Status**	Closed
Application Group	331 - DRIVEABILITY CORE GROUP				
Component Group	9FI - MODULE, POWERTRAIN CONTROL (ANY)				
Primary System	18 - VEHICLE PERFORMANCE	**Sub System**	9CB - ELECTRONIC CONTROL MODULES	**Area of Failure**	UNCODABLE (WRITE IN ECCI CASE)
Customer Complaint / Reason for contact	UNINTENDED ACCELERATION				
Created Date	06/05/2015	**Created By**		**Updated Date**	06/09/2015 **Updated By**

CONTACT

Dealer	60255	Adventure Chrysler Jeep Dodge Ram	**Phone**		
Address	36845 Euclid Ave				
City	Willoughby	**State**	OH	**ZIP**	44094
Dealer Zone	42	**County**			
Technician TID/SID	S95372B	**Technician Email**			
Training Level		**Contact Via SMS**		**Contact Via Email**	

CASE SUMMARY

Customer Waiting	No	**Repair Attempts**	0	**Days In Shop**	1
Initial Concern	customer states sometimes when she gets off freeway and once in a parking lot after stopping when she takes foot off brake it lunges forward. very intermittent				
Duplicated	No	**Repairs Parts and Tests**	no codes test drove with rep and customer didn't act up, did check etc test did notice that at full throttle only has 79% open trying to compare to another but doesn't seem normal reading to me.		
DTC1	**DTC2**	**DTC3**		**DTC4**	
Information Sent					
Scan Tool Software Version	**Last TechConnect Search**	**Vehicle Off Road or Tow-in**	Yes	**RO Number**	

RESOLUTION

Description	Kenneth, I tried to reach you on your cell and at work. Service Advisor told me you will be in tomorrow. If you are unable to duplicate concern all we can do is install data recorder and let the customer drive with their permission or have shop foreman drive the vehicle. Once we have recording of the event upload to Star and update the ticket. Thanks, Jay

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	customer states sometimes when she gets off freeway and once in a parking lot after stopping when she takes foot off brake it lunges forward. very intermittent		06/05/2015
Agent States	Hi, this is Neil. I will be working on your case.		06/05/2015
Agent States	Kenneth, the 79% is operating as designed. If you make a data recording while driving, it will go to 100%. Inspect the Accelerator Pedal travel and ease of movement Check for sticking or interference with Carpet or Floor Mats (no aftermarket floor mats allowed) Inspect for objects or debris in the driver?s foot well area and under the driver?s seat Inspect for damaged carpeting or floor mats that might interfere with the accelerator?s travel Check for aftermarket accessories -.(including alarm, remote start, speed pass, gym pass, toll pass, etc) or MOPAR add ons in/installed on vehicle or key ring (or maybe on customers K/ring that you don't have now) that could cause EMI/RFI/electrical interference. Check all modules for DTCs, record and capture any related Freeze Frame data Inspect the Throttle Body (note ease of valve movement, sticking.. etc.) Attempts should be made to try and duplicate the customer concern by driving on freeway and then coming to stop, then let off brake and see if it lunges. Does the actual RPM follow desired RPM when performing an idle actuator test and wiggle testing harness/connectors? If so, perform an ETC relearn. Also verify smooth T/blade movement when performing several follower tests. Other repair attempts should NOT be made unless a specific cause is identified. If anything is found, make inspections only (do not disturb anything) If all is good reply back and I will escalate case. Thank you, Neil		06/05/2015
Dealer States	ya been at 2 dealers for this issue had my rep ride with me yesterday and customer couldn't duplicate customer has attonary general involved nobody can duplicate it we drove almost 45min yesterday with her I checked all wat u said no aftermarket on car no floor mats stuck pedal seems ok nothing in any reports so of course we have duplicate it, she driven it know customer so I did wiggle test all that nothing happened,		06/06/2015
Agent States	Kenneth, I am escalating your case and you will be contacted by a member in our field organization for further assistance with this repair. Please do not respond to this message as that will pull it from escalation order. Please upload both a configuration report and a scan report to support. Thank you, Neil		06/08/2015
Agent States	Kenneth, I tried to reach you on your cell and at work. Service Advisor told me you will be in tomorrow. If you are unable to duplicate concern all we can do is install data recorder and let the customer drive with their permission or		06/08/2015

Dealer/Agent	*Detail*	*Modified By*	*Last Modified Date*
	have shop foreman drive the vehicle. Once we have recording of the event upload to Star and update the ticket. Thanks, Jay		
Dealer States	I don't no wat are rep is doing now with it going to close case till further notice car isn't here anymore		06/09/2015
Agent States	couldn't duplicate		06/09/2015

CHERWELL REPORT [redacted]

VEHICLE

VIN	[redacted]	**Model Year**	2015	**Body**	49	DODGE JOURNEY SE (FWD)
Built Date	01/06/2015	**Mileage (Miles)**	1616	**MDH**	01064	
Engine	ED3	ED3				
Transmission	3424	DFF				
Emmission	50 State Emissions					

GENERAL

STAR Case ID	[redacted]			**Case Status**	Closed
Application Group	331 - DRIVEABILITY CORE GROUP				
Component Group	8AU - SENSOR, CAMSHAFT / CRANKSHAFT POSITION				
Primary System	18 VEHICLE PERFORMANCE	**Sub System**	18C IGNITION CONTROLS	**Area of Failure**	UNCODABLE (WRITE IN ECCI CASE)
Customer Complaint / Reason for contact	DIE OUT / STALLS				
Created Date	06/06/2015	**Created By**		**Updated Date**	06/09/2015	**Updated By**	

CONTACT

Dealer	44548	San Marcos Chrysler Dodge Ram Jeep	**Phone**		
Address	2990 I.H. 35 South				
City	San Marcos	**State**	TX	**ZIP**	78666
Dealer Zone	63	**County**			
Technician TID/SID	S59204K	**Technician Email**			
Training Level		**Contact Via SMS**		**Contact Via Email**	

CASE SUMMARY

Customer Waiting	Yes	**Repair Attempts**	0	**Days In Shop**	1		
Initial Concern	STALLED TWICE WHILE DRIVING						
Duplicated	No			**Repairs Parts and Tests**	wiggle test on the wiring due to find code p0335 for ckp sensor circuit i found no wiring issues and no tsb tech tips or star cases relating to this concern is there any other test or is there a tsb or star case that maybe i missed if not the code is stored so diagnosing right now is im possible it has happened twice to the customer im thinking just a bad ckp sensor ?		
DTC1	p0335	**DTC2**		**DTC3**		**DTC4**	
Information Sent							
Scan Tool Software Version		**Last TechConnect Search**		**Vehicle Off Road or Tow-in**	No	**RO Number**	

RESOLUTION

Description	Ok Ethan good job thanks Ken parts on order

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	STALLED TWICE WHILE DRIVING		06/06/2015
Agent States	Hi, this is Ken. I will be working on your ticket.		06/06/2015
Agent States	Ethan I look in history on this year and make and found where tech have been replacing crank sensor and then also putting in new connectors and overlay wires also thanks ken		06/06/2015
Dealer States	okay is there a tsb or star case or just put crank sensor and pigtail		06/06/2015
Agent States	Ethan no star case at all its just what I found that other techs were doing to fix that code in our history thanks Ken		06/06/2015
Dealer States	okay thanks and note the ckp sensor and pigtail are both on national back order		06/06/2015
Agent States	Ok Ethan good job thanks Ken parts on order		06/06/2015
Dealer States	parts will be here today		06/09/2015
Dealer States	i replaced the sensor and the pigtail no more issues at this time		06/09/2015
Agent States	ckp and pigtail		06/09/2015

CHERWELL REPORT [redacted]

VEHICLE

VIN	[redacted]	**Model Year**	2015	**Body**	49 DODGE JOURNEY CROSSROAD (FWD)
Built Date	01/16/2015	**Mileage (Miles)**	6215	**MDH**	011614
Engine	ED3	ED3			
Transmission	3574	DFF			
Emmission	50 State Emissions				

GENERAL

STAR Case ID	[redacted]			**Case Status**	Closed
Application Group	331 - DRIVEABILITY CORE GROUP				
Component Group	9FI - MODULE, POWERTRAIN CONTROL (ANY)				
Primary System	18 VEHICLE PERFORMANCE	**Sub System**	9CB ELECTRONIC CONTROL MODULES	**Area of Failure**	UNCODABLE (WRITE IN ECCI CASE)
Customer Complaint / Reason for contact	DIE OUT / STALLS				
Created Date	06/24/2015	**Created By**		**Updated Date**	07/05/2015 **Updated By**

CONTACT

Dealer	44450	Cummins Chrysler	**Phone**		
Address	4100 Carriage Way				
City	Weatherford	**State**	OK	**ZIP**	73096
Dealer Zone	63	**County**			
Technician TID/SID	S19996K	**Technician Email**			
Training Level		**Contact Via SMS**		**Contact Via Email**	

CASE SUMMARY

Customer Waiting	No	**Repair Attempts**	0	**Days In Shop**	2		
Initial Concern	CUST STATES THAT VEH WILL RANDOMLY DIE WHILE DRIVING						
Duplicated	No			**Repairs Parts and Tests**	VEH TOWED IN THIS PAST VISIT WHEN VEH ARRIVES STARTS UP NORMAL SCAN VEH NO CODES STORED OR ACTIVE CUST CONTACTED CHRYSLER CUSTOMER CARE ADVISED US TO TEST DRIVE WITH FLIGHT RECORDER HAVE DRIVEN 3 TIMES AND UNABLE TO DUPLICATE CUSTOMER CONCERN		
DTC1		**DTC2**		**DTC3**		**DTC4**	
Information Sent							
Scan Tool Software Version		**Last TechConnect Search**		**Vehicle Off Road or Tow-in**	Yes	**RO Number**	

RESOLUTION

Description	Hi Christopher, my name is Scot; I am a Tech Specialist with Enhanced Customer Satisfaction. I have been assigned to assist you. No Known concerns for this condition. Recommend to see if the customer can tell you if they notice any thing with the vehicle before it stalls. Examples being - a buck or misfire feeling. If they noticed any warning lights coming on before it stalls or if any gauges freak out before it stalls. Advised if you cannot duplicate to return the vehicle to the customer. Offer my direct number if you would like to call me to discuss [redacted] Otherwise if you return the vehicle to the customer please close this ticket. Thank you; Scot.

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	CUST STATES THAT VEH WILL RANDOMLY DIE WHILE DRIVING		06/23/2015
Agent States	Hi Christopher, my name is Scot; I am a Tech Specialist with Enhanced Customer Satisfaction. I have been assigned to assist you. No Known concerns for this condition. Recommend to see if the customer can tell you if they notice any thing with the vehicle before it stalls. Examples being - a buck or misfire feeling. If they noticed any warning lights coming on before it stalls or if any gauges freak out before it stalls. Advised if you cannot duplicate to return the vehicle to the customer. Offer my direct number if you would like to call me to discuss [redacted] Otherwise if you return the vehicle to the customer please close this ticket. Thank you; Scot.		06/24/2015
Agent States	CANNOT DUPLICATE CUSTOMER CONCERN		07/05/2015

CHERWELL REPORT

[redacted]

VEHICLE

VIN	[redacted]	**Model Year**	2015	**Body**	49 DODGE JOURNEY SE (FWD)
Built Date	04/16/2015	**Mileage (Miles)**	2114	**MDH**	041621
Engine	ED3	ED3			
Transmission	0825	DFF			
Emmission	50 State Emissions				

GENERAL

STAR Case ID	[redacted]			**Case Status**	Closed
Application Group	331 - DRIVEABILITY CORE GROUP				
Component Group	24E - CONTROL, A/C AND HEATER (ANY)				
Primary System	24 HEATING & A/C	**Sub System**	47 CONTROLS, FRONT / REAR	**Area of Failure**	UNCODABLE (WRITE IN ECCI CASE)
Customer Complaint / Reason for contact	INTERMITTENT OPERATION				
Created Date	06/25/2015	**Created By**		**Updated Date**	06/30/2015 **Updated By**

CONTACT

Dealer	44510	Larry H Miller Dodge Peoria		**Phone**	
Address	8665 W Bell Road				
City	Peoria	**State**	AZ	**ZIP**	85382
Dealer Zone	70	**County**			
Technician TID/SID	S59027A	**Technician Email**			
Training Level		**Contact Via SMS**		**Contact Via Email**	

CASE SUMMARY

Customer Waiting	No	**Repair Attempts**	0	**Days In Shop**	2
Initial Concern	A CS AT TURNS WHEN ACCELRATING CAR HAS CHUGGED AND EVEN STALLED ONCE B CS AC WILL GO WARM FOR ABOUT A MINUTE MAYBE 2 THEN WILL BLOW COLD AGAIN				
Duplicated	Yes	**Repairs Parts and Tests**	VERIFIED FREON LEVEL-FULL. TEST DROVE MULTIPLE TIMES, UNABLE TO DUPLICATE THE CHUGGING/STALLING.I WILL ALSO SEND VEHICLE REPORTS		
DTC1		**DTC2**		**DTC3**	**DTC4**
Information Sent					
Scan Tool Software Version		**Last TechConnect Search**		**Vehicle Off Road or Tow-in**	No **RO Number**

RESOLUTION

Description	Jonathan, Any updates on this case, if more help is needed let star center know, if it?s been repaired, or the vehicle is no longer at the dealer then please close the case out on your end. Its required/urgent you please do so A.S.A.P. Thanks, Rich H.

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	A CS AT TURNS WHEN ACCELRATING CAR HAS CHUGGED AND EVEN STALLED ONCE B CS AC WILL GO WARM FOR ABOUT A MINUTE MAYBE 2 THEN WILL BLOW COLD AGAIN		06/23/2015
Dealer States	????		06/25/2015
Agent States	Jonathan, The A/C concern is most likely normal operation the PCM will reduce/or even shut off the ac compressor under higher throttle inputs for more engine power. So compare it with like model if needed. Please duplicate the concern before any repair attempts are made. Make sure all the modules are up to date. Rich H.		06/25/2015
Agent States	Jonathan, An updates on this case, if more help is needed let star center know, if it?s been repaired, or the vehicle is no longer at the dealer then please close the case out on your end. Its required/urgent you please do so A.S.A.P. Thanks, Rich H		06/29/2015
Agent States	CUSTOMER NOT FULLY SATISFIED		06/30/2015

CHERWELL REPORT

[redacted]

VEHICLE

VIN	[redacted]	**Model Year**	2015	**Body**	49	DODGE JOURNEY CROSSROAD (FWD)
Built Date	04/30/2015	**Mileage (Miles)**	1133	**MDH**	043010
Engine	ED3	ED3			
Transmission	0555	DFF			
Emmission	50 State Emissions				

GENERAL

STAR Case ID	[redacted]			**Case Status**	Closed
Application Group	391 - ELECTRICAL CORE GROUP				
Component Group	8AG - MODULE, (ANY)				
Primary System	08 ELECTRICAL	**Sub System**	08M ELECTRONIC CONTROL MODULES	**Area of Failure**	UNCODABLE (WRITE IN ECCI CASE)
Customer Complaint / Reason for contact	INTERMITTENT OPERATION				
Created Date	06/27/2015	**Created By**		**Updated Date**	06/29/2015	**Updated By**	

CONTACT

Dealer	26341	Milton Ruben Chrysler Jeep Dodge		**Phone**	
Address	3504 Washington Rd				
City	Augusta	**State**	GA	**ZIP**	30907
Dealer Zone	66	**County**			
Technician TID/SID	S15223H	**Technician Email**			
Training Level		**Contact Via SMS**		**Contact Via Email**	

CASE SUMMARY

Customer Waiting	No	**Repair Attempts**	0	**Days In Shop**	2
Initial Concern	Customer states the the vehicle stalls at times.				
Duplicated	No		**Repairs Parts and Tests**	No repairs have been made. The concern could not be duplicated and there aren't codes in the system. I test drove the vehicle 16 miles in stop and go traffic and the concern was never duplicated	
DTC1		**DTC2**	**DTC3**		**DTC4**
Information Sent					
Scan Tool Software Version		**Last TechConnect Search**	**Vehicle Off Road or Tow-in**	No	**RO Number**

RESOLUTION

Description	Drew, I don't have any records of stalling concerns on this vehicle. Recommend to continue to attempt to duplicate the concern, or have the customer demonstrate the concern so further diagnosis can be done If unable to duplicate, release the vehicle to the customer and close the ticket Thanks for using STAR marc

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
030195	02/15/2021	[redacted]	1133	06/25/2015	PAID
038332	02/15/2021		6387	10/10/2015	PAID
051088	02/15/2021		11971	01/22/2016	PAID
054758	02/15/2021		18341	04/13/2016	PAID
059374	02/15/2021		87719	03/14/2020	PAID
063885	02/15/2021		24253	08/18/2016	PAID
259374	02/15/2021		87719	03/14/2020	PAID
54758A	02/15/2021		18341	04/13/2016	PAID
PREPNV	02/15/2021		0	06/09/2015	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	Customer states the the vehicle stalls at times.		06/27/2015
Agent States	Drew, I don't have any records of stalling concerns on this vehicle. Recommend to continue to attempt to duplicate the concern, or have the customer demonstrate the concern so further diagnosis can be done. If unable to duplicate, release the vehicle to the customer and close the ticket Thanks for using STAR marc		06/27/2015
Agent States	The customer complaint was not duplicated so no repairs were made Thanks for all your help		06/29/2015

CHERWELL REPORT [redacted]

VEHICLE

VIN	[redacted]	**Model Year**	2015	**Body**	74 JEEP PATRIOT SPORT FWD
Built Date	04/29/2015	**Mileage (Miles)**	271	**MDH**	042911
Engine	ECN	ECN			
Transmission	0305	DAV			
Emmission	50 State Emissions				

GENERAL

STAR Case ID	[redacted]			**Case Status**	Closed
Application Group	331 - DRIVEABILITY CORE GROUP				
Component Group	8AU - SENSOR, CAMSHAFT / CRANKSHAFT POSITION				
Primary System	18 - VEHICLE PERFORMANCE	**Sub System**	18C - IGNITION CONTROLS	**Area of Failure**	DRIVEABILITY
Customer Complaint / Reason for contact	MIL ON				
Created Date	06/30/2015	**Created By**		**Updated Date**	07/06/2015 **Updated By**

CONTACT

Dealer	26858	Mountain View Chrysler Dodge Jeep		**Phone**	
Address	6276 Alabama Hwy				
City	Ringgold	**State**	GA	**ZIP**	30736
Dealer Zone	66	**County**			
Technician TID/SID	S63966D	**Technician Email**			
Training Level		**Contact Via SMS**		**Contact Via Email**	

CASE SUMMARY

Customer Waiting	No	**Repair Attempts**	0	**Days In Shop**	1		
Initial Concern	engine shuts off while driving intermittently						
Duplicated	No			**Repairs Parts and Tests**	inspect cam sensor circut		
DTC1	p0339	**DTC2**	c121c	**DTC3**		**DTC4**	
Information Sent							
Scan Tool Software Version		**Last TechConnect Search**		**Vehicle Off Road or Tow-in**	No	**RO Number**	

RESOLUTION

Description	Tim, Any updates on this case, if more help is needed let star center know, if it?s been repaired, or the vehicle is no longer at the dealer then please close the case out on your end. Its required/urgent you please do so A.S.A.P. Thanks, Rich H.

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	engine shuts off while driving intermittently		06/29/2015
Agent States	Tim, The code you have is for the CKP sensor...Did you check the CKP sensor wiring and terminals. Monitor the CKP signal at the PCM using the lab scope while wiggle testing the CKP sensor wiring. If you find no CKP sensor wiring or terminal issues then start with a new CKP sensor. Close the case out on your end when its repaired. Rich H.		06/30/2015
Agent States	Tim, Any updates on this case, if more help is needed let star center know, if it?s been repaired, or the vehicle is no longer at the dealer then please close the case out on your end. Its required/urgent you please do so A.S.A.P. Thanks, Rich H.		07/02/2015
Agent States	Tim, Any updates on this case, if more help is needed let star center know, if it?s been repaired, or the vehicle is no longer at the dealer then please close the case out on your end. Its required/urgent you please do so A.S.A.P. Thanks, Rich H.		07/06/2015
Agent States	crank sensor P0339		07/06/2015

CHERWELL REPORT [redacted]

VEHICLE

VIN	[redacted]	**Model Year**	2015	**Body**	49	DODGE JOURNEY SXT (FWD)
Built Date	08/02/2014	**Mileage (Miles)**	10998	**MDH**	080210	
Engine	ERB	ERB				
Transmission	2024	DG2				
Emmission	50 State Emissions					

GENERAL

STAR Case ID	[redacted]			**Case Status**	Closed
Application Group	391 - ELECTRICAL CORE GROUP				
Component Group	08J RADIO / RECEIVER				
Primary System	08A - AUDIO/VIDEO/NAV/TELEMATICS	**Sub System**	8A - AUDIO/VIDEO/ENTERTAINMENT/CONNECTIVITY	**Area of Failure**	UNCODABLE (WRITE IN ECCI CASE)
Customer Complaint / Reason for contact	HANDS FREE/BLUETOOTH OPERATION				
Created Date	07/08/2015	**Created By**		**Updated Date**	07/10/2015	**Updated By**

CONTACT

Dealer	43026	Thompson Chrysler Dodge Jeep		**Phone**	
Address	124 N Point Blvd				
City	Baltimore	**State**	MD	**ZIP**	21224
Dealer Zone	32	**County**			
Technician TID/SID	S26517K	**Technician Email**			
Training Level		**Contact Via SMS**		**Contact Via Email**	

CASE SUMMARY

Customer Waiting	No	**Repair Attempts**	0	**Days In Shop**	2
Initial Concern	Customer states Bluetooth not working, Heat and A/C comes on by itself, Transmission is shifting rough, and Bluetooth is read ng wrong on radio. Also that car intermittently shuts off				
Duplicated	Yes	**Repairs Parts and Tests**	During previous visits radio and hands free module were replaced due to lack of or loss of connectivity with customers previous phone. Since then customer purchased new phone (Samsung Galaxy Note 4) and is claiming having same problems Was able to confirm that during a couple calls phone would display recipients name and number but radio would display unavailable		
DTC1		**DTC2**		**DTC3**		**DTC4**	
Information Sent					
Scan Tool Software Version		**Last TechConnect Search**		**Vehicle Off Road or Tow-in**	No	**RO Number**	

RESOLUTION

Description	Marques, Let release vehicle to customer at this time and see if this concern returns. Please close this case on your end. Thanks Scott

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	Customer states Bluetooth not working, Heat and A/C comes on by itself, Transmission is shifting rough, and Bluetooth is reading wrong on radio Also that car intermittently shuts off		07/08/2015
Agent States	Marques, What is the software level and the carrier of the customers phone? Scott		07/08/2015
Dealer States	4 4 4		07/08/2015
Dealer States	At&T		07/08/2015
Agent States	Marques, The customers phone is on the compatible list. Is this DTC active at this time? If so lets run the flow chart for this DTC. If not lets see if you can duplicate this concern and get this DTC to be active so proper diagnostics can be performed. Scott		07/08/2015
Dealer States	Drove vehicle around for a while both on highway and regular roads doing different driving styles and cannot duplicate any symptoms that customer is describing. I have sent another vehicle scan report right after test drive while car was still running and these are the only codes that remain in system. I would like to do a vehicle configuration to take care of the B222C 00 code Is that acceptable?		07/10/2015
Agent States	Marques, That would be fine lets do that and retest Scott		07/10/2015
Dealer States	Performed vehicle Reconfiguration and test drove vehicle again No codes have returned and vehicle and features are all working to spec at this time		07/10/2015
Agent States	Marques, Let release vehicle to customer at this time and see if this concern returns. Please close this case on your end. Thanks Scott		07/10/2015
Agent States	Vehicle Reconfiguration. Technician Closure Requested		07/10/2015

CHERWELL REPORT

[redacted]

VEHICLE

VIN	[redacted]	**Model Year**	2015	**Body**	49	DODGE JOURNEY SXT (FWD)
Built Date	11/19/2014	**Mileage (Miles)**	2710	**MDH**	11190
Engine	ED3	ED3			
Transmission	2944	DFF			
Emmission	50 State Emissions				

GENERAL

STAR Case ID	[redacted]			**Case Status**	Closed
Application Group	391 - ELECTRICAL CORE GROUP				
Component Group	8AG - MODULE, (ANY)				
Primary System	08 ELECTRICAL	**Sub System**	08M ELECTRONIC CONTROL MODULES	**Area of Failure**	UNCODABLE (WRITE IN ECCI CASE)
Customer Complaint / Reason for contact	INTERMITTENT OPERATION				
Created Date	07/13/2015	**Created By**		**Updated Date**	07/14/2015	**Updated By**	

CONTACT

Dealer	45399	Courtesy Chrysler-Jeep-Dodge	**Phone**	
Address	9207 E Adamo Dr			
City	Tampa	**State**	FL	**ZIP**	33619
Dealer Zone	66	**County**			
Technician TID/SID	S62144G	**Technician Email**			
Training Level		**Contact Via SMS**		**Contact Via Email**	

CASE SUMMARY

Customer Waiting	No	**Repair Attempts**	0	**Days In Shop**	1
Initial Concern	vech died while driving on freeway				
Duplicated	No			**Repairs Parts and Tests**	stored abs code u0002
DTC1	u0002	**DTC2**		**DTC3**		**DTC4**	
Information Sent					
Scan Tool Software Version		**Last TechConnect Search**		**Vehicle Off Road or Tow-in**	No	**RO Number**	

RESOLUTION

Description	Dennis, no similar cases reported, suggest we duplicate concern as so we can pin point a direction to move in to diagnosis the concern, also see if any certain condition is present when this happens as we need to see what is causing vehicle to stall, verify and report back thanks matt k.

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	vech died while driving on freeway		07/13/2015
Agent States	Dennis, no similar cases reported, suggest we duplicate concern as so we can pin point a direction to move in to diagnosis the concern, also see if any certain condition is present when this happens as we need to see what is causing vehicle to stall, verify and report back thanks matt k.		07/13/2015
Agent States	customer took vehicle		07/14/2015

CHERWELL REPORT

[redacted]

VEHICLE

VIN	[redacted]	**Model Year**	2015	**Body**	49	DODGE JOURNEY SXT (FWD)
Built Date	02/25/2015	**Mileage (Miles)**	3809	**MDH**	022517	
Engine	ERB	ERB				
Transmission	0355	DG2				
Emmission	50 State Emissions					

GENERAL

STAR Case ID	[redacted]			**Case Status**	Closed
Application Group	331 - DRIVEABILITY CORE GROUP				
Component Group	8AU - SENSOR, CAMSHAFT / CRANKSHAFT POSITION				
Primary System	18 VEHICLE PERFORMANCE	**Sub System**	18C IGNITION CONTROLS	**Area of Failure**	DRIVEABILITY
Customer Complaint / Reason for contact	MIL ON				
Created Date	07/15/2015	**Created By**		**Updated Date**	07/22/2015 **Updated By**

CONTACT

Dealer	60530	Chrysler Jeep Dodge Ram of Jasper		**Phone**	
Address	4009 Highway 78 E				
City	Jasper	**State**	AL	**ZIP**	35501
Dealer Zone	66	**County**			
Technician TID/SID	S55644B	**Technician Email**			
Training Level		**Contact Via SMS**		**Contact Via Email**	

CASE SUMMARY

Customer Waiting	No	**Repair Attempts**	0	**Days In Shop**	2
Initial Concern	vehicle will shut off and start back till it gets too hot and it will just turn over and not start after it cools overnight it starts and runs fine				
Duplicated	Yes	**Repairs Parts and Tests**	it sets codes p0642, p1618, p2122, and c121c-00 only after it gets hot will it set these codes as active when cools off these are stored codes till it gets hot		
DTC1		**DTC2**		**DTC3**	**DTC4**
Information Sent					
Scan Tool Software Version		**Last TechConnect Search**		**Vehicle Off Road or Tow-in**	No **RO Number**

RESOLUTION

Description	William, Thanks for the update. Rich H.

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	vehicle will shut off and start back till it gets too hot and it will just turn over and not start after it cools overnight it starts and runs fine		07/15/2015
Dealer States	we have tried a crank sensor still does the same thing		07/15/2015
Agent States	William, In most cases we see these faults caused by a short in the wiring harness. Inspect the wire harness closely for any rubs/chafes/pinches. Or one of the sensors fed from F855 or K852 is shorting internally possibly pulling the 5volt supply down. The K852 feeds the APPS sensor, F855 feeds the CKP sensor, throttle body, oil pressure sensor, a/c pressure transducer. Check the wiring harness closely around those components. The F855 is sent out to the PDC and branches off to the various sensors from there so check PDC C5 pin 21 for any spread, bent, loose or backed out terminals. Inspect the wiring inside under the dash around the APPS sensor as well. Try unplugging the OPS and A/C pressure transducer to rule those out, the engine should still run with 2 items unplugged. Do not see many issues with the throttle body. The APPS sensor could be a possibility but you could swap that out with a donor vehicle if needed to rule it out. Have not seen any PDC issues cause this either. The PCM could be a possibility but leave it as a last resort before replacing it. Rich H.		07/15/2015
Dealer States	i was checking the f855 circuit and with the key off i still have 4.99 volts at this pin		07/16/2015
Agent States	William, That's normal sometimes it will stay up till the PCM goes to sleep.		07/16/2015
Dealer States	i was checking the pin 21 and made sure it was a tight fit and it ran for about an hour and i drove it a little ways and it quit i'm going to try the sensors		07/20/2015
Agent States	William, Thanks for the update. Rich H.		07/20/2015
Dealer States	i had a issue with the crank sensor when it got hot it would have a irregular signal so i replaced it but later it acted up again so i swapped the sensors from another vehicle and when i replaced the oil pressure switch it didn't cut out any more and i drove it for fifty miles without any problem		07/22/2015
Agent States	replaced the crank sensor and oil pressure switch P0642 P2122 P1618		07/22/2015

CHERWELL REPORT [redacted]

VEHICLE

VIN	[redacted]	**Model Year**	2015	**Body**	49 DODGE JOURNEY SXT (FWD)
Built Date	12/17/2014	**Mileage (Miles)**	9925	**MDH**	12174
Engine	ED3	ED3			
Transmission	3354	DFF			
Emmission	50 State Emissions				

GENERAL

STAR Case ID	[redacted]			**Case Status**	Closed
Application Group	331 - DRIVEABILITY CORE GROUP				
Component Group	8WC - CONNECTOR/TERMINAL/WIRING				
Primary System	18 VEHICLE PERFORMANCE	**Sub System**	18C IGNITION CONTROLS	**Area of Failure**	
Customer Complaint / Reason for contact	DIE OUT / STALLS				
Created Date	07/20/2015	**Created By**		**Updated Date**	07/27/2015 **Updated By**

CONTACT

Dealer	45586	Laredo Dodge Chrysler Jeep		**Phone**	
Address	6320 Bob Bullock Loop				
City	Laredo	**State**	TX	**ZIP**	78041
Dealer Zone	63	**County**			
Technician TID/SID	S46104O	**Technician Email**			
Training Level		**Contact Via SMS**		**Contact Via Email**	

CASE SUMMARY

Customer Waiting	No	**Repair Attempts**	0	**Days In Shop**	1
Initial Concern	customer states vehicle shuts off while driving and when coming to a stop, it will restart again				
Duplicated	No			**Repairs Parts and Tests**	none, test drove vehicle for 15 miles no problems found is there any known concern on this vehicle?
DTC1		**DTC2**		**DTC3**	**DTC4**
Information Sent					
Scan Tool Software Version		**Last TechConnect Search**		**Vehicle Off Road or Tow-in**	No **RO Number**

RESOLUTION

Description	Alejandro, Any updates on this case? If more help is needed let star center know, if it?s been repaired, or the vehicle is no longer at the dealer then please close the case out on your end. Its required/urgent you please do so A.S.A.P. Thanks, GlennW

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	customer states vehicle shuts off while driving and when coming to a stop, it will restart again		07/20/2015
Agent States	Alejandro, I don't have any like cases in out system. Do you have any codes (active/stored/pending)? If not, and you are unable to duplicate this concern, we cannot diagnose properly Try wiggling wires and tapping on components If NTF, you will have to confirm concern before attempting any more diagnosis. Thanks, GlennW		07/20/2015
Agent States	Alejandro, Any updates on this case? If more help is needed let star center know, if it?s been repaired, or the vehicle is no longer at the dealer then please close the case out on your end. Its required/urgent you please do so A.S.A.P. Thanks, GlennW		07/24/2015
Agent States	Called dealer for update, SA Miguel states vehicle no longer at dealer, unable to duplicate, no repairs were done.		07/27/2015

CHERWELL REPORT

[redacted]

VEHICLE

VIN	[redacted]	**Model Year**	2015	**Body**	49 JEEP COMPASS SPORT FWD
Built Date	06/19/2015	**Mileage (Miles)**	19	**MDH**	061914
Engine	ECN	ECN			
Transmission	0935	DAV			
Emmission	50 State Emissions				

GENERAL

STAR Case ID	[redacted]			**Case Status**	Closed
Application Group	191 - A/C & ENGINE CORE GROUP				
Component Group	9BE - RING(S), PISTON				
Primary System	09 - ENGINE	**Sub System**	01 - ENGINE BLOCK	**Area of Failure**	CRANKSHAFT DEFECT
Customer Complaint / Reason for contact	COOLANT CONSUMPTION				
Created Date	07/22/2015	**Created By**		**Updated Date**	07/24/2015 **Updated By**

CONTACT

Dealer	60280	Benny Boyd Bastrop	**Phone**		
Address	1586 Hwy 71 W				
City	Cedar Creek	**State**	TX	**ZIP**	78612
Dealer Zone	63	**County**			
Technician TID/SID	S30246B	**Technician Email**			
Training Level		**Contact Via SMS**		**Contact Via Email**	

CASE SUMMARY

Customer Waiting	No	**Repair Attempts**	0	**Days In Shop**	2
Initial Concern	Customer states died while driving and will not restart.				
Duplicated	Yes	**Repairs Parts and Tests**	This vehicle is an Enterprise fleet vehicle with 19 miles on it. When the vehicle first came in, it would start and run. We found that the thermostat housing was cracked. We replaced the thermostat housing due to the crack. After performing the repair, we pressure tested the system again to make sure there were no further leaks. The pressure was bleeding off but no leaks were observed. When we tried to start the engine, it cranked very briefly and then stopped. We determined that the reason the engine will not crank is that it is hydro-locked. Removed spark plugs to inspect. All four spark plugs are wet with antifreeze and the cylinders have coolant in them. When pressure testing the cooling system we can actually observer the coolant rise in all four cylinders. We have not torn down for inspection at this point. Service management asked me to start a STAR ticket to get direction as to tear down or just contact PSC. Thanks for your help.		
DTC1		**DTC2**		**DTC3**	**DTC4**
Information Sent					
Scan Tool Software Version		**Last TechConnect Search**		**Vehicle Off Road or Tow-in**	Yes **RO Number**

RESOLUTION

Description John, based on the diagnosis you will need to contact PSC. If no further assistance is needed then please close the ticket. Thank you, Sam.

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	Customer states died while driving and will not restart.		07/22/2015
Agent States	John, based on the diagnosis you will need to contact PSC. If no further assistance is needed then please close the ticket. Thank you, Sam.		07/22/2015
Agent States	We have approval from PSC and are waiting for the motor.		07/24/2015

CHERWELL REPORT

[redacted]

VEHICLE

VIN	[redacted]	**Model Year**	2015	**Body**	49	DODGE JOURNEY SE (FWD)
Built Date	12/16/2014	**Mileage (Miles)**	7472	**MDH**	121623	
Engine	ED3	ED3				
Transmission	3304	DFF				
Emmission	50 State Emissions					

GENERAL

STAR Case ID	[redacted]			**Case Status**	Closed
Application Group	331 - DRIVEABILITY CORE GROUP				
Component Group	9FI - MODULE, POWERTRAIN CONTROL (ANY)				
Primary System	18 - VEHICLE PERFORMANCE	**Sub System**	9CB - ELECTRONIC CONTROL MODULES	**Area of Failure**	UNCODABLE (WRITE IN ECCI CASE)
Customer Complaint / Reason for contact	DIE OUT / STALLS				
Created Date	07/30/2015	**Created By**		**Updated Date**	07/31/2015	**Updated By**	

CONTACT

Dealer	43290	Huffines Chrysler Jeep Dodge Ram L		**Phone**	
Address	1024 S Stemmons Fwy				
City	Lewisville	**State**	TX	**ZIP**	75067
Dealer Zone	63	**County**			
Technician TID/SID	S58966B	**Technician Email**			
Training Level		**Contact Via SMS**		**Contact Via Email**	

CASE SUMMARY

Customer Waiting	No	**Repair Attempts**	0	**Days In Shop**	1		
Initial Concern	customer states came to a stop and when they accelerated the engine died vehicle has no codes active or stored we test drove 10 miles in town and on hwy never stalled						
Duplicated	No			**Repairs Parts and Tests**	none		
DTC1		**DTC2**		**DTC3**		**DTC4**	
Information Sent							
Scan Tool Software Version		**Last TechConnect Search**		**Vehicle Off Road or Tow-in**	Yes	**RO Number**	

RESOLUTION

Description	Thanks for the update Nick, with no codes or duplication there could be many possibilities, get more information from the customer, keep making attempts at duplicating the concern, check for aftermarket accessories that could be causing the issue, wiggle test the wiring harness, inspect the harness for rubs/chafes and pinches, make sure all powers and grounds and major under hood connectors are secured, review the vehicles repair history-see if the issue started after another repair. Pull a fuel sample, monitor fuel system pressure, if needed make a data recording and review it and see if anything obvious drops out or is being lost. Thanks, DougM.

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	customer states came to a stop and when they accelerated the engine died vehicle has no codes active or stored we test drove 10 miles in town and on hwy never stalled		07/29/2015
Agent States	Nick, check the oil level and if it is significantly low perform an oil change and begin an oil consumption test. If the oil is full, lab scope the cam and cranks sensors. If any have an erratic signal, replace the sensor with a connector. Also, check the fuel quality and for excess alcohol. Thanks, DougM.		07/30/2015
Dealer States	oil level was full cam and crank scope out fine fuel sample was clean and did not seem to have excess alcohol		07/31/2015
Agent States	Thanks for the update Nick, with no codes or duplication there could be many possibilities, get more information from the customer, keep making attempts at duplicating the concern, check for aftermarket accessories that could be causing the issue, wiggle test the wiring harness, inspect the harness for rubs/chafes and pinches, make sure all powers and grounds and major under hood connectors are secured, review the vehicles repair history-see if the issue started after another repair. Pull a fuel sample, monitor fuel system pressure, if needed make a data recording and review it and see if anything obvious drops out or is being lost. Thanks, DougM.		07/31/2015
Agent States	The tech cannot duplicate.		07/31/2015

CHERWELL REPORT [redacted]

VEHICLE

VIN	[redacted]	**Model Year**	2015	**Body**	49	DODGE JOURNEY CROSSROAD (FWD)
Built Date	06/19/2015	**Mileage (Miles)**	412	**MDH**	06190	
Engine	ED3	ED3				
Transmission	2394	DFF				
Emmission	50 State Emissions					

GENERAL

STAR Case ID	[redacted]			**Case Status**	Closed
Application Group	331 - DRIVEABILITY CORE GROUP				
Component Group	9FI - MODULE, POWERTRAIN CONTROL (ANY)				
Primary System	18 - VEHICLE PERFORMANCE	**Sub System**	9CB - ELECTRONIC CONTROL MODULES	**Area of Failure**	DRIVEABILITY
Customer Complaint / Reason for contact	DIE OUT / STALLS				
Created Date	08/01/2015	**Created By**		**Updated Date**	08/06/2015	**Updated By**

CONTACT

Dealer	45586	Laredo Dodge Chrysler Jeep		**Phone**	
Address	6320 Bob Bullock Loop				
City	Laredo	**State**	TX	**ZIP**	78041
Dealer Zone	63	**County**			
Technician TID/SID	S76691N	**Technician Email**			
Training Level		**Contact Via SMS**		**Contact Via Email**	

CASE SUMMARY

Customer Waiting	No	**Repair Attempts**	0	**Days In Shop**	1		
Initial Concern	customer concern vehicle stall while driving almost got hit						
Duplicated	No			**Repairs Parts and Tests**	retrieve code no code present test drive vehicle 5 mile unable to duplicate concern at this time		
DTC1		**DTC2**		**DTC3**		**DTC4**	
Information Sent							
Scan Tool Software Version		**Last TechConnect Search**		**Vehicle Off Road or Tow-in**	No	**RO Number**	

RESOLUTION

Description	Hi Rolando, please provide an update. If the vehicle is repaired, please note what fixed the vehicle and close the ticket. If the vehicle is not repaired, please provide an update within the next 24 hours. If no response is received within the next 24 hours, we will close the case. You can reopen this ticket if it is closed and further repair guidance is needed.

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	customer concern vehicle stall while driving almost got hit		07/31/2015
Agent States	Rolando, check for low engine oil level. If the engine oil is low-remove spark plugs and check for oil fouling/burning -If plugs are fouled -check cylinders with a bore scope-check for cylinder wall scoring. Perform leak-down and compression test-(wet & dry)-(use 80-85 psi to test leak-down on a cold engine)-thanks Jeff C		08/01/2015
Agent States	Hi Rolando, please provide an update. If the vehicle is repaired, please note what fixed the vehicle and close the ticket. If the vehicle is not repaired, please provide an update within the next 24 hours. If no response is received within the next 24 hours, we will close the case. You can reopen this ticket if it is closed and further repair guidance is needed.		08/06/2015
Agent States	customer take vehicle		08/06/2015

CHERWELL REPORT [redacted]

VEHICLE

VIN	[redacted]	**Model Year**	2015	**Body**	49	DODGE JOURNEY SE (FWD)
Built Date	02/28/2015	**Mileage (Miles)**	4851	**MDH**	022822	
Engine	ED3	ED3				
Transmission	0265	DFF				
Emmission	50 State Emissions					

GENERAL

STAR Case ID	[redacted]			**Case Status**	Closed
Application Group	331 - DRIVEABILITY CORE GROUP				
Component Group	9FI - MODULE, POWERTRAIN CONTROL (ANY)				
Primary System	18 VEHICLE PERFORMANCE	**Sub System**	9CB ELECTRONIC CONTROL MODULES	**Area of Failure**	UNCODABLE (WRITE IN ECCI CASE)
Customer Complaint / Reason for contact	DIE OUT / STALLS				
Created Date	08/04/2015	**Created By**		**Updated Date**	08/06/2015 **Updated By**

CONTACT

Dealer	45604	Larry H. Miller Dodge Ram Avondale		**Phone**	
Address	10101 W. Papago Freeway				
City	Avondale	**State**	AZ	**ZIP**	85323
Dealer Zone	70	**County**			
Technician TID/SID	S58956L	**Technician Email**			
Training Level		**Contact Via SMS**		**Contact Via Email**	

CASE SUMMARY

Customer Waiting	No	**Repair Attempts**	0	**Days In Shop**	1		
Initial Concern	Customer states that when slowing to a stop and after vehicle has stopped completly, vehicle will die in flight, must put vehicle back in park and re-start vehicle						
Duplicated	No			**Repairs Parts and Tests**	TEST DROVE VEHICLE BUT UNABLE TO DULICATE CONCERN, CHECKED FOR DTC AND TESTED BATTERY, NO PROBLEMS FOUND AT THIS TIME		
DTC1		**DTC2**		**DTC3**		**DTC4**	
Information Sent							
Scan Tool Software Version		**Last TechConnect Search**		**Vehicle Off Road or Tow-in**	No	**RO Number**	

RESOLUTION

Description	Oscar, Any updates on this case, if more help is needed let star center know, if it?s been repaired, or the vehicle is no longer at the dealer then please close the case out on your end. Its required/urgent you please do so A.S.A.P. Thanks, Rich H.

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	Customer states that when slowing to a stop and after vehicle has stopped completly, vehicle will die in flight, must put vehicle back in park and re-start vehicle		08/03/2015
Agent States	Oscar, With no codes or duplication there could be many possibilities here, get more information from the customer, keep making attempts at duplicating the concern, check for aftermarket accessories that could be causing the issue, wiggle test the wiring harness, inspect the harness for rubs/chafes and pinches, make sure all powers and grounds and major under hood connectors are secured, review the vehicles repair history-see if the issue started after another repair. Pull a fuel sample, monitor fuel system pressure, if needed make a data recording and review it and see if anything obvious drops out or is being lost. See if the problem occurs after a fuel fill event? Possible customer overfilling the fuel tank scenario? Thanks, Rich H		08/04/2015
Agent States	Oscar, Any updates on this case, if more help is needed let star center know, if it?s been repaired, or the vehicle is no longer at the dealer then please close the case out on your end. Its required/urgent you please do so A.S.A.P. Thanks, Rich H.		08/06/2015
Agent States	UNABLE TO DULICATE CONCERN AT THIS TIME		08/06/2015

CHERWELL REPORT [redacted]

VEHICLE

VIN	[redacted]	**Model Year**	2015	**Body**	49	DODGE JOURNEY SE (FWD)
Built Date	05/19/2015	**Mileage (Miles)**	2218	**MDH**	051913	
Engine	ED3	ED3				
Transmission	1185	DFF				
Emmission	50 State Emissions					

GENERAL

STAR Case ID	[redacted]			**Case Status**	Closed
Application Group	331 - DRIVEABILITY CORE GROUP				
Component Group	9IL - FILTER, FUEL				
Primary System	18 VEHICLE PERFORMANCE	**Sub System**	9CQ FUEL DELIVERY SYSTEM GAS / DIESEL	**Area of Failure**	UNCODABLE (WRITE IN ECCI CASE)
Customer Complaint / Reason for contact	DIE OUT / STALLS				
Created Date	08/05/2015	**Created By**		**Updated Date**	08/13/2015	**Updated By**	

CONTACT

Dealer	43389	Earnhardt Chrysler Jeep Dodge Ram	**Phone**		
Address	1521 E Drivers Way				
City	Gilbert	**State**	AZ	**ZIP**	85297
Dealer Zone	70	**County**			
Technician TID/SID	S63376E	**Technician Email**			
Training Level		**Contact Via SMS**		**Contact Via Email**	

CASE SUMMARY

Customer Waiting	No	**Repair Attempts**	0	**Days In Shop**	2		
Initial Concern	CUSTOMER STATE 3 TIME VEHICLE HAS DIE WHILE COMING TO A STOP, RE-STARTS WITH NO PROBLEM						
Duplicated	No			**Repairs Parts and Tests**	NO CODES CAN NOT DUPLICATE ANY KNOWN CONCERNS.		
DTC1		**DTC2**		**DTC3**		**DTC4**	
Information Sent							
Scan Tool Software Version		**Last TechConnect Search**		**Vehicle Off Road or Tow-in**	No	**RO Number**	

RESOLUTION

Description	we need to know if this concern has been resolved, if vehicle is repaired please close this case out.....if additional assistance is needed please respond back to us a.s.a.p.....thank you Ken.

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	CUSTOMER STATE 3 TIME VEHICLE HAS DIE WHILE COMING TO A STOP, RE STARTS WITH NO PROBLEM		08/05/2015
Agent States	Ken Get a data recording of the issue Follow the example in WI tech in the pre made templates called star drivability, And if pre made template are not in your wi tech then click on the Modify location profiles button and click on simulation and local and it should load them in. Be sure when doing a data recording that you have engine Rpm ? cam and crank sensor information ? pcm run timer ? ignition sense ? Asd relay ? Fuel adaptives short & long term on both banks, EGR valve ? app ? TPS ? ignition switch and WCM and fill the template to the max. Or use as an example the premade template call star drivability in WI tech. Be sure to fill template to max and only send to star to be review if you find something on the recording thanks Ken		08/05/2015
Agent States	How are you doing with the vehicle, have not received a request for any additional assistance or and the ticket is still open. If you need additional assistance please reply back ASAP. If you have repaired the vehicle please close the ticket and give details on what fixed it Or if car is gone then close the ticket and when it returns you can reopen to do the work and thanks for a good job Ken		08/07/2015
Agent States	we need to know if this concern has been resolved, if vehicle is repaired please close this case out if additional assistance is needed please respond back to us a.s.a.p.....thank you Ken.		08/11/2015
Agent States	drain fuel fill with known good fuel and road test 1/2 tamk of gas through it with no concerns Tech closed Ticket thanks.		08/13/2015

CHERWELL REPORT [redacted]

VEHICLE

VIN	[redacted]	**Model Year**	2015	**Body**	49	DODGE JOURNEY SXT (FWD)
Built Date	06/10/2015	**Mileage (Miles)**	446	**MDH**	061012	
Engine	ED3	ED3				
Transmission	1415	DFF				
Emmission	50 State Emissions					

GENERAL

STAR Case ID	[redacted]			**Case Status**	Closed		
Application Group	331 - DRIVEABILITY CORE GROUP						
Component Group	9IU - RAIL, FUEL						
Primary System	18 - VEHICLE PERFORMANCE	**Sub System**	9CQ - FUEL DELIVERY SYSTEM - GAS / DIESEL	**Area of Failure**	UNCODABLE (WRITE IN ECCI CASE)		
Customer Complaint / Reason for contact	DIE OUT / STALLS						
Created Date	08/07/2015	**Created By**		**Updated Date**	08/10/2015	**Updated By**	

CONTACT

Dealer	36495	Burns Motors, Ltd.	**Phone**		
Address	1300 E US Highway 83				
City	McAllen	**State**	TX	**ZIP**	78501
Dealer Zone	63	**County**			
Technician TID/SID	S45856B	**Technician Email**			
Training Level		**Contact Via SMS**		**Contact Via Email**	

CASE SUMMARY

Customer Waiting	No	**Repair Attempts**	0	**Days In Shop**	2
Initial Concern	customer states at time while driving in city, engine will stall				
Duplicated	No	**Repairs Parts and Tests**	we have checked for codes,checked addaptives, everything looks good, added a tank of fresh gas and test drove almost 100 miles and can never duplicate concern, customer asks us to ask you guys if you know of any solution		
DTC1		**DTC2**		**DTC3**		**DTC4**	
Information Sent					
Scan Tool Software Version		**Last TechConnect Search**		**Vehicle Off Road or Tow-in**	No	**RO Number**	

RESOLUTION

Description	Kendrick, with no codes or duplication there could be many p ssibilities, get more information from the customer, keep making attempts at duplicating the concern, check for aftermarket accessories that could be causing the issue, wiggle test the wiring harness, inspect the harness for rubs/chafes and pinches, make sure all powers and grounds and major under hood connectors are secured, review the vehicles repair history-see if the issue started after another repair. Pull a fuel sample, monitor fuel system pressure, if needed make a data recording and review it and see if anything obvious drops out or is being lost. Thanks, Sam.

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	customer states at time while driving in city, engine will stall		08/07/2015
Agent States	Kendrick, with no codes or duplication there could be many possibilities, get more information from the customer, keep making attempts at duplicating the concern, check for aftermarket accessories that could be causing the issue, wiggle test the wiring harness, inspect the harness for rubs/chafes and pinches, make sure all powers and grounds and major under hood connectors are secured, review the vehicles repair history-see if the issue started after another repair. Pull a fuel sample, monitor fuel system pressure, if needed make a data recording and review it and see if anything obvious drops out or is being lost Thanks, Sam		08/07/2015
Agent States	actually, we could never duplicate, added new fresh fuel and customer has, so maybe answer is yes		08/10/2015

CHERWELL REPORT

[redacted]

VEHICLE

VIN	[redacted]	**Model Year**	2015	**Body**	49	DODGE JOURNEY SE (FWD)
Built Date	01/29/2015	**Mileage (Miles)**	5877	**MDH**	012918	
Engine	ED3	ED3				
Transmission	0135	DFF				
Emmission	50 State Emissions					

GENERAL

STAR Case ID	[redacted]			**Case Status**	Closed
Application Group	391 - ELECTRICAL CORE GROUP				
Component Group	8AG - MODULE, (ANY)				
Primary System	08 - ELECTRICAL	**Sub System**	08M - ELECTRONIC CONTROL MODULES	**Area of Failure**	TERMINAL(S) SPREAD
Customer Complaint / Reason for contact	WON'T MEET CUSTOMER REQUIREMENTS				
Created Date	08/08/2015	**Created By**		**Updated Date**	08/24/2015	**Updated By**

CONTACT

Dealer	60581	Larry H. Miller Chrysler Jeep	**Phone**		
Address	13165 N Autoshow Ave				
City	Surprise	**State**	AZ	**ZIP**	85388
Dealer Zone	70	**County**			
Technician TID/SID	S67330K	**Technician Email**			
Training Level		**Contact Via SMS**		**Contact Via Email**	

CASE SUMMARY

Customer Waiting	Yes	**Repair Attempts**	0	**Days In Shop**	2
Initial Concern	C/S WHILE DRIVING, THE CAR WILL JUST SHUT OFF, LOOSES ALL CLUSTER OPERATIONS,ETC, HAPPENED ALITTLE WHILE AGO AND THEN 3 TIMES IN ONE DAY				
Duplicated	No	**Repairs Parts and Tests**	TEST DROVE VEHICLE CAN NOT DUPLICATE, TESTED BATTERY, BATTERY PASSED TEST, CHARGING SYSTEM TESTED GOOD, VERIFIED ALL WIRING HARNESS IS GOOD, NO DAMAGE FOUND,FOUND NO DTCs, NO AFTERMARKET ACCESSORIES, CUSTOMER HAS OPEN A CARE CASE		
DTC1		**DTC2**		**DTC3**		**DTC4**	
Information Sent					
Scan Tool Software Version		**Last TechConnect Search**		**Vehicle Off Road or Tow-in**	No	**RO Number**	

RESOLUTION

Description	What is the latest on this repair? Can this ticket be closed out? Larry

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	C/S WHILE DRIVING, THE CAR WILL JUST SHUT OFF, LOOSES ALL CLUSTER OPERATIONS,ETC, HAPPENED ALITTLE WHILE AGO AND THEN 3 TIMES IN ONE DAY		08/08/2015
Agent States	Hello Jeremy, No similar cases reported. You stated per the customer cluster also goes blank, Suggest to inspect for any loose connector and pin fits at the PDC, BCM, Cluster, and inspect all grounds to be clean and secure. Also consult with the customer the conditions when this occurs such as first thing in the morning, while raining, acceleration etc. Jim W		08/08/2015
Dealer States	CUSTOMER STATES AFTER DRIVING 20 30MIN AT OPERATING TEMP, VEHICLE WILL STALL OUT, 2ND VISIT IN AND CAIR CASE STARTED, TEST DROVE VEHICLE 64 MILES VERIFIED NORMAL OPERATION, ALL GROUND AND CONNECTOR ARE CLEAN AND TIGHT,CAN NOT DUPLICATE CONCERN		08/08/2015
Agent States	Jeremy, Per the customer when this occurs will the vehicle start back up immediately ? When is stalls is the cluster and radio off ? Have you inspected the run start circuits for loose pin fit Jim W		08/08/2015
Dealer States	YES THE VEHICLE START RIGHT BACK UP AND THE CLUSTER AND RADIO TURN OFF PER CUSTOMER, INSPECTED THE RUN START CIRCUIT, NO DAMAGE OR LOOSE PINS FOUND,		08/10/2015
Agent States	Hi Jeremy, Lets go right to the battery and give the battery cables a twist to see if they are loose Next, follow the neg cable to the trans mid-grounding point, then right to its final securing point on the frame rail. Next, go to the wiring diagrams and go to the grounds section. Here you want to look for big common grounds for the systems that are failing. Centerstack grounds, left kickpanel grounds, etc. Next, go to those big 43 pin connectors in the left kickpanel/dash high on the left side and make sure you take them apart then re connect them to ensure a good connection Regards, Larry n		08/12/2015
Dealer States	VERIFIED BATTERY CABLES ARE TIGHT, AND GROUNDS ARE SECURED, DISCONECTED THE 43 PIN CONNECTORS ALL PINS LOOK GOOD, AND RECONNECT CONNECTOR, OK AT THIS TIME NO PROBLEMS FOUND STILL CAN NOT DUPLICATE CONCERN,		08/13/2015
Agent States	Hi Jeremy, Thanks for the update. Continue testing at this point and see if we can get it to act up. Larry		08/14/2015
Dealer States	All info given to Service Manager for FCA CAIR		08/18/2015

Dealer/Agent	*Detail*	*Modified By*	*Last Modified Date*
Agent States	Hi Jeremy, Understood. From STAR, All you can do is to try and duplicate the issue. keep me posted, Larry		08/18/2015
Agent States	What is the latest on this repair? Can this ticket be closed out? Larry		08/24/2015
Agent States	CAN NOT DUPLICATE, CHECK GROUND AND CONNECTOR, NO PROBLEMS FOUND,		08/24/2015

CHERWELL REPORT

[redacted]

VEHICLE

VIN	[redacted]	**Model Year**	2015	**Body**	49 DODGE JOURNEY SE (FWD)
Built Date	03/11/2015	**Mileage (Miles)**	2450	**MDH**	03114
Engine	ED3	ED3			
Transmission	0295	DFF			
Emmission	50 State Emissions				

GENERAL

STAR Case ID	[redacted]			**Case Status**	Closed
Application Group	391 - ELECTRICAL CORE GROUP				
Component Group	8GU CONNECTOR				
Primary System	08 ELECTRICAL	**Sub System**	08L WIRING HARNESS	**Area of Failure**	UNCODABLE (WRITE IN ECCI CASE)
Customer Complaint / Reason for contact	INTERMITTENT OPERATION				
Created Date	08/10/2015	**Created By**		**Updated Date**	08/12/2015 **Updated By**

CONTACT

Dealer	60313	Crystal Chrysler, Jeep, Dodge		**Phone**	
Address	36 444 Auto Park Drive				
City	Cathedral City	**State**	CA	**ZIP**	92234
Dealer Zone	71	**County**			
Technician TID/SID	S92900N	**Technician Email**			
Training Level		**Contact Via SMS**		**Contact Via Email**	

CASE SUMMARY

Customer Waiting	No	**Repair Attempts**	0	**Days In Shop**	2
Initial Concern	VEHICLE SHUT OFF WHILE DRIVING, CAR WAS ABLE TO RESART NO CHECK ENGINE LIGHT				
Duplicated	No			**Repairs Parts and Tests**	CHECK VEHICLE BATTERY, ALTERNATOR, AND GROUND CONNECTIONS ALL FOUND GOOD CHECK TIPM AND PCM CONNECTIONS AS WELL ALL FOUND GOOD.
DTC1		**DTC2**		**DTC3**	**DTC4**
Information Sent					
Scan Tool Software Version		**Last TechConnect Search**		**Vehicle Off Road or Tow-in**	No **RO Number**

RESOLUTION

Description	Juan if we were able to duplicate the concern by wiggling the wiring to the C3 connector of the PDC we need to check pin tension, looking at them may not be a good enough inspection. We know the concern is there at this point we just need to find the cause within this connector.-Nate

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	VEHICLE SHUT OFF WHILE DRIVING, CAR WAS ABLE TO RESART NO CHECK ENGINE LIGHT		08/10/2015
Agent States	Juan is the vehicle setting any DTC'S? we have a few reported cases similar in which the PDC C3 connector was found to have loose PINS causing an intermittent connection, the tech was able to duplicate the concern by moving the wiring going to the PDC Nate		08/10/2015
Dealer States	NO DTCS set		08/10/2015
Agent States	Juan have you tried running the loss of communication testing while wiggling wiring? If we had no codes set the concern could be intermittent powers and or grounds. As when we lose Battery power the modules could reset. Check the connections at the PDC for connection concerns.-Nate		08/10/2015
Dealer States	I wiggled the wiring going to the PDC, vehicle shut off, and lost power. The vehicle would not start for 10 mins. Checked C3 connector at the PDC, Pins look fins		08/12/2015
Agent States	Juan if we were able to duplicate the concern by wiggling the wiring to the C3 connector of the PDC we need to check pin tension, looking at them may not be a good enough inspection We know the concern is there at this point we just need to find the cause within this connector Nate		08/12/2015
Agent States	Tighten PDC C3 connector pins		08/12/2015

CHERWELL REPORT

[redacted]

VEHICLE

VIN	[redacted]	**Model Year**	2015	**Body**	74	JEEP PATRIOT SPORT FWD
Built Date	01/12/2015	**Mileage (Miles)**	120	**MDH**	011221	
Engine	ED3	ED3				
Transmission	0814	DA4				
Emmission	50 State Emissions					

GENERAL

STAR Case ID	[redacted]			**Case Status**	Closed
Application Group	391 - ELECTRICAL CORE GROUP				
Component Group	9FI - MODULE, POWERTRAIN CONTROL (ANY)				
Primary System	18 - VEHICLE PERFORMANCE	**Sub System**	9CB - ELECTRONIC CONTROL MODULES	**Area of Failure**	INTERMITTENT OPERATION
Customer Complaint / Reason for contact	POOR PERFORMANCE				
Created Date	08/10/2015	**Created By**		**Updated Date**	08/24/2015	**Updated By**

CONTACT

Dealer	65062	Palmen Motors Inc	**Phone**		
Address	5431-75th Street				
City	Kenosha	**State**	WI	**ZIP**	53142
Dealer Zone	51	**County**			
Technician TID/SID	S14311J	**Technician Email**			
Training Level		**Contact Via SMS**		**Contact Via Email**	

CASE SUMMARY

Customer Waiting	No	**Repair Attempts**	0	**Days In Shop**	2		
Initial Concern	Vehicle stalls out intermittently. No codes. Will restart immediately.						
Duplicated	Yes			**Repairs Parts and Tests**	No codes, no tsb's, checked PCM pins to insure they are seated. Pulled on wiring to see if I could make issue occur. Just wondering if you guys have seen anything.		
DTC1		**DTC2**		**DTC3**		**DTC4**	
Information Sent							
Scan Tool Software Version		**Last TechConnect Search**		**Vehicle Off Road or Tow-in**	No	**RO Number**	

RESOLUTION

Description Tried to contact dealer/tech, please provide a update on this vehicles concern or close the case with final repairs.

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	Vehicle stalls out intermittently. No codes. Will restart immediately.		08/10/2015
Agent States	Alex, Not on this vehicle. Try to get a recording at the time it stalls and we will look at the recording, we may see something unusual. If you get recordings, send to fp552@chrysler.com. Thanks, Fred		08/10/2015
Agent States	Please provide an update within the next 24 hours. If the vehicle is no longer at the dealer, please close the case and open a new ticket and reference this one if they return for this issue and you need further assistance. If no response is received within the next 24 hours, we will close the case. You can reopen this ticket if it is closed and further repair guidance is needed or open a new ticket and reference this one, Thanks, Fred		08/17/2015
Agent States	Please provide an update within the next 24 hours. If the vehicle is no longer at the dealer, please close the case and open a new ticket and reference this one if they return for this issue and you need further assistance. If no response is received within the next 24 hours, we will close the case. You can reopen this ticket if it is closed and further repair guidance is needed or open a new ticket and reference this one, Thanks, Fred		08/21/2015
Agent States	Tried to contact dealer/tech, please provide a update on this vehicles concern or close the case with final repairs.		08/24/2015
Dealer States	Replaced PCM, service director has been driving to see if concern is fixed.		08/24/2015
Agent States	PCM replaced. please let us know the outcome once verified.		08/24/2015

CHERWELL REPORT

[redacted]

VEHICLE

VIN	[redacted]	**Model Year**	2015	**Body**	49	DODGE JOURNEY SE (FWD)	
Built Date	06/09/2015	**Mileage (Miles)**	1680	**MDH**	060919		
Engine	ED3	ED3					
Transmission	1395	DFF					
Emmission	50 State Emissions						

GENERAL

STAR Case ID	[redacted]			**Case Status**	Closed
Application Group	331 - DRIVEABILITY CORE GROUP				
Component Group	9FI MODULE, POWERTRAIN CONTROL (ANY)				
Primary System	18 VEHICLE PERFORMANCE	**Sub System**	9CB ELECTRONIC CONTROL MODULES	**Area of Failure**	UNCODABLE (WRITE IN ECCI CASE)
Customer Complaint / Reason for contact	DIE OUT / STALLS				
Created Date	08/11/2015	**Created By**		**Updated Date**	08/11/2015 **Updated By**

CONTACT

Dealer	45604	Larry H. Miller Dodge Ram Avondale		**Phone**	
Address	10101 W. Papago Freeway				
City	Avondale	**State**	AZ	**ZIP**	85323
Dealer Zone	70	**County**			
Technician TID/SID	S24951C	**Technician Email**			
Training Level		**Contact Via SMS**		**Contact Via Email**	

CASE SUMMARY

Customer Waiting	No	**Repair Attempts**	0	**Days In Shop**	1
Initial Concern	VEHICLE IS STALLING OUT WHILE DRIVING.INTERMITTENTLY. CUSTOMER REPORTS IT'S HAPPENING AT IDLE, WHILE DRIVING, & WHILE AT CRUISSING SPEED; WITH NO RHYME OR REASON				
Duplicated	No	**Repairs Parts and Tests**	CRANK SENSOR REPLACED AT 440 MILES CHECKED STAR CASES (NONE FOUND) NO TSB'S PERFORMED WIGGLE TEST TEST DROVE 22 MILES UNABLE TO DUPLICTAE CONCERN NO FAULT CODES PRESSENT THIS IS A CARE CASE		
DTC1		**DTC2**		**DTC3**		**DTC4**	
Information Sent					
Scan Tool Software Version		**Last TechConnect Search**		**Vehicle Off Road or Tow-in**	No	**RO Number**	

RESOLUTION

Description	William, with no codes or duplication there could be many possibilities, get more information from the customer, keep making attempts at duplicating the concern, check for aftermarket accessories that could be causing the issue, wiggle test the wiring harness, inspect the harness for rubs/chafes and pinches, make sure all powers and grounds and major under hood connectors are secured, review the vehicles repair history-see if the issue started after another repair. Pull a fuel sample, monitor fuel system pressure, if needed make a data recording and review it and see if anything obvious drops out or is being lost Thanks, Sam

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	VEHICLE IS STALLING OUT WHILE DRIVING I TERMITTENTLY CUSTOMER REPORTS IT'S HAPPENING AT IDLE, WHILE DRIVING, & WHILE AT CRUISSING SPEED; WITH NO RHYME OR REASON.		08/11/2015
Agent States	William, with no codes or duplication there could be many possibilities, get more information from the customer, keep making attempts at duplicating the concern, check for aftermarket accessories that could be causing the issue, wiggle test the wiring harness, inspect the harness for rubs/chafes and pinches, make sure all powers and grounds and major under hood connectors are secured, review the vehicles repair history see if the issue started after another repair Pull a fuel sample, monitor fuel system pressure, if needed make a data recording and review it and see if anything obvious drops out or is being lost Thanks, Sam		08/11/2015
Agent States	UNABLE TO DUPLICATE CONCERN		08/11/2015

CHERWELL REPORT [redacted]

VEHICLE

VIN	[redacted]	**Model Year**	2015	**Body**	49 DODGE JOURNEY SE (FWD)
Built Date	11/27/2014	**Mileage (Miles)**	7489	**MDH**	112720
Engine	ED3	ED3			
Transmission	0574	DFF			
Emmission	50 State Emissions				

GENERAL

STAR Case ID	[redacted]			**Case Status**	Closed
Application Group	331 - DRIVEABILITY CORE GROUP				
Component Group	9FJ MODULE, TOTALLY INTEGRATED POWER (TIPM)				
Primary System	18 VEHICLE PERFORMANCE	**Sub System**	9CB ELECTRONIC CONTROL MODULES	**Area of Failure**	UNCODABLE (WRITE IN ECCI CASE)
Customer Complaint / Reason for contact	DIE OUT / STALLS				
Created Date	08/14/2015	**Created By**		**Updated Date**	08/14/2015 **Updated By**

CONTACT

Dealer	60313	Crystal Chrysler, Jeep, Dodge	**Phone**		
Address	36-444 Auto Park Drive				
City	Cathedral City	**State**	CA	**ZIP**	92234
Dealer Zone	71	**County**			
Technician TID/SID	S92900N	**Technician Email**			
Training Level		**Contact Via SMS**		**Contact Via Email**	

CASE SUMMARY

Customer Waiting	No	**Repair Attempts**	0	**Days In Shop**	1
Initial Concern	[TechCONNECT Reference Ticket #944400]vehicle intermittently quits running				
Duplicated	No			**Repairs Parts and Tests**	none
DTC1		**DTC2**		**DTC3**	**DTC4**
Information Sent					
Scan Tool Software Version		**Last TechConnect Search**		**Vehicle Off Road or Tow-in**	No **RO Number**

RESOLUTION

Description	Juan, If the customer comments on complete Electrical power loss with the vehicle then close this ticket out and start a new one and route it into the Electrical Group for further assistance. Rich H.

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	[TechCONNECT Reference Ticket [redacted] vehicle intermittently quits running		08/13/2015
Agent States	Juan, With no codes or duplication there could be many possibilities here, get more information from the customer, keep making attempts at duplicating the concern, check for aftermarket accessories that could be causing the issue, wiggle test the wiring harness, inspect the harness for rubs/chafes and pinches, make sure all powers and grounds and major under hood connectors are secured, review the vehicles repair history-see if the issue started after another repair. Pull a fuel sample, monitor fuel system pressure, if needed make a data recording and review it and see if anything obvious drops out or is being lost See if the concern possibly happens after a fuel fill event, possible scenario where the customer maybe overfilling the fuel tank? Thanks, Rich H		08/14/2015
Dealer States	Customer states that when vehicle is running it shuts down like there is no power to the vehicle Ive checked ground, connections to several modules, and connections to and from the PDC we have had several vehicles come in with the same issue and no luck in finding a problem.		08/14/2015
Agent States	Juan, If the customer comments on complete Electrical power loss with the vehicle then close this ticket out and start a new one and route it into the Electrical Group for further assistance Rich H		08/14/2015
Agent States	have to open new star case		08/14/2015