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

Repair Order Detailed Report #152805 For VIN: 3D4GG57V69T[redacted]

VIN	3D4GG57V69[redacted]	**Model Year**	2009	**Body**	JCDP49	DODGE JOURNEY SXT HATCHBACK	
Built Date	03/05/2008	**Market**	U	US	**Plant**	8481	TOLUCA ASSEMBLY PLANT
Color	PKG	LIGHT SANDSTONE MET, CLEAR COAT					
Engine	EGF	3.5L HIGH OUTPUT V6 24V MPI ENGINE			**Serial #**	9057800368	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			**Serial #**	K0328D2611	

Report #	152805	**System Key**	136153208	**Report Version**	1	**Open Date**	09/22/2008
Close Date	10/06/2008	**Narrative Date**	10/08/2008	**Category**	0	**Mileage**	6,389
MDH	030523	**Sold Date**	03/28/2008	**Built Date**	03/05/2008	**Advisor**	7 BRUCHHAUS, GERALD
Dealer	44966	GULF COAST AUTOPLEX LLC					
Dealer Address	414 Fred & Ruth Zigler Memoria						
Dealer City	JENNINGS			**State**	LA	**Zip**	705463025

Complaint: WINNING NOISE WHEN TURNING LEFT AND SOMETIMES RIGH T AC, RADIO, AND WINDOWS WILL NOT WORK SOMETIMES AFT ER STARTING THE CAR DOORS HAVE LOCKED THEMSELVES AND WERE UNABLE TO UN LOCK THEM UNLESS THE CAR IS STARTED {LOCKED INSIDE } OIL AND FILTER IGNITION KEY FREQUENTLY GETS IN START POSITION AUTOMATIC DIMMING MIRROR LIGHT ON RIGHT SIDE DOES NOT ILLUMINATE WHEN SWITCHED ON SHIFT LEVER HAS BRIEFLY GOTTEN STUCK IN PARK ENGINE HAS STARTED TO SOUND AND HAS ALSO EXPERIENC ED ELEVATED IDLE ENGINE ALSO MAKES CLICKING NOISE WHEN SWITCHING BE TWEEN GEARS CD PLAYER REPEATEDLY HAS BEEN UNABLE TO SWITCH BET WEEN DISC AIR COMPRESSOR HAS STARTED CONTINUOUSLY CLICKING R APIDLY WHEN TURNING ON THE ALARM HAS GONE OFF SEVERAL TIMES AND WERE UNAB LE TO SHUT IT OFF

Cause:

Correction: NO CHARGE NO CHARGE NO CHARGE OIL CHANGE NO CHARGE NO CHARGE NO CHARGE NO CHARGE NO CHARGE NO CHARGE NO CHARGE NO CHARGE

LOP Information is not available

Part Information is not available

Repair Order Detailed Report #153429 For VIN: 3D4GG57V69T[redacted]

VIN	3D4GG57V69[redacted]	***Model Year***	2009	***Body***	JCDP49	DODGE JOURNEY SXT HATCHBACK	
Built Date	03/05/2008	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PKG	LIGHT SANDSTONE MET, CLEAR COAT					
Engine	EGF	3.5L HIGH OUTPUT V6 24V MPI ENGINE			***Serial #***	9057800368	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			***Serial #***	K0328D2611	

Report #	153429	***System Key***	140180954	***Report Version***	1	***Open Date***	11/10/2008
Close Date	12/04/2008	***Narrative Date***	12/09/2008	***Category***	0	***Mileage***	7,732
MDH	030523	***Sold Date***	03/28/2008	***Built Date***	03/05/2008	***Advisor***	7 BRUCHHAUS, GERALD
Dealer	44966	GULF COAST AUTOPLEX LLC					
Dealer Address	414 Fred & Ruth Zigler Memoria						
Dealer City	JENNINGS			***State***	LA	***Zip***	705463025

Complaint: RADIO ,DASH AND WINDOWS,AC STOP WORKING

Cause:

Correction: NO CHARGE

LOP Information is not available

Part Information is not available

Repair Order Detailed Report #155056 For VIN: 3D4GG57V69T[redacted]

VIN	3D4GG57V69[redacted]	**Model Year**	2009	**Body**	JCDP49	DODGE JOURNEY SXT HATCHBACK	
Built Date	03/05/2008	**Market**	U	US	**Plant**	8481	TOLUCA ASSEMBLY PLANT
Color	PKG	LIGHT SANDSTONE MET, CLEAR COAT					
Engine	EGF	3.5L HIGH OUTPUT V6 24V MPI ENGINE			**Serial #**	9057800368	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			**Serial #**	K0328D2611	

Report #	155056	**System Key**	147650770	**Report Version**	1	**Open Date**	03/31/2009
Close Date	03/31/2009	**Narrative Date**	04/02/2009	**Category**	0	**Mileage**	12,394
MDH	030523	**Sold Date**	03/28/2008	**Built Date**	03/05/2008	**Advisor**	7 BRUCHHAUS, GERALD
Dealer	44966	GULF COAST AUTOPLEX LLC					
Dealer Address	414 Fred & Ruth Zigler Memoria						
Dealer City	JENNINGS			**State**	LA	**Zip**	705463025

Complaint: OIL AND FILTER

Cause:

Correction: REPLACED OIL

LOP Information is not available

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
04884899AB	FILTER -ENGINE OIL	1		No	
0000BOIL		5		No	

Repair Order Detailed Report #127072 For VIN: 3D4PG4FB2AT[redacted]

VIN	3D4PG4FB2A[redacted]	***Model Year***	2010	***Body***	JCDH49	DODGE JOURNEY SE (LHD/FWD)	
Built Date	04/12/2010	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PW1	STONE WHITE CLEAR COAT					
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE			***Serial #***	1035010575	
Transmission	DFF	4-SPEED AUTOMATIC VLP TRANSMISSION			***Serial #***	K0550A1573	

Report #	127072	***System Key***	178034212	***Report Version***	1	***Open Date***	11/10/2010
Close Date	11/15/2010	***Narrative Date***	11/18/2010	***Category***	0	***Mileage***	1,392
MDH	041218	***Sold Date***	07/23/2010	***Built Date***	04/12/2010	***Advisor***	4327
Dealer	43767	DON DAVIS MOTOR CO INC					
Dealer Address	2000 N MECHANIC ST						
Dealer City	EL CAMPO			***State***	TX	***Zip***	774372308

Complaint: PASS FRONT DOOR WILL NOT OPEN FROM OUTSIDE

Cause: CK OVER DOOR LATCH-FOUND DOOR LATCH LEVER BROKEN INTERNALLY-NOT ALLOWING LATCH TO UNLOCK

Correction: 1392 REMOVE/REPLACE RIGHT FRONT DOOR LATCHASM.-RECHECK OPERATION- OTHER LABOR HOURS AREFOR DOOR WOULD NOT OPEN FROM INSIDE OROUTSIDE HANDLE- TECH HAD TO WORK ON DOORLATCH WITH DOOR CLOSED- UNABLE TO REMOVE DOORTRIM PANEL-ACCESS SMALL HOLE IN DOOR TO TRYTOOPEN DOOR-HAD TO BREAK LATCH HOUSING IN ORDERTO GET DOOR OPEN TO FINISH REPAIRS Latch, Door - Replace 4D sedan-Vans-Wagons-Front door-Right (B) DIAG TIME ALLOWANCE LATCH, DOOR/LIFTGATE-Replace (B) DIAG TIME ALLOWANCE

LOP Information

LOP	*LOP Description*
85410000	Special Services ; Diagnostic LOP ; Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.
23410104	Body ; Hardware - Latch/Striker/Lock/Module/Handle/Bumper/Housing charge port ; Latch, Door ; 4D sedan-Vans-Wagons-Front door-Right or left

Part(s) Information

Part Number	*Part Description*	*Part Quantity*	*Part Cost*	*Failed*	*Part Return Date*
4589694AB	LATCH -FRONT DOOR	1		No	
04589694AB	LATCH -FRONT DOOR	1		No	01/01/0001

Repair Order Detailed Report #127301 For VIN: 3D4PG4FB2AT[redacted]

VIN	3D4PG4FB2A[redacted]	***Model Year***	2010	***Body***	JCDH49	DODGE JOURNEY SE (LHD/FWD)	
Built Date	04/12/2010	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PW1	STONE WHITE CLEAR COAT					
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE			***Serial #***	1035010575	
Transmission	DFF	4-SPEED AUTOMATIC VLP TRANSMISSION			***Serial #***	K0550A1573	

Report #	127301	***System Key***	178253379	***Report Version***	1	***Open Date***	11/19/2010
Close Date	11/19/2010	***Narrative Date***	11/23/2010	***Category***	0	***Mileage***	1,417
MDH	041218	***Sold Date***	07/23/2010	***Built Date***	04/12/2010	***Advisor***	128
Dealer	43767	DON DAVIS MOTOR CO INC					
Dealer Address	2000 N MECHANIC ST						
Dealer City	EL CAMPO			***State***	TX	***Zip***	774372308

Complaint: POWER LOCKS INOP ON RF DOOR

Cause: CK OVER DOOR LOCK CIRCUIT-FOUND RIGHT FRONT DOOR LOCK ACTUATOR-ELECTRICAL FAILURE-SHORTED OUT

Correction: 1417 WILL NOT MOVE WHEN POWER IS APPLIEDTO IT- REMOVE/REPLACE RIGHT FRONT DOOR LATCHASSEMBLY- RECHECK OPERATION
Latch, Door - Replace 4D sedan-Vans-Wagons-Front door-Right (B) LATCH, DOOR/LIFTGATE-Replace (B)

LOP Information

LOP	***LOP Description***
23410104	Body ; Hardware - Latch/Striker/Lock/Module/Handle/Bumper/Housing charge port ; Latch, Door ; 4D sedan-Vans-Wagons-Front door-Right or left

Part(s) Information

Part Number	***Part Description***	***Part Quantity***	***Part Cost***	***Failed***	***Part Return Date***
4589694AB	LATCH -FRONT DOOR	1		No	
04589694AB	LATCH -FRONT DOOR	1		No	01/01/0001

Repair Order Detailed Report #341696 For VIN: 3D4PG5FV5AT[redacted]

VIN	3D4PG5FV5A[redacted]	***Model Year***	2010	***Body***	JCDP49	DODGE JOURNEY SXT (LHD/FWD)	
Built Date	11/11/2009	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGF	3.5L V6 HIGH OUTPUT 24V MPI ENGINE				***Serial #***	9301900402
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				***Serial #***	K3019D1105

Report #	341696	***System Key***	178830363	***Report Version***	1	***Open Date***	12/02/2010
Close Date	12/02/2010	***Narrative Date***	12/06/2010	***Category***	0	***Mileage***	5,114
MDH	111117	***Sold Date***	08/20/2010	***Built Date***	11/11/2009	***Advisor***	464 BRIAN COX
Dealer	43636	SORENSEN SCHADE CHRYSLER DODGE					
Dealer Address	21529 U S HIGHWAY 27 NORTH						
Dealer City	LAKE WALES			***State***	FL	***Zip***	33859

Complaint: SEE YOUR SERVICE WRITERS FOR DETAILS PERFORM OIL & FILTR CHANGE- ESSENTIAL CARE PROGRAM CUSTOMER BOUGHT ESSENTIAL CARE PACKAGE ROTATE TIRES

Cause: RECOMMENDED MAINTENANCE OIL CHANGE SPECIAL SCHEDULED MAINTENANCE

Correction: MULTI POINT VEHICLE INSPECTION COMPLETED PERFORMED OIL & FILTER CHANGE- CHECKED FLUIDS AND TIRES PURCHASED ESSENTIAL CARE PACKAGE ROTATED TIRES,ADJUSTED TIRE PRESSURES PER VEHICLE SPECS

LOP Information

LOP	*LOP Description*
95260001	Special Services ; Intl oil change ; Maintenance Allowance ; Fixed Cost Maintenance
26860303	Maintenance ; Service Contract Maintenance ; Oil and Filter Change - All Intervals

Part(s) Information

Part Number	*Part Description*	*Part Quantity*	*Part Cost*	*Failed*	*Part Return Date*
CH68055891-AA	OIL -5W30	6		No	
CH4892339-AA	FILTER -ENGINE OIL	1		No	

Repair Order Detailed Report #253493 For VIN: 3D4PG9FV8AT[redacted]

VIN	3D4PG9FV8A[redacted]	***Model Year***	2010	***Body***	JCDT49	DODGE JOURNEY R/T (LHD/FWD)	
Built Date	06/10/2010	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	EGF	3.5L V6 HIGH OUTPUT 24V MPI ENGINE				***Serial #***	9141000112
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				***Serial #***	K1190D1643

Report #	253493	***System Key***	180245241	***Report Version***	1	***Open Date***	12/31/2010
Close Date	12/31/2010	***Narrative Date***	01/04/2011	***Category***	0	***Mileage***	6,519
MDH	061002	***Sold Date***	07/26/2010	***Built Date***	06/10/2010	***Advisor***	5101 JEAN GREENWOOD
Dealer	42243	DAYTONA DODGE CHRYSLER JEEP					
Dealer Address	1450 N TOMOKA FARMS RD						
Dealer City	DAYTONA BEACH			***State***	FL	***Zip***	321247606

Complaint: CAR CARE 4300 OIL & FILTER CHANGE PERFORM TIRE ROTATION PERFORM 23 POINT VEHICLE INSPECTION

Cause: 1

Correction: PERFORMED OIL & FILTER CHANGE SERVICE COMPLETE SERVICE COMPLETE

LOP Information is not available

Part(s) Information

Part Number	*Part Description*	*Part Quantity*	*Part Cost*	*Failed*	*Part Return Date*
CH5370		5		No	
CH4892339-AA	FILTER -ENGINE OIL	1		No	

Repair Order Detailed Report #225770 For VIN: 3D4PH5FV2AT[redacted]

VIN	3D4PH5FV2A[redacted]	***Model Year***	2010	***Body***	JCEP49	DODGE JOURNEY SXT (LHD/AWD)	
Built Date	01/18/2010	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	EGF	3.5L V6 HIGH OUTPUT 24V MPI ENGINE				***Serial #***	9004000109
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				***Serial #***	K3559D2580

Report #	225770	***System Key***	181661720	***Report Version***	1	***Open Date***	01/28/2011
Close Date	01/28/2011	***Narrative Date***	02/01/2011	***Category***	0	***Mileage***	18,577
MDH	011814	***Sold Date***	02/26/2010	***Built Date***	01/18/2010	***Advisor***	989 POWELL
Dealer	41600	EXTREME DODGE CHRYSLER JEEP					
Dealer Address	2300 SEYMOUR ROAD						
Dealer City	JACKSON			***State***	MI	***Zip***	492018877

Complaint: TECHNICIAN PROGRAMMED NEW TRANSMITTER AND PARTS CUT NEW INSERT KEY Cust paid -- Shop Supplies Internal paid -- Shop Supplies

Cause:

Correction:

LOP Information is not available

Part(s) Information

Part Number	*Part Description*	*Part Quantity*	*Part Cost*	*Failed*	*Part Return Date*
68029829AB	KEY -BLANK	1		No	
5026378AG	TRANSMTR -INTEGRATED KEY FOB	1		No	

Repair Order Detailed Report #29737 For VIN: 3D4PG5FV6AT1[redacted]

VIN	3D4PG5FV6A[redacted]	Model Year	2010	Body	JCDP49	DODGE JOURNEY SXT (LHD/FWD)	
Built Date	03/17/2010	Market	U	US	Plant	8481	TOLUCA ASSEMBLY PLANT
Color	PWL	WHITE GOLD CLEAR COAT					
Engine	EGF	3.5L V6 HIGH OUTPUT 24V MPI ENGINE			Serial #	9062000195	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			Serial #	K0480D1321	

Report #	29737	System Key	181862026	Report Version	1	Open Date	01/31/2011
Close Date	02/02/2011	Narrative Date	02/04/2011	Category	0	Mileage	10,591
MDH	031716	Sold Date	05/10/2010	Built Date	03/17/2010	Advisor	44 JOSEPH M KING
Dealer	09861	GRIFFIN MOTORS COMPANY					
Dealer Address	11031 PERRY HIGHWAY						
Dealer City	MEADVILLE			State	PA	Zip	163356576

Complaint: CUSTOMER STATES MALFUNTION INDICATOR LIGHT ON AND WILL FLASH AT TIMES REMOVE ALL PLENUM AND VALVE COVERS ROTATE ALL EXHAUST VALVES AND REPLACE ALL RETAINERS ADD FUEL CLEANER CLEAN COMBUSTION WITH CLEANER AND LET SOAK ROAD TEST,RUNNING OK REMOVED CODES (02-7574 PCRIDER-) SCANNED DTC P0305 # 5 CYLINDER MISSFIRE 0 GOOD TRIPS RUN MONITOR UNDER SIMILAR CONDITIONS WINDOW- MISSFIRE PRESENT-VALVE STICKING NEEDS VALVE ROTATION AND DECARBONIZE COMUSTION CHAMBERS (02-7574 PCRIDER-)

Cause:

Correction:

LOP Information

LOP	LOP Description
09950100	Engine ; Valve ; Valves

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
53022277AA	RETAINER -VALVE SPRING RETAINER	24		No	
5183546AA	CLEANER -FUEL INJECTOR	1		No	
5174566AA	CLEANER -FUEL SYSTEM	1		No	
05183546AA	CLEANER -FUEL INJECTOR	1		No	01/01/0001
05174566AA	CLEANER -FUEL SYSTEM	1		No	01/01/0001

Repair Order Detailed Report #90668 For VIN: 3D4PG4FB1AT1[redacted]

VIN	3D4PG4FB1A[redacted]	***Model Year***	2010	***Body***	JCDH49	DODGE JOURNEY SE (LHD/FWD)	
Built Date	03/26/2010	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PWL	WHITE GOLD CLEAR COAT					
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE			***Serial #***	1055010561	
Transmission	DFF	4-SPEED AUTOMATIC VLP TRANSMISSION			***Serial #***	K0500A1900	

Report #	90668	***System Key***	182154743	***Report Version***	2	***Open Date***	02/07/2011
Close Date	02/08/2011	***Narrative Date***	02/11/2011	***Category***	0	***Mileage***	16,544
MDH	032620	***Sold Date***	05/11/2010	***Built Date***	03/26/2010	***Advisor***	90
Dealer	64067	WILLIAMSBURG CHRYSLER JEEP DOD					
Dealer Address	3012 RICHMOND RD						
Dealer City	WILLIAMSBURG			***State***	VA	***Zip***	231852001

Complaint: RT FRT DOOR WILL NOT OPEN-- 27 POINT VEHICLE INSPECTION,INCLUDING BELTS,HOSES,FLUIDS,ETC.

Cause: FAILED

Correction: CAN NOT ACCESS DOOR LATCHWITHOUT DAMAGING DOOR PANEL AND LATCH-CUSTOMER RESCHEDULING MISC-OPCODE 27 POINT VEHICLE INSPECTION,INCLUDING BELTS,HOSES,FLUIDS,ETC.

LOP Information is not available

Part(s) Information

Part Number	*Part Description*	*Part Quantity*	*Part Cost*	*Failed*	*Part Return Date*
4589694AB	LATCH -FRONT DOOR	0		No	

Repair Order Detailed Report #129223 For VIN: 3D4PG4FB2AT[redacted]

VIN	3D4PG4FB2A[redacted]	***Model Year***	2010	***Body***	JCDH49	DODGE JOURNEY SE (LHD/FWD)	
Built Date	04/12/2010	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PW1	STONE WHITE CLEAR COAT					
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE			***Serial #***	1035010575	
Transmission	DFF	4-SPEED AUTOMATIC VLP TRANSMISSION			***Serial #***	K0550A1573	

Report #	129223	***System Key***	182717525	***Report Version***	1	***Open Date***	02/17/2011
Close Date	02/17/2011	***Narrative Date***	02/22/2011	***Category***	0	***Mileage***	3,200
MDH	041218	***Sold Date***	07/23/2010	***Built Date***	04/12/2010	***Advisor***	128
Dealer	43767	DON DAVIS MOTOR CO INC					
Dealer Address	2000 N MECHANIC ST						
Dealer City	EL CAMPO			***State***	TX	***Zip***	774372308

Complaint: GASOLINE ENGINE OIL AND FILTER CHANGE, LUBE CHASSIS AS NEEDED, TOPOFF FLUIDS AND INSPECT BELTS, HOSES. INCLUDES UP TO 6 QUARTS OF FLUID

Cause:

Correction: GASOLINE ENGINE OIL AND FILTER CHANGE, LUBE CHASSIS AS NEEDED, TOP OFF FLUIDS AND INSPECT BELTS, HOSES. INCLUDES UPTO 6 QUARTS OF FLUID GASOLINE ENGINE OIL AND FILTER CHANGE, LUBE CHASSIS AS NEEDED, TOP OFF FLUIDS AND INSPECT BELTS, HOSES. INCLUDES UP TO 6 QUARTS OF FLUID

LOP Information is not available

Part(s) Information

Part Number	*Part Description*	*Part Quantity*	*Part Cost*	*Failed*	*Part Return Date*
5W20LOF		1		No	
4892339AA	FILTER -ENGINE OIL	1		No	
4761872MA	OIL -5W20	5		No	

Repair Order Detailed Report #324896 For VIN: 3D4PG4FB1AT[redacted]

VIN	3D4PG4FB1A[redacted]	***Model Year***	2010	***Body***	JCDH49	DODGE JOURNEY SE (LHD/FWD)	
Built Date	03/26/2010	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PWL	WHITE GOLD CLEAR COAT					
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE			***Serial #***	1055010561	
Transmission	DFF	4-SPEED AUTOMATIC VLP TRANSMISSION			***Serial #***	K0500A1900	

Report #	324896	***System Key***	182954897	***Report Version***	1	***Open Date***	02/15/2011
Close Date	02/22/2011	***Narrative Date***	02/25/2011	***Category***	0	***Mileage***	17,122
MDH	032620	***Sold Date***	05/11/2010	***Built Date***	03/26/2010	***Advisor***	4315
Dealer	59663	COURTESY MOTOR SALES INC					
Dealer Address	3100 PLEASANT VALLEY BLVD						
Dealer City	ALTOONA			***State***	PA	***Zip***	166024309

Complaint: CS PASS FRONT DOOR IS INOP-WILL NOTOPEN FROM THE OUT SIDE OR INSIDE-ANOTHER CHRYSLER DEALER TOLDHIM HE NEED A PLASTIC CLIP

Cause: LATCH FAILED,UNABLE TO OPEN DOOR FROM INSIDE OR OUT,HAD TO BRAKE PANEL TO GAIN ACCESS AND REPLACE LATCH ASSEMBLY

Correction: Latch, Door - Replace 4D sedan-Vans-Wagons-Front door-Left (B) Panel, door trim - Replace Front-Left (C) ADDITIONAL TIME NEEDED TOREMOVE PANEL,DUE TO LATCHSIEZED,HAD TO BREAK PANELTO GAIN ACCESS,PIN WEDGEDIN LATCH LATCH, DOOR/LIFTGATE-Replace (B) PANEL, DOOR TRIM-Replace (C) MISC SHOP WORK

LOP Information

LOP	*LOP Description*
23410105	Body ; Hardware - Latch/Striker/Lock/Module/Handle/Bumper/Housing charge port ; Latch, Door ; 4D sedan-Vans-Wagons-Front door-Right or left
23202209	Body ; Soft Trim - Trim panel/Door Pull Cup/Moldings/Seat/Side Airbags/Headliner/visor ; Panel, door trim ; Front-Right or left

Part(s) Information

Part Number	*Part Description*	*Part Quantity*	*Part Cost*	*Failed*	*Part Return Date*
4589694AB	LATCH -FRONT DOOR	1		No	
1BE74XDVAC	PANEL -FRONT DOOR TRIM	1		No	01/01/0001
04589694AB	LATCH -FRONT DOOR	1		No	01/01/0001

Repair Order Detailed Report #226689 For VIN: 3D4PH5FV2AT[redacted]

VIN	3D4PH5FV2A[redacted]	**Model Year**	2010	**Body**	JCEP49	DODGE JOURNEY SXT (LHD/AWD)	
Built Date	01/18/2010	**Market**	U	US	**Plant**	8481	TOLUCA ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	EGF	3.5L V6 HIGH OUTPUT 24V MPI ENGINE			**Serial #**	9004000109	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			**Serial #**	K3559D2580	

Report #	226689	**System Key**	183001463	**Report Version**	1	**Open Date**	02/23/2011
Close Date	02/24/2011	**Narrative Date**	02/28/2011	**Category**	0	**Mileage**	19,724
MDH	011814	**Sold Date**	02/26/2010	**Built Date**	01/18/2010	**Advisor**	989 POWELL
Dealer	41600	EXTREME DODGE CHRYSLER JEEP					
Dealer Address	2300 SEYMOUR ROAD						
Dealer City	JACKSON			**State**	MI	**Zip**	492018877

Complaint: Internal paid -- Shop Supplies

Cause:

Correction: SERVICE CONTRACT LUBE, OIL AND FILTER WORLD CLASS INSPECTION ADVISED CUSTOMER OF FACTORY MAINTENANCE

LOP Information

LOP	LOP Description
95260001	Special Services ; Intl oil change ; Maintenance Allowance ; Fixed Cost Maintenance
26860303	Maintenance ; Service Contract Maintenance ; Oil and Filter Change - All Intervals

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68055892AA	OIL -10W30	5		No	
4892339AA	FILTER -ENGINE OIL	1		No	

Repair Order Detailed Report #54229 For VIN: 3D4PG5FV3AT1[redacted]

VIN	3D4PG5FV3A[redacted]	**Model Year**	2010	**Body**	JCDP49	DODGE JOURNEY SXT (LHD/FWD)	
Built Date	05/04/2010	**Market**	U	US	**Plant**	8481	TOLUCA ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	EGF	3.5L V6 HIGH OUTPUT 24V MPI ENGINE			**Serial #**	9074000291	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			**Serial #**	K1050D3599	

Report #	54229	**System Key**	183127111	**Report Version**	1	**Open Date**	02/18/2011
Close Date	02/25/2011	**Narrative Date**	03/01/2011	**Category**	0	**Mileage**	18
MDH	050422	**Sold Date**	01/01/0001	**Built Date**	05/04/2010	**Advisor**	03 CHAD YATES
Dealer	57998	LINWOOD MOTOR COMPANY					
Dealer Address	1634 EAST 5TH STREET						
Dealer City	METROPOLIS			**State**	IL	**Zip**	629602720

Complaint: RRT 10-059, TRANSFER GEAR BEARING 18-21 LBS. ADJUSTED THE SHAFT BEARING PRELOAD. (01-9851 BUSTER-)

Cause:

Correction:

LOP Information

LOP	LOP Description
21340490	Transmission ; Group repair ; Transaxle ; Shim Transfer Gear Bearing

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
5010884AA	SEALER -RTV	1		No	
4800572AA	SPACER -TRANSFER SHAFT BEARING	1		No	
05010884AA	SEALER -RTV	1		No	01/01/0001
04800572AA	SPACER -TRANSFER SHAFT BEARING	1		No	01/01/0001

Repair Order Detailed Report #32708 For VIN: 3D4PG4FB1AT1[redacted]

VIN	3D4PG4FB1A[redacted]	**Model Year**	2010	**Body**	JCDH49	DODGE JOURNEY SE (LHD/FWD)	
Built Date	04/13/2010	**Market**	U	US	**Plant**	8481	TOLUCA ASSEMBLY PLANT
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE			**Serial #**	1070010789	
Transmission	DFF	4-SPEED AUTOMATIC VLP TRANSMISSION			**Serial #**	K0550A1427	

Report #	32708	**System Key**	183323343	**Report Version**	1	**Open Date**	02/23/2011
Close Date	03/01/2011	**Narrative Date**	03/04/2011	**Category**	0	**Mileage**	2,478
MDH	041313	**Sold Date**	12/13/2010	**Built Date**	04/13/2010	**Advisor**	45
Dealer	08704	Corwin Chrysler Dodge Jeep Ram					
Dealer Address	301 38TH ST S						
Dealer City	FARGO			**State**	ND	**Zip**	581031112

Complaint: CUSTOMER STATES THE RIGHT FROITN DOOR IS INOP FROM THE INSIDE AND OUTSIDE HANDLES. 27 POINT COURTESY INSPECTION (NO CHARGE) PERFORM LUBE OIL AND FILTER CHECK AND TOP OFF ALL FLUIDS CHECK AND ADJUST TIRE PRESSURES

Cause: F

Correction: 2478 VERIFIED CONCERN, DOOR WILL NOT OPEN.INSPECTED AND FOUND FAILED DOOR LATCH. HAD TOBREAK DOOR LATCH TO RELEASE DOOR. REPLACEDDOOR LATCH AND CRACKED DOOR PANEL. OPERATESAS DESIGNED. Latch, Door - Replace 4D sedan-Vans-Wagons-Front door-Right (B) EXTRA TIME NEEDED TO GET INTO DOOR AND BREAK LATCH. LATCH WAS SEIZED SOLID AND WAS UNABLE TO OPEN THEI DOOR. LATCH, DOOR/LIFTGATE-Replace (B) REPAIR TO DOOR LATCHES 27 POINT COURTESY INSPECTION (NO CHARGE) 2478 PERFORMED LOF PERFORM LUBE OIL AND FILTER CHECK AND TOP OFF ALL FLUIDS CHECK AND ADJUST TIRE PRESSURES

LOP Information

LOP	LOP Description
23410400	Body ; Hardware - Latch/Striker/Lock/Module/Handle/Bumper/Housing charge port ; Striker, door / liftgate / decklid latch
23410104	Body ; Hardware - Latch/Striker/Lock/Module/Handle/Bumper/Housing charge port ; Latch, Door ; 4D sedan-Vans-Wagons-Front door-Right or left
23410100	Body ; Hardware - Latch/Striker/Lock/Module/Handle/Bumper/Housing charge port ; Latch, Door

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
4589694AB	LATCH -FRONT DOOR	1		No	
1BE74XDVAC	PANEL -FRONT DOOR TRIM	1		No	01/01/0001
04589694AB	LATCH -FRONT DOOR	1		No	01/01/0001

Repair Order Detailed Report #227215 For VIN: 3D4PH5FV2AT[redacted]

VIN	3D4PH5FV2A[redacted]	***Model Year***	2010	***Body***	JCEP49	DODGE JOURNEY SXT (LHD/AWD)	
Built Date	01/18/2010	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	EGF	3.5L V6 HIGH OUTPUT 24V MPI ENGINE				***Serial #***	9004000109
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				***Serial #***	K3559D2580

Report #	227215	***System Key***	183645545	***Report Version***	1	***Open Date***	03/08/2011
Close Date	03/08/2011	***Narrative Date***	03/10/2011	***Category***	0	***Mileage***	20,706
MDH	011814	***Sold Date***	02/26/2010	***Built Date***	01/18/2010	***Advisor***	989 POWELL
Dealer	41600	EXTREME DODGE CHRYSLER JEEP					
Dealer Address	2300 SEYMOUR ROAD						
Dealer City	JACKSON			***State***	MI	***Zip***	492018877

Complaint: OCCUPANT RESTRAINT CONTROLLER MODULE/RECALL COMPLETED, INSPECTED AND REFLASHED THE OCM FOR UPDATES Internal paid -- Shop Supplies

Cause:

Correction: ADVISED CUSTOMER OF FACTORY MAINTENANCE WORLD CLASS INSPECTION

LOP Information

LOP	*LOP Description*
08K37182	Electrical System ; Customer Satisfaction Notification K37 ; Customer Satisfaction Notification K37 ; Inspect for DTC's and Reprogram ORC Module

Part Information is not available

Repair Order Detailed Report #346853 For VIN: 3D4PG5FV5AT[redacted]

VIN	3D4PG5FV5A[redacted]	***Model Year***	2010	***Body***	JCDP49	DODGE JOURNEY SXT (LHD/FWD)	
Built Date	11/11/2009	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGF	3.5L V6 HIGH OUTPUT 24V MPI ENGINE				***Serial #***	9301900402
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				***Serial #***	K3019D1105

Report #	346853	***System Key***	184184786	***Report Version***	1	***Open Date***	03/17/2011
Close Date	03/17/2011	***Narrative Date***	03/21/2011	***Category***	0	***Mileage***	9,266
MDH	111117	***Sold Date***	08/20/2010	***Built Date***	11/11/2009	***Advisor***	567 WAYNE
Dealer	43636	SORENSEN SCHADE CHRYSLER DODGE					
Dealer Address	21529 U S HIGHWAY 27 NORTH						
Dealer City	LAKE WALES			***State***	FL	***Zip***	33859

Complaint: SEE YOUR SERVICE WRITERS FOR DETAILS PERFORM RECALL# K37 COMPLETE PERFORM OIL & FILTR CHANGE- ESSENTIAL CARE PROGRAM

Cause: RECOMMENDED MAINTENANCE

Correction: MULTI POINT VEHICLE INSPECTION COMPLETED PERFORMED OIL & FILTER CHANGE- CHECKED FLUIDS AND TIRES

LOP Information

LOP	*LOP Description*
08K37182	Electrical System ; Customer Satisfaction Notification K37 ; Customer Satisfaction Notification K37 ; Inspect for DTC's and Reprogram ORC Module

Part(s) Information

Part Number	*Part Description*	*Part Quantity*	*Part Cost*	*Failed*	*Part Return Date*
CH68055891-AA	OIL -5W30	5		No	
CH4892339-AA	FILTER -ENGINE OIL	1		No	

Repair Order Detailed Report #31224 For VIN: 3D4PG5FV6AT1[redacted]

VIN	3D4PG5FV6A[redacted]	***Model Year***	2010	***Body***	JCDP49	DODGE JOURNEY SXT (LHD/FWD)	
Built Date	03/17/2010	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PWL	WHITE GOLD CLEAR COAT					
Engine	EGF	3.5L V6 HIGH OUTPUT 24V MPI ENGINE				***Serial #***	9062000195
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				***Serial #***	K0480D1321

Report #	31224	***System Key***	184560580	***Report Version***	1	***Open Date***	03/24/2011
Close Date	03/24/2011	***Narrative Date***	03/28/2011	***Category***	0	***Mileage***	12,417
MDH	031716	***Sold Date***	05/10/2010	***Built Date***	03/17/2010	***Advisor***	02 JEANETTE C FORSYT
Dealer	09861	GRIFFIN MOTORS COMPANY					
Dealer Address	11031 PERRY HIGHWAY						
Dealer City	MEADVILLE			***State***	PA	***Zip***	163356576

Complaint: 9099 STATE INSPECTION BRAKE SPECS.ARE FRONT AND REAR 13B TIRE TREAD DEPTH IS FRONT AND REAR 10 A|13813813 4/12 (02-7574 PCRIDER-) CUSTOMER STATES TO REPLACE FAULTY BULB REPLACED PASSENGER SIDE PLATE LIGHT BULB (02-7574 PCRIDER-)

Cause:

Correction:

LOP Information

LOP	***LOP Description***
08K37181	Electrical System ; Customer Satisfaction Notification K37 ; Customer Satisfaction Notification K37 ; Inspect for DTC's and No ORC Module Update Availible
027574	Suspension & Front Axle

Part(s) Information

Part Number	***Part Description***	***Part Quantity***	***Part Cost***	***Failed***	***Part Return Date***
L0000168	BULB -NONE	1		No	

Repair Order Detailed Report #31223 For VIN: 3D4PG5FV6AT1[redacted]

VIN	3D4PG5FV6A[redacted]	**Model Year**	2010	**Body**	JCDP49	DODGE JOURNEY SXT (LHD/FWD)	
Built Date	03/17/2010	**Market**	U	US	**Plant**	8481	TOLUCA ASSEMBLY PLANT
Color	PWL	WHITE GOLD CLEAR COAT					
Engine	EGF	3.5L V6 HIGH OUTPUT 24V MPI ENGINE			**Serial #**	9062000195	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			**Serial #**	K0480D1321	

Report #	31223	**System Key**	184886298	**Report Version**	1	**Open Date**	03/24/2011
Close Date	03/30/2011	**Narrative Date**	04/01/2011	**Category**	0	**Mileage**	12,417
MDH	031716	**Sold Date**	05/10/2010	**Built Date**	03/17/2010	**Advisor**	02 JEANETTE C FORSYT
Dealer	09861	GRIFFIN MOTORS COMPANY					
Dealer Address	11031 PERRY HIGHWAY						
Dealer City	MEADVILLE			**State**	PA	**Zip**	163356576

Complaint: 2688 LUBE OIL FILTER CHECK FLUID LEVELS,BELTS,HOSES & TIRES. CHANGE OIL AND FILTER LUBED HINGES AND LATCHES CHECKED FLUIDS COOLANT -35 CHECKED BELTS HOSES AND AIR FILTER SET TIRES TO 33 PSI (02-7574 PCRIDER-) OWNERS CARE CONTRACT FOR FIRST DAY RENTAL (02-7574 PCRIDER-) OWNERS CARE CONTRACT FOR FIRST DAY RENTAL CSN K37 * OCCUPANT RESTRAINT CONTROL MODULE. SCAN FOR DTC'S, REFLASH OR REPLACE THE ORC MODULE AS PER INSTRUCTION. INSPECTED FOR DTCS AND UPDATED TO LATEST SOFT WEAR 08-K3-71-81 (02-7574 PCRIDER-) The Occupant Restraint Controller (ORC) module software on about 43,000 of the above vehicles may activate two Diagnostic Trouble Codes, relating to the active head restraints, which cannot be cleared.

Cause:

Correction:

LOP Information

LOP	LOP Description
95260001	Special Services ; Intl oil change ; Maintenance Allowance ; Fixed Cost Maintenance
2688	Maintenance
26860303	Maintenance ; Service Contract Maintenance ; Oil and Filter Change - All Intervals
027574	Suspension & Front Axle

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68055891AA	OIL -5W30	5		No	
4892339AA	FILTER -ENGINE OIL	1		No	

Repair Order Detailed Report #348081 For VIN: 3D4PG5FV5AT[redacted]

VIN	3D4PG5FV5A[redacted]	***Model Year***	2010	***Body***	JCDP49	DODGE JOURNEY SXT (LHD/FWD)	
Built Date	11/11/2009	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGF	3.5L V6 HIGH OUTPUT 24V MPI ENGINE				***Serial #***	9301900402
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				***Serial #***	K3019D1105

Report #	348081	***System Key***	185720701	***Report Version***	1	***Open Date***	04/12/2011
Close Date	04/14/2011	***Narrative Date***	04/18/2011	***Category***	0	***Mileage***	10,241
MDH	111117	***Sold Date***	08/20/2010	***Built Date***	11/11/2009	***Advisor***	464 BRIAN COX
Dealer	43636	SORENSEN SCHADE CHRYSLER DODGE					
Dealer Address	21529 U S HIGHWAY 27 NORTH						
Dealer City	LAKE WALES			***State***	FL	***Zip***	33859

Complaint: CUSTOMER STATES THAT THE RT FRONT DOOR WONT OPEN SEE YOUR SERVICE WRITERS FOR DETAILS

Cause: CUSTOMER TO HAVE DONE AT HOME DEALERSHIP

Correction: MULTI POINT VEHICLE INSPECTION COMPLETED

LOP Information is not available

Part Information is not available

Repair Order Detailed Report #228780 For VIN: 3D4PH5FV2AT[redacted]

VIN	3D4PH5FV2A[redacted]	***Model Year***	2010	***Body***	JCEP49	DODGE JOURNEY SXT (LHD/AWD)	
Built Date	01/18/2010	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	EGF	3.5L V6 HIGH OUTPUT 24V MPI ENGINE				***Serial #***	9004000109
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				***Serial #***	K3559D2580

Report #	228780	***System Key***	185817069	***Report Version***	1	***Open Date***	04/15/2011
Close Date	04/15/2011	***Narrative Date***	04/19/2011	***Category***	0	***Mileage***	24,683
MDH	011814	***Sold Date***	02/26/2010	***Built Date***	01/18/2010	***Advisor***	989 CAROL POWELL
Dealer	41600	EXTREME DODGE CHRYSLER JEEP					
Dealer Address	2300 SEYMOUR ROAD						
Dealer City	JACKSON			***State***	MI	***Zip***	492018877

Complaint: ROTATE TIRES REPLACED DIRTY AIR FILTER WORLD CLASS INSPECTION ADVISED CUSTOMER OF FACTORY MAINTENANCE Cust paid -- Shop Supplies Cust paid -- ENVIROMENTAL Internal paid -- Shop Supplies

Cause:

Correction:

LOP Information

LOP	***LOP Description***
0570229A	Brake System ; Pad/shoe ; Pad, disc brake ; Front Brake Pads and Rotors, Replace - Both Sides

Part(s) Information

Part Number	***Part Description***	***Part Quantity***	***Part Cost***	***Failed***	***Part Return Date***
CNTFX300AA	PAD KIT -FRONT DISC BRAKE	1		No	01/01/0001
CNM2X252AA	ROTOR KIT-FRONT	1		No	01/01/0001
4891916AA	FILTER -AIR	1		No	

Repair Order Detailed Report #228781 For VIN: 3D4PH5FV2AT[redacted]

VIN	3D4PH5FV2A[redacted]	**Model Year**	2010	**Body**	JCEP49	DODGE JOURNEY SXT (LHD/AWD)	
Built Date	01/18/2010	**Market**	U	US	**Plant**	8481	TOLUCA ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	EGF	3.5L V6 HIGH OUTPUT 24V MPI ENGINE			**Serial #**	9004000109	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			**Serial #**	K3559D2580	

Report #	228781	**System Key**	185908977	**Report Version**	1	**Open Date**	04/15/2011
Close Date	04/18/2011	**Narrative Date**	04/20/2011	**Category**	0	**Mileage**	24,683
MDH	011814	**Sold Date**	02/26/2010	**Built Date**	01/18/2010	**Advisor**	1349 TONY BOUMAN
Dealer	41600	EXTREME DODGE CHRYSLER JEEP					
Dealer Address	2300 SEYMOUR ROAD						
Dealer City	JACKSON			**State**	MI	**Zip**	492018877

Complaint: THE TECHNICIAN FOUND THE FRONT BRAKE ROTORS WARPED. HE REPLACED THE FRONT BRAKE ROTORS AND PADS UNDER THE EXTENDED WARRANTY 0570229A ZZ Warranty Deductable Cust paid -- ENVIROMENTAL Internal paid -- Shop Supplies Warranty Deductable

Cause:

Correction:

LOP Information

LOP	LOP Description
0570229A	Brake System ; Pad/shoe ; Pad, disc brake ; Front Brake Pads and Rotors, Replace - Both Sides

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CNTFX300AA	PAD KIT -FRONT DISC BRAKE	1		No	01/01/0001
CNM2X252AA	ROTOR KIT-FRONT	1		No	

Repair Order Detailed Report #228782 For VIN: 3D4PH5FV2AT[redacted]

VIN	3D4PH5FV2A[redacted]	***Model Year***	2010	***Body***	JCEP49	DODGE JOURNEY SXT (LHD/AWD)	
Built Date	01/18/2010	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	EGF	3.5L V6 HIGH OUTPUT 24V MPI ENGINE				***Serial #***	9004000109
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				***Serial #***	K3559D2580

Report #	228782	***System Key***	185908978	***Report Version***	1	***Open Date***	04/15/2011
Close Date	04/18/2011	***Narrative Date***	04/20/2011	***Category***	0	***Mileage***	24,683
MDH	011814	***Sold Date***	02/26/2010	***Built Date***	01/18/2010	***Advisor***	1349 TONY BOUMAN
Dealer	41600	EXTREME DODGE CHRYSLER JEEP					
Dealer Address	2300 SEYMOUR ROAD						
Dealer City	JACKSON			***State***	MI	***Zip***	492018877

Complaint: Cust paid -- ENVIROMENTAL Internal paid -- Shop Supplies

Cause:

Correction: SERVICE CONTRACT LUBE, OIL AND FILTER

LOP Information

LOP	*LOP Description*
95260001	Special Services ; Intl oil change ; Maintenance Allowance ; Fixed Cost Maintenance
26860303	Maintenance ; Service Contract Maintenance ; Oil and Filter Change - All Intervals

Part(s) Information

Part Number	*Part Description*	*Part Quantity*	*Part Cost*	*Failed*	*Part Return Date*
68055892AA	OIL -10W30	6		No	
4892339AA	FILTER -ENGINE OIL	1		No	

Repair Order Detailed Report #48634 For VIN: 3D4PG5FV8AT1[redacted]

VIN	3D4PG5FV8A[redacted]	**Model Year**	2010	**Body**	JCDP49	DODGE JOURNEY SXT (LHD/FWD)	
Built Date	03/23/2010	**Market**	U	US	**Plant**	8481	TOLUCA ASSEMBLY PLANT
Color	PBS	DEEP WATER BLUE PEARL COAT					
Engine	EGF	3.5L V6 HIGH OUTPUT 24V MPI ENGINE			**Serial #**	9064000550	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			**Serial #**	K0610D1275	

Report #	48634	**System Key**	185967923	**Report Version**	2	**Open Date**	04/18/2011
Close Date	04/19/2011	**Narrative Date**	05/16/2012	**Category**	0	**Mileage**	10,504
MDH	032321	**Sold Date**	05/17/2010	**Built Date**	03/23/2010	**Advisor**	90 BRADIE MILATOVICH
Dealer	26139	MCHUGH CHRYSLER, DODGE, JEEP,					
Dealer Address	3420 MAPLE AVE						
Dealer City	ZANESVILLE			**State**	OH	**Zip**	437011341

Complaint: STD OIL&FILT CHANGE $5 DISC 6QT CONV 29.95 *SERVICE COMPLETED* (07-7292 C ADAMS-) VEH. INSPECT. ADJ TIRE PSI BATTERY TEST DO VISUAL INSPECTION OF BRAKES HAS X33 FR BRK *SEE ATTACHED SHEET* BRAKE PADS LIKE NEW-NO REPLACEMENT NEEDED (07-7292 C ADAMS-) REPL AIR FILTER *AS PER CUSTOMER AUTHORIZATION* "THANK-YOU" (07-7292 C ADAMS-)

Cause:

Correction:

LOP Information is not available

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68026605AA	OIL -10W30	6		No	
4892339AA	FILTER -ENGINE OIL	1		No	
4891916AA	FILTER -AIR	1		No	

Repair Order Detailed Report #145487 For VIN: 3D4PG5FV5AT[redacted]

VIN	3D4PG5FV5A[redacted]	**Model Year**	2010	**Body**	JCDP49	DODGE JOURNEY SXT (LHD/FWD)	
Built Date	11/11/2009	**Market**	U	US	**Plant**	8481	TOLUCA ASSEMBLY PLANT
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGF	3.5L V6 HIGH OUTPUT 24V MPI ENGINE			**Serial #**	9301900402	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			**Serial #**	K3019D1105	

Report #	145487	**System Key**	186333680	**Report Version**	3	**Open Date**	04/26/2011
Close Date	05/03/2011	**Narrative Date**	05/05/2011	**Category**	0	**Mileage**	11,983
MDH	111117	**Sold Date**	08/20/2010	**Built Date**	11/11/2009	**Advisor**	654 CHAD
Dealer	43126	NORTHFIELD MOTORS INC					
Dealer Address	1201 HIGHWAY 3 SOUTH						
Dealer City	NORTHFIELD			**State**	MN	**Zip**	550573086

Complaint: CUSTOMER STATES THE RIGHT FRONT DOOR WILL NOT OPEN PERFORM QUICK LANE INSPECTION PERFORM GREASE OIL AND FILTER CHANGE CUSTOMER PURCHASED TAIL LAMP TO INTALL AT LATER DATE CUSTOMER PURCHASED TAIL LAMP TO INTALL AT LATER DATE

Cause: LATCH MAINTENANCE MAINTENANCE

Correction: INSP. FOR CONCERN. PARTIALLY REMOVED PANEL FROM INSIDE & WAS ABLE TO OPEN DOOR. REMOVED DOOR MODULE & REPLACED LATCH. REINSTALLED MODULE & REPLACED DAMAGED PANEL. TECH# 5148/496 PERFORMED QUICK LANE INSPECTION TECH#5148/496 PERFORMED GREASE OIL AND FILTER CHANGE TECH#5148/496 PART IS ON BACK ORDER BUT NEEDS TO BE PREPAID. 654 PART IS ON BACK ORDER BUT NEEDS TO BE PREPAID. 654

LOP Information

LOP	LOP Description
85410000	Special Services ; Diagnostic LOP ; Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.
23410104	Body ; Hardware - Latch/Striker/Lock/Module/Handle/Bumper/Housing charge port ; Latch, Door ; 4D sedan-Vans-Wagons-Front door-Right or left

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CH5116291-AG	LAMP -TAIL STOP TURN	1		No	
CH4589694-AB	LATCH -FRONT DOOR	1		No	
CH1BG902DV-AD	PANEL -FRONT DOOR TRIM	1		No	
1BG902DVAD	PANEL -FRONT DOOR TRIM	1		No	01/01/0001
04589694AB	LATCH -FRONT DOOR	1		No	01/01/0001

Repair Order Detailed Report #54761 For VIN: 3D4PG5FV3AT1[redacted]

VIN	3D4PG5FV3A[redacted]	***Model Year***	2010	***Body***	JCDP49	DODGE JOURNEY SXT (LHD/FWD)	
Built Date	05/04/2010	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	EGF	3.5L V6 HIGH OUTPUT 24V MPI ENGINE			***Serial #***	9074000291	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			***Serial #***	K1050D3599	

Report #	54761	***System Key***	186641576	***Report Version***	1	***Open Date***	04/29/2011
Close Date	04/29/2011	***Narrative Date***	05/03/2011	***Category***	0	***Mileage***	1,109
MDH	050422	***Sold Date***	04/12/2011	***Built Date***	05/04/2010	***Advisor***	03 CHAD YATES
Dealer	57998	LINWOOD MOTOR COMPANY					
Dealer Address	1634 EAST 5TH STREET						
Dealer City	METROPOLIS			***State***	IL	***Zip***	629602720

Complaint: CUSTOMER STATES THE SES LIGHT IS ON. THERMOSTAT ORDERED (14-6552 MIKE L-) CUSTOMER STATES THE REAR BUMPER DOES NOT FIT CORRECTLY AT THE TAIL LIGHTS. REMOVED THE REAR BUMPER. ALIGNED AND INSTALLED THE BUMPER CORRECTLY. (14-6552 MIKE L-)

Cause:

Correction:

LOP Information

LOP	*LOP Description*
146552	Air & Fuel system
13200500	Frame ; Bumper/Fascia ; Fascia, rear

Part Information is not available

Repair Order Detailed Report #298772 For VIN: 3D4PG9FV8AT[redacted]

VIN	3D4PG9FV8A[redacted]	**Model Year**	2010	**Body**	JCDT49	DODGE JOURNEY R/T (LHD/FWD)	
Built Date	06/10/2010	**Market**	U	US	**Plant**	8481	TOLUCA ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	EGF	3.5L V6 HIGH OUTPUT 24V MPI ENGINE			**Serial #**	9141000112	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			**Serial #**	K1190D1643	

Report #	298772	**System Key**	187968959	**Report Version**	2	**Open Date**	05/24/2011
Close Date	05/26/2011	**Narrative Date**	05/31/2011	**Category**	0	**Mileage**	11,091
MDH	061002	**Sold Date**	07/26/2010	**Built Date**	06/10/2010	**Advisor**	265 MICKES PONIRIS
Dealer	68888	NEW SMYRNA CHRYSLER JEEP DODGE					
Dealer Address	2555 State Road 44						
Dealer City	New Smyrna Beach			**State**	FL	**Zip**	321688287

Complaint: DOOR NOT CLOSING PROPERLY PASS SIDE DOOR WILL NOT OPEN FROM OUTSIDE OR INSIDE REAR BLOWER ONLY WORKS ON SECOND SPEED HAS NO ;OW SPEED FASCIA LOOSE UNDER TAIL LAMP REAR OF VEH

Cause: FOUND PASS DOR LATCH INOP NOT ALLOWING DOOR TO OPEN INTERNAL FAILURE TO DOOR LATCH CUSTOMER REQUESTS DIAGNOSIS FOUND RIGHT REAR SIDE OF FASCIA PULLING AWAY FROM BODY

Correction: REPLACED DOOR LATCH PARTIALLY CHARGED A/C SYSTEM, INSTALLED DYE TO SYSTEM INSPECTED A/C SYSTEM FOR LEAKS AND TESTED PERFORMANCE RESECURED FASCIA

LOP Information

LOP	LOP Description
24551003	Air Conditioning & Heater ; Blower Motor/Actuator/Condenser Fan ; Module/resistor/power, blower motor ; Rear blower motor
24501015	Air Conditioning & Heater ; A/C and Heater Controls ; Control Assembly, Instrument Panel HVAC ; Rear auxiliary HVAC system controls
23410104	Body ; Hardware - Latch/Striker/Lock/Module/Handle/Bumper/Housing charge port ; Latch, Door ; 4D sedan-Vans-Wagons-Front door-Right or left

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CH68038192-AA	RESISTOR -BLOWER MOTOR	1		No	
CH55111892-AF	CONTROL -A C AND HEATER	1		No	
CH4589694-AB	LATCH -FRONT DOOR	1		No	
68038192AA	RESISTOR -BLOWER MOTOR	1		No	01/01/0001
55111892AF	CONTROL -A C AND HEATER	1		No	01/01/0001
04589694AB	LATCH -FRONT DOOR	1		No	01/01/0001

Repair Order Detailed Report #136998 For VIN: 3D4PG5FVXAT[redacted]

VIN	3D4PG5FVXA[redacted]	***Model Year***	2010	***Body***	JCDP49	DODGE JOURNEY SXT (LHD/FWD)	
Built Date	06/09/2010	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PWL	WHITE GOLD CLEAR COAT					
Engine	EGF	3.5L V6 HIGH OUTPUT 24V MPI ENGINE				***Serial #***	9137001020
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				***Serial #***	K1190D2063

Report #	136998	***System Key***	188143906	***Report Version***	1	***Open Date***	05/16/2011
Close Date	05/27/2011	***Narrative Date***	05/31/2011	***Category***	0	***Mileage***	3,582
MDH	060918	***Sold Date***	01/31/2011	***Built Date***	06/09/2010	***Advisor***	75
Dealer	68679	GRIFFIN C-D-J					
Dealer Address	961 E US HWY 74						
Dealer City	ROCKINGHAM			***State***	NC	***Zip***	283797541

Complaint: REPAIR - REPLACE REFINISH

Cause:

Correction: REPAIR - REPLACE REPAIR - REPLACE REPAIR - REPLACE REPAIR - REPLACE SUBLET REPAIRS SUBLET REPAIRS REFINISH REFINISH MISC. SHOP CHARGES

LOP Information is not available

Part(s) Information

Part Number	*Part Description*	*Part Quantity*	*Part Cost*	*Failed*	*Part Return Date*
68051463AA	PANEL -ROOF	1		No	
5178502AE	SCREEN -COWL	1		No	
5116291AG	LAMP -TAIL STOP TURN	1		No	
5076856AD	MOLDING -FRONT DOOR BELT	1		No	
5076777AE	HOOD -NONE	1		No	
5076731AD	PANEL -FENDER	1		No	

Repair Order Detailed Report #31462 For VIN: 3D4GG57V59T5[redacted]

VIN	3D4GG57V59[redacted]	Model Year	2009	Body	JCDP49	DODGE JOURNEY SXT HATCHBACK	
Built Date	09/05/2008	Market	U	US	Plant	8481	TOLUCA ASSEMBLY PLANT
Color	PPL	MELBOURNE GREEN PEARL COAT					
Engine	EGF	3.5L HIGH OUTPUT V6 24V MPI ENGINE			Serial #	9218800075	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			Serial #	K2348D1293	

Report #	31462	System Key	188293457	Report Version	3	Open Date	05/28/2011
Close Date	06/06/2011	Narrative Date	06/08/2011	Category	0	Mileage	36,268
MDH	090506	Sold Date	12/30/2008	Built Date	09/05/2008	Advisor	999022 REVEL APPLEWH
Dealer	45503	JOE USRY CHRYSLER JEEP DODGE					
Dealer Address	5395 I 55 N						
Dealer City	JACKSON			State	MS	Zip	392064144

Complaint: CUST STATES HORN WAS HONKING LIKE PANIC BUTTON PUSHED, WOULDNT CRANK, RKE INOP -=REPORT=- CUST STATES DRIVERS MIRROR COVER BROKEN RECALL K07 FRONT DOOR WIRING HARNESSES

Cause:

Correction: VEHICLE WORKING NORMALLY WHEN ARRIVED AT SHOP, WI-TECH DIAGNOSTICS, NO CODES, OPERATED & OBSERVED VEHICLE FOR SEVERAL DAYS, UNABLE TO DUPLICATE CONDITION, NO RELATED TSB'S FOUND, CONTACTED STAR (CASE #182891) NO RELATED INFO AVAILABLE REPLACE BOTH DOOR WIRING HARNESSES PER RECALL

LOP Information

LOP	LOP Description
08K07182	Electrical System ; Safety Recall K07 ; Safety Recall K07 ; Wiring Harness - Left and Right Front Doors
08K07150	Electrical System ; Safety Recall K07 ; Safety Recall K07 ; Relearn/Normalize Door Module

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CHCBJ1K072-AA	WIRING -FRONT DOOR	1		No	
CBJ1K072AA	WIRING -FRONT DOOR	1		No	01/01/0001

Repair Order Detailed Report #63264 For VIN: 3D4PG5FVXAT2[redacted]

VIN	3D4PG5FVXA[redacted]	Model Year	2010	Body	JCDP49	DODGE JOURNEY SXT (LHD/FWD)	
Built Date	07/10/2010	Market	U	US	Plant	8481	TOLUCA ASSEMBLY PLANT
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	EGF	3.5L V6 HIGH OUTPUT 24V MPI ENGINE			Serial #	9172000073	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			Serial #	K1690D1418	

Report #	63264	System Key	188678161	Report Version	4	Open Date	06/07/2011
Close Date	06/10/2011	Narrative Date	06/14/2011	Category	0	Mileage	7,434
MDH	071023	Sold Date	01/17/2011	Built Date	07/10/2010	Advisor	345 MARTY
Dealer	26620	CRONIC INC					
Dealer Address	2515 N EXPRESSWAY						
Dealer City	GRIFFIN			State	GA	Zip	302237200

Complaint: C/S RADIO, INSTRUMENT CLUSTER PANEL ALL STAY ON AFTER IGNITION SWITCH IS CUT OFF OPEN DOOR AND ALL STILL ON, HAVE TO TURN IGNITION ON AND BACK OFF TO CUT ALL OFF C/S HEAR GRINDING NOISE IN STEERING ON TURNS BOTH WAYS C/S HEAR GRINDING NOISE W/ A/C ON, CAN CUT OFF AND NOISE GOES AWAY LOANER VEHICLE--ERIC PATTERSON

Cause: INTERNAL FAILURE ?

Correction: TESTED AND RETESTED, UNABLE TO DUPLICATE CUSTOMER'S CONCERN AT THIS TIME INSTALLED POWER STEERING RESVIOR, DID NOT HELP W/NOISE/ VIBRATION, REPLACED STEERING GEAR ONLY NORMAL A/C COMPRESSOR OPERATION LOANER VEHICLE

LOP Information

LOP	LOP Description
19705512	Steering ; Pump power steering ; Reservoir, pump ; All others
19000105	Steering ; Steering gear ; Steering gear, Hydraulic ; All other engines

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CHLUCAS		1		No	
CH5151347-AD	GEAR -RACK AND PINION	2		No	
CH5151028-AA	RESERVOIR-POWER STEERING FLUID	1		No	
CH5013457-AA	FLUID -AUTOMATIC TRANSMISSION ATF	1		No	
05151347AD	GEAR -RACK AND PINION	1		No	01/01/0001
05151028AA	RESERVOIR-POWER STEERING FLUID	1		No	01/01/0001
05013457AA	FLUID -AUTOMATIC TRANSMISSION ATF	1		No	01/01/0001

Repair Order Detailed Report #299607 For VIN: 3D4PG9FV8AT[redacted]

VIN	3D4PG9FV8A[redacted]	***Model Year***	2010	***Body***	JCDT49	DODGE JOURNEY R/T (LHD/FWD)	
Built Date	06/10/2010	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	EGF	3.5L V6 HIGH OUTPUT 24V MPI ENGINE				***Serial #***	9141000112
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				***Serial #***	K1190D1643

Report #	299607	***System Key***	188741441	***Report Version***	1	***Open Date***	06/07/2011
Close Date	06/07/2011	***Narrative Date***	06/09/2011	***Category***	0	***Mileage***	11,414
MDH	061002	***Sold Date***	07/26/2010	***Built Date***	06/10/2010	***Advisor***	265 MICKES PONIRIS
Dealer	68888	NEW SMYRNA CHRYSLER JEEP DODGE					
Dealer Address	2555 State Road 44						
Dealer City	New Smyrna Beach			***State***	FL	***Zip***	321688287

Complaint: TINT WINDOW WE SCRATCHED CUSTOMER REQUESTS 3000 MILE SERVICE AS RECOMMENDED BY CHRYSLER

Cause: PREVENTIVE MAINTENANCE

Correction: REPLACED TINT PERFORMED 3000 MILE SERVICE AS REQUESTED

LOP Information is not available

Part(s) Information

Part Number	*Part Description*	*Part Quantity*	*Part Cost*	*Failed*	*Part Return Date*
CH68055891-AA	OIL -5W30	6		No	
CH4892339-AA	FILTER -ENGINE OIL	1		No	

Repair Order Detailed Report #63423 For VIN: 3D4PG5FVXAT2[redacted]

VIN	3D4PG5FVXA[redacted]	***Model Year***	2010	***Body***	JCDP49	DODGE JOURNEY SXT (LHD/FWD)	
Built Date	07/10/2010	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	EGF	3.5L V6 HIGH OUTPUT 24V MPI ENGINE			***Serial #***	9172000073	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			***Serial #***	K1690D1418	

Report #	63423	***System Key***	189010509	***Report Version***	3	***Open Date***	06/13/2011
Close Date	06/22/2011	***Narrative Date***	06/24/2011	***Category***	0	***Mileage***	7,549
MDH	071023	***Sold Date***	01/17/2011	***Built Date***	07/10/2010	***Advisor***	345 MARTY
Dealer	26620	CRONIC INC					
Dealer Address	2515 N EXPRESSWAY						
Dealer City	GRIFFIN			***State***	GA	***Zip***	302237200

Complaint: C/S STILL HEAR A GRINDING NOISE FROM POWER STEERING ON RIGHT AND LEFT TURNS--SEE HISTORY C/S AT TIMES HEAR A POPPING NOISE ON LEFT TURNS W/ACCEL- ERATING C/S RADIO AND INSTRUMENT CLUSTER STAY ON AFTER IGNITION OFF, KEY OUT AND DOOR OPEN--SEE HISTORY C/S W/CRANKING ENGINE W/REMOTE START ONLY RADIO AND DASH COME ON, ENGINE DOES NOT START, SHIFTER WILL NOT COME OUT OF PARK C/S HEAR A MOAN/GRIND TYPE NOISE W/DRIVING AND TURNING BLOWER MOTOR UP HIGHER SPEED C/S HEAR A VIBRATING TYPE NOISE AT FIREWALL/DASH AREA W/DRIVING--QC GLENN LOANER VEHICLE--SALES--ERIC PATTERSON ADDED FUEL AUTH BY CUSTOMER TO BE ABLE TO ROAD TEST VEHICLE

Cause: NOISY ?

Correction: INSTALLED STRUT BEARING SEE LINE ONE FOR REPAIRS UNABLE TO DUPLICATE CUSTOMER'S CONCERN AT THIS TIME UNABLE TO DUPLCIATE CUSTOMER'S CONCERN AT THIS TIME TEST DROVE BY CHRYSLER DISTRICT MANAGER AND SERVICE MANAGER, PROBLEM HAS TI GET LOUDER BEFORE CHASSIS EARS CAN PICK NOISE UP AND REPAIRS MADE TEST DRIVEN BY CHRYSLER DISTICT MANAGER AND SERVICE MANAGER, CONCERN WILL HAVE TO GET LOUDER BEFORE CHASSIS EARS CAN PICK NOISE UP AND BE REPAIRED LOANER VEHICLE--SALES ADDED FUEL AUTH BY CUSTOMER TO BE ABLE TO ROAD TEST VEHICLE

LOP Information

LOP	*LOP Description*
02053903	Suspension & Front Axle ; Front knuckle/clevis/shield ; Mount/Bearing, Front Strut ; Left

Part(s) Information

Part Number	*Part Description*	*Part Quantity*	*Part Cost*	*Failed*	*Part Return Date*
CH5171093-AC	BEARING -STRUT MOUNT	2		No	
05171093AC	BEARING -STRUT MOUNT	1		No	01/01/0001

Repair Order Detailed Report #231013 For VIN: 3D4PH5FV2AT[redacted]

VIN	3D4PH5FV2A[redacted]	***Model Year***	2010	***Body***	JCEP49	DODGE JOURNEY SXT (LHD/AWD)	
Built Date	01/18/2010	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	EGF	3.5L V6 HIGH OUTPUT 24V MPI ENGINE				***Serial #***	9004000109
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				***Serial #***	K3559D2580

Report #	231013	***System Key***	189342424	***Report Version***	3	***Open Date***	06/16/2011
Close Date	06/16/2011	***Narrative Date***	01/18/2013	***Category***	0	***Mileage***	28,675
MDH	011814	***Sold Date***	02/26/2010	***Built Date***	01/18/2010	***Advisor***	989 CAROL
Dealer	41600	EXTREME DODGE CHRYSLER JEEP					
Dealer Address	2300 SEYMOUR ROAD						
Dealer City	JACKSON			***State***	MI	***Zip***	492018877

Complaint: WORLD CLASS INSPECTION

Cause:

Correction: SERVICE CONTRACT LUBE, OIL AND FILTER

LOP Information

LOP	*LOP Description*
95260001	Special Services ; Intl oil change ; Maintenance Allowance ; Fixed Cost Maintenance
26860303	Maintenance ; Service Contract Maintenance ; Oil and Filter Change - All Intervals

Part(s) Information

Part Number	*Part Description*	*Part Quantity*	*Part Cost*	*Failed*	*Part Return Date*
68055892AA	OIL -10W30	6		No	
4892339AA	FILTER -ENGINE OIL	1		No	

Repair Order Detailed Report #231015 For VIN: 3D4PH5FV2AT[redacted]

VIN	3D4PH5FV2A[redacted]	***Model Year***	2010	***Body***	JCEP49	DODGE JOURNEY SXT (LHD/AWD)	
Built Date	01/18/2010	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	EGF	3.5L V6 HIGH OUTPUT 24V MPI ENGINE				***Serial #***	9004000109
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				***Serial #***	K3559D2580

Report #	231015	***System Key***	189342426	***Report Version***	3	***Open Date***	06/16/2011
Close Date	06/17/2011	***Narrative Date***	01/18/2013	***Category***	0	***Mileage***	28,675
MDH	011814	***Sold Date***	02/26/2010	***Built Date***	01/18/2010	***Advisor***	989 CAROL
Dealer	41600	EXTREME DODGE CHRYSLER JEEP					
Dealer Address	2300 SEYMOUR ROAD						
Dealer City	JACKSON			***State***	MI	***Zip***	492018877

Complaint: UNABLE TO LOOK AT VEHICLE TODAY IN THE TIME FRAME THAT THE CUSTOMER HAD AVAILABLE. HE WILL CALL AND RESCHEDULE FOR NEXT WEEK

Cause:

Correction:

LOP Information

LOP	*LOP Description*
95260001	Special Services ; Intl oil change ; Maintenance Allowance ; Fixed Cost Maintenance
26860303	Maintenance ; Service Contract Maintenance ; Oil and Filter Change - All Intervals

Part Information is not available

Repair Order Detailed Report #33737 For VIN: 3D4PG5FV6AT1[redacted]

VIN	3D4PG5FV6A[redacted]	***Model Year***	2010	***Body***	JCDP49	DODGE JOURNEY SXT (LHD/FWD)	
Built Date	03/17/2010	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PWL	WHITE GOLD CLEAR COAT					
Engine	EGF	3.5L V6 HIGH OUTPUT 24V MPI ENGINE				***Serial #***	9062000195
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				***Serial #***	K0480D1321

Report #	33737	***System Key***	189733794	***Report Version***	1	***Open Date***	06/23/2011
Close Date	06/24/2011	***Narrative Date***	06/28/2011	***Category***	0	***Mileage***	15,738
MDH	031716	***Sold Date***	05/10/2010	***Built Date***	03/17/2010	***Advisor***	44 JOSEPH M KING
Dealer	09861	GRIFFIN MOTORS COMPANY					
Dealer Address	11031 PERRY HIGHWAY						
Dealer City	MEADVILLE			***State***	PA	***Zip***	163356576

Complaint: 2688 LUBE OIL FILTER CHECK FLUID LEVELS,BELTS,HOSES & TIRES. CHANGED OIL AND FILTER CHECKED AND TOPPED OFF ALL FLUIDS CHECKED BELTS AND HOSES SET TIRES TO 34 PSI (09-2464 RMATTIS-18097842) OWNERS CARE CONTRACT FOR FIRST DAY RENTAL (09-2464 RMATTIS-18097842) OWNERS CARE CONTRACT FOR FIRST DAY RENTAL

Cause:

Correction:

LOP Information

LOP	*LOP Description*
95260001	Special Services ; Intl oil change ; Maintenance Allowance ; Fixed Cost Maintenance
26860303	Maintenance ; Service Contract Maintenance ; Oil and Filter Change - All Intervals

Part(s) Information

Part Number	*Part Description*	*Part Quantity*	*Part Cost*	*Failed*	*Part Return Date*
68055891AA	OIL -5W30	6		No	
4892339BA	FILTER -ENGINE OIL	1		No	

Repair Order Detailed Report #81035 For VIN: 3D4PG5FV3AT1[redacted]

VIN	3D4PG5FV3A[redacted]	Model Year	2010	Body	JCDP49	DODGE JOURNEY SXT (LHD/FWD)	
Built Date	05/04/2010	Market	U	US	Plant	8481	TOLUCA ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	EGF	3.5L V6 HIGH OUTPUT 24V MPI ENGINE			Serial #	9074000291	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			Serial #	K1050D3599	

Report #	81035	System Key	189778438	Report Version	1	Open Date	06/20/2011
Close Date	06/24/2011	Narrative Date	06/28/2011	Category	0	Mileage	4,408
MDH	050422	Sold Date	04/12/2011	Built Date	05/04/2010	Advisor	89
Dealer	45163	WARD CHRYSLER CENTER, INC					
Dealer Address	1412 WEST MAIN						
Dealer City	CARBONDALE			State	IL	Zip	629012230

Complaint: CUSTOMER STATES PASSENGER FRONT DOOR WONT OPEN

Cause: PASSENGER FRONT DOORSTUCK CLOSED

Correction: Latch, Door - Replace 4D sedan-Vans-Wagons-Front door-Left (B) DIAGNOSTIC TIME LATCH, DOOR/LIFTGATE-Replace (B) DIAGNOSTIC TIME

LOP Information

LOP	LOP Description
85410000	Special Services ; Diagnostic LOP ; Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.
23410105	Body ; Hardware - Latch/Striker/Lock/Module/Handle/Bumper/Housing charge port ; Latch, Door ; 4D sedan-Vans-Wagons-Front door-Right or left

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68043728AA	PANEL -CARRIER PLATE	1		No	01/01/0001
4589694AB	LATCH -FRONT DOOR	1		No	
1BG902DVAD	PANEL -FRONT DOOR TRIM	1		No	01/01/0001
04589694AB	LATCH -FRONT DOOR	1		No	01/01/0001

Repair Order Detailed Report #232235 For VIN: 3D4PH5FV2AT[redacted]

VIN	3D4PH5FV2A[redacted]	**Model Year**	2010	**Body**	JCEP49	DODGE JOURNEY SXT (LHD/AWD)	
Built Date	01/18/2010	**Market**	U	US	**Plant**	8481	TOLUCA ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	EGF	3.5L V6 HIGH OUTPUT 24V MPI ENGINE			**Serial #**	9004000109	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			**Serial #**	K3559D2580	

Report #	232235	**System Key**	191329927	**Report Version**	3	**Open Date**	07/19/2011
Close Date	07/23/2011	**Narrative Date**	01/18/2013	**Category**	0	**Mileage**	29,698
MDH	011814	**Sold Date**	02/26/2010	**Built Date**	01/18/2010	**Advisor**	989 CAROL
Dealer	41600	EXTREME DODGE CHRYSLER JEEP					
Dealer Address	2300 SEYMOUR ROAD						
Dealer City	JACKSON			**State**	MI	**Zip**	492018877

Complaint: RIGHT FRONT DOOR WILL NOT OPEN AT ALL. REMOVED DOOR TRIM PANEL, (BROKE IN THE PROCESS) AND REMOVED THE RIGHT FRONT SEAT, CUT LATCH APART TO GET DOOR OPEN. REMOVED REGULATOR MODULE AND INSTALLED NEW LATCH ASSEMBLY. REINSTALLED COMPONANTS AND VERIFIED REPROGRAMMED CLUSTER FOR INACCURATED TEMP DISPLAY 23410104 07 18451095 FM NO MPI

Cause:

Correction:

LOP Information

LOP	LOP Description
23410104	Body ; Hardware - Latch/Striker/Lock/Module/Handle/Bumper/Housing charge port ; Latch, Door ; 4D sedan-Vans-Wagons-Front door-Right or left

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68045836AA	CLIP -NONE	3		No	
4589694AB	LATCH -FRONT DOOR	1		No	
1BG902DVAD	PANEL -FRONT DOOR TRIM	1		No	

Repair Order Detailed Report #232236 For VIN: 3D4PH5FV2AT[redacted]

VIN	3D4PH5FV2A[redacted]	***Model Year***	2010	***Body***	JCEP49	DODGE JOURNEY SXT (LHD/AWD)	
Built Date	01/18/2010	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	EGF	3.5L V6 HIGH OUTPUT 24V MPI ENGINE				***Serial #***	9004000109
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				***Serial #***	K3559D2580

Report #	232236	***System Key***	191329928	***Report Version***	3	***Open Date***	07/19/2011
Close Date	07/23/2011	***Narrative Date***	01/18/2013	***Category***	0	***Mileage***	29,698
MDH	011814	***Sold Date***	02/26/2010	***Built Date***	01/18/2010	***Advisor***	989 CAROL
Dealer	41600	EXTREME DODGE CHRYSLER JEEP					
Dealer Address	2300 SEYMOUR ROAD						
Dealer City	JACKSON			***State***	MI	***Zip***	492018877

Complaint: INSPECTED FOR SUPPLIER OF WIN. PART REPLACEMENT NOT NECESSARY 08L25181

Cause:

Correction:

LOP Information

LOP	*LOP Description*
08L25181	Electrical System ; Safety Recall L25 - Wireless Ignition Node Module Detents ; Safety Recall L25 - Wireless Ignition Node Module Detents ; Inspect WIN Module Using WiTech Scan Tool

Part Information is not available

Repair Order Detailed Report #55367 For VIN: 3D4PG5FV3AT1[redacted]

VIN	3D4PG5FV3A[redacted]	***Model Year***	2010	***Body***	JCDP49	DODGE JOURNEY SXT (LHD/FWD)	
Built Date	05/04/2010	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	EGF	3.5L V6 HIGH OUTPUT 24V MPI ENGINE				***Serial #***	9074000291
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				***Serial #***	K1050D3599

Report #	55367	***System Key***	191369987	***Report Version***	1	***Open Date***	07/22/2011
Close Date	07/22/2011	***Narrative Date***	07/26/2011	***Category***	0	***Mileage***	5,405
MDH	050422	***Sold Date***	04/12/2011	***Built Date***	05/04/2010	***Advisor***	03 CHAD YATES
Dealer	57998	LINWOOD MOTOR COMPANY					
Dealer Address	1634 EAST 5TH STREET						
Dealer City	METROPOLIS			***State***	IL	***Zip***	629602720

Complaint: CUSTOMER STATES TO REMOVE THE DOOR PANEL FOR PICTURES. COMPLETED. (01-9851 BUSTER-)

Cause:

Correction:

LOP Information is not available

Part Information is not available

Repair Order Detailed Report #64434 For VIN: 3D4PG5FVXAT2[redacted]

VIN	3D4PG5FVXA[redacted]	**Model Year**	2010	**Body**	JCDP49	DODGE JOURNEY SXT (LHD/FWD)	
Built Date	07/10/2010	**Market**	U	US	**Plant**	8481	TOLUCA ASSEMBLY PLANT
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	EGF	3.5L V6 HIGH OUTPUT 24V MPI ENGINE			**Serial #**	9172000073	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			**Serial #**	K1690D1418	

Report #	64434	**System Key**	191421684	**Report Version**	3	**Open Date**	07/25/2011
Close Date	07/28/2011	**Narrative Date**	08/01/2011	**Category**	0	**Mileage**	9,282
MDH	071023	**Sold Date**	01/17/2011	**Built Date**	07/10/2010	**Advisor**	345 MARTY
Dealer	26620	CRONIC INC					
Dealer Address	2515 N EXPRESSWAY						
Dealer City	GRIFFIN			**State**	GA	**Zip**	302237200

Complaint: C/S VEHICLE STILL MKAES A GRINDING/ROARING SOUND W/ ACCELERATING AROUND 40MPH, AFTER ENGINE WARMS UP AND DOES IT MORE GOING UP HILL--SEE HISTORY RECALL L15 RIGHT SIDE DOOR LATCH C/S POPPING/GRINDING IN STEERING W/WHEEL IS TURNED EITHER RIGHT OR LEFT AND CAR IS JUST ROLLING W/NO ACCEL- ERATION. THIS IS NOT EVERYTIME, VERY RANDOM, SOMETIMES IT IS A WHINING SOUND C/S SHUTTER IN THE TORQUE CONVERTER W/SHIFTING BETWEEN GEARS ON FAST ACCELERATION, MOST TIMES, NO WARNING LIGHTS C/S TRACTION CONTROL AND ESP LIGHTS RANDOMLY COME ON AND WILL GO OFF W/DRIVING 40-50MPH C/S VEHICLE HAS SIGNIFICANT LOSS OF HORSEPOWER, ALL TIME, IF STOMPED ON ACCELERATOR TRANSMISSION DOES NOT PULL AS FAST OR HARD AS USED TO, NO WARNING LIGHTS C/S STEERING WHEEL IS NOT BALANCED AFTER THE REPLACEMENT OF THE RACK AND PINION, OFF CENTER AND PULLS TO RIGHT C/S FEEL VIBRATION W/APPLIED AT 30MPH AND ABOVE, ON FAST, SLOW BRAKING LOANER VEHICLE--ERIC PATTERSON--SALES

Cause: ON TEST DRIVE UNABLE TO DUPLICATE CUSTOMER'S CONCERN REPLACED DOOR LATCHES NO POPPING NOISE HEARD AT THIS TIME, UNABLE TO DUPLICATE DID NOT DUPLICATE SHUTTER IN TORQUE CONVERTOR WHEN SHIFTING ON FAST ACCELERATION NO LIGHTS CAME ON RAN NO CODES IN SYSTEM UNABLE TO DUPLCIATE CUSTOMER'S CONCERN, NO CODES IN SYSTEM DID NOT DUPLICATE LOSS OF HORSEPOWER VEHICLE HORSEPOWER APPEARS NORMAL, UNABLE TO DUPLICATE CUSTOMER'S CONCERN MISALIGNED VIBRATION

Correction: NOISE APPEARS TO BE NORMAL NO FURTHER ACTION TO BE TAKEN AT THIS TIME PERFORMED RECALL L15 VEHICLE IS OPERATING AS DESIGNED VEHICLE IS OPERATING AS DESIGNED AT THIS TIME UNABLE TO DUPLICATE CUSTOMER'S CONCERN AT THIS TIME VEHICLE IS OPERATING AS DESIGNED AT THIS TIME VEHICLE IS OPERATING AS DESIGNED ALIGNED FRONT SUSPENSION REPLACED BOTH FRONT BRAKE ROTORS LOANER VEHICLE FOR CUST SATISFACTION

LOP Information

LOP	LOP Description
05211010	Brake System ; Disc/hub/bearing ; Disc, rotor brake - Replace ; Front - Both sides
02000140	Suspension & Front Axle ; Wheel alignment ; Wheel alignment ; Front wheel alignment

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CHCEBAL151-AA	LATCH -FRONT DOOR	1		No	
CHCEB1L152-AA	LATCH -REAR DOOR	1		No	
CH4779783-AB	ROTOR -BRAKE	2		No	
04779783AB	ROTOR -BRAKE	2		No	01/01/000ï

Repair Order Detailed Report #72551 For VIN: 3D4PG4FB7AT2[redacted]

VIN	3D4PG4FB7A[redacted]	**Model Year**	2010	**Body**	JCDH49	DODGE JOURNEY SE (LHD/FWD)	
Built Date	07/09/2010	**Market**	U	US	**Plant**	8481	TOLUCA ASSEMBLY PLANT
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE			**Serial #**	1160020653	
Transmission	DFF	4-SPEED AUTOMATIC VLP TRANSMISSION			**Serial #**	K1670B6484	

Report #	72551	**System Key**	191435668	**Report Version**	2	**Open Date**	07/22/2011
Close Date	07/29/2011	**Narrative Date**	08/02/2011	**Category**	0	**Mileage**	16,159
MDH	070917	**Sold Date**	10/05/2010	**Built Date**	07/09/2010	**Advisor**	307
Dealer	44956	RIVERLAND CHRYSLER DODGE JEEP					
Dealer Address	601 BELLE TERRE BLVD						
Dealer City	LAPLACE			**State**	LA	**Zip**	700681726

Complaint: C/S DRIVERSIDE FRONT DOOR WON'T OPEN 16 POINT INSPECTION PERFORM RECALL L-15

Cause: E E

Correction: 16159 DRV DOOR LATCH WILL NOT RELEASESDRIVER DOOR WOULD NOT OPEN.PULLED BACK DRIVERDOOR PANEL TO INSPECT.FOUND THAT ALL RODS ANDCABLES WERE CONNECTED AND MOVING THERERESPECTIVE LEVERS. REMOVED DRIVERS SEAT TO BEABLE TO MOVE DOOR PANEL BACK TO GAIN ACCESSTO ACCESS PANEL.ATTEMPTED TO OPEN DOOR BYMOVING CABLES AND RODS FROM INSIDE OFDOOR.STILL UNABLE TO OPEN DOOR.TRIED PULLINGAND PUSHING ON DOOR WITH HANDLE PULLED,WASSTILL UNABLE TO OPEN DOOR.REMOVED DRIVERSIDEB PILLER TRIM AND BACKED OUT STRIKER BOLTSWITH PLIERS WAS ABLE TO SEE THAT THERE WASNOTHING JAMMED INTO STRIKER BUT NOT ABLE TOOPEN DOOR WITH STRIKER BOLTS STILL INSTRIKER.REMOVED DRIVER FRONT FENDER ANDREMOVED BOLTS FOR DOOR HINGE AND REMOVED DOORFROM BODY TO GIVE CLEARANCE FOR STRIKER BOLTSTO PASS B PILLER.REHUNG DOOR AND CUT STRIKERIN TWO PIECES TO BE ABLE TO REMOVE LATCH FROMDOOR.REPLACED LATCH AND STRIKER FORDRIVERSIDE DOOR.RE INSTALLED FENDER ANDSPLASH SHEILDS,AND REALIGNED DOOR,FENDER,ANDFACIA. RE INSTALLED B PILLER AND SILL TRIM ONDRIVERSIDE AND TESTED ALL OK AT THIS TIME.23410105 0.8 LATCH, 23410403 0.2 STRIKER AND6.0 OO TIME FOR DIAG AND ATTEMPTING TORELEASE DOOR AND REMOVAL OF PILLER TRIM ANDFENDER AND DOOR AND CUTTING STRIKER. LATCH, DOOR/LIFTGATE-Replace (B)STRIKER, DOOR/LIFTGATE LATCH-Replace (C) DIAGNOSTIC TIME (REQUIRESREP AUTHORIZATION) LATCH, DOOR/LIFTGATE-Replace (B) STRIKER, DOOR/LIFTGATE LATCH-Replace (C) DIAGNOSTIC TIME (REQUIRESREP AUTHORIZATION) 16159 INSPECTION INSPECTION COMPLETED 16 POINT INSPECTION 16159 RECALL L 15 23L15182 160 REPLACED RIGHTFRONT AND RIGHT REAR DOOR LACHES AS PERRECALL L 15 RECALL L15

LOP Information

LOP	LOP Description
23855100	Body ; Sheet Metal - Rust/Corrosion ; Fender, front
23410403	Body ; Hardware - Latch/Striker/Lock/Module/Handle/Bumper/Housing charge port ; Striker, door / liftgate / decklid latch ; Front or rear door-Right or left
23410105	Body ; Hardware - Latch/Striker/Lock/Module/Handle/Bumper/Housing charge port ; Latch, Door ; 4D sedan-Vans-Wagons-Front door-Right or left

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CEBAL151AA	LATCH -FRONT DOOR	1		No	
CEB1L152AA	LATCH -REAR DOOR	1		No	
6508312AA	SCREW -TORX HEAD	2		No	
4589693AB	LATCH -FRONT DOOR	1		No	
4589050AA	STRIKER -DOOR LATCH	1		No	
34201631	RETAINER -NONE	2		No	
06508312AA	SCREW -TORX HEAD	2		No	01/01/0001
04589693AB	LATCH -FRONT DOOR	1		No	01/01/0001
04589050AA	STRIKER -DOOR LATCH	1		No	01/01/0001

Repair Order Detailed Report #267478 For VIN: 3D4PH9FV9AT[redacted]

VIN	3D4PH9FV9A[redacted]	***Model Year***	2010	***Body***	JCET49	DODGE JOURNEY R/T (LHD/AWD)	
Built Date	06/10/2010	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGF	3.5L V6 HIGH OUTPUT 24V MPI ENGINE				***Serial #***	9139000665
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				***Serial #***	K0940D3009

Report #	267478	***System Key***	191468713	***Report Version***	2	***Open Date***	07/26/2011
Close Date	01/01/0001	***Narrative Date***	08/01/2011	***Category***	0	***Mileage***	10,847
MDH	061011	***Sold Date***	01/21/2011	***Built Date***	06/10/2010	***Advisor***	876 COSTEL CIUCANU
Dealer	66103	BILL SNETHKAMP'S CHRYSLER DODG					
Dealer Address	6131 S PENNSYLVANIA AVE						
Dealer City	LANSING			***State***	MI	***Zip***	489115718

Complaint: UNABLE TO OPEN PASS FRONT DOOR

Cause:

Correction:

LOP Information is not available

Part(s) Information

Part Number	*Part Description*	*Part Quantity*	*Part Cost*	*Failed*	*Part Return Date*
CH4589694-AB	LATCH -FRONT DOOR	1		[redacted]	

Repair Order Detailed Report #138369 For VIN: 3D4PG5FVXAT[redacted]

VIN	3D4PG5FVXA[redacted]	***Model Year***	2010	***Body***	JCDP49	DODGE JOURNEY SXT (LHD/FWD)	
Built Date	06/09/2010	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PWL	WHITE GOLD CLEAR COAT					
Engine	EGF	3.5L V6 HIGH OUTPUT 24V MPI ENGINE				***Serial #***	9137001020
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				***Serial #***	K1190D2063

Report #	138369	***System Key***	191477144	***Report Version***	1	***Open Date***	07/13/2011
Close Date	07/25/2011	***Narrative Date***	07/27/2011	***Category***	0	***Mileage***	4,677
MDH	060918	***Sold Date***	01/31/2011	***Built Date***	06/09/2010	***Advisor***	998
Dealer	68679	GRIFFIN C-D-J					
Dealer Address	961 E US HWY 74						
Dealer City	ROCKINGHAM			***State***	NC	***Zip***	283797541

Complaint: CHECK PASS FRONT DOOR/CUST STATES IT WILL NOT OPEN IN RENTAL..07-13-11 A.M.

Cause: LATCH SEIZED

Correction: Latch, Door - Replace 4D sedan-Vans-Wagons-Front door-Right (B) Panel, door trim - Replace Front-Right (C) Door, front trim panel area - buzz squeaks rattles - Repair (A) LATCH, DOOR/LIFTGATE-Replace (B) PANEL, FRONT/REAR, OR SLIDING DOOR TRIM-Replace (C) DOOR, FRONT-TRIM PANEL AREA-BUZZ-SQUEAKS-RATTLES-Repair (A) NOTED NOTED SUBLET REPAIRS

LOP Information

LOP	*LOP Description*
95400142	Special Services ; Loaner ; Loaner Car ; High Line Vehicles
23410104	Body ; Hardware - Latch/Striker/Lock/Module/Handle/Bumper/Housing charge port ; Latch, Door ; 4D sedan-Vans-Wagons-Front door-Right or left
23202208	Body ; Soft Trim - Trim panel/Door Pull Cup/Moldings/Seat/Side Airbags/Headliner/visor ; Panel, door trim ; Front-Right or left
23198500	Body ; Buzz Squeaks Rattles ; Door, Front/Rear Trim Panel Area

Part(s) Information

Part Number	*Part Description*	*Part Quantity*	*Part Cost*	*Failed*	*Part Return Date*
4589694AB	LATCH -FRONT DOOR	1		No	
1BG902DVAD	PANEL -FRONT DOOR TRIM	1		No	01/01/0001
04589694AB	LATCH -FRONT DOOR	1		No	01/01/0001

Repair Order Detailed Report #50181 For VIN: 3D4PG5FV8AT1[redacted]

VIN	3D4PG5FV8A[redacted]	**Model Year**	2010	**Body**	JCDP49	DODGE JOURNEY SXT (LHD/FWD)	
Built Date	03/23/2010	**Market**	U	US	**Plant**	8481	TOLUCA ASSEMBLY PLANT
Color	PBS	DEEP WATER BLUE PEARL COAT					
Engine	EGF	3.5L V6 HIGH OUTPUT 24V MPI ENGINE			**Serial #**	9064000550	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			**Serial #**	K0610D1275	

Report #	50181	**System Key**	191740020	**Report Version**	2	**Open Date**	07/29/2011
Close Date	07/29/2011	**Narrative Date**	05/16/2012	**Category**	0	**Mileage**	14,031
MDH	032321	**Sold Date**	05/17/2010	**Built Date**	03/23/2010	**Advisor**	30 KELLY MAXWELL
Dealer	26139	MCHUGH CHRYSLER, DODGE, JEEP,					
Dealer Address	3420 MAPLE AVE						
Dealer City	ZANESVILLE			**State**	OH	**Zip**	437011341

Complaint: FRONT PASS DOOR R/F WILL NOT OPEN FROM OUTSIDE HANDLE OPENS OK WITH INSIDE HANDLE *REMOVED INTERIOR DOOR TRIM PANEL TO ACCESS NO LINKS OR RODS OFF CHECKED DOOR FOR PROPER ALIGNMENT AND ADJSUTE D DOOR LATCH AND ENSURE PROPER OPERATION OF HANDLE INSIDE AND OUTSIDE (08-6866 R HOLOWELL-) CUSTOMER FOUND PLASTIC PIECES ON FLOOR OF VEHICLE BIG GRAY PLASTIC PIECE WAS FOUND ON PASS FRONT FLOOR SMALL LITTLE BLACK PIECES WERE FOUND ON DRIVE SIDE UNDER SEAT **GRAY PIECE REINSTALLED ON SEAT TRACK BLACK PIECES?? NOT SURE WHAT IT WAS (08-6866 R HOLOWELL-) VEH. INSPECT. ADJ TIRE PSI BATTERY TEST NOT DUE SERVICE PER CUSTOMER *SEE ATTACHED SHEET* "THANK-YOU" (08-6866 R HOLOWELL-)

Cause:

Correction:

LOP Information

LOP	LOP Description
086866	Electrical System

Part Information is not available

Repair Order Detailed Report #267810 For VIN: 3D4PH9FV9AT[redacted]

VIN	3D4PH9FV9A[redacted]	***Model Year***	2010	***Body***	JCET49	DODGE JOURNEY R/T (LHD/AWD)	
Built Date	06/10/2010	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGF	3.5L V6 HIGH OUTPUT 24V MPI ENGINE				***Serial #***	9139000665
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				***Serial #***	K0940D3009

Report #	267810	***System Key***	191963472	***Report Version***	3	***Open Date***	08/03/2011
Close Date	08/22/2011	***Narrative Date***	08/23/2011	***Category***	0	***Mileage***	10,847
MDH	061011	***Sold Date***	01/21/2011	***Built Date***	06/10/2010	***Advisor***	876 COSTEL CIUCANU
Dealer	66103	BILL SNETHKAMP'S CHRYSLER DODG					
Dealer Address	6131 S PENNSYLVANIA AVE						
Dealer City	LANSING			***State***	MI	***Zip***	489115718

Complaint: UNABLE TO OPEN PASSAGER FRT DOOR

Cause: CHK AND FOUND RIGHT DOOR LATCH SEIZED AND WONT UNLATCH - UNABLE TO DETRIM DOOR PANEL AND ACCESS DOOR LATCH - CONTECTED STAR AND WAS ADVISE TO REMOVE REAR SEAT AND REMOVE BELT MLDG - STILL UNABLE TO GET TO DOOR LATCH - THEN WAS ADVISE BY STAR CENTER TO BREAK THE PLASTIC COVER FORM LATCH -

Correction: WAS ABLE TO BREAK THE PLASTIC COVER FORM LATCH AND FREE UP THE LATCH AND GET THE DOOR OPEN - REMOVE DOOR TRIM AND CARRIER AND DOOR GLASS AND REPLACED DOOR LATCH

LOP Information

LOP	*LOP Description*
85410000	Special Services ; Diagnostic LOP ; Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.
23001040	Body ; Adjustments ; Door ; Front - Right

Part(s) Information

Part Number	*Part Description*	*Part Quantity*	*Part Cost*	*Failed*	*Part Return Date*
CH4589694-AB	LATCH -FRONT DOOR	1		No	
04589694AB	LATCH -FRONT DOOR	1		No	01/01/0001

Repair Order Detailed Report #51557 For VIN: 3D4PG5FV5AT1[redacted]

VIN	3D4PG5FV5A[redacted]	***Model Year***	2010	***Body***	JCDP49	DODGE JOURNEY SXT (LHD/FWD)	
Built Date	11/11/2009	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGF	3.5L V6 HIGH OUTPUT 24V MPI ENGINE				***Serial #***	9301900402
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				***Serial #***	K3019D1105

Report #	51557	***System Key***	192650111	***Report Version***	1	***Open Date***	08/12/2011
Close Date	08/12/2011	***Narrative Date***	08/17/2011	***Category***	0	***Mileage***	14,756
MDH	111117	***Sold Date***	08/20/2010	***Built Date***	11/11/2009	***Advisor***	477 KASTNER;JOE
Dealer	43126	NORTHFIELD MOTORS INC					
Dealer Address	1201 HIGHWAY 3 SOUTH						
Dealer City	NORTHFIELD			***State***	MN	***Zip***	550573086

Complaint: CUSTOMER REQUESTS VIP GOF W/ DISCOUNT RECALL L-25, PERFORM MULTI POINT INSPECTION CUSTOMER REQUEST TIRE ROTATION

Cause: recall

Correction: PERFORMED VIP GOF Safety Recall L25 - Wireless Ignition Node Module Detents - Inspect or Replace Inspect WIN Module and Install WIN Module Detent Package (C) / Inspect o PERFORMED MULTI POINT INSPECTION PERFORMED TIRE ROTATION

LOP Information

LOP	*LOP Description*
08L25182	Electrical System ; Safety Recall L25 - Wireless Ignition Node Module Detents ; Safety Recall L25 - Wireless Ignition Node Module Detents ; Inspect WIN Module and Install WIN Module Detent Package

Part(s) Information

Part Number	*Part Description*	*Part Quantity*	*Part Cost*	*Failed*	*Part Return Date*
CBE1L252AA	TRIM RING-IGNITION KEY CYLINDER	1		No	

Repair Order Detailed Report #367690 For VIN: 3D4PG5FVXAT[redacted]

VIN	3D4PG5FVXA[redacted]	**Model Year**	2010	**Body**	JCDP49	DODGE JOURNEY SXT (LHD/FWD)	
Built Date	07/10/2010	**Market**	U	US	**Plant**	8481	TOLUCA ASSEMBLY PLANT
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	EGF	3.5L V6 HIGH OUTPUT 24V MPI ENGINE			**Serial #**	9172000073	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			**Serial #**	K1690D1418	

Report #	367690	**System Key**	192797190	**Report Version**	2	**Open Date**	08/17/2011
Close Date	08/22/2011	**Narrative Date**	08/24/2011	**Category**	0	**Mileage**	10,129
MDH	071023	**Sold Date**	01/17/2011	**Built Date**	07/10/2010	**Advisor**	125196 ANDY MCDOWELL
Dealer	42631	LANDMARK DODGE CHRYSLER JEEP					
Dealer Address	6850 MOUNT ZION BLVD						
Dealer City	MORROW			**State**	GA	**Zip**	302603104

Complaint: C/S WHEN TURNING LT. & RT. ON A ROLL MAKES NOISE 5 OUT OF 10 TIMES C/S DRIVING 40 MPH AND ACCELARATE HERES RATTLE FROM FRT AND REAR POSS EXHAUST REAR AND COMPRESSOR FRONT C/S AT TIMES REMOTE START DOES NOT WORK AND WILL NOT LOCK AND UNLOCK DOORS C/S AT TIMES TRAC AND ESP LIGHT WILL COME ON AND OFF C/S WHEN APPLYING BRAKES HAS VIBRATION C/S AT TIMES WHEN GOING UPHILL JERKS AT TOP OF HILL AND AT T IMES CLUNKS

Cause: UNKNOWN UNKNOWN CODE FOR INVALED SKIM KEY DIAGNOSIS REAR ROTORS OF OF SPEC, ROUND UNKNOWN

Correction: NO ABNORMAL NOISE HERD WITH STEERING RAISE CAR, CHECK EXHAUST SYSTEM IN REAR. NOTHING LOOSE ROADTEST OK AT PRESETNT TIME TEST DROVE WITH CUSTOMER DID NOT HEAR NOISE FROM EXHAUST AT THIS TIME. MIKE TEST AND REPLACE BOTH REMOTES, NO HARD KEYS WITH OLD REMOTES NO CODES. IN LOW TRACTION TIMES. LIGHT MAY COME ON. AND OFF OK AT PRESENT TIME MEASURE ALL ROTORS REPLACE REAR ROTORS AND PADS CHECK FLUID AND ROADTEST COULD NOT DUPLICATE PROBLEM AT PRESETNT TIME

LOP Information

LOP	LOP Description
95400141	Special Services ; Loaner ; Loaner Car ; Standard Line Vehicles
08804401	Electrical System ; Switches, IP/Center Stack/Module/WIN/Keyless Entry ; Transmitter, Integrated Key FOB ; Transmitter key-one or more
05702251	Brake System ; Pad/shoe ; Pad, disc brake ; Both sides - Rear
05211007	Brake System ; Disc/hub/bearing ; Disc, rotor brake - Replace ; Rear - Left
05211006	Brake System ; Disc/hub/bearing ; Disc, rotor brake - Replace ; Rear - Right

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CH68029887-AB	PAD -REAR DISC BRAKE	1		No	
CH5026378-AI	TRANSMTR -INTEGRATED KEY FOB	2		No	
CH4721996-AB	ROTOR -BRAKE	2		No	
68029887AB	PAD -REAR DISC BRAKE	1		No	01/01/0001
05026378AI	TRANSMTR -INTEGRATED KEY FOB	2		No	01/01/0001
04721996AB	ROTOR -BRAKE	2		No	01/01/0001

Repair Order Detailed Report #72908 For VIN: 3D4PG4FB7AT2[redacted]

VIN	3D4PG4FB7A[redacted]	***Model Year***	2010	***Body***	JCDH49	DODGE JOURNEY SE (LHD/FWD)	
Built Date	07/09/2010	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE			***Serial #***	1160020653	
Transmission	DFF	4-SPEED AUTOMATIC VLP TRANSMISSION			***Serial #***	K1670B6484	

Report #	72908	***System Key***	192877665	***Report Version***	1	***Open Date***	08/17/2011
Close Date	08/17/2011	***Narrative Date***	08/22/2011	***Category***	0	***Mileage***	17,617
MDH	070917	***Sold Date***	10/05/2010	***Built Date***	07/09/2010	***Advisor***	307
Dealer	44956	RIVERLAND CHRYSLER DODGE JEEP					
Dealer Address	601 BELLE TERRE BLVD						
Dealer City	LAPLACE			***State***	LA	***Zip***	700681726

Complaint: C/S SINCE RECALL L-15 PERFORMED PASSENGERSIDE REAR DOOR WON'T OPEN FROM OUTSIDE 16 POINT INSPECTION

Cause: E

Correction: 17617 FOUND RIGHT REAR DOOR ROOD LOOSE FROMCLIP ON LATCH FOUND RIGHT REAR DOOR LOCKROD FROM HANDLE TO LATCH OUT OF CLIP,REINSTALLED ROD TO CLIP AND RESECURED TESTEDALL OK AT THIS TIME INTERIOR TRIM 17617 INSPECTION INSPECTION COMPLETED 16 POINT INSPECTION

LOP Information is not available

Part Information is not available

Repair Order Detailed Report #233487 For VIN: 3D4PH5FV2AT[redacted]

VIN	3D4PH5FV2A[redacted]	***Model Year***	2010	***Body***	JCEP49	DODGE JOURNEY SXT (LHD/AWD)	
Built Date	01/18/2010	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	EGF	3.5L V6 HIGH OUTPUT 24V MPI ENGINE				***Serial #***	9004000109
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				***Serial #***	K3559D2580

Report #	233487	***System Key***	192958525	***Report Version***	3	***Open Date***	08/19/2011
Close Date	08/19/2011	***Narrative Date***	01/18/2013	***Category***	0	***Mileage***	31,435
MDH	011814	***Sold Date***	02/26/2010	***Built Date***	01/18/2010	***Advisor***	989 CAROL
Dealer	41600	EXTREME DODGE CHRYSLER JEEP					
Dealer Address	2300 SEYMOUR ROAD						
Dealer City	JACKSON			***State***	MI	***Zip***	492018877

Complaint: WORLD CLASS INSPECTION ADVISED CUSTOMER OF FACTORY MAINTENANCE

Cause:

Correction: SERVICE CONTRACT LUBE, OIL AND FILTER

LOP Information

LOP	*LOP Description*
95260001	Special Services ; Intl oil change ; Maintenance Allowance ; Fixed Cost Maintenance
26860303	Maintenance ; Service Contract Maintenance ; Oil and Filter Change - All Intervals

Part(s) Information

Part Number	*Part Description*	*Part Quantity*	*Part Cost*	*Failed*	*Part Return Date*
68055892AA	OIL -10W30	6		No	
4892339AA	FILTER -ENGINE OIL	1		No	

Repair Order Detailed Report #233488 For VIN: 3D4PH5FV2AT[redacted]

VIN	3D4PH5FV2A[redacted]	**Model Year**	2010	**Body**	JCEP49	DODGE JOURNEY SXT (LHD/AWD)	
Built Date	01/18/2010	**Market**	U	US	**Plant**	8481	TOLUCA ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	EGF	3.5L V6 HIGH OUTPUT 24V MPI ENGINE			**Serial #**	9004000109	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			**Serial #**	K3559D2580	

Report #	233488	**System Key**	192958526	**Report Version**	3	**Open Date**	08/19/2011
Close Date	08/19/2011	**Narrative Date**	01/18/2013	**Category**	0	**Mileage**	31,435
MDH	011814	**Sold Date**	02/26/2010	**Built Date**	01/18/2010	**Advisor**	989 CAROL
Dealer	41600	EXTREME DODGE CHRYSLER JEEP					
Dealer Address	2300 SEYMOUR ROAD						
Dealer City	JACKSON			**State**	MI	**Zip**	492018877

Complaint: ROTATED THE TIRES, TEST DROVE THE VEHICLE, NOW GOES STRAIGHT WITH SLIGHT NATURAL MOVEMENT TO THE RIGHT TOUCH UP PAINT IS IN THE VEHICLE

Cause:

Correction:

LOP Information

LOP	LOP Description
95260001	Special Services ; Intl oil change ; Maintenance Allowance ; Fixed Cost Maintenance
26860303	Maintenance ; Service Contract Maintenance ; Oil and Filter Change - All Intervals

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
4889820AB	PAINT -TOUCH UP ROLLER AXR	1		No	

Repair Order Detailed Report #50372 For VIN: 3D4PG5FV8AT1[redacted]

VIN	3D4PG5FV8A[redacted]	***Model Year***	2010	***Body***	JCDP49	DODGE JOURNEY SXT (LHD/FWD)	
Built Date	03/23/2010	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PBS	DEEP WATER BLUE PEARL COAT					
Engine	EGF	3.5L V6 HIGH OUTPUT 24V MPI ENGINE				***Serial #***	9064000550
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				***Serial #***	K0610D1275

Report #	50372	***System Key***	193048840	***Report Version***	2	***Open Date***	08/11/2011
Close Date	08/22/2011	***Narrative Date***	05/16/2012	***Category***	0	***Mileage***	14,442
MDH	032321	***Sold Date***	05/17/2010	***Built Date***	03/23/2010	***Advisor***	95 RICK MONTGOMERY
Dealer	26139	MCHUGH CHRYSLER, DODGE, JEEP,					
Dealer Address	3420 MAPLE AVE						
Dealer City	ZANESVILLE			***State***	OH	***Zip***	437011341

Complaint: RIGHT FRONT DOOR STILL ISSUE WONT OPEN FROM OUTSIDE HANDLE RE RO 50181 "NOT AS BAD" STILL HAVING ISSUE WITH PASS FR DOOR NOT OPENING EVERYTIME *8/11/11 READJUSTED DOOR LATCH **8/18/11 STILL HAVING ISSUE ORDERED NEW LATCH HOWEVER ON BACKORDER ADVISED CUSTOMER (02-1367 M CLARK-) 2ND ROW SEAT CENTER CONSOLE LID HAS COME APART WHAT NEEDED TO REPAIR? *ORDERED AND REPLACED BACK PANEL OF CENTER ARM REST (02-1367 M CLARK-)

Cause:

Correction:

LOP Information

LOP	*LOP Description*
021367	Suspension & Front Axle ; Front Axle shaft

Part(s) Information

Part Number	*Part Description*	*Part Quantity*	*Part Cost*	*Failed*	*Part Return Date*
1MG911DVAA	PANEL -SEAT BACK	1		No	

Repair Order Detailed Report #304740 For VIN: 3D4PG9FV8AT[redacted]

VIN	3D4PG9FV8A[redacted]	***Model Year***	2010	***Body***	JCDT49	DODGE JOURNEY R/T (LHD/FWD)	
Built Date	06/10/2010	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	EGF	3.5L V6 HIGH OUTPUT 24V MPI ENGINE				***Serial #***	9141000112
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				***Serial #***	K1190D1643

Report #	304740	***System Key***	193555494	***Report Version***	1	***Open Date***	08/30/2011
Close Date	08/30/2011	***Narrative Date***	09/01/2011	***Category***	0	***Mileage***	14,158
MDH	061002	***Sold Date***	07/26/2010	***Built Date***	06/10/2010	***Advisor***	265 MICKES PONIRIS
Dealer	68888	NEW SMYRNA CHRYSLER JEEP DODGE					
Dealer Address	2555 State Road 44						
Dealer City	New Smyrna Beach			***State***	FL	***Zip***	321688287

Complaint: CUSTOMER REQUESTS 3000 MILE SERVICE AS RECOMMENDED BY CHRYSLER

Cause: PREVENTIVE MAINTENANCE

Correction: PERFORMED 3000 MILE SERVICE AS REQUESTED

LOP Information is not available

Part(s) Information

Part Number	*Part Description*	*Part Quantity*	*Part Cost*	*Failed*	*Part Return Date*
CH68055891-AA	OIL -5W30	6		No	
CH4892339-AA	FILTER -ENGINE OIL	1		No	

Repair Order Detailed Report #34697 For VIN: 3D4PG5FV6AT1[redacted]

VIN	3D4PG5FV6A[redacted]	***Model Year***	2010	***Body***	JCDP49	DODGE JOURNEY SXT (LHD/FWD)	
Built Date	03/17/2010	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PWL	WHITE GOLD CLEAR COAT					
Engine	EGF	3.5L V6 HIGH OUTPUT 24V MPI ENGINE			***Serial #***	9062000195	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			***Serial #***	K0480D1321	

Report #	34697	***System Key***	193565136	***Report Version***	1	***Open Date***	07/25/2011
Close Date	08/31/2011	***Narrative Date***	09/02/2011	***Category***	0	***Mileage***	16,886
MDH	031716	***Sold Date***	05/10/2010	***Built Date***	03/17/2010	***Advisor***	44 JOSEPH M KING
Dealer	09861	GRIFFIN MOTORS COMPANY					
Dealer Address	11031 PERRY HIGHWAY						
Dealer City	MEADVILLE			***State***	PA	***Zip***	163356576

Complaint: CUSTOMER STATES PASSENGER DOOR WILL NOT OPEN VERIFY RIGHT FRONT DOOR WILL NOT OPEN FROM OUTSIDE OR INSIDE PARTLY REMOVE DOOR PANEL AND FOUND LATCH IS JAMMED.CONTACT STAR HOTLINE FOR ADDITIONAL HELP,WAS TOLD TO CHISEL PLASTIC AWAY TO UNLATCH LATCH.WORKED THROUGH THE TOP AND REMOVED LITTLE PIECES OF PLASTIC UNTIL THE LATCH RELEASED,THEN REMOVED GLASS AND DOOR MODULE AND REPLACED LATCH AND REASSEMBLED VERIFY REPAIR (05-7648 GKELTZ-) RENTAL DURING REPAIR (05-7648 GKELTZ-)

Cause:

Correction:

LOP Information

LOP	*LOP Description*
23411200	Body ; Hardware - Latch/Striker/Lock/Module/Handle/Bumper/Housing charge port ; Link/cable, latch lock control to latch
23410104	Body ; Hardware - Latch/Striker/Lock/Module/Handle/Bumper/Housing charge port ; Latch, Door ; 4D sedan-Vans-Wagons-Front door-Right or left

Part(s) Information

Part Number	*Part Description*	*Part Quantity*	*Part Cost*	*Failed*	*Part Return Date*
4589694AB	LATCH -FRONT DOOR	1		No	
04589694AB	LATCH -FRONT DOOR	1		No	01/01/0001

Repair Order Detailed Report #284217 For VIN: 3D4PG5FVXAT[redacted]

VIN	3D4PG5FVXA[redacted]	***Model Year***	2010	***Body***	JCDP49	DODGE JOURNEY SXT (LHD/FWD)	
Built Date	08/05/2010	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGF	3.5L V6 HIGH OUTPUT 24V MPI ENGINE				***Serial #***	9210000700
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				***Serial #***	K2070D2292

Report #	284217	***System Key***	193601517	***Report Version***	1	***Open Date***	08/29/2011
Close Date	08/30/2011	***Narrative Date***	09/02/2011	***Category***	0	***Mileage***	10,105
MDH	080514	***Sold Date***	08/31/2010	***Built Date***	08/05/2010	***Advisor***	86
Dealer	57081	GALEANA'S VAN DYKE DODGE					
Dealer Address	28400 VAN DYKE AVENUE						
Dealer City	WARREN			***State***	MI	***Zip***	480937133

Complaint: PERFORM RECALL L15 RT SIDE DOOR LATCHES RT REAR SEAT BEHIND PASSENGER RATTLES BRAKES PULSATE AND SHAKE WHEN BRAKING FROM X-WAY SPEEDS INSPECT FRONT AND REAR

Cause: RECALL

Correction: PERFORMED RECALL L15. BOTH LATCHS ON PASSANGER SIDE PARTS ORDERED PARTS ORDERED

LOP Information

LOP	***LOP Description***
23L15182	Body ; Customer Satisfaction Notification Recall L15 ; Customer Satisfaction Notification Recall L15 ; Replace Right Front and Right Rear Door Latch

Part(s) Information

Part Number	***Part Description***	***Part Quantity***	***Part Cost***	***Failed***	***Part Return Date***
CHCEBAL151-AA	LATCH -FRONT DOOR	1		No	
CHCEB1L152-AA	LATCH -REAR DOOR	1		No	
CEBAL151AA	LATCH -FRONT DOOR	1		No	01/01/0001
CEB1L152AA	LATCH -REAR DOOR	1		No	01/01/0001

Repair Order Detailed Report #35983 For VIN: 3D4PG5FV6AT1[redacted]

VIN	3D4PG5FV6A[redacted]	***Model Year***	2010	***Body***	JCDP49	DODGE JOURNEY SXT (LHD/FWD)	
Built Date	03/17/2010	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PWL	WHITE GOLD CLEAR COAT					
Engine	EGF	3.5L V6 HIGH OUTPUT 24V MPI ENGINE				***Serial #***	9062000195
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				***Serial #***	K0480D1321

Report #	35983	***System Key***	193839571	***Report Version***	1	***Open Date***	09/06/2011
Close Date	09/06/2011	***Narrative Date***	09/08/2011	***Category***	0	***Mileage***	18,925
MDH	031716	***Sold Date***	05/10/2010	***Built Date***	03/17/2010	***Advisor***	44 JOSEPH M KING
Dealer	09861	GRIFFIN MOTORS COMPANY					
Dealer Address	11031 PERRY HIGHWAY						
Dealer City	MEADVILLE			***State***	PA	***Zip***	163356576

Complaint: CUSTOMER STATES CHECK BRAKE PULSATION ROAD TEST AND VERIFY PULSATION, FRONT PADS 90 % CHECKED ROTORS EXCESSIVE THICKMESS VARIATION AND RUNOUT RESURFACED FRONT DISC BRAKE ROTORS ON CAR LATHE (02-7574 PCRIDER-)

Cause:

Correction:

LOP Information

LOP	*LOP Description*
027574	Suspension & Front Axle

Part Information is not available

Repair Order Detailed Report #35982 For VIN: 3D4PG5FV6AT1[redacted]

VIN	3D4PG5FV6A[redacted]	***Model Year***	2010	***Body***	JCDP49	DODGE JOURNEY SXT (LHD/FWD)	
Built Date	03/17/2010	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PWL	WHITE GOLD CLEAR COAT					
Engine	EGF	3.5L V6 HIGH OUTPUT 24V MPI ENGINE				***Serial #***	9062000195
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				***Serial #***	K0480D1321

Report #	35982	***System Key***	193903884	***Report Version***	1	***Open Date***	09/06/2011
Close Date	09/07/2011	***Narrative Date***	09/09/2011	***Category***	0	***Mileage***	18,924
MDH	031716	***Sold Date***	05/10/2010	***Built Date***	03/17/2010	***Advisor***	44 JOSEPH M KING
Dealer	09861	GRIFFIN MOTORS COMPANY					
Dealer Address	11031 PERRY HIGHWAY						
Dealer City	MEADVILLE			***State***	PA	***Zip***	163356576

Complaint: 2688 LUBE OIL FILTER CHECK FLUID LEVELS,BELTS,HOSES & TIRES. CHANGED OIL AND FILTER CHECKED AND TOPPED OFF ALL FLUIDS CHECKED BELTS AND HOSES SET TIRES TO 33 PSI (02-7574 PCRIDER-) OWNERS CARE CONTRACT FOR FIRST DAY RENTAL (02-7574 PCRIDER-) OWNERS CARE CONTRACT FOR FIRST DAY RENTAL

Cause:

Correction:

LOP Information

LOP	*LOP Description*
95260001	Special Services ; Intl oil change ; Maintenance Allowance ; Fixed Cost Maintenance
2688	Maintenance
26860303	Maintenance ; Service Contract Maintenance ; Oil and Filter Change - All Intervals
027574	Suspension & Front Axle

Part(s) Information

Part Number	*Part Description*	*Part Quantity*	*Part Cost*	*Failed*	*Part Return Date*
68055891AA	OIL -5W30	6		No	
4892339BA	FILTER -ENGINE OIL	1		No	

Repair Order Detailed Report #285008 For VIN: 3D4PG5FVXAT[redacted]

VIN	3D4PG5FVXA[redacted]	***Model Year***	2010	***Body***	JCDP49	DODGE JOURNEY SXT (LHD/FWD)	
Built Date	08/05/2010	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGF	3.5L V6 HIGH OUTPUT 24V MPI ENGINE				***Serial #***	9210000700
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				***Serial #***	K2070D2292

Report #	285008	***System Key***	194263045	***Report Version***	1	***Open Date***	09/12/2011
Close Date	09/13/2011	***Narrative Date***	09/15/2011	***Category***	0	***Mileage***	10,808
MDH	080514	***Sold Date***	08/31/2010	***Built Date***	08/05/2010	***Advisor***	86
Dealer	57081	GALEANA'S VAN DYKE DODGE					
Dealer Address	28400 VAN DYKE AVENUE						
Dealer City	WARREN			***State***	MI	***Zip***	480937133

Complaint: RT SEAT BEHIND PASSENGER IS RATTLING--PARTS IN TECH 242 BRAKES PULSATE AND SHAKE---PARTS IN RT FRONT DOOR WON'T OPEN FROM INSIDE WHEN LOCKED---- SEE DARRIN DOORS WON'T OPEN AUTOMATICLY

Cause: RATTLES PULSATION

Correction: VERIFED CONCERN AND INSPECTED VEHICLE. REPLACED PASSANGER SEAT 2ND ROW FRAME. RETEST OK AT THIS TIME VERIFED CONCERN AND INSPECTED VEHICLE. REPLACED FRONT BRAKE PADS AND ROTORS. RETEST OK AT THIS TIME PART ORDERED. SEAT FRAME INSPECTED VEHICLE AND COULD NOT VERIFY CUSTOMERS CONCERN AT THIS TIME. WORKING PROPERLY AT THIS TIME

LOP Information

LOP	*LOP Description*
23133616	Body ; Interior - Seat Belt/Seat Frame/Adjuster/Shield ; Frame, seat ; Seat back 2nd row split bench seat-Right or left
0570229B	Brake System ; Pad/shoe ; Pad, disc brake ; Replace Front Brake Pads and Resurface Front Rotors - Both Sides

Part(s) Information

Part Number	*Part Description*	*Part Quantity*	*Part Cost*	*Failed*	*Part Return Date*
CH68068762-AA	PAD KIT -FRONT DISC BRAKE	1		No	
CH68042335-AA	FRAME -NONE	1		No	
CH4779783-AA	ROTOR -BRAKE	2		No	
68068762AA	PAD KIT -FRONT DISC BRAKE	1		No	01/01/0001
68042335AA	FRAME -NONE	1		No	01/01/0001
04779783AA	ROTOR -BRAKE	2		No	01/01/0001

Repair Order Detailed Report #65945 For VIN: 3D4PG5FVXAT2[redacted]

VIN	3D4PG5FVXA[redacted]	***Model Year***	2010	***Body***	JCDP49	DODGE JOURNEY SXT (LHD/FWD)	
Built Date	07/10/2010	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	EGF	3.5L V6 HIGH OUTPUT 24V MPI ENGINE			***Serial #***	9172000073	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			***Serial #***	K1690D1418	

Report #	65945	***System Key***	195067033	***Report Version***	1	***Open Date***	09/27/2011
Close Date	09/27/2011	***Narrative Date***	09/29/2011	***Category***	0	***Mileage***	12,138
MDH	071023	***Sold Date***	01/17/2011	***Built Date***	07/10/2010	***Advisor***	384 LORNA
Dealer	26620	CRONIC INC					
Dealer Address	2515 N EXPRESSWAY						
Dealer City	GRIFFIN			***State***	GA	***Zip***	302237200

Complaint: BACK PASS RIGHT REAR DOOR WILL NOT OPEN FROM INSIDE,HARD 3,000 MILE SERVICE AS PER MENU $21.95 PERFORM SAFETY AND PERFORMANCE MONITORING PROCESS

Cause:

Correction: PARTS HAVE BEEN SPECIAL ORDERED FOR YOUR VEHICLE. PERFORMED 3,000 MILE SERVICE AS PER MENU PERFORMED SAFETY AND PERFORMANCE MONITORING PROCESS

LOP Information is not available

Part(s) Information

Part Number	*Part Description*	*Part Quantity*	*Part Cost*	*Failed*	*Part Return Date*
CH4892339-AA	FILTER -ENGINE OIL	1		No	
CH4589696-AD	LATCH -REAR DOOR	0		No	
CH10W30		6		No	

Repair Order Detailed Report #252494 For VIN: 3D4PG5FV2AT[redacted]

VIN	3D4PG5FV2A[redacted]	Model Year	2010	Body	JCDP49	DODGE JOURNEY SXT (LHD/FWD)	
Built Date	10/05/2010	Market	U	US	Plant	8481	TOLUCA ASSEMBLY PLANT
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGF	3.5L V6 HIGH OUTPUT 24V MPI ENGINE			Serial #	9264000596	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			Serial #	K2380D2331	

Report #	252494	System Key	195091548	Report Version	2	Open Date	09/27/2011
Close Date	09/28/2011	Narrative Date	09/30/2011	Category	0	Mileage	3,737
MDH	100519	Sold Date	02/17/2011	Built Date	10/05/2010	Advisor	910
Dealer	59655	STERLING HEIGHTS DODGE CHRYSLE					
Dealer Address	40111 VAN DYKE AVENUE						
Dealer City	STERLING HEIGHTS			State	MI	Zip	483133730

Complaint: CK NO CRANK, BOTH KEYS, ALARM GOES OF WHEN DOOR IS OPENED, CAR WONT START. ALARM WENT OFF BY ITSELF IN OUR LOT.

Cause: DIAGNOSTIC INSPECTION WRO

Correction: COULD NOT VERIFTY COMPLAINT-VEHICLE STARTED UP WITH BOTH FOBIKS. RAN DIAGNOSTIC TESTS-NO ACTIVE CODES IN SYSTEM-ONE STORED CODE.CLEARED STORED CODE AND ATTEMPT TO DUPLICATE COMPLAINT. UNABLE TO VERIFY OR DUPLICATE COMPLAINT. INSPECTED ALL MODULES ON CAN C BUS CIRCUIT-NO PROBLEMS FOUND.INSPECTED WIRING AND CON- NECTORS-NO PROBLEMS. CK FOR ANY TSBS OR RRTS-NONE FOUND, ROAD TESTED VEHCIEL-UNABLE TO VERIFY OR DUPLICATE COMPLAINT. MILEAGE OUT IS 3741. A/T FOR REPAIRS REPAIR INSPECTED AND PROPERLY COMPLETED BY L.G.

LOP Information

LOP	LOP Description
85418802	Special Services ; Diagnostic LOP ; Security/Convenience Systems,Trouble Not Found ; Wireless Control Module

Part Information is not available

Repair Order Detailed Report #318737 For VIN: 3D4PG5FV2AT[redacted]

VIN	3D4PG5FV2A[redacted]	***Model Year***	2010	***Body***	JCDP49	DODGE JOURNEY SXT (LHD/FWD)	
Built Date	10/05/2010	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGF	3.5L V6 HIGH OUTPUT 24V MPI ENGINE				***Serial #***	9264000596
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				***Serial #***	K2380D2331

Report #	318737	***System Key***	195445489	***Report Version***	1	***Open Date***	10/03/2011
Close Date	10/03/2011	***Narrative Date***	10/05/2011	***Category***	0	***Mileage***	3,826
MDH	100519	***Sold Date***	02/17/2011	***Built Date***	10/05/2010	***Advisor***	5749
Dealer	66183	DICK HUVAERE'S RICHMOND CHRYSL					
Dealer Address	67567 S MAIN ST						
Dealer City	RICHMOND			***State***	MI	***Zip***	480621925

Complaint: QUICK LUBE FIRST VISIT LOF COMPLIMENTARY NITROGEN SERVICE, WITH FIRST FREE OIL CHANGE UPDATE MODULES TO LATEST FLASH VERSIONS VEHICLE INSPECTION: GAS NO NOTED ALTERNATE TRANSPORTATION. OFFERED A MINIMUM OF TWO ALTERNATE TRANSPORTATION OPTIONS TO CUSTOMER,SUCH AS SHUTTLE SERVICE, RENTAL, PICK-UP AND DELIVERY OR OTHER MEANS. QUALITY ASSURANCE CHECK

Cause:

Correction: 3826 LOF 5.5Q 10W30 QUICK LUBE FIRST VISIT LOF 3826 NITRO SERVICED COMPLIMENTARY NITROGEN SERVICE, WITH FIRST FREE OIL CHANGE 3826 NO MODULES TO UPDATE UPDATE MODULES TO LATEST FLASH VERSIONS 3826 INSP VEHICLE INSPECTION: GAS VEHICLE ASSESSMENT ALTERNATE TRANSPORTATION.OFFERED A MINIMUM OF TWOALTERNATE TRANSPORTATION OPTIONS TO CUSTOMER, SUCHAS SHUTTLE SERVICE, RENTAL, PICK-UP AND DELIVERY OR OTHER MEANS. ALTERNATE TRANSPORTATION.OFFERED A MINIMUM OF TWO ALTERNATE TRANSPORTATION OPTIONS TO CUSTOMER, SUCH AS SHUTTLE SERVICE, RENTAL, PICK-UP AND DELIVERY OR OTHER MEANS. QUALITY ASSURANCE CHECK

LOP Information is not available

Part(s) Information

Part Number	*Part Description*	*Part Quantity*	*Part Cost*	*Failed*	*Part Return Date*
68055892AA	OIL -10W30	6		No	
4892339AA	FILTER -ENGINE OIL	1		No	

Repair Order Detailed Report #51143 For VIN: 3D4PG5FV8AT1[redacted]

VIN	3D4PG5FV8A[redacted]	***Model Year***	2010	***Body***	JCDP49	DODGE JOURNEY SXT (LHD/FWD)	
Built Date	03/23/2010	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PBS	DEEP WATER BLUE PEARL COAT					
Engine	EGF	3.5L V6 HIGH OUTPUT 24V MPI ENGINE			***Serial #***	9064000550	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			***Serial #***	K0610D1275	

Report #	51143	***System Key***	195533501	***Report Version***	2	***Open Date***	10/04/2011
Close Date	10/05/2011	***Narrative Date***	05/16/2012	***Category***	0	***Mileage***	16,533
MDH	032321	***Sold Date***	05/17/2010	***Built Date***	03/23/2010	***Advisor***	30 KELLY MAXWELL
Dealer	26139	MCHUGH CHRYSLER, DODGE, JEEP,					
Dealer Address	3420 MAPLE AVE						
Dealer City	ZANESVILLE			***State***	OH	***Zip***	437011341

Complaint: AVO LATCH RT FRONT DOOR AS PER PAST RO DIAG **DOOR WONT OPEN*** HAD TO REMOVE RIGHT FRONT SEAT-REMOVE INTERIO R DOOR TRIM PANEL REMOVE MOST INTERNAL DOOR COMPONENTS TO GET TO LATCH-HAD TO BREAK OFF BACK LATCH COVER TO GET LATCH FREE TO OPEN DOOR (02-1367 M CLARK-) LOWER POWER OUTLET PIECE OF CELL PHONE CHARGER IS STUCK IN IT CAN WE GET IT OUT **NOTHING IN OUTLET--BUT FUSE WAS BLOWN REPLACED 20 AMP FUSE (02-1367 M CLARK-)

Cause:

Correction:

LOP Information

LOP	*LOP Description*
021367	Suspension & Front Axle ; Front Axle shaft

Part(s) Information

Part Number	*Part Description*	*Part Quantity*	*Part Cost*	*Failed*	*Part Return Date*
ATM20		1		No	
4589694AD	LATCH -FRONT DOOR	1		No	

Repair Order Detailed Report #286544 For VIN: 3D4PG5FVXAT[redacted]

VIN	3D4PG5FVXA[redacted]	***Model Year***	2010	***Body***	JCDP49	DODGE JOURNEY SXT (LHD/FWD)	
Built Date	08/05/2010	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGF	3.5L V6 HIGH OUTPUT 24V MPI ENGINE				***Serial #***	9210000700
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				***Serial #***	K2070D2292

Report #	286544	***System Key***	195638489	***Report Version***	2	***Open Date***	10/06/2011
Close Date	10/07/2011	***Narrative Date***	10/11/2011	***Category***	0	***Mileage***	11,921
MDH	080514	***Sold Date***	08/31/2010	***Built Date***	08/05/2010	***Advisor***	86
Dealer	57081	GALEANA'S VAN DYKE DODGE					
Dealer Address	28400 VAN DYKE AVENUE						
Dealer City	WARREN			***State***	MI	***Zip***	480937133

Complaint: RT FRONT DOOR WON'T OPEN ---PARTS IN 23 POINT INSPECTION

Cause: SHORTED 23 POINT INSPECTION

Correction: VERIFED CONCERN AND INSPECTED VEHICLE. REPLACED RIGHT FRONT DOOR LATCH. RETEST OK AT THIS TIME 23 POINT INSPECTION

LOP Information

LOP	*LOP Description*
95400142	Special Services ; Loaner ; Loaner Car ; High Line Vehicles
23410104	Body ; Hardware - Latch/Striker/Lock/Module/Handle/Bumper/Housing charge port ; Latch, Door ; 4D sedan-Vans-Wagons-Front door-Right or left

Part(s) Information

Part Number	*Part Description*	*Part Quantity*	*Part Cost*	*Failed*	*Part Return Date*
CH4589694-AD	LATCH -FRONT DOOR	1		No	
04589694AD	LATCH -FRONT DOOR	1		No	01/01/0001

Repair Order Detailed Report #35668 For VIN: 3D4GG57V59T5[redacted]

VIN	3D4GG57V59[redacted]	**Model Year**	2009	**Body**	JCDP49	DODGE JOURNEY SXT HATCHBACK	
Built Date	09/05/2008	**Market**	U	US	**Plant**	8481	TOLUCA ASSEMBLY PLANT
Color	PPL	MELBOURNE GREEN PEARL COAT					
Engine	EGF	3.5L HIGH OUTPUT V6 24V MPI ENGINE			**Serial #**	9218800075	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			**Serial #**	K2348D1293	

Report #	35668	**System Key**	195734739	**Report Version**	1	**Open Date**	10/10/2011
Close Date	10/10/2011	**Narrative Date**	10/11/2011	**Category**	0	**Mileage**	45,068
MDH	090506	**Sold Date**	12/30/2008	**Built Date**	09/05/2008	**Advisor**	999022 REVEL APPLEWH
Dealer	45503	JOE USRY CHRYSLER JEEP DODGE					
Dealer Address	5395 I 55 N						
Dealer City	JACKSON			**State**	MS	**Zip**	392064144

Complaint: CUST STATES RKE WONT OPEN VEHICLE , WHEN DOOR OPENED WITH KEY ALARM GOES OFF FOR 5-10 MINUTES, THEN VEHICLE WILL START AT TIMES AFTER STARTING VEHICLE HAVE TO RESET EVERYTHING, LOOSES MEMORY, INSTRUMENT CLUSTER, RADIO WONT WORK AT TIMES - =REPORT=-

Cause:

Correction: WI-TECH DIAGNOSTICS, NO FAULT CODES, UNABLE TO DUPLICATE CONDITION, STAR TECH ASSISTANCE REQUEST 182891 OPEN

LOP Information is not available

Part Information is not available

Repair Order Detailed Report #35805 For VIN: 3D4GG57V59T5[redacted]

VIN	3D4GG57V59[redacted]	***Model Year***	2009	***Body***	JCDP49	DODGE JOURNEY SXT HATCHBACK	
Built Date	09/05/2008	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PPL	MELBOURNE GREEN PEARL COAT					
Engine	EGF	3.5L HIGH OUTPUT V6 24V MPI ENGINE			***Serial #***	9218800075	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			***Serial #***	K2348D1293	

Report #	35805	***System Key***	196013283	***Report Version***	2	***Open Date***	10/13/2011
Close Date	10/24/2011	***Narrative Date***	11/03/2011	***Category***	0	***Mileage***	45,098
MDH	090506	***Sold Date***	12/30/2008	***Built Date***	09/05/2008	***Advisor***	999022 REVEL APPLEWH
Dealer	45503	JOE USRY CHRYSLER JEEP DODGE					
Dealer Address	5395 I 55 N						
Dealer City	JACKSON			***State***	MS	***Zip***	392064144

Complaint: CUST STATES ENGINE WONT CRANK INTERMITTENTLY, GUAGES INOP, RKE INOP

Cause:

Correction: CONTACT STAR HOTLINE, REPLACE WIN MODULE, INSPECT GROUND AT SPECIFIED AREA, CONCERN WAS NOT DUPLICATED AT THIS TIME

LOP Information

LOP	*LOP Description*
95400041	Special Services ; Loaner ; Loaner Car ; Loaner Car
08803201	Electrical System ; Switches, IP/Center Stack/Module/WIN/Keyless Entry ; Wireless Ignition Node, WIN

Part(s) Information

Part Number	*Part Description*	*Part Quantity*	*Part Cost*	*Failed*	*Part Return Date*
CH5026874-AE	RECEIVER -WIRELESS IGNITION NODE	1		No	
05026874AE	RECEIVER -WIRELESS IGNITION NODE	1		No	01/01/0001

Repair Order Detailed Report #355979 For VIN: 3D4PG5FV5AT[redacted]

VIN	3D4PG5FV5A[redacted]	***Model Year***	2010	***Body***	JCDP49	DODGE JOURNEY SXT (LHD/FWD)	
Built Date	11/11/2009	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGF	3.5L V6 HIGH OUTPUT 24V MPI ENGINE				***Serial #***	9301900402
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				***Serial #***	K3019D1105

Report #	355979	***System Key***	196085325	***Report Version***	1	***Open Date***	10/14/2011
Close Date	10/14/2011	***Narrative Date***	10/17/2011	***Category***	0	***Mileage***	17,886
MDH	111117	***Sold Date***	08/20/2010	***Built Date***	11/11/2009	***Advisor***	567 WAYNE
Dealer	43636	SORENSEN SCHADE CHRYSLER DODGE					
Dealer Address	21529 U S HIGHWAY 27 NORTH						
Dealer City	LAKE WALES			***State***	FL	***Zip***	33859

Complaint: PERFORM OIL & FILTR CHANGE- ESSENTIAL CARE PROGRAM SEE YOUR SERVICE WRITERS FOR DETAILS

Cause: RECOMMENDED MAINTENANCE

Correction: PERFORMED OIL & FILTER CHANGE- CHECKED FLUIDS AND TIRES MULTI POINT VEHICLE INSPECTION COMPLETED

LOP Information

LOP	*LOP Description*
95260001	Special Services ; Intl oil change ; Maintenance Allowance ; Fixed Cost Maintenance
26860303	Maintenance ; Service Contract Maintenance ; Oil and Filter Change - All Intervals

Part(s) Information

Part Number	*Part Description*	*Part Quantity*	*Part Cost*	*Failed*	*Part Return Date*
PK339		1		No	
CH68055891-AA	OIL -5W30	5		No	
CH4892339-AA	FILTER -ENGINE OIL	1		No	

Repair Order Detailed Report #66520 For VIN: 3D4PG5FVXAT2[redacted]

VIN	3D4PG5FVXA[redacted]	***Model Year***	2010	***Body***	JCDP49	DODGE JOURNEY SXT (LHD/FWD)	
Built Date	07/10/2010	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	EGF	3.5L V6 HIGH OUTPUT 24V MPI ENGINE			***Serial #***	9172000073	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			***Serial #***	K1690D1418	

Report #	66520	***System Key***	196379905	***Report Version***	2	***Open Date***	10/20/2011
Close Date	10/21/2011	***Narrative Date***	10/24/2011	***Category***	0	***Mileage***	13,402
MDH	071023	***Sold Date***	01/17/2011	***Built Date***	07/10/2010	***Advisor***	384 LORNA
Dealer	26620	CRONIC INC					
Dealer Address	2515 N EXPRESSWAY						
Dealer City	GRIFFIN			***State***	GA	***Zip***	302237200

Complaint: BACK PASS RIGHT REAR DOOR WILL NOT OPEN FROM INSIDE-HARD SOP HERE RIGHT SIDE REAR NEXT TO TAIL LIGHT BUMPER KEEPS POPPING OUT VEH IS PULLING TO RIGHT HARD TIRE LIGHT IS ON

Cause: STICKING

Correction: REPLACED RIGHT REAR DOOR ACTUATOR,NO OTHER PROBLEMS AT THIS TIME CUSTOMER TO MAKE A APPT NEXT WEEK ROTATED TIRES NO OTHER PROBLEM AT THIS TIME RESET TIRE LIGHT

LOP Information

LOP	*LOP Description*
23410106	Body ; Hardware - Latch/Striker/Lock/Module/Handle/Bumper/Housing charge port ; Latch, Door ; 4D sedan-Wagon-Rear door-Right or left

Part(s) Information

Part Number	*Part Description*	*Part Quantity*	*Part Cost*	*Failed*	*Part Return Date*
CH4589696-AD	LATCH -REAR DOOR	1		No	
04589696AD	LATCH -REAR DOOR	1		No	01/01/0001

Repair Order Detailed Report #37601 For VIN: 3D4PG5FV6AT1[redacted]

VIN	3D4PG5FV6A[redacted]	***Model Year***	2010	***Body***	JCDP49	DODGE JOURNEY SXT (LHD/FWD)	
Built Date	03/17/2010	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PWL	WHITE GOLD CLEAR COAT					
Engine	EGF	3.5L V6 HIGH OUTPUT 24V MPI ENGINE			***Serial #***	9062000195	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			***Serial #***	K0480D1321	

Report #	37601	***System Key***	196822559	***Report Version***	1	***Open Date***	10/28/2011
Close Date	10/28/2011	***Narrative Date***	10/31/2011	***Category***	0	***Mileage***	22,258
MDH	031716	***Sold Date***	05/10/2010	***Built Date***	03/17/2010	***Advisor***	44 JOSEPH M KING
Dealer	09861	GRIFFIN MOTORS COMPANY					
Dealer Address	11031 PERRY HIGHWAY						
Dealer City	MEADVILLE			***State***	PA	***Zip***	163356576

Complaint: 2688 LUBE OIL FILTER CHECK FLUID LEVELS,BELTS,HOSES & TIRES. CHANGED OIL AND FILTER CHECKED AND TOPPED OFF ALL FLUIDS CHECKED BELTS AND HOSES SET TIRES TO 34 PSI ANTIFREEZE GOOD TO-45 (03-6013 BRAD-29564878)

Cause:

Correction:

LOP Information

LOP	***LOP Description***
95260001	Special Services ; Intl oil change ; Maintenance Allowance ; Fixed Cost Maintenance
26860303	Maintenance ; Service Contract Maintenance ; Oil and Filter Change - All Intervals

Part(s) Information

Part Number	***Part Description***	***Part Quantity***	***Part Cost***	***Failed***	***Part Return Date***
68055891AA	OIL -5W30	6		No	
4892339BA	FILTER -ENGINE OIL	1		No	

Repair Order Detailed Report #320092 For VIN: 3D4PG5FV2AT[redacted]

VIN	3D4PG5FV2A[redacted]	***Model Year***	2010	***Body***	JCDP49	DODGE JOURNEY SXT (LHD/FWD)	
Built Date	10/05/2010	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGF	3.5L V6 HIGH OUTPUT 24V MPI ENGINE				***Serial #***	9264000596
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				***Serial #***	K2380D2331

Report #	320092	***System Key***	197071166	***Report Version***	1	***Open Date***	10/21/2011
Close Date	10/31/2011	***Narrative Date***	11/03/2011	***Category***	0	***Mileage***	4,404
MDH	100519	***Sold Date***	02/17/2011	***Built Date***	10/05/2010	***Advisor***	56
Dealer	66183	DICK HUVAERE'S RICHMOND CHRYSL					
Dealer Address	67567 S MAIN ST						
Dealer City	RICHMOND			***State***	MI	***Zip***	480621925

Complaint: DRIVEABILITY PROBLEM ENGINE LIGHT CAME ON AND THE TIRE LIGHT, ESP & PWR DOOR LOCK DIDN'T WORK CODES U0141 PWR LOCKS DON'T ALWAYS WORK VEHICLE INSPECTION: GAS ALTERNATE TRANSPORTATION. OFFERED A MINIMUM OF TWO ALTERNATE TRANSPORTATION OPTIONS TO CUSTOMER,SUCH AS SHUTTLE SERVICE, RENTAL, PICK-UP AND DELIVERY OR OTHER MEANS. QUALITY ASSURANCE CHECK VEHICLE ASSESSMENT OK ON ENTRY

Cause: B

Correction: 4403 CONNECTED DRB AND SCANNED FOR DTC ANDSENSOR ABNORMALITIES. FOUND MUTIPAL STORDEDDTCSU001/U0168/U110A/U0141/U0126/U1000/U0141/U0002/U0429/U0100/ U0146/U0121/U1197. CLERDED STCAND ROAD TESTED VEHICLE. UNBLE TO GET CHECKENGINE LIGHT TO COME ACTIVE 1197 REOPEN STARCASE WAITING TO HEAR BACK FROM STAR CUSTOMERPICKING UP CAR (NOTE THEIR WAS A OPEN CASEFROM OTHER DEALER THAT DID THE TIP PEN) Emissions NTF No Trouble Found Diagnostic LOP - Norepair/ 4403 CHECKED OPERATION ON DOOR LOCKSSEVERAL TIMES. UNABLE TO VERIFY CUSTOMERCONCERN AT THIS TIME 1197 ALL LIGHT REPAIR PROBLEMS VEHICLE INSPECTION: GAS ALTERNATE TRANSPORTATION.OFFERED A MINIMUM OF TWOALTERNATE TRANSPORTATION OPTIONS TO CUSTOMER, SUCHAS SHUTTLE SERVICE, RENTAL, PICK-UP AND DELIVERY OR OTHER MEANS. ALTERNATE TRANSPORTATION.OFFERED A MINIMUM OF TWO ALTERNATE TRANSPORTATION OPTIONS TO CUSTOMER, SUCH AS SHUTTLE SERVICE, RENTAL, PICK-UP AND DELIVERY OR OTHER MEANS. 4404 ROAD TESTED BY SERVICE MGR. AFTERTECH COMPLETED WORK OK TO DELIVER QUALITY ASSURANCE CHECK VEHICLE ASSESSMENT

LOP Information

LOP	*LOP Description*
85412501	Special Services ; Diagnostic LOP ; Check Engine Light, Powertrain Related Issues, Trouble Not Found ; Check Engine Light MIL

Part Information is not available

Repair Order Detailed Report #308394 For VIN: 3D4PG9FV8AT[redacted]

VIN	3D4PG9FV8A[redacted]	***Model Year***	2010	***Body***	JCDT49	DODGE JOURNEY R/T (LHD/FWD)	
Built Date	06/10/2010	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	EGF	3.5L V6 HIGH OUTPUT 24V MPI ENGINE				***Serial #***	9141000112
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				***Serial #***	K1190D1643

Report #	308394	***System Key***	197080620	***Report Version***	1	***Open Date***	11/01/2011
Close Date	11/01/2011	***Narrative Date***	11/03/2011	***Category***	0	***Mileage***	17,382
MDH	061002	***Sold Date***	07/26/2010	***Built Date***	06/10/2010	***Advisor***	049 TOM LEBLANC
Dealer	68888	NEW SMYRNA CHRYSLER JEEP DODGE					
Dealer Address	2555 State Road 44						
Dealer City	New Smyrna Beach			***State***	FL	***Zip***	321688287

Complaint: CUSTOMER REQUESTS 3000 MILE SERVICE AS RECOMMENDED BY CHRYSLER PIECE NEXT TO TAIL LIGHT POPS OUT PRICE ON WIPERS-THEY HAVE A 50% OFF COUPON TO USE

Cause: PREVENTIVE MAINTENANCE POPPED FROM MOUNTS

Correction: PERFORMED 3000 MILE SERVICE AS REQUESTED WITH TIRE ROTATION SECURED RIGHT AND LEFT SECTIONS OF REAR FASCIA BELOW TAILLIGHT LENSES PRICE OF $81.20 FOR TWO CUSTOMER DECLINES REPLACEMENT

LOP Information

LOP	*LOP Description*
23001040	Body ; Adjustments ; Door ; Front - Right

Part(s) Information

Part Number	*Part Description*	*Part Quantity*	*Part Cost*	*Failed*	*Part Return Date*
CH68055891-AA	OIL -5W30	6		No	
CH4892339-AA	FILTER -ENGINE OIL	1		No	

Repair Order Detailed Report #36442 For VIN: 3D4GG57V59T5[redacted]

VIN	3D4GG57V59[redacted]	Model Year	2009	Body	JCDP49	DODGE JOURNEY SXT HATCHBACK	
Built Date	09/05/2008	Market	U	US	Plant	8481	TOLUCA ASSEMBLY PLANT
Color	PPL	MELBOURNE GREEN PEARL COAT					
Engine	EGF	3.5L HIGH OUTPUT V6 24V MPI ENGINE			Serial #	9218800075	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			Serial #	K2348D1293	

Report #	36442	System Key	197133210	Report Version	1	Open Date	11/02/2011
Close Date	11/02/2011	Narrative Date	11/04/2011	Category	0	Mileage	46,100
MDH	090506	Sold Date	12/30/2008	Built Date	09/05/2008	Advisor	999022 REVEL APPLEWH
Dealer	45503	JOE USRY CHRYSLER JEEP DODGE					
Dealer Address	5395 I 55 N						
Dealer City	JACKSON			State	MS	Zip	392064144

Complaint: CUST STATES RKE INOP INTERMITTENTLY FLASH ECM PER TSB 18-028-10

Cause:

Correction: TEST SYSTEM, REPLACE 2 FOBIKS, ALSO FOUND IOD FUSE NOT FULLY SEATED, INSTALLED PROPERLY

LOP Information

LOP	LOP Description
181906H3	Software Flash ; Module ; Module, Powertrain Control (PCM) ; Module, Powertrain Control (PCM) - Reprogram
08804401	Electrical System ; Switches, IP/Center Stack/Module/WIN/Keyless Entry ; Transmitter, Integrated Key FOB ; Transmitter key-one or more

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CH5026378-AI	TRANSMTR -INTEGRATED KEY FOB	2		No	
CH4275086-AD	LABEL -GENERAL INFORMATION	1		No	
05026378AI	TRANSMTR -INTEGRATED KEY FOB	2		No	01/01/0001
04275086AD	LABEL -GENERAL INFORMATION	1		No	01/01/0001

Repair Order Detailed Report #236441 For VIN: 3D4PH5FV2AT[redacted]

VIN	3D4PH5FV2A[redacted]	***Model Year***	2010	***Body***	JCEP49	DODGE JOURNEY SXT (LHD/AWD)	
Built Date	01/18/2010	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	EGF	3.5L V6 HIGH OUTPUT 24V MPI ENGINE				***Serial #***	9004000109
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				***Serial #***	K3559D2580

Report #	236441	***System Key***	197626584	***Report Version***	3	***Open Date***	11/08/2011
Close Date	11/10/2011	***Narrative Date***	01/18/2013	***Category***	0	***Mileage***	34,881
MDH	011814	***Sold Date***	02/26/2010	***Built Date***	01/18/2010	***Advisor***	989 CAROL
Dealer	41600	EXTREME DODGE CHRYSLER JEEP					
Dealer Address	2300 SEYMOUR ROAD						
Dealer City	JACKSON			***State***	MI	***Zip***	492018877

Complaint: WORLD CLASS INSPECTION ADVISED CUSTOMER OF FACTORY MAINTENANCE

Cause:

Correction: SERVICE CONTRACT LUBE, OIL AND FILTER

LOP Information

LOP	*LOP Description*
95260001	Special Services ; Intl oil change ; Maintenance Allowance ; Fixed Cost Maintenance
26860303	Maintenance ; Service Contract Maintenance ; Oil and Filter Change - All Intervals

Part(s) Information

Part Number	*Part Description*	*Part Quantity*	*Part Cost*	*Failed*	*Part Return Date*
68055892AA	OIL -10W30	5		No	
4892339AA	FILTER -ENGINE OIL	1		No	

Repair Order Detailed Report #320779 For VIN: 3D4PG5FV2AT[redacted]

VIN	3D4PG5FV2A[redacted]	**Model Year**	2010	**Body**	JCDP49	DODGE JOURNEY SXT (LHD/FWD)	
Built Date	10/05/2010	**Market**	U	US	**Plant**	8481	TOLUCA ASSEMBLY PLANT
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGF	3.5L V6 HIGH OUTPUT 24V MPI ENGINE			**Serial #**	9264000596	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			**Serial #**	K2380D2331	

Report #	320779	**System Key**	197707422	**Report Version**	1	**Open Date**	11/02/2011
Close Date	11/11/2011	**Narrative Date**	11/15/2011	**Category**	0	**Mileage**	4,468
MDH	100519	**Sold Date**	02/17/2011	**Built Date**	10/05/2010	**Advisor**	9621
Dealer	66183	DICK HUVAERE'S RICHMOND CHRYSL					
Dealer Address	67567 S MAIN ST						
Dealer City	RICHMOND			**State**	MI	**Zip**	480621925

Complaint: ESP LIGHT, TIRE LIGHT CAME ON, SECURITY LIGHTS CAME ON. CUSTOMER PARKED VEH. UNABLE TO START. TOWED IN. VEHICLE INSPECTION: GAS QUALITY ASSURANCE CHECK ALTERNATE TRANSPORTATION. OFFERED A MINIMUM OF TWO ALTERNATE TRANSPORTATION OPTIONS TO CUSTOMER,SUCH AS SHUTTLE SERVICE, RENTAL, PICK-UP AND DELIVERY OR OTHER MEANS. VEHICLE ASSESSMENT RENTAL GRINDING NOISE FROM BELT AREA.

Cause: B B B

Correction: 4468 ROAD TEST VEHICLE TO DUPLICATECONCERN, VEHICLE STARTED TO FAIL DURING ROADTEST, VEHICLE WAS ABLE TO RETURN TO SHOP.ELECTRICAL DIAG- CONNECTED STARSCAN ANDSCANNED FOR DTC(S) AND SENSOR ABNORMALITIES.FOUND DTCSU001/U0168/U110A/U0126/U0429/U1000/U0141/U0002/ U1197/U0100/U0146/UU0121/U0001/U0168.FOUND THAT WCM NOT ON BUS. Turn the ignitionoff. Disconnect the Wireless Ignition Nodeharness connector. Using a 12-volt test lightconnected to ground, check the (106) FusedB(+) circuit-OK. Using a 12-volt test lightconnected to 12-volts, check the (Z907)ground circuit-OK. Turn the ignition on.Using a 12-volt test light connected toground, check the (F20) Ignition SwitchOutput (Run/Start) circuit-OK. Turn theignition off. Disconnect the TIPM C7 harnessconnector. Measure the resistance of the(D52) CAN C Bus (+) circuit between the TIPMC7 harness connector and the WirelessIgnition Node connector-OK. Measure theresistance of the (D51) CAN C Bus (-) circuitbetween the TIPM C7 harness connector and theWireless Ignition Node connector- FOUNDEXCESSIVE RESISTANCE IN WIRING. CHECKEDRESISTANCE FROM TIPM PIN 29 WT/LB TO C114CONNECTOR PIN 45-OK. MEASURED RESISTANCE FROMC114 PIN 45 WT/LB TO WCM PIN 6-OK.RECONNECTED C114 CONNECTOR AND MEASUREDRESISTANCE. WIGGLE TESTED WIRING AND FOUNDTHAT WHEN WIRING WIGGLED NO CHANGE BUT WHENCONNECTOR WIGGLE FOUND THAT RESISTANCE INWIRE CHANGES. FOUND THAT CONNECTORS NOTMATING PROPERLY CAUSING PINS TO MOVE INCONNECTOR SLOTS. REMOVED UPPER DASH PAD TOGAIN ACCESS TO DASH WIRING HARNESS. REPLACEDINSTRUMENT PANEL DASH WIRING HARNESS. REMOVEDTIPM AND PCM TO GAIN ACCESS TO HEAD LIGHT TODASH CO

LOP Information

LOP	LOP Description
95400141	Special Services ; Loaner ; Loaner Car ; Standard Line Vehicles
08906506	Electrical System ; Wiring Harness Replacement, Body/Jumper ; Wiring harness, engine compartment and headlamp ; Main harness - Headlamp to dash, All engines

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68049267AC	WIRING -HEADLAMP TO DASH	1		No	
68046723AB	WIRING -INSTRUMENT PANEL	1		No	01/01/0001
4891720AA	PULLEY -IDLER	1		No	
04891720AA	PULLEY -IDLER	1		No	01/01/0001

Repair Order Detailed Report #67205 For VIN: 3D4PG5FVXAT2[redacted]

VIN	3D4PG5FVXA[redacted]	***Model Year***	2010	***Body***	JCDP49	DODGE JOURNEY SXT (LHD/FWD)	
Built Date	07/10/2010	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	EGF	3.5L V6 HIGH OUTPUT 24V MPI ENGINE				***Serial #***	9172000073
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				***Serial #***	K1690D1418

Report #	67205	***System Key***	197938139	***Report Version***	1	***Open Date***	11/17/2011
Close Date	01/01/0001	***Narrative Date***	11/18/2011	***Category***	0	***Mileage***	14,871
MDH	071023	***Sold Date***	01/17/2011	***Built Date***	07/10/2010	***Advisor***	384 LORNA
Dealer	26620	CRONIC INC					
Dealer Address	2515 N EXPRESSWAY						
Dealer City	GRIFFIN			***State***	GA	***Zip***	302237200

Complaint: RIGHT SIDE REAR NEXT TO TAIL LIGHT BUMPER KEEPS POPPING OUT

Cause:

Correction:

LOP Information is not available

Part Information is not available

Repair Order Detailed Report #164229 For VIN: 3D4PG5FV2AT[redacted]

VIN	3D4PG5FV2A[redacted]	**Model Year**	2010	**Body**	JCDP49	DODGE JOURNEY SXT (LHD/FWD)	
Built Date	10/05/2010	**Market**	U	US	**Plant**	8481	TOLUCA ASSEMBLY PLANT
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGF	3.5L V6 HIGH OUTPUT 24V MPI ENGINE			**Serial #**	9264000596	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			**Serial #**	K2380D2331	

Report #	164229	**System Key**	198362727	**Report Version**	2	**Open Date**	10/04/2011
Close Date	11/23/2011	**Narrative Date**	07/12/2013	**Category**	0	**Mileage**	4,062
MDH	100519	**Sold Date**	02/17/2011	**Built Date**	10/05/2010	**Advisor**	1929 ALAN HELMKAMP
Dealer	57059	LA GRANGE COUNTY DODGE					
Dealer Address	2050 NORTH DETROIT STREET						
Dealer City	LA GRANGE			**State**	IN	**Zip**	467611148

Complaint: CHECKED ALARM SYSTEM TROUBLE. SYSTEM WAS ACTIVE WHEN CAR ARRIVED, HOOKED TO WI-TECH , CAR AND SYSTEM WENT BACK TO NORMAL. CHECKED DIAGNOSTICS, FOUND NOTHING. CONTACED STAR CENTER, NO OTHER CASES, RECOMMENDED NEW WIRELESS CONTROL MODULE. ORDERED AND INSTALLED NEW WIRELESS CONTROL MODULE. PROGRAMMED BOTH FOBIKS. ALARM STILL WON'T DISARM. RECHECKED MOUDLES - FOLLOWING NOT PRESENT ON BUSS - ABS, PCM, ORC, SAS & WCM - NOT ACTIVE. CHECKED TIPM CAN VOLTAGE AT G CONNECTOR 26 & 27 - 2.5V ON EACH ONE. CHECKED RESISTENCE - 60 OHMS. CHECKED FOR SHORT TO GROUND - NONE. SPOKE W/KENT A @ STAR CENTER - TICKET # 235825 - VEHICLE ALARM DISABLED STILL - RECOMMENDED REPLACING TIPM; REPLACED TIPM & PROGRAMMED AS NEEDED. SET & DISABLED ALARM SYSTEM NUMEROUS TIMES. VEHICLE WORKING AS DESIGNED NOW.

Cause:

Correction:

LOP Information

LOP	LOP Description
235825	Body

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
RL692305AG	MODULE -TOTALLY INTEGRATED POWER	1		No	
68066727AC	MODULE -WIRELESS IGNITION NODE	1		No	

Repair Order Detailed Report #52338 For VIN: 3D4PG5FV8AT1[redacted]

VIN	3D4PG5FV8A[redacted]	**Model Year**	2010	**Body**	JCDP49	DODGE JOURNEY SXT (LHD/FWD)	
Built Date	03/23/2010	**Market**	U	US	**Plant**	8481	TOLUCA ASSEMBLY PLANT
Color	PBS	DEEP WATER BLUE PEARL COAT					
Engine	EGF	3.5L V6 HIGH OUTPUT 24V MPI ENGINE			**Serial #**	9064000550	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			**Serial #**	K0610D1275	

Report #	52338	**System Key**	199799527	**Report Version**	2	**Open Date**	12/20/2011
Close Date	12/21/2011	**Narrative Date**	05/16/2012	**Category**	0	**Mileage**	19,827
MDH	032321	**Sold Date**	05/17/2010	**Built Date**	03/23/2010	**Advisor**	96 ROBERT SHARKEY
Dealer	26139	MCHUGH CHRYSLER, DODGE, JEEP,					
Dealer Address	3420 MAPLE AVE						
Dealer City	ZANESVILLE			**State**	OH	**Zip**	437011341

Complaint: STD OIL&FILT CHANGE $5 DISC 6QT CONV 29.95 ONLY 737 *SERVICE COMPLETED* (12-6984 B STAPLETON-) TIRE ROTATION ADJ PRES LAB-19.95 pass veh 5.00 DISC W/REWARDS *ROTATED TIRES, PROPER PRESSURES AND TORQUE* (12-6984 B STAPLETON-) VEH. INSPECT. ADJ TIRE PSI BATTERY TEST *SEE ATTACHED SHEET* (12-6984 B STAPLETON-) CUST STATES NEEDS DOOR LOCK SWITCH ON RIGHT FRONT DOOR TURNED AROUND UP/DOWN BACKWARDS RE RO 51143 10/4/11 DOOR HANDLE REPLACED (12-6984 B STAPLETON-) SEE IF CUP HOLDER IS IN STOCK SOP OWED TO CUSTOMER RE RO 50372 8/18/11 SLEEVE MISSING (12-6984 B STAPLETON-) REPL AIR FILTER AS PER CUSTOMER AUTHORIZATION "THANK-YOU" (12-6984 B STAPLETON-)

Cause:

Correction:

LOP Information is not available

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68026603AA	OIL -5W20	5		No	
4892339AA	FILTER -ENGINE OIL	1		No	
4891916AA	FILTER -AIR	1		No	

Repair Order Detailed Report #84186 For VIN: 3C4PDCAB0CT[redacted]

VIN	3C4PDCAB0C[redacted]	***Model Year***	2012	***Body***	JCDH49	DODGE JOURNEY SE (FWD)	
Built Date	12/07/2011	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PBP	BLUE PEARL COAT					
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE			***Serial #***	1323121154	
Transmission	DFF	4-SPEED AUTOMATIC VLP TRANSMISSION			***Serial #***	K3211A1375	

Report #	84186	***System Key***	199961318	***Report Version***	2	***Open Date***	12/22/2011
Close Date	12/23/2011	***Narrative Date***	12/30/2011	***Category***	0	***Mileage***	11
MDH	120709	***Sold Date***	01/01/0001	***Built Date***	12/07/2011	***Advisor***	384
Dealer	44545	GOOD BROTHERS DODGE INC					
Dealer Address	577 COLUMBIAN STREET						
Dealer City	SOUTH WEYMOUTH			***State***	MA	***Zip***	021901131

Complaint: NEW VEHICL PREP

Cause: PREP

Correction: 6 PREP PEFORMED NEW VEH PREP NEW VEHICL PREP

LOP Information is not available

Part Information is not available

Repair Order Detailed Report #239074 For VIN: 3D4PH5FV2AT[redacted]

VIN	3D4PH5FV2A[redacted]	***Model Year***	2010	***Body***	JCEP49	DODGE JOURNEY SXT (LHD/AWD)	
Built Date	01/18/2010	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	EGF	3.5L V6 HIGH OUTPUT 24V MPI ENGINE				***Serial #***	9004000109
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				***Serial #***	K3559D2580

Report #	239074	***System Key***	201418254	***Report Version***	3	***Open Date***	01/19/2012
Close Date	01/20/2012	***Narrative Date***	01/18/2013	***Category***	0	***Mileage***	38,617
MDH	011814	***Sold Date***	02/26/2010	***Built Date***	01/18/2010	***Advisor***	1349
Dealer	41600	EXTREME DODGE CHRYSLER JEEP					
Dealer Address	2300 SEYMOUR ROAD						
Dealer City	JACKSON			***State***	MI	***Zip***	492018877

Complaint: WORLD CLASS INSPECTION

Cause:

Correction: SERVICE CONTRACT LUBE, OIL AND FILTER

LOP Information

LOP	*LOP Description*
95260001	Special Services ; Intl oil change ; Maintenance Allowance ; Fixed Cost Maintenance
26860303	Maintenance ; Service Contract Maintenance ; Oil and Filter Change - All Intervals

Part(s) Information

Part Number	*Part Description*	*Part Quantity*	*Part Cost*	*Failed*	*Part Return Date*
68055892AA	OIL -10W30	6		No	
4892339AA	FILTER -ENGINE OIL	1		No	

Repair Order Detailed Report #829188 For VIN: 3D4PG4FB7AT[redacted]

VIN	3D4PG4FB7A[redacted]	**Model Year**	2010	**Body**	JCDH49	DODGE JOURNEY SE (LHD/FWD)	
Built Date	09/25/2009	**Market**	U	US	**Plant**	8481	TOLUCA ASSEMBLY PLANT
Color	PA4	SILVER STEEL METALLIC CLEAR COAT					
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE			**Serial #**	1219920054	
Transmission	DFF	4-SPEED AUTOMATIC VLP TRANSMISSION			**Serial #**	K2309A1312	

Report #	829188	**System Key**	204073766	**Report Version**	3	**Open Date**	03/08/2012
Close Date	03/13/2012	**Narrative Date**	03/15/2012	**Category**	0	**Mileage**	70,554
MDH	092501	**Sold Date**	12/24/2009	**Built Date**	09/25/2009	**Advisor**	69783
Dealer	45394	HENRY BROWN CHRYSLER JEEP DODG					
Dealer Address	1990 N PINAL AVE						
Dealer City	CASA GRANDE			**State**	AZ	**Zip**	851221400

Complaint: COMPLETED BLUE SERVICE INCLUDING: ROTATE & BALANCE TIRES// A/C PERFORMANCE TEST (REFRIGERANT ADDITIONAL)//SERVICE & INSPECT BATTERY//PERFORM MULTI-POINT VEHICLE INSPECTION// ROAD TEST//REPLACE ENGINE OIL (UP TO 5 QUARTS)//REPLACE OIL FILTER WITH GENUINE MOPAR FILTER//REPLACE SPARK PLUGS (IF APP)//REPLACE AIR FILTER//EXCHANGE CHEMICAL COOLANT FLUID//REPLACE WINDSHIELD WIPER BLADES//TOP-OFF ALL ENGINE COMPARTMENT FLUID LEVELS//INSPECT TIRES FOR WEAR, MEASURE TREAD DEPTH & SET TIRE PRESSURE//INSPECT BRAKE SYSTEM//INSPECT BELTS & HOSES//INSPECT POWER STEERING SYSTEM OPERATION//INSPECT SUSPENSION COMPONENTS//INSPECT ALL LIGHTS FOR PROPER OPERATION//INSPECT FOR VISUAL FLUID LEAKS COMPLETED TRANSMISSION FLUID EXCHANGE & ADDED CONDITIONER COMPLETED MOUNT & BALANCE OF 2 TIRES G/YEAR EAGLE RS-S+ SET 4 WHEEL ALLIGNMENT TO SPECIFICATIONS C/S F/PASS DOOR WONT OPEN. PLS. ADVISE K37 L25 COMPLETED HYDRAULIC BRAKE FLUID EXCHANGE//VACUUM-BLED AIR FROM SYSTEM COMPLETED VISUAL INSPECTION OF POWER STEERING SYSTEM// COMPLETED POWER STEERING FLUID EXCHANGE COMPLETED PRESSURIZED FUEL INJECTOR FLUSH 4. PACK

Cause: ALL TIRES WORN AND SEVERELY CUPPED FAILED PART IS DOOR LATCH, WONT OPEN RECALL RECALL

Correction: COMPLETED BLUE SERVICE. COMPLETED TRANS SERVICE PAN OFF WITH FILTER. REPLACE ALL (4) TIRES, MOUNT AND BALANCE. ALIGN TO FACTORY SPECS. INSPECT FOR DOOR WONT OPEN FROM EITHER HANDLE, FOUND LATCH WON'T RELEASE. PER STAR CENTER, EXTRACT AND REPLACE LATCH. SCAN ORC AND FLASH UPDATE PER RECALL,08K37182, 0.2. INTERROGAT WIN, INSTALL DETENT PACKAGE,08L25182, 0.2. E COMPLETED BRAKE FLUSH. COMPLETED P/S FLUSH. INJECTOR FLUSH, 3 PACK INDUCTION SERVICE.

LOP Information

LOP	LOP Description
08L25182	Electrical System ; Safety Recall L25 - Wireless Ignition Node Module Detents ; Safety Recall L25 - Wireless Ignition Node Module Detents ; Inspect WIN Module and Install WIN Module Detent Package
08K37182	Electrical System ; Customer Satisfaction Notification K37 ; Customer Satisfaction Notification K37 ; Inspect for DTC's and Reprogram ORC Module

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CHSP0ZFR5F-11	PLUG -NONE	4		No	
CHDOT3		1		No	
CHCBE1L252-AA	TRIM RING-IGNITION KEY CYLINDER	1		No	
CHATF		12		No	
CH68048953-AB	ANTIFREEZ-COOLANT	1		No	
CH68046382-AA	BLADE -FRONT WIPER	1		No	
CH68030273-AA	BLADE -FRONT WIPER	1		No	
CH6504672	NUT -WHEEL	1		No	
CH5010884-AA	SEALER -RTV	1		No	
CH4892339-AA	FILTER -ENGINE OIL	1		No	
CH4891916-AA	FILTER -AIR	1		No	
CH4864505-AB	FLTR PKG -TRANSMISSION OIL	1		No	
CH4589694-AD	LATCH -FRONT DOOR	1		No	
CH2681		1		No	
CH19239592		1		No	
CH1358698-23		4		No	
CH1231		1		No	
CH1161		1		No	
CH1121		1		No	
CH1031		1		No	
CBE1L252AA	TRIM RING-IGNITION KEY CYLINDER	1		No	01/01/0001

Repair Order Detailed Report #602275 For VIN: 3D4PG5FVXAT[redacted]

VIN	3D4PG5FVXA[redacted]	***Model Year***	2010	***Body***	JCDP49	DODGE JOURNEY SXT (LHD/FWD)	
Built Date	06/07/2010	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	EGF	3.5L V6 HIGH OUTPUT 24V MPI ENGINE				***Serial #***	9132000905
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				***Serial #***	K1190D2328

Report #	602275	***System Key***	204206933	***Report Version***	2	***Open Date***	03/05/2012
Close Date	04/11/2012	***Narrative Date***	04/16/2012	***Category***	0	***Mileage***	38,866
MDH	060719	***Sold Date***	07/07/2010	***Built Date***	06/07/2010	***Advisor***	826
Dealer	61339	JACK POWELL CHRYSLER DODGE JEE					
Dealer Address	1625 AUTO PARK WAY						
Dealer City	ESCONDIDO			***State***	CA	***Zip***	920292008

Complaint: CUSTOMER STATES:TOW IN, WENT OUT TOCAR HAZARD LIGHTS WHERE FLASHING AND WOULD NOT START, KEY TURNED ON DASH HAZARD FLASHING INSIDE ONLYWOULD NOT START NO POWER DIAGNOSE AND ADVISE Moved to: 602275C Line: A Moved to: 602275C Line: B Moved to: 602275C Line: C VEHICLE RENTAL PROVIDED TO CLIENT Moved to: 602275C Line: D Moved to: 602275C Line: E Moved to: 602275C Line: F

Cause:

Correction: 38866 DEFECTIVE BATTERY BATTERY WAS DEADWHEN VEHICLE ARRIVED HAD TO CHARGE BATTERYBEFORE ANY TEST COULD BE PERFORMED. SERVICEMANAGER TEST DROVE VEHICLE 7 MILES, NOPROBLEMS OCCURRED. TEST DROVE ANOTHER 7 MILESAND LET SIT AND RESTARTED AND TEST DROVE WITHNO PROBLEMS OCCURRING. CALLED FACTORY TECHREP STAN GOZZI TO SEE IF HE HAS ANY IDEAS ONTHIS CONCERN, HE STATED IT COULD BE A BADBATTERY. CALLED FACTORY AREA MANAGER FORASSISTANCE. SHE OKAYED TO REPLACE BATTERY ANDCONTINUE TO DRIVE VEHICLE TO SEE IF PROBLEMCAN BE DUPLICATED. REPLACE BATTERY ANDPERFORMED EXTENDED ROAD TEST. SEE LINE F This repair is not covered under warranty. It is being performed as Goodwill strictly and solely in the interest ofcustomer satisfaction. This repair is not covered under warranty. It is being performed as Goodwill strictly and solely in the interest of customer satisfaction. Moved to: 602275C Line: AMoved to: 602275C Line: AMoved to: 602275C Line: AMoved to: 602275C Line: AMoved to: 602275C Line: AMoved to: 602275C Line: AMoved to: 602275C Line: AMoved to: 602275C Line: AMoved to: 602275C Line: AMoved to: 602275C Line: AMoved to: 602275C Line: AMoved to: 602275C Line: AMoved to: 602275C Line: AMoved to: 602275C Line: AMoved to: 602275C Line: AMoved to: 602275C Line: AMoved to: 602275C Line: AMoved to: 602275C Line: AMoved to: 602275C Line: A SPLIT RO SPLIT RO SPLIT RO SPLIT RO SPLIT RO SPLIT RO SPLIT RO SPLIT RO SPLIT RO SPLIT RO SPLIT RO SPLIT RO SPLIT RO SPLIT RO SPLIT RO SPLIT RO SPLIT RO SPLIT RO SPLIT RO SPLIT

LOP Information

LOP	*LOP Description*
95400141	Special Services ; Loaner ; Loaner Car ; Standard Line Vehicles
95400042	Special Services ; Loaner ; Loaner Car ; First Day Rental
09550101	Engine ; Oil Filter/Cooler/Turbo Lines/Hoses ; Filter, oil
08080110	Electrical System ; Battery ; Battery ; All Others

Part(s) Information

Part Number	*Part Description*	*Part Quantity*	*Part Cost*	*Failed*	*Part Return Date*
BB086525AA	BATTERY -STORAGE	1		No	01/01/0001

Repair Order Detailed Report #602275C For VIN: 3D4PG5FVXA[redacted]S

VIN	3D4PG5FVXA[redacted]	**Model Year**	2010	**Body**	JCDP49	DODGE JOURNEY SXT (LHD/FWD)	
Built Date	06/07/2010	**Market**	U	US	**Plant**	8481	TOLUCA ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	EGF	3.5L V6 HIGH OUTPUT 24V MPI ENGINE			**Serial #**	9132000905	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			**Serial #**	K1190D2328	

Report #	602275C	**System Key**	204346309	**Report Version**	1	**Open Date**	03/05/2012
Close Date	03/12/2012	**Narrative Date**	03/15/2012	**Category**	0	**Mileage**	38,866
MDH	060719	**Sold Date**	07/07/2010	**Built Date**	06/07/2010	**Advisor**	826
Dealer	61339	JACK POWELL CHRYSLER DODGE JEE					
Dealer Address	1625 AUTO PARK WAY						
Dealer City	ESCONDIDO			**State**	CA	**Zip**	920292008

Complaint: Perform courtsey multi-point vehicle inspection. INSPECT TIRE PRESSURE POST SERVICE QUALITY CONTROL ALL VEHICLES WILL BE ROAD TESTED TO ASSURE ALL REPAIRS ARE PERFORMED SUCCESSFULLY. An overnight extended road test is being performed for diagnostic or quality control reasons. The customer has consented to this teston Date_____ Time_____BY_____ COMPLETE OIL AND FILTER CHANGE. LUBE ALL FITTINGS AS APPLICABLE. CHECK ALL FLUID LEVELS AND TIRE PRESSURE. 4 WHEEL TIRE ROTATION

Cause:

Correction: Perform courtsey multi-point vehicle inspection. Check Window Washer Fluid- Checked Check Automatic Transmission Fluid - Checked Check Brake Fluid - Checked Check Power Steering Fluid - Checked Check Coolant Reservoir Level - Checked Check Transaxle -TransferCase - Clutch Reservoir -Checked Check Oil - Checked Inspect Engine Air Filter- Checked Inspect Drive Belts - Good Condition Check Lights and Horn - Checked Check Windshield Wiper Blades - Checked Inspect Front Brakes - Checked - 6.5MM Inspect Rear Brakes - Checked - 6MM Inspect Brake Lines and Hydraulic System - Checked Inspect Suspension and Steering System - CheckedInspect Drive Shaft Boots- Checked Inspect Cooling System Protection - Checked Inspect for Oil Leaks - Checked Inspect A/C and Heating System - Meets Standard Inspect Fuel Hoses Pipes and Fittings - Checked Inspect Exhaust System and Check for Leakage - Checked Check Battery - Checked Check Tire Pressure - Checked Inspect Tires/Measure Tire Tread - Service Recommended - 4-5'32" WILL NEED TIRES SOON. Perform courtsey multi-point vehicle inspection. CHECK WINDOW WASHER FLUIDCHECK AUTOMATIC TRANSMISSION FLUID CHECK BRAKE FLUID CHECK POWER STEERING FLUID CHECK COOLANT RESERVOIR LEVEL CHECK TRANSAXLE - TRANSFER CASE - CLUTCH RESERVOIRCHECK OIL INSPECT ENGINE AIR FILTERINSPECT DRIVE BELTS CHECK LIGHTS AND HORN CHECK WINDSHIELD WIPER BLADES INSPECT FRONT BRAKES INSPECT REAR BRAKES INSPECT BRAKE LINES AND HYDRAULIC SYSTEM INSPECT SUSPENSION AND STEERING SYSTEM INSPECT DRIVE

LOP Information

LOP	LOP Description
95400141	Special Services ; Loaner ; Loaner Car ; Standard Line Vehicles
95400042	Special Services ; Loaner ; Loaner Car ; First Day Rental
09550101	Engine ; Oil Filter/Cooler/Turbo Lines/Hoses ; Filter, oil
08080110	Electrical System ; Battery ; Battery ; All Others

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
BB086525AA	BATTERY -STORAGE	1		No	01/01/0001
68055891AA	OIL -5W30	6		No	
1AMFL00008	FILTER -ENGINE OIL	1		No	

Repair Order Detailed Report #68287 For VIN: 3D4PG1FG9BT5[redacted]

VIN	3D4PG1FG9B[redacted]	**Model Year**	2011	**Body**	JCDE49	DODGE JOURNEY MAINSTREET (FWD)	
Built Date	12/09/2010	**Market**	U	US	**Plant**	8481	TOLUCA ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE				**Serial #**	6336010373
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				**Serial #**	K3090D3672

Report #	68287	**System Key**	205132188	**Report Version**	2	**Open Date**	03/26/2012
Close Date	03/28/2012	**Narrative Date**	03/30/2012	**Category**	0	**Mileage**	19,000
MDH	120918	**Sold Date**	07/11/2011	**Built Date**	12/09/2010	**Advisor**	997128
Dealer	42125	LUSTINE CHRYSLER JEEP DODGE					
Dealer Address	14211 JEFFERSON DAVIS HWY						
Dealer City	WOODBRIDGE			**State**	VA	**Zip**	221912108

Complaint: RENTAL CAR Moved to: 68287C Line: A REAR BUMPER DRIVER'S SIDE LOOKS LIKE NOT ATTACHED TO VEHILCE PROPERLY Moved to: 68287C Line: B CUSOTMER STATES INT PASS REAR DOOR WILL NOT OPEN FROM INSIDE OR OUTSIDE DRIVER'S SIDE FENDER HAS A FOGGY AREA IN THE PAINT RRT 11-066 RRT 11-082

Cause: RENTAL CAR

Correction: RENTAL CAR ENTERPRISE RENTAL CAR SUBLET REPAIRS Moved to: 68287C Line: A CP MOVED LINES MISC REPAIR Moved to: 68287C Line: B CP MOVED LINES MISC REPAIR 19000 VERIFIED CONCERN. MISC REPAIR 19000 inspected date code on amp. founddate code matched those affected by rrt.ordered new amp per rrt Amplifier, Inspect Date Code 19000 FLASHED BCM PER RRT 11-082 PERFOMRED RRT FLASH

LOP Information

LOP	LOP Description
95400041	Special Services ; Loaner ; Loaner Car ; Loaner Car
08600799	Electrical System ; Audio ; Amplifier ; Inspect Amplifier Date Code

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
5064981AI	AMPLIFIER-NONE	0		No	

Repair Order Detailed Report #68287C For VIN: 3D4PG1FG9B[redacted]

VIN	3D4PG1FG9B[redacted]	***Model Year***	2011	***Body***	JCDE49	DODGE JOURNEY MAINSTREET (FWD)	
Built Date	12/09/2010	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE				***Serial #***	6336010373
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				***Serial #***	K3090D3672

Report #	68287C	***System Key***	205206670	***Report Version***	1	***Open Date***	03/26/2012
Close Date	03/27/2012	***Narrative Date***	03/29/2012	***Category***	0	***Mileage***	19,000
MDH	120918	***Sold Date***	07/11/2011	***Built Date***	12/09/2010	***Advisor***	997128
Dealer	42125	LUSTINE CHRYSLER JEEP DODGE					
Dealer Address	14211 JEFFERSON DAVIS HWY						
Dealer City	WOODBRIDGE			***State***	VA	***Zip***	221912108

Complaint: PERFORMED OIL CHANGE SERVICE DRAIN ENGINE OIL---------- INSTALL NEW OIL FILTER AND UPTO 6QTS OF NEWOIL---------- FRONT BRAKES SQUEEL BADLY AND VIBRATES WHOLE VEHILCE WHEN YOU BRAKE AT HIGHWAY SPEEDS, CHECK EXTENDED WARRANTY

Cause: OIL FILTER

Correction: PERFORMED OIL CHANGE SERVICE DRAIN ENGINE OIL---------- INSTALL NEW OIL FILTER AND UPTO 6QTS OF NEW OIL---------- 19000 RECOMMEND MACHINE FRONT AND REARROTORS EST OF 300.00, CUSTOMER DECLINED ATTHIS TIME MISC REPAIR

LOP Information

LOP	*LOP Description*
95400041	Special Services ; Loaner ; Loaner Car ; Loaner Car
08600799	Electrical System ; Audio ; Amplifier ; Inspect Amplifier Date Code

Part(s) Information

Part Number	*Part Description*	*Part Quantity*	*Part Cost*	*Failed*	*Part Return Date*
68079744AB	FILTER -ENGINE OIL	1		No	
68055891AA	OIL -5W30	6		No	

Repair Order Detailed Report #133135 For VIN: 3D4PH1FG5BT[redacted]

VIN	3D4PH1FG5B[redacted]	***Model Year***	2011	***Body***	JCEE49	DODGE JOURNEY MAINSTREET (AWD)	
Built Date	05/26/2011	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PW3	WHITE					
Engine	ERB	3.6L V6 24V VVT ENGINE				***Serial #***	6137110369
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				***Serial #***	K1031D1436

Report #	133135	***System Key***	205259848	***Report Version***	1	***Open Date***	03/28/2012
Close Date	03/28/2012	***Narrative Date***	03/29/2012	***Category***	0	***Mileage***	3,779
MDH	052613	***Sold Date***	08/31/2011	***Built Date***	05/26/2011	***Advisor***	6205
Dealer	66689	ROCKLAND CHRYSLER JEEP DODGE					
Dealer Address	60 ROUTE 304						
Dealer City	NANUET			***State***	NY	***Zip***	109542924

Complaint: TECH FOUND OPEN RAPID RESPONSE TRANSMITTAL 11-082 CUSTOMER REQUESTS LUBE, OIL & FILTER CHANGE ---------- (FREE PER SALES) ----------

Cause: FLASHED BCM

Correction: TECH PERFORMED RAPID RESPONSE TRANSMITTAL UNDER WARRANTY TECH PERFORMED LUBE, OIL & FILTER CHANGE SPECIAL PER CUSTOMER REQUEST

LOP Information

LOP	*LOP Description*
18190294	Software Flash ; Module ; Module, Body Control (BCM) ; Flash Program Body Control Module and Reconfigure Vehicle - Powernet

Part Information is not available

Repair Order Detailed Report #318878 For VIN: 3D4PG5FVXAT[redacted]

VIN	3D4PG5FVXA[redacted]	***Model Year***	2010	***Body***	JCDP49	DODGE JOURNEY SXT (LHD/FWD)	
Built Date	06/09/2010	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGF	3.5L V6 HIGH OUTPUT 24V MPI ENGINE			***Serial #***	9137001194	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			***Serial #***	K1190D3475	

Report #	318878	***System Key***	205657884	***Report Version***	1	***Open Date***	04/02/2012
Close Date	04/02/2012	***Narrative Date***	04/04/2012	***Category***	0	***Mileage***	18,959
MDH	060911	***Sold Date***	07/22/2010	***Built Date***	06/09/2010	***Advisor***	2048 JAMES
Dealer	68888	NEW SMYRNA CHRYSLER JEEP DODGE					
Dealer Address	2555 State Road 44						
Dealer City	New Smyrna Beach			***State***	FL	***Zip***	321688287

Complaint: CUSTOMER REQUESTS 3000 MILE SERVICE AS RECOMMENDED BY CHRYSLER

Cause: PREVENTIVE MAINTENANCE

Correction: PERFORMED 3000 MILE SERVICE AS REQUESTED

LOP Information

LOP	*LOP Description*
95260001	Special Services ; Intl oil change ; Maintenance Allowance ; Fixed Cost Maintenance
26860303	Maintenance ; Service Contract Maintenance ; Oil and Filter Change - All Intervals

Part(s) Information

Part Number	*Part Description*	*Part Quantity*	*Part Cost*	*Failed*	*Part Return Date*
CH68055891-AA	OIL -5W30	6		No	
CH4892339-AA	FILTER -ENGINE OIL	1		No	

Repair Order Detailed Report #319161 For VIN: 3D4PG5FVXAT[redacted]

VIN	3D4PG5FVXA[redacted]	**Model Year**	2010	**Body**	JCDP49	DODGE JOURNEY SXT (LHD/FWD)	
Built Date	06/09/2010	**Market**	U	US	**Plant**	8481	TOLUCA ASSEMBLY PLANT
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGF	3.5L V6 HIGH OUTPUT 24V MPI ENGINE			**Serial #**	9137001194	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			**Serial #**	K1190D3475	

Report #	319161	**System Key**	205855119	**Report Version**	1	**Open Date**	04/05/2012
Close Date	04/06/2012	**Narrative Date**	04/09/2012	**Category**	0	**Mileage**	19,037
MDH	060911	**Sold Date**	07/22/2010	**Built Date**	06/09/2010	**Advisor**	049 TOM LEBLANC
Dealer	68888	NEW SMYRNA CHRYSLER JEEP DODGE					
Dealer Address	2555 State Road 44						
Dealer City	New Smyrna Beach			**State**	FL	**Zip**	321688287

Complaint: CUSTOMER STATES DOOR LOCKS DO NOT OPERATE CUSTOMER STATES WINDOWS DROP 1/2 INCH WHEN DOOR LOCKS OPERAT

Cause: RIGHT FRONT DOOR LATCH FAILURE NORMAL OPERATION

Correction: REPLACED RIGHT FRONT DOOR LOCK LATCH ASSEMBLY NO CORRECTION REQUIRED

LOP Information

LOP	LOP Description
23410104	Body ; Hardware - Latch/Striker/Lock/Module/Handle/Bumper/Housing charge port ; Latch, Door ; 4D sedan-Vans-Wagons-Front door-Right or left

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CH68045836-AA	CLIP -NONE	3		No	
CH6500911	RIVET -NONE	2		No	
CH4589694-AD	LATCH -FRONT DOOR	1		No	
68045836AA	CLIP -NONE	3		No	01/01/0001
06500911	RIVET -NONE	2		No	01/01/0001
04589694AD	LATCH -FRONT DOOR	1		No	01/01/0001

Repair Order Detailed Report #711965 For VIN: 3D4PH9FV8AT[redacted]

VIN	3D4PH9FV8A[redacted]	***Model Year***	2010	***Body***	JCET49	DODGE JOURNEY R/T (LHD/AWD)	
Built Date	05/25/2010	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	EGF	3.5L V6 HIGH OUTPUT 24V MPI ENGINE				***Serial #***	9125000778
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				***Serial #***	K0970D1275

Report #	711965	***System Key***	206134961	***Report Version***	1	***Open Date***	04/09/2012
Close Date	04/09/2012	***Narrative Date***	04/12/2012	***Category***	0	***Mileage***	10,570
MDH	052512	***Sold Date***	11/02/2010	***Built Date***	05/25/2010	***Advisor***	6929
Dealer	65382	INGRAM PARK CHRYSLER JEEP DODG					
Dealer Address	7000 N W LOOP 410						
Dealer City	SAN ANTONIO			***State***	TX	***Zip***	782384111

Complaint: STATE INSPECTION GREEN SLIP $1.00

Cause:

Correction: 10570 20 COMPLETED TSI #G18414726 STATE INSPECTION STATE INSPECTION MISC. SHOP CHARGES 10570 10 COMPLETED VI-30 #L19545601 GREEN SLIP $1.00

LOP Information is not available

Part Information is not available

Repair Order Detailed Report #75066 For VIN: 3D4GG57V79T5[redacted]

VIN	3D4GG57V79[redacted]	Model Year	2009	Body	JCDP49	DODGE JOURNEY SXT HATCHBACK	
Built Date	04/15/2009	Market	U	US	Plant	8481	TOLUCA ASSEMBLY PLANT
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	EGF	3.5L HIGH OUTPUT V6 24V MPI ENGINE			Serial #	9057900033	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			Serial #	K0509D1026	

Report #	75066	System Key	206274711	Report Version	2	Open Date	04/12/2012
Close Date	04/13/2012	Narrative Date	04/17/2012	Category	0	Mileage	93,663
MDH	041513	Sold Date	08/11/2009	Built Date	04/15/2009	Advisor	92
Dealer	63975	MILOSCH'S PALACE CHRYSLER JEEP					
Dealer Address	3800 S LAPEER RD						
Dealer City	LAKE ORION			State	MI	Zip	483591325

Complaint: CK RPMS REVVING AT 35 AND NOT SHIFTING-SOUNDS LIKE A JET PLANE CK ON LIGHT BRAKING LIKE PARKING LOT LOUD GROND FROM FRONT SEE DION ALSO CK THUMOING NOISE ENTERPRISE RENTAL RESERVED CK LOUD HUMMING NOISE ALL SPEEDS WHILE DRIVING AND DOESNT SEEMS TO SHIFT MAX CARE LPM100N $100 DED CK CLUNK FROM REAR

Cause: AUTOMATIC TRANSMISSION REPAIRS STEERING AND SUSPENSION REPAIRS STEERING AND SUSPENSION REPAIRS LEAKING

Correction: 93663 NOISY. REPLACE RIGHT FRONT AND RIGHTREAR HUB/BEARING ASSEMBLIES. RETEST OK. Hub and Bearing, Rear - Replace Disc-Right (B) Hub and Bearing, Front - Replace Right (B) HUB, REAR-Replace (B) HUB, FRONT-Replace (B) 93663 MISSING. 150 REMOVE REAR CALIPERS,CLEAN ADAPTERS, INSTALL ANTI RATTLE CLIPS,REPLACE RIGHT REAR CALIPER SLIDES AND BOLTS,REMOVE LEFT FRONT CALIPER AND UNTWIST BRAKEHOSE. REPLACE RIGHT REAR CALIPER SLIDES AND ADJUSTBRAKE HOSE,CLEAN ADAPTERS,AND REPLACE ANTI-RATTLE CLIP BRAKES REPAIR OR REPLACE Loaner Car Loaner Car (D) LOANER CAR- (C) 93663 SEE LINE A. INFO ONLY INFO ONLY 93663 LEAKING. REPLACE BOTH REAR SHOCKS.RETEST OK. Shock absorber, Rear - Replace Rear-Both (C) ENTERPRISE RENTAL #118356SC SHOCK ABSORBER-Replace (C) SUBLET REPAIRS

LOP Information

LOP	LOP Description
95400041	Special Services ; Loaner ; Loaner Car ; Loaner Car
118356SC	Exhaust System
05210902	Brake System ; Disc/hub/bearing ; Hub and Bearing, Front ; Right
05210802	Brake System ; Disc/hub/bearing ; Hub and Bearing, Rear ; Disc brake equipped-Right or left
02151509	Suspension & Front Axle ; Shock Absorber/Strut/Steering Damper ; Shock Absorber/Strut, Rear ; Both Sides

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68029888AA	SPRING -BRAKE SHOE HOLD DOWN	1		No	
68003777AA	PIN -DISC BRAKE	1		No	
4779796AA	HUB&BRG -WHEEL	1		No	
4766957AD	ABSORBER -SUSPENSION	2		No	
4721010AC	BEARING -BRAKE	1		No	
04779796AA	HUB&BRG -WHEEL	1		No	01/01/0001
04766957AD	ABSORBER -SUSPENSION	2		No	01/01/0001
04721010AC	BEARING -BRAKE	1		No	01/01/0001

Repair Order Detailed Report #713135 For VIN: 3D4PH9FV8AT[redacted]

VIN	3D4PH9FV8A[redacted]	Model Year	2010	Body	JCET49	DODGE JOURNEY R/T (LHD/AWD)	
Built Date	05/25/2010	Market	U	US	Plant	8481	TOLUCA ASSEMBLY PLANT
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	EGF	3.5L V6 HIGH OUTPUT 24V MPI ENGINE			Serial #	9125000778	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			Serial #	K0970D1275	

Report #	713135	System Key	207365920	Report Version	1	Open Date	04/21/2012
Close Date	04/30/2012	Narrative Date	05/02/2012	Category	0	Mileage	10,993
MDH	052512	Sold Date	11/02/2010	Built Date	05/25/2010	Advisor	4397
Dealer	65382	INGRAM PARK CHRYSLER JEEP DODG					
Dealer Address	7000 N W LOOP 410						
Dealer City	SAN ANTONIO			State	TX	Zip	782384111

Complaint: CUSTOMER STATES RF DOOR DOES NOT OPEN CUSTOMER STATES RF WINDOW DOES NOT ROLL ALL WAY DOWN CUSTOMER STATES LEFT A PAIILAR INNER TRIM LOOSE CUSTOMER STATES HAS INTERMITTANT BELT NOISE AT IDLE FREE 27 POINT INSPECTION

Cause: F F F F

Correction: 10993 23410104 70 replaced passenger doorlatch due to internal failure not allowingdoor to open Latch, Door - Replace 4D sedan-Vans-Wagons-Front door-Right (C) LATCH, DOOR/LIFTGATE-Replace (B) 10993 00 couldnt duplicate concern at thistime COULD NOT DUPLICATE CUSTOMER'S CONCERN AT THIS TIME 10993 23201602 20 completed replacement of apillar on driver side Panel, pillar - Replace A-pillar-Left (C) PANEL, PILLAR (POST)-Replace (C) 10992 can't duplicate no information forrepair found regarding this complaint COULD NOT DUPLICATE CUSTOMER'S CONCERN AT THIS TIME 10992 performed inspection FREE 27 POINT INSPECTION

LOP Information

LOP	LOP Description
23202208	Body ; Soft Trim - Trim panel/Door Pull Cup/Moldings/Seat/Side Airbags/Headliner/visor ; Panel, door trim ; Front-Right or left
23201603	Body ; Soft Trim - Trim panel/Door Pull Cup/Moldings/Seat/Side Airbags/Headliner/visor ; Molding, pillar ; A-pillar-Right or left

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68043790AB	LINK -LOCK	0		No	
6509508AA	SCREW -OVAL HEAD	0		No	
5076874AC	W/STRIP -FRONT DOOR BELT INNER	0		No	
4589694AD	LATCH -FRONT DOOR	1		No	
4589693AD	LATCH -FRONT DOOR	0		No	
1BG862DVAD	PANEL -FRONT DOOR TRIM	1		No	
1BG09DW1AC	MOLDING -A PILLAR	1		No	

Repair Order Detailed Report #714596 For VIN: 3D4PH9FV8AT[redacted]

VIN	3D4PH9FV8A[redacted]	**Model Year**	2010	**Body**	JCET49	DODGE JOURNEY R/T (LHD/AWD)	
Built Date	05/25/2010	**Market**	U	US	**Plant**	8481	TOLUCA ASSEMBLY PLANT
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	EGF	3.5L V6 HIGH OUTPUT 24V MPI ENGINE			**Serial #**	9125000778	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			**Serial #**	K0970D1275	

Report #	714596	**System Key**	207874715	**Report Version**	1	**Open Date**	05/07/2012
Close Date	05/08/2012	**Narrative Date**	05/10/2012	**Category**	0	**Mileage**	11,642
MDH	052512	**Sold Date**	11/02/2010	**Built Date**	05/25/2010	**Advisor**	4397
Dealer	65382	INGRAM PARK CHRYSLER JEEP DODG					
Dealer Address	7000 N W LOOP 410						
Dealer City	SAN ANTONIO			**State**	TX	**Zip**	782384111

Complaint: REPLACE RF DOOR TRIM MOLDING..SOP PART INGRAM PARK CHRYSLER OIL AND FILTERCHANGE TIRE ROTATION $19.95 FREE 27 POINT INSPECTION REPLACED RF DOOR INTERIOR TRIM HANDLE

Cause: F E

Correction: 11642 MISSING MLDING AND BENDED KNOB LINKREPLACED THE UPPERDOOR PANEL MOLDING AND THEBEDED LOCK KNOB LINK- OK Link/cable, latch lock control to latch - Replace 4D sedan-Van-Wagon-Front or rear door-Right (C) LINK, LATCH LOCK CONTROL TO LATCH-Replace (C) 11642 PEROFMRE DLOF 30 INGRAM PARK CHRYSLER OIL AND FILTER CHANGE 11642 PERFORMED TIRE ROTATION 40 TIRE ROTATION $19.95 11642 PERFORMED INSPECTION FREE 27 POINT INSPECTION 11642 00 REPLACED TRIM MOLDING Cover/bezel, door remote handle - Replace Front orRear-Right (D) COVER/BEZEL, DOOR REMOTE HANDLE-Replace (C)

LOP Information

LOP	LOP Description
23411204	Body ; Hardware - Latch/Striker/Lock/Module/Handle/Bumper/Housing charge port ; Link/cable, latch lock control to latch ; 4D sedan-Van-Wagon-Front or rear door-Right
23101502	Body ; Interior - Sill Plate/Hook/Bezel/Grille/Sunshade/Moldings/Panel/Trunk ; Cover/bezel, door remote handle ; Front or Rear-Right or left- one or both

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68055890AA	OIL -5W20	6		No	
68043790AB	LINK -LOCK	1		No	
6509508AA	SCREW -OVAL HEAD	1		No	
5076874AC	W/STRIP -FRONT DOOR BELT INNER	1		No	
4892339AA	FILTER -ENGINE OIL	1		No	
1GC82XDVAA	PANEL -HANDLE SCREW	1		No	
06509508AA	SCREW -OVAL HEAD	1		No	01/01/0001
05076874AC	W/STRIP -FRONT DOOR BELT INNER	1		No	01/01/0001

Repair Order Detailed Report #43392 For VIN: 3D4PG5FV6AT1[redacted]

VIN	3D4PG5FV6A[redacted]	***Model Year***	2010	***Body***	JCDP49	DODGE JOURNEY SXT (LHD/FWD)	
Built Date	03/17/2010	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PWL	WHITE GOLD CLEAR COAT					
Engine	EGF	3.5L V6 HIGH OUTPUT 24V MPI ENGINE				***Serial #***	9062000195
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				***Serial #***	K0480D1321

Report #	43392	***System Key***	208730345	***Report Version***	1	***Open Date***	05/22/2012
Close Date	05/23/2012	***Narrative Date***	05/25/2012	***Category***	0	***Mileage***	29,812
MDH	031716	***Sold Date***	05/10/2010	***Built Date***	03/17/2010	***Advisor***	03 FRANK J WEBER
Dealer	09861	GRIFFIN MOTORS COMPANY					
Dealer Address	11031 PERRY HIGHWAY						
Dealer City	MEADVILLE			***State***	PA	***Zip***	163356576

Complaint: 2688 LUBE OIL FILTER CHECK FLUID LEVELS,BELTS,HOSES & TIRES. SET TIRES TO 35 PSI (05-7648 GKELTZ-) CUSTOMER STATES POWER SEAT NOT WORKING. FOUND J8 40 AMP FUSE BLOWN IN POWER DIST CENTER. INSTALL NEW FUSE AND RUN POWER SEAT AND CHECKED WIRING AND COULD NOT FIND ANY CHAFFED WIRING. AT THIS TIME CONDITION TO BLOW FUSE IS NOT PRESENT. (05-7648 GKELTZ-)

Cause:

Correction:

LOP Information

LOP	*LOP Description*
95260001	Special Services ; Intl oil change ; Maintenance Allowance ; Fixed Cost Maintenance
26860303	Maintenance ; Service Contract Maintenance ; Oil and Filter Change - All Intervals

Part(s) Information

Part Number	*Part Description*	*Part Quantity*	*Part Cost*	*Failed*	*Part Return Date*
68055891AA	OIL -5W30	6		No	
4892339BA	FILTER -ENGINE OIL	1		No	
4868008AA	FUSE -NONE	1		No	

Repair Order Detailed Report #88768 For VIN: 3C4PDCAB0CT[redacted]

VIN	3C4PDCAB0C[redacted]	***Model Year***	2012	***Body***	JCDH49	DODGE JOURNEY SE (FWD)	
Built Date	12/07/2011	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PBP	BLUE PEARL COAT					
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE			***Serial #***	1323121154	
Transmission	DFF	4-SPEED AUTOMATIC VLP TRANSMISSION			***Serial #***	K3211A1375	

Report #	88768	***System Key***	208943836	***Report Version***	1	***Open Date***	05/26/2012
Close Date	05/26/2012	***Narrative Date***	05/29/2012	***Category***	0	***Mileage***	4,829
MDH	120709	***Sold Date***	02/02/2012	***Built Date***	12/07/2011	***Advisor***	384
Dealer	44545	GOOD BROTHERS DODGE INC					
Dealer Address	577 COLUMBIAN STREET						
Dealer City	SOUTH WEYMOUTH			***State***	MA	***Zip***	021901131

Complaint: PERFORM 3,000 MILE SERVICE, CHANGE OIL AND FILTER LUBE CHASSIS, CHECK AND REPLENISH ALL UNDER HOOD FLUIDS, CHECK AND ADJUST TIRE PRESSURE,INSPECT BELTS AND HOSES. SEASONAL MULTI--POINT INSPECTION

Cause:

Correction: 4829 DONE PERFORM 3,000 MILE SERVICE, CHANGE OIL AND FILTER LUBE CHASSIS, CHECK AND REPLENISH ALL UNDER HOOD FLUIDS, CHECK AND ADJUST TIRE PRESSURE,INSPECT BELTS AND HOSES. 4829 DONE SEASONAL MULTI--POINT INSPECTION

LOP Information is not available

Part Information is not available

Repair Order Detailed Report #323175 For VIN: 3D4PG5FVXAT[redacted]

VIN	3D4PG5FVXA[redacted]	***Model Year***	2010	***Body***	JCDP49	DODGE JOURNEY SXT (LHD/FWD)	
Built Date	06/09/2010	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGF	3.5L V6 HIGH OUTPUT 24V MPI ENGINE				***Serial #***	9137001194
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				***Serial #***	K1190D3475

Report #	323175	***System Key***	209198555	***Report Version***	1	***Open Date***	05/31/2012
Close Date	05/31/2012	***Narrative Date***	06/01/2012	***Category***	0	***Mileage***	19,037
MDH	060911	***Sold Date***	07/22/2010	***Built Date***	06/09/2010	***Advisor***	049 TOM LEBLANC
Dealer	68888	NEW SMYRNA CHRYSLER JEEP DODGE					
Dealer Address	2555 State Road 44						
Dealer City	New Smyrna Beach			***State***	FL	***Zip***	321688287

Complaint: LABOR ADJUSTMENT OMITTED FROM RO# 319161

Cause:

Correction:

LOP Information is not available

Part Information is not available

Repair Order Detailed Report #89286 For VIN: 3C4PDCAB0CT[redacted]

VIN	3C4PDCAB0C[redacted]	***Model Year***	2012	***Body***	JCDH49	DODGE JOURNEY SE (FWD)	
Built Date	12/07/2011	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PBP	BLUE PEARL COAT					
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE			***Serial #***	1323121154	
Transmission	DFF	4-SPEED AUTOMATIC VLP TRANSMISSION			***Serial #***	K3211A1375	

Report #	89286	***System Key***	210159030	***Report Version***	1	***Open Date***	06/15/2012
Close Date	06/15/2012	***Narrative Date***	06/18/2012	***Category***	0	***Mileage***	5,801
MDH	120709	***Sold Date***	02/02/2012	***Built Date***	12/07/2011	***Advisor***	384
Dealer	44545	GOOD BROTHERS DODGE INC					
Dealer Address	577 COLUMBIAN STREET						
Dealer City	SOUTH WEYMOUTH			***State***	MA	***Zip***	021901131

Complaint: CUSTOMER STATES DRIVER'S REAR TIRE HAS A STAPLE, PLUG

Cause:

Correction: 5800 REMOVE NAIL & PLUG TIRE PLUG TIRE

LOP Information is not available

Part Information is not available

Repair Order Detailed Report #35548 For VIN: 3D4PH1FG5BT5[redacted]

VIN	3D4PH1FG5B[redacted]	**Model Year**	2011	**Body**	JCEE49	DODGE JOURNEY MAINSTREET (AWD)	
Built Date	12/08/2010	**Market**	U	US	**Plant**	8481	TOLUCA ASSEMBLY PLANT
Color	PBV	BLACKBERRY PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE				**Serial #**	6326010817
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				**Serial #**	K2950D2299

Report #	35548	**System Key**	210886402	**Report Version**	1	**Open Date**	06/26/2012
Close Date	06/26/2012	**Narrative Date**	06/29/2012	**Category**	0	**Mileage**	14,999
MDH	120820	**Sold Date**	06/24/2011	**Built Date**	12/08/2010	**Advisor**	AS SCHRADER;ANDREW
Dealer	64754	S & S AUTO SALES INC					
Dealer Address	3385 STATE ROUTE 11						
Dealer City	MALONE			**State**	NY	**Zip**	129534713

Complaint: CUSTOMER REQUESTS LUBE, OIL & FILTER CUSTOMER REQUEST NEW YORK STATE INSPECTION Customer states passenger side rear tire keeps going soft

Cause: small nail in tire

Correction: TECH PERFORMED LUBE, OIL & FILTER PERFORM NY SAFTEY INSPECTION tech plugged tire tested and returned

LOP Information is not available

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
OIL		12		No	
68079744AB	FILTER -ENGINE OIL	1		No	

Repair Order Detailed Report #89576 For VIN: 3C4PDCAB0CT[redacted]

VIN	3C4PDCAB0C[redacted]	***Model Year***	2012	***Body***	JCDH49	DODGE JOURNEY SE (FWD)	
Built Date	12/07/2011	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PBP	BLUE PEARL COAT					
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE			***Serial #***	1323121154	
Transmission	DFF	4-SPEED AUTOMATIC VLP TRANSMISSION			***Serial #***	K3211A1375	

Report #	89576	***System Key***	211165630	***Report Version***	1	***Open Date***	06/25/2012
Close Date	06/28/2012	***Narrative Date***	07/03/2012	***Category***	0	***Mileage***	5,802
MDH	120709	***Sold Date***	02/02/2012	***Built Date***	12/07/2011	***Advisor***	384
Dealer	44545	GOOD BROTHERS DODGE INC					
Dealer Address	577 COLUMBIAN STREET						
Dealer City	SOUTH WEYMOUTH			***State***	MA	***Zip***	021901131

Complaint: CUSTOMER STATES DRIVER'S REAR TIRE IS FLAT

Cause:

Correction: 0 PERFORMED MOUNT AND BALANCE OF 1 TIRE. MOUNT AND BALANCE 1 TIRE

LOP Information is not available

Part(s) Information

Part Number	*Part Description*	*Part Quantity*	*Part Cost*	*Failed*	*Part Return Date*
THK1007288	TIRE -P225 70R16	1		No	

Repair Order Detailed Report #81451 For VIN: 3D4GG57V79T5[redacted]

VIN	3D4GG57V79[redacted]	**Model Year**	2009	**Body**	JCDP49	DODGE JOURNEY SXT HATCHBACK	
Built Date	04/15/2009	**Market**	U	US	**Plant**	8481	TOLUCA ASSEMBLY PLANT
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	EGF	3.5L HIGH OUTPUT V6 24V MPI ENGINE			**Serial #**	9057900033	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			**Serial #**	K0509D1026	

Report #	81451	**System Key**	211645453	**Report Version**	1	**Open Date**	06/21/2012
Close Date	07/09/2012	**Narrative Date**	07/12/2012	**Category**	0	**Mileage**	98,699
MDH	041513	**Sold Date**	08/11/2009	**Built Date**	04/15/2009	**Advisor**	557
Dealer	63975	MILOSCH'S PALACE CHRYSLER JEEP					
Dealer Address	3800 S LAPEER RD						
Dealer City	LAKE ORION			**State**	MI	**Zip**	483591325

Complaint: CUST STATES DRIVERS DOOR WILL NOT OPEN WITH INSIDE OR OUTSIDE HANDLE MAXCARE LPM100N W/$100 DED CUST IN ENTERPRISE RENATL FIRST DAY$35 A DAY FIVE DAYS REFINISH LINE DUE TO DOOR REPAIR CUST STATES FRT END FEELS LOSE/CK AND ADV. R C/S DR DOOR WILL NOT OPEN

Cause: LATCH SEIZED CLOSED STEERING AND SUSPENSION REPAIRS

Correction: 98699 DR FT DOOR WILL NOT OPEN FROM INSIDEOR OUTSIDE. REMOVED FT DOOR INNER BELTMOLDING, PLASTIC AROUND LATCH INSIDE OF DOORTO ATTEMPT TO ACCESS LATCH MECHANISMS. TRIEDPRYING ON LATCH TO RELEASE FROM STRICKER.PUSHED WHILE OTHER TECH ATTEMPTED TO RELEASELATCH FROM INSIDE OF DOOR . LATCH IS STUCK ONSTRICKER AND WILL NOT RELEASE CONTACTED STAR.CASE 340316. AFTER 2.5 HRS OF ATTEMPTING TORELEASE LATCH FROM STRIKER MANAGER SENT TOBODYSHOP. BODYSHOP TECH HAD TO REMOVE APILLAR TRIM, REMOVED SEAT USED ANGLE GRINDERTO CUT OUT BOLTS FOR THE STRIKER AFTER ALLPRYING, DAMAGE WAS DONE TO DOOR THAT HAD TOBE DONE TO REPAIR DOOR. ALSO REPLACED DOORLATCH. SEE OTHER LINES FOR BODY REPAIRS. Latch, Door - Replace 4D sedan-Vans-Wagons-Front door-Right (C) DIAGNOSTIC LOP ADJUSTED DOOR OO TIME FOR DOOR TRIM PANEL R&R ENTERPRISE RENTAL INV#118773 SC 5DAYS WARR 1 DAY LATCH, DOOR/LIFTGATE-Replace (B) DIAGNOSTIC LOP ADJUSTED DOOR OO TIME FOR DOOR TRIM PANEL R&R SUBLET REPAIRS INFO ONLY RENTAL COVERAGE Panel, front door - Colorcoat 4D-SECTION A-Right PANEL, DOOR FRONT-Color coat (A) 98699 CUSTOMER COMPLAINT OF THE FRONT ENDFEELING LOOSE. UPON INSPECTION AND TESTINGFOUND THE LOWER CONTROL ARM REAM MOUNTS TO BETORN. THE SWAY BAR LINKS TO BE POPING AND THEBUSHINGS WORN. REPLACED THE SWAY BAR BUSHINGSLINKS AND BOTH LOWER CONTROL ARMS. TEST DROVEALL GOOD. Arm, Lower Control - Replace Left (B) Arm, Lower Control - Replace Right (B) Link, front stabilizer/sway bar - Replace Both (C) Cushion/Bushing, sway bar, front - Replace One and/or both (C) Arm, lower control Arm, lower control LINK, FRONT STABILIZER/SWAY BAR-Replace (C) CUSHION, FRONT SWAY BAR-Replace (C) DOORS/WINDOWS-ADJUST/REPAIR

LOP Information

LOP	LOP Description
95400041	Special Services ; Loaner ; Loaner Car ; Loaner Car
85410000	Special Services ; Diagnostic LOP ; Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.
23605322	Body ; Paint - Color Coat ; Panel, front door ; 4D-SECTION A-Right or left
23410104	Body ; Hardware - Latch/Striker/Lock/Module/Handle/Bumper/Housing charge port ; Latch, Door ; 4D sedan-Vans-Wagons-Front door-Right or left
02201005	Suspension & Front Axle ; Front Stabilizer bar ; Link, front stabilizer/sway bar ; Both
02200502	Suspension & Front Axle ; Front Stabilizer bar ; Cushion/Bushing, sway bar, front ; One and/or both
02100513	Suspension & Front Axle ; Front Control arm/ball joint ; Arm, Lower Control ; Left
02100512	Suspension & Front Axle ; Front Control arm/ball joint ; Arm, Lower Control ; Right

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
6507676AA	NUT -HEX FLANGE LOCK	1		No	
5151238AB	BUSHING -STABILIZER BAR	0		No	
4766962AA	LINK -STABILIZER BAR	2		No	
4766424AD	ARM -LOWER CONTROL	1		No	
4766423AD	ARM -LOWER CONTROL	1		No	
4721085AJ	BUSHING -STABILIZER BAR	2		No	
4589693AD	LATCH -FRONT DOOR	1		No	
06507676AA	NUT -HEX FLANGE LOCK	1		No	01/01/0001
04766962AA	LINK -STABILIZER BAR	2		No	01/01/0001
04766424AD	ARM -LOWER CONTROL	1		No	01/01/0001
04766423AD	ARM -LOWER CONTROL	1		No	01/01/0001
04721085AJ	BUSHING -STABILIZER BAR	2		No	01/01/0001
04589693AD	LATCH -FRONT DOOR	1		No	01/01/0001

Repair Order Detailed Report #180297 For VIN: 3C4PDCBG6C[redacted]

VIN	3C4PDCBG6C[redacted]	***Model Year***	2012	***Body***	JCDE49	DODGE JOURNEY SXT (FWD)	
Built Date	09/13/2011	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PW3	WHITE					
Engine	ERB	3.6L V6 24V VVT ENGINE			***Serial #***	6251110953	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			***Serial #***	K2141D1007	

Report #	180297	***System Key***	213566252	***Report Version***	1	***Open Date***	07/12/2012
Close Date	08/09/2012	***Narrative Date***	08/10/2012	***Category***	0	***Mileage***	3,278
MDH	091315	***Sold Date***	07/02/2012	***Built Date***	09/13/2011	***Advisor***	1107
Dealer	43807	VICKSBURG CHRYSLER-PLYMOUTH-DO					
Dealer Address	13475 PORTAGE ROAD						
Dealer City	VICKSBURG			***State***	MI	***Zip***	49097

Complaint: NEW OWNER CLINIC MAINTENANCE, BREAKDOWN BASIC AND VEHICLE OPERATING TIPS WORKSHOP FREE TOUCH-UP PAINT UPPER CONSOLE WILL NOT CLOSE(SUNGLASS HOLDER) LUBE OIL FILTER CHANGE

Cause: BROKEN MAINTENANCE LUBE OIL FILTER

Correction: VALUED CUSTOMER WORKSHOP REPLACE OVERHEAD CONSOLE PERFORMED LUBE, OIL, FILTER CHANGE. CHECKED ALL FLUIDS. CHECKED TIRE PRESSURE. FILLED WASHER SOLVENT. CHECK LAMP OPPERATION, HOSES, BELTS, EXHAUST, SUSPENSION, AIR FILTER.

LOP Information

LOP	*LOP Description*
23140201	Body ; Interior - Consoles/Bin/Holders/Mat/Storage/Shelf ; Console, Overhead ; Front seat area

Part(s) Information

Part Number	*Part Description*	*Part Quantity*	*Part Cost*	*Failed*	*Part Return Date*
CHGREASE		1		No	
CH68079744-AB	FILTER -ENGINE OIL	1		No	
CH5163713-AA	PAINT -TOUCH UP BRUSH	1		No	
CH2519		6		No	
CH1MT59HDA-AB	CONSOLE -OVERHEAD	1		No	
1MT59HDAAB	CONSOLE -OVERHEAD	1		No	01/01/0001

Repair Order Detailed Report #261880 For VIN: 3D4PG5FV6AT[redacted]

VIN	3D4PG5FV6A[redacted]	**Model Year**	2010	**Body**	JCDP49	DODGE JOURNEY SXT (LHD/FWD)	
Built Date	06/08/2010	**Market**	U	US	**Plant**	8481	TOLUCA ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	EGF	3.5L V6 HIGH OUTPUT 24V MPI ENGINE			**Serial #**	9137001034	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			**Serial #**	K1190D1654	

Report #	261880	**System Key**	214357369	**Report Version**	1	**Open Date**	08/13/2012
Close Date	08/21/2012	**Narrative Date**	08/23/2012	**Category**	0	**Mileage**	49,808
MDH	060818	**Sold Date**	07/12/2010	**Built Date**	06/08/2010	**Advisor**	3807
Dealer	43594	GRESHAM CHRYSLER DODGE JEEP RA					
Dealer Address	855 N.E. BURNSIDE						
Dealer City	GRESHAM			**State**	OR	**Zip**	970303923

Complaint: C/S INTERIOR MAP, VANITY AND CONSOLE SHIFT LIGHTS INOP. RECENT PASSENGER DOOR LATCH

Cause:

Correction: 49808 WE DIAGNOSED AND FOUND THAT THEINSTRUMENT CLUSTER HAS SHORTED. WE REPLACEDCLUSTER AND RETESTED. UPON RETEST FOUND THATTHE PASSENGER VISOR WIRING WAS GROUNDING ANDTOOK OUT CLUSTER. REPLACED VISOR, RETESTEDAND IS OK NOW MISC-BODY ELECTRICAL

LOP Information

LOP	LOP Description
95081902	Special Services ; Electrical System ; Supplier Non - Radio Repair Payment
08451009	Electrical System ; Instrument Cluster/Sensor/Module/Proxy ; Cluster, instrument panel ; All others

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68057651AE	CLUSTER -INSTRUMENT PANEL	1		No	01/01/0001
1MS51DW1AA	VISOR -NONE	1		No	

Repair Order Detailed Report #46026 For VIN: 3D4PG5FV6AT1[redacted]

VIN	3D4PG5FV6A[redacted]	Model Year	2010	Body	JCDP49	DODGE JOURNEY SXT (LHD/FWD)	
Built Date	03/17/2010	Market	U	US	Plant	8481	TOLUCA ASSEMBLY PLANT
Color	PWL	WHITE GOLD CLEAR COAT					
Engine	EGF	3.5L V6 HIGH OUTPUT 24V MPI ENGINE				Serial #	9062000195
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				Serial #	K0480D1321

Report #	46026	System Key	214422156	Report Version	1	Open Date	08/22/2012
Close Date	08/23/2012	Narrative Date	08/24/2012	Category	0	Mileage	32,913
MDH	031716	Sold Date	05/10/2010	Built Date	03/17/2010	Advisor	01 JONATHAN G CUSTEA
Dealer	09861	GRIFFIN MOTORS COMPANY					
Dealer Address	11031 PERRY HIGHWAY						
Dealer City	MEADVILLE			State	PA	Zip	163356576

Complaint: CUSTOMER STATES PULSATION DURING BRAKING. REPLACED PADS AND CLEANED SLIDES. (05-7648 GKELTZ-) PER ROW ONE REAR ROTORS NEED TURNED AND SPRING THAT IS NOT COVERED UNDER COUPON. TURNED REAR ROTORS. (05-7648 GKELTZ-)

Cause:

Correction:

LOP Information

LOP	LOP Description
0570229B	Brake System ; Pad/shoe ; Pad, disc brake ; Replace Front Brake Pads and Resurface Front Rotors - Both Sides

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
V2019887AA	PAD -REAR DISC BRAKE	1		No	
CNTFX300AA	PAD KIT -FRONT DISC BRAKE	1		No	01/01/0001
68029888AA	SPRING -BRAKE SHOE HOLD DOWN	1		No	

Repair Order Detailed Report #46025 For VIN: 3D4PG5FV6AT1[redacted]

VIN	3D4PG5FV6A[redacted]	***Model Year***	2010	***Body***	JCDP49	DODGE JOURNEY SXT (LHD/FWD)	
Built Date	03/17/2010	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PWL	WHITE GOLD CLEAR COAT					
Engine	EGF	3.5L V6 HIGH OUTPUT 24V MPI ENGINE				***Serial #***	9062000195
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				***Serial #***	K0480D1321

Report #	46025	***System Key***	214786117	***Report Version***	1	***Open Date***	08/22/2012
Close Date	08/23/2012	***Narrative Date***	08/30/2012	***Category***	0	***Mileage***	32,913
MDH	031716	***Sold Date***	05/10/2010	***Built Date***	03/17/2010	***Advisor***	01 JONATHAN G CUSTEA
Dealer	09861	GRIFFIN MOTORS COMPANY					
Dealer Address	11031 PERRY HIGHWAY						
Dealer City	MEADVILLE			***State***	PA	***Zip***	163356576

Complaint: 2688 LUBE OIL FILTER CHECK FLUID LEVELS,BELTS,HOSES & TIRES. SET TIRES TO 35 PSI (05-7648 GKELTZ-) CUSTOMER STATES PULSATION DURING BRAKING. MEASURE ROTOR THICKNESS AND TURN WITH ON CAR LATHE AND REPLACED BRAKE PADS. PER EXTENDED COVERAGE X33 (05-7648 GKELTZ-)

Cause:

Correction:

LOP Information

LOP	*LOP Description*
95260001	Special Services ; Intl oil change ; Maintenance Allowance ; Fixed Cost Maintenance
26860303	Maintenance ; Service Contract Maintenance ; Oil and Filter Change - All Intervals

Part(s) Information

Part Number	*Part Description*	*Part Quantity*	*Part Cost*	*Failed*	*Part Return Date*
CNTFX300AA	PAD KIT -FRONT DISC BRAKE	1		No	
68055891AA	OIL -5W30	6		No	
4892339BA	FILTER -ENGINE OIL	1		No	

Repair Order Detailed Report #141560 For VIN: 3D4PH9FVXAT[redacted]

VIN	3D4PH9FVXA[redacted]	Model Year	2010	Body	JCET49	DODGE JOURNEY R/T (LHD/AWD)	
Built Date	05/04/2010	Market	U	US	Plant	8481	TOLUCA ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	EGF	3.5L V6 HIGH OUTPUT 24V MPI ENGINE				Serial #	9119000097
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				Serial #	K1040D1327

Report #	141560	System Key	214870708	Report Version	1	Open Date	08/14/2012
Close Date	08/30/2012	Narrative Date	08/31/2012	Category	0	Mileage	50,214
MDH	050419	Sold Date	09/02/2010	Built Date	05/04/2010	Advisor	1382WD WILLIAM DEVIN
Dealer	23102	DAN'S JEEP CHRYSLER DODGE, INC					
Dealer Address	82 TURNPIKE RD						
Dealer City	WESTBOROUGH			State	MA	Zip	015811730

Complaint: C/S R/F DOOR WILL NOT OPEN FROM EITHER INSIDE OR OUTSIDE HANDLE-CHECK AND REPORT RENTAL VEHICLE SENT TO BODY SHOP FOR REPAIR TO RIGHT FRONT OUTER DOOR SKIN

Cause: BEFORE DOING ANYTHING WE OPENED A STAR CASE

Correction: VERIFIED CONCERN R/F DOOR PANEL NEEDS TO BE DESTROYED TO GAIN ACCESS TO R/F DOOR LATCH(SPOKE TO STAR AND AREA REP NOTES IN SYSTEM) CUT INTO DOOR PANEL AND MODULE WAS ABLE TO OPEN DOOR REPLACED R/F DOOR LATCH, MODULE, AND CARRIER PLATE, AND DOOR PANEL DUR RENTAL REPAIR DOOR SKIN AS NEEDED

LOP Information is not available

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68043728AA	PANEL -CARRIER PLATE	1		No	
4589694AB	LATCH -FRONT DOOR	1		No	
1BG862DVAD	PANEL -FRONT DOOR TRIM	1		No	

Repair Order Detailed Report #261466 For VIN: 3D4PG5FV6AT[redacted]

VIN	3D4PG5FV6A[redacted]	***Model Year***	2010	***Body***	JCDP49	DODGE JOURNEY SXT (LHD/FWD)	
Built Date	06/08/2010	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	EGF	3.5L V6 HIGH OUTPUT 24V MPI ENGINE				***Serial #***	9137001034
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				***Serial #***	K1190D1654

Report #	261466	***System Key***	215785900	***Report Version***	1	***Open Date***	07/31/2012
Close Date	09/13/2012	***Narrative Date***	09/17/2012	***Category***	0	***Mileage***	49,357
MDH	060818	***Sold Date***	07/12/2010	***Built Date***	06/08/2010	***Advisor***	3807
Dealer	43594	GRESHAM CHRYSLER DODGE JEEP RA					
Dealer Address	855 N.E. BURNSIDE						
Dealer City	GRESHAM			***State***	OR	***Zip***	970303923

Complaint: CUSTOMER REPORTS THAT THE PASSENGERFRONT DOOR WILL NOT OPEN FROM OUTSIDE. ADVISE RECOMMENDED SERVICES

Cause:

Correction: 49357 VERIFIED DOOR WILL NOT OPEN R&I DOORPANEL TO INSPECT LOCK SYSTEM. CLOSED DOOR TOINSPECT OPERATION FROM INSIDE VEHICLE ANDDOOR WOULD NO LONGER OPEN FROM INSIDE OROUTSIDE. DETERMINED LATCH ASSEMBLY TO HAVEFAILED. DISASSEMBLED LATCH TO GET DOOR OPEN.REMOVED DOOR MODULE AND REPLACED LATCHASSEMBLY. REASSEMBLED VEHICLE. DOOR IS NOWOPENING FROM INSIDE AND OUTSIDE AT THIS TIME. MISC MAINTENANCE 49357 RECOMMEND OIL CHANGE AND FUEL INJECTIONFLUSH. RECOMMENDED SERVICES

LOP Information is not available

Part(s) Information

Part Number	*Part Description*	*Part Quantity*	*Part Cost*	*Failed*	*Part Return Date*
4589694AD	LATCH -FRONT DOOR	1		No	

Repair Order Detailed Report #36267 For VIN: 3D4PH1FG5BT5[redacted]

VIN	3D4PH1FG5B[redacted]	***Model Year***	2011	***Body***	JCEE49	DODGE JOURNEY MAINSTREET (AWD)	
Built Date	12/08/2010	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PBV	BLACKBERRY PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE				***Serial #***	6326010817
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				***Serial #***	K2950D2299

Report #	36267	***System Key***	216165944	***Report Version***	1	***Open Date***	09/19/2012
Close Date	09/19/2012	***Narrative Date***	09/24/2012	***Category***	0	***Mileage***	17,914
MDH	120820	***Sold Date***	06/24/2011	***Built Date***	12/08/2010	***Advisor***	HS SPROUSE;HEATHER
Dealer	64754	S & S AUTO SALES INC					
Dealer Address	3385 STATE ROUTE 11						
Dealer City	MALONE			***State***	NY	***Zip***	129534713

Complaint: CUSTOMER REQUESTS LUBE, OIL & FILTER

Cause:

Correction: TECH PERFORMED LUBE, OIL & FILTER

LOP Information is not available

Part(s) Information

Part Number	*Part Description*	*Part Quantity*	*Part Cost*	*Failed*	*Part Return Date*
OIL		12		No	
68079744AB	FILTER -ENGINE OIL	1		No	

Repair Order Detailed Report #611384 For VIN: 3D4PG5FVXAT[redacted]

VIN	3D4PG5FVXA[redacted]	***Model Year***	2010	***Body***	JCDP49	DODGE JOURNEY SXT (LHD/FWD)	
Built Date	06/07/2010	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	EGF	3.5L V6 HIGH OUTPUT 24V MPI ENGINE				***Serial #***	9132000905
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				***Serial #***	K1190D2328

Report #	611384	***System Key***	216287043	***Report Version***	1	***Open Date***	09/04/2012
Close Date	09/21/2012	***Narrative Date***	09/25/2012	***Category***	0	***Mileage***	53,504
MDH	060719	***Sold Date***	07/07/2010	***Built Date***	06/07/2010	***Advisor***	767
Dealer	61339	JACK POWELL CHRYSLER DODGE JEE					
Dealer Address	1625 AUTO PARK WAY						
Dealer City	ESCONDIDO			***State***	CA	***Zip***	920292008

Complaint: CUSTOMER STATES VEHICLE DOOR LOCKS AT ALL DOORS INTERMITTENTLY WILL NOT UNLOCK WITH REMOTE, INTERNIOR SWITCH, OR INERIOR DOOR HANDLE. CONCERN WILL REMAIN PRESENT FOR VARIED AMOUNT OF TIME UP TO 45 MINUTES ON AVERAGE SOMETIMES MORE OR LESS. CUSTOMER HAS OPEN CASE (#22565681/800-263-8422/X666378) AND WAS ADVIED TO BRING IN FOR INSPECTION. LAST TIME CONCERN WAS PRESENT WAS ON (08/30/2012). CUSTOMER DISCONNECTED BATTERY TO RESET VEHICLE AFTER LAST TIME DOOR LOCKS WOULD NOT UNLOCK BECAUSE IT SEEMS TO CLEAR UP CONCERNS WITH VEHICLE SUCH AS WARNING LIGHTS, A/CINOPERATIVE, AND VARIOUS ELECTRICALOR OPERATION CONCERNS. PLEASE CHECK AND ADVISE. Perform courtsey multi-point vehicle inspection. INSPECT TIRE PRESSURE POST SERVICE QUALITY CONTROL ALL VEHICLES WILL BE ROAD TESTED TO ASSURE ALL REPAIRS ARE PERFORMED SUCCESSFULLY. VEHICLE RENTAL PROVIDED TO CLIENT

Cause:

Correction: 53504 TESTED TRUCK IN NUMEROUS WAYS ANDCOULD NOT DUPLICATE CUSTOMERS CONCERN. THEDOOR HAS A METAL ROD THAT GOES FROM THE INNERDOOR HANDLE TO THE LATCH. NO MATTER WHATPOSITION THE DRIVERS DOOR LOCK IS IN IF THEHANDLE IS PULLED THE DOOR OPENED. I PERFORMEDTHIS TEST MORE THAN 20 TIMES AND THE SYSTEMWORKED AS DESIGN. NO CODES WERE STORED ORACTIVE IN ANY OF THE MODULES FOR ANY TYPE OFDOOR LOCK OR DOOR PROBLEMS. I WAS UNABLE TOEXPERIENCE THE DOORS NOT UNLOCKINGINTERMITTENTLY. VEHICLE WAS TEST DRIVEN 88MILES. SEVERAL TIMES DURING TEST DRIVEVEHICLE WAS TURNED OFF, DOOR OPENED WITH NOPROBLEM, LOCKED BY REMOTE. REOPENED WITH NOPROBLEM AND DRIVEN. CUSTOMER STATES: FUEL CUSTOMER STATES: SUBLET REPAIRS Perform courtsey multi-point vehicle inspection. Check Window Washer Fluid- Checked Check Automatic Transmission Fluid - Checked Check Brake Fluid - Checked Check Power Steering Fluid - Checked Check Coolant Reservoir Level - Checked Check Transaxle -TransferCase - Clutch Reservoir -Checked Check Oil - Checked Inspect Engine Air Filter- Checked Inspect Drive Belts - Checked Check Lights and Horn - Checked Check Windshield Wiper Blades - Checked I

LOP Information

LOP	*LOP Description*
95400041	Special Services ; Loaner ; Loaner Car ; Loaner Car
85410000	Special Services ; Diagnostic LOP ; Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.
08191402	Electrical System ; Modules ; Module, door control ; Right, front

Part Information is not available

Repair Order Detailed Report #728212 For VIN: 3D4PH9FV8AT[redacted]

VIN	3D4PH9FV8A[redacted]	***Model Year***	2010	***Body***	JCET49	DODGE JOURNEY R/T (LHD/AWD)	
Built Date	05/25/2010	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	EGF	3.5L V6 HIGH OUTPUT 24V MPI ENGINE				***Serial #***	9125000778
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				***Serial #***	K0970D1275

Report #	728212	***System Key***	216445221	***Report Version***	2	***Open Date***	09/24/2012
Close Date	09/25/2012	***Narrative Date***	09/28/2012	***Category***	0	***Mileage***	21,949
MDH	052512	***Sold Date***	11/02/2010	***Built Date***	05/25/2010	***Advisor***	4397
Dealer	65382	INGRAM PARK CHRYSLER JEEP DODG					
Dealer Address	7000 N W LOOP 410						
Dealer City	SAN ANTONIO			***State***	TX	***Zip***	782384111

Complaint: CUSTOMER STATES HAS BRAKE PULSATIONWHEN STOPPING AT FREEWAY SPEEDS

Cause: F

Correction: 21949 SOP PARTS BRAKE PADS AND ROTORS BACKORDER TSB05-004-12 SPECIAL ORDER PART

LOP Information is not available

Part(s) Information

Part Number	*Part Description*	*Part Quantity*	*Part Cost*	*Failed*	*Part Return Date*
CNTFX300AA	PAD KIT -FRONT DISC BRAKE	0		No	
CNM2X252AC	ROTOR KIT-FRONT	0		No	

Repair Order Detailed Report #731173 For VIN: 3D4PH9FV8AT[redacted]

VIN	3D4PH9FV8A[redacted]	***Model Year***	2010	***Body***	JCET49	DODGE JOURNEY R/T (LHD/AWD)	
Built Date	05/25/2010	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	EGF	3.5L V6 HIGH OUTPUT 24V MPI ENGINE			***Serial #***	9125000778	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			***Serial #***	K0970D1275	

Report #	731173	***System Key***	218080906	***Report Version***	1	***Open Date***	10/20/2012
Close Date	10/22/2012	***Narrative Date***	10/24/2012	***Category***	0	***Mileage***	23,593
MDH	052512	***Sold Date***	11/02/2010	***Built Date***	05/25/2010	***Advisor***	9467
Dealer	65382	INGRAM PARK CHRYSLER JEEP DODG					
Dealer Address	7000 N W LOOP 410						
Dealer City	SAN ANTONIO			***State***	TX	***Zip***	782384111

Complaint: CUSTOMER REQUESTS PURCHASE 4 OIL CHANGES FOR $59.95 PKG INGRAM PARK CHRYSLER OIL AND FILTERCHANGE - CHRYSLER CONTRACT $20.00 TIRE ROTATION $19.95 M3 MAJOR FUEL SERVICE FUEL INJECTORAND THROTTLE BODY CLEAN - $179.95 CUSTOMER STATES TOP REAR TRIP PANELAT GATE OPENING IS LOOSE. CUSTOMER STATES REAR BUMPER POPPED OUT AT BOTH CORNERS BELOW TAIL LAMPS. --- SUBMIT FOR DIGTAL IMAGEING APPROVAL --- FREE 27 POINT INSPECTION

Cause: F F

Correction: CONTRACT PURCHASED TRIM 23593 30 PERFORMED AN LOF INGRAM PARK CHRYSLER OIL AND FILTER CHANGE 23593 40 PERFORMED A ROTATE TIRE ROTATION $19.95 23593 180 PERFORMED A MAJOR FUEL SYSTEMCLEAN AND TBI CLEAN M3 MAJOR FUEL SERVICE FUEL INJECTOR AND THROTTLE BODY CLEAN 23593 23208100 20 FOUND THE UPPER PANEL FORTHE LIFTGATE WAS LOOSE REMOVED THE PANEL ANDREINSTALLED THE PANEL CORRECTLY REINSTALLED THE PANEL 23593 INSPECTED VERIFIED CONDITIONSUBMITTED FOR APPROVAL, PICTURES TAKEN. SUBMITTED FOR APPROVAL TRIM FREE 27 POINT INSPECTION

LOP Information

LOP	***LOP Description***
23208100	Body ; Soft Trim - Trim panel/Door Pull Cup/Moldings/Seat/Side Airbags/Headliner/visor ; Panel, liftgate / tailgate / deck lid trim

Part(s) Information

Part Number	***Part Description***	***Part Quantity***	***Part Cost***	***Failed***	***Part Return Date***
5174566AA	CLEANER -FUEL SYSTEM	1		No	
4892339AA	FILTER -ENGINE OIL	1		No	
4761839PA	OIL -10W30	5		No	

Repair Order Detailed Report #97308 For VIN: 3D4GH57V79T1[redacted]

VIN	3D4GH57V79T[redacted]	***Model Year***	2009	***Body***	JCEP49	DODGE JOURNEY SXT AWD HATCHBACK	
Built Date	11/07/2007	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PA4	SILVER STEEL METALLIC CLEAR COAT					
Engine	EGF	3.5L HIGH OUTPUT V6 24V MPI ENGINE			***Serial #***	9270700252	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			***Serial #***	K2767D0104	

Report #	97308	***System Key***	219319719	***Report Version***	1	***Open Date***	11/12/2012
Close Date	11/12/2012	***Narrative Date***	11/13/2012	***Category***	0	***Mileage***	95,906
MDH	110707	***Sold Date***	01/31/2008	***Built Date***	11/07/2007	***Advisor***	02 ANDY SMITH
Dealer	43284	GREVE CHRY-JEEP-DODGE OF VAN W					
Dealer Address	756 W ERVIN						
Dealer City	VAN WERT			***State***	OH	***Zip***	458912202

Complaint: TIRE IS FLAT CUS. WANTS TO KNOW IF ITS CAN BE REPAIRED OR IF ALL TIRES NEEDS REPLACED CHECKED TIRES RECCOMMED 4 TIRES TREAD DEPTH I S 4/32 AND 3/32. REMOVED AND REPLACED ALL 4 TIRES BALANCED AN TESTED ALL OK AT THIS TIME (05- JUSTIN-)

Cause:

Correction:

LOP Information is not available

Part(s) Information

Part Number	*Part Description*	*Part Quantity*	*Part Cost*	*Failed*	*Part Return Date*
STEM		4		No	
225/55-19		4		No	

Repair Order Detailed Report #614854 For VIN: 3D4PG5FVXAT[redacted]

VIN	3D4PG5FVXA[redacted]	**Model Year**	2010	**Body**	JCDP49	DODGE JOURNEY SXT (LHD/FWD)	
Built Date	06/07/2010	**Market**	U	US	**Plant**	8481	TOLUCA ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	EGF	3.5L V6 HIGH OUTPUT 24V MPI ENGINE			**Serial #**	9132000905	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			**Serial #**	K1190D2328	

Report #	614854	**System Key**	220509925	**Report Version**	1	**Open Date**	11/13/2012
Close Date	11/29/2012	**Narrative Date**	12/04/2012	**Category**	0	**Mileage**	58,365
MDH	060719	**Sold Date**	07/07/2010	**Built Date**	06/07/2010	**Advisor**	767
Dealer	61339	JACK POWELL CHRYSLER DODGE JEE					
Dealer Address	1625 AUTO PARK WAY						
Dealer City	ESCONDIDO			**State**	CA	**Zip**	920292008

Complaint: CUSTOMER STATES VEHICLE DOES NOT UNLOCK INTERINTERMITTENTLY. WHILE CONCERN IS PRESENT VEHICLE WITH NOTUNLOCK BY TRYING SEVERAL DIFFERENT WAYS. SOMETIMES ALL UNLOCK POSSIBILIES NOT WORK AT ONCE AND SOMETIMES OCCURING INDIVIDUALLY. PRIMARY TROUBLE UNLOCKING VEHICLE IS WITH REMOTE FOBIK. UNLOCK BUTTONWILL HAVE TO BE PRESSED SEVERAL TIMES FOR SEVERAL MINUTES BEFORE ALLOWING DOORS TO UNLOCK. OTHER TIMES DOORS WILL NOT UNLOCK WITH VEHICLE INTERIOR BUTTONS, MANUAL KEY IN DOOR LOCK CYLINDER, AND INTERIOR DOOR HANDLE TO OVERRIDE DOOR LOCK ACTUATOR. MOST RECENT CONCERN WITH VEHICLE NOT UNLOCKING WAS 11/11/12 DURING WHICH ALL CONCERNS WERE PRESENT AT THE SAME TIME. CUSTOMERPARKED AND GOT OUT OFVEHICLE. AFTER COMING AROUND TO THEOTHER SIDE NOTED VEHICLE HAD LOCKED. CUSTOMER TRIED TO UNLOCK VEHICLE WITH REMOTE BUT VEHICLE WOULD NOT UNLOCK. CUSTOMER HAD PASSENGER STILL IN VEHICLE WHO TRIED TO PUSH THE INTERIOR DOOR UNLOCK BUTTON ON PASSENGER SIDE ANDINTERIOR DOOR HANDLE BUT COULD NOT GET DOOR TO UNLOCK. CUSTOMER TRIED TO UNLOCK DOOR WITH MANUAL KEY. NOTICED THIS SET OFF THE VEHICLE ALARM BUT DID NOT UNLOCK THE DOOR. CUSTOMER CONTINUED TO TRY AND UNLOCK THE VEHICLE FOR A SHORT TIMEAND THEN PAUSE TO CALM PASSENGER. THE ALARM STOPPED AND CUSTOMER TRIED TO UNLOCK VEHICLE AGAIN WITH REMOTE FOBIK. VEHICLE UNLOCKED BUT CUSTOMER NOTED LIGHTS FLASHED WHEN IT DID AND ONLY THE LEFT FRONT DOORUNLOCKED. CUSTOMER ENTERED VEHICLE,LEAVING DOOR OPENED TO START VEHICLE. ALL DOORS THEN OPENED AND ALARM WENT OFF. CUSTOMER SHUT OFF VEHICLE AND TURNED BACK ON. ALARM THEN SHUT OFF. CUSTOMER LEFT VEHICLE TO ENTER STORE. VEHICLE WASLEFT UNLOCKED WHEN WALKING AWAY. ONRETURNING TO THE VEHICLE FOUND DOORLOCKS HAD LOCKED AND AGAIN TOOK SEVERAL TIMES PUSHING REMOTE FOBIK (8) BEFORE IT DID UNLOCK. CUSTOMER HAS APPOINTMENT WITH TECHNICIAN ADVISOR FOR STATED CONCERN. EMAILS SENT BY CUSTOMER ARE ATTACHED. PLEASE CHECK AND ADVISE. Perform courtsey multi-point vehicle inspection. INSPECT TIRE PRESSURE POST SERVICE QUALITY CONTROL ALL VEHI

Cause:

Correction:

LOP Information

LOP	LOP Description
95400041	Special Services ; Loaner ; Loaner Car ; Loaner Car
09550101	Engine ; Oil Filter/Cooler/Turbo Lines/Hoses ; Filter, oil

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
RL692305AG	MODULE -TOTALLY INTEGRATED POWER	0		No	
68055891AA	OIL -5W30	6		No	
56046707AE	TRANSMTR -INTEGRATED KEY FOB	1		No	
4892339AA	FILTER -ENGINE OIL	0		No	
4692305AD	BLOCK -TOTALLY INTEGRATED POWER	0		No	
1AMFL00008	FILTER -ENGINE OIL	1		No	

Repair Order Detailed Report #36746 For VIN: 3D4PH1FG5BT5[redacted]

VIN	3D4PH1FG5B[redacted]	***Model Year***	2011	***Body***	JCEE49	DODGE JOURNEY MAINSTREET (AWD)	
Built Date	12/08/2010	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PBV	BLACKBERRY PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE				***Serial #***	6326010817
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				***Serial #***	K2950D2299

Report #	36746	***System Key***	220589909	***Report Version***	1	***Open Date***	11/21/2012
Close Date	11/21/2012	***Narrative Date***	12/05/2012	***Category***	0	***Mileage***	20,855
MDH	120820	***Sold Date***	06/24/2011	***Built Date***	12/08/2010	***Advisor***	HS SPROUSE;HEATHER
Dealer	64754	S & S AUTO SALES INC					
Dealer Address	3385 STATE ROUTE 11						
Dealer City	MALONE			***State***	NY	***Zip***	129534713

Complaint: CUSTOMER REQUESTS LUBE, OIL & FILTER Customer States hit a deer and now when braking down hill the steering wheel shakes.

Cause: front rotors got hot and warped

Correction: TECH PERFORMED LUBE, OIL & FILTER tech replaced front rotors only. pads were still at 80%

LOP Information is not available

Part(s) Information

Part Number	*Part Description*	*Part Quantity*	*Part Cost*	*Failed*	*Part Return Date*
OIL		12		No	
68079744AB	FILTER -ENGINE OIL	1		No	
43166		2		No	

Repair Order Detailed Report #183900 For VIN: 3C4PDCBG6C[redacted]

VIN	3C4PDCBG6C[redacted]	***Model Year***	2012	***Body***	JCDE49	DODGE JOURNEY SXT (FWD)	
Built Date	09/13/2011	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PW3	WHITE					
Engine	ERB	3.6L V6 24V VVT ENGINE			***Serial #***	6251110953	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			***Serial #***	K2141D1007	

Report #	183900	***System Key***	221981347	***Report Version***	1	***Open Date***	12/26/2012
Close Date	12/28/2012	***Narrative Date***	12/31/2012	***Category***	0	***Mileage***	12,466
MDH	091315	***Sold Date***	07/02/2012	***Built Date***	09/13/2011	***Advisor***	1107
Dealer	43807	VICKSBURG CHRYSLER-PLYMOUTH-DO					
Dealer Address	13475 PORTAGE ROAD						
Dealer City	VICKSBURG			***State***	MI	***Zip***	49097

Complaint: PASS REAR DOOR: FOR DAYS WOULD NOT OPEN FROM INSIDE OR OUTSIDE. LOCK ROD MOVED, DIDN'T FEEL FROZEN, HANDLES MOVED FREELY BUT DIDN'T ACTIVATE. DID NOT WORK WEDS AM BUT DID AFTER SHE GOT HERE

Cause:

Correction: REPLACED PASSENGER REAR DOOR LATCH PER CUSTOMER REQUEST,COULD NOT DUPLICATE

LOP Information

LOP	***LOP Description***
23410106	Body ; Hardware - Latch/Striker/Lock/Module/Handle/Bumper/Housing charge port ; Latch, Door ; 4D sedan-Wagon-Rear door-Right or left

Part(s) Information

Part Number	***Part Description***	***Part Quantity***	***Part Cost***	***Failed***	***Part Return Date***
CH4589914-AD	LATCH -REAR DOOR	1		No	
04589914AD	LATCH -REAR DOOR	1		No	01/01/0001

Repair Order Detailed Report #98370 For VIN: 3D4GH57V79T1[redacted]

VIN	3D4GH57V79T[redacted]	***Model Year***	2009	***Body***	JCEP49	DODGE JOURNEY SXT AWD HATCHBACK	
Built Date	11/07/2007	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PA4	SILVER STEEL METALLIC CLEAR COAT					
Engine	EGF	3.5L HIGH OUTPUT V6 24V MPI ENGINE			***Serial #***	9270700252	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			***Serial #***	K2767D0104	

Report #	98370	***System Key***	222479358	***Report Version***	1	***Open Date***	01/02/2013
Close Date	01/07/2013	***Narrative Date***	01/08/2013	***Category***	0	***Mileage***	99,315
MDH	110707	***Sold Date***	01/31/2008	***Built Date***	11/07/2007	***Advisor***	02 JASON PUMMELL
Dealer	43284	GREVE CHRY-JEEP-DODGE OF VAN W					
Dealer Address	756 W ERVIN						
Dealer City	VAN WERT			***State***	OH	***Zip***	458912202

Complaint: CHECK RUMBLING NOISE OVER 25 MPH. GETS LOUDER FASTER IT GOES FOUND RIGHT REAR WHEEL BEARING BAD CAUSING NOISE. REMOVED AND REPLACED RIGHT REAR WHEEL BEARING ALL OK NOW NO MORE NOISE (03-8937 PORTER-)

Cause:

Correction:

LOP Information is not available

Part(s) Information

Part Number	*Part Description*	*Part Quantity*	*Part Cost*	*Failed*	*Part Return Date*
5171124AE	HUB&BRG -WHEEL	1		No	

Repair Order Detailed Report #184072 For VIN: 3C4PDCBG6C[redacted]

VIN	3C4PDCBG6C[redacted]	***Model Year***	2012	***Body***	JCDE49	DODGE JOURNEY SXT (FWD)	
Built Date	09/13/2011	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PW3	WHITE					
Engine	ERB	3.6L V6 24V VVT ENGINE				***Serial #***	6251110953
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				***Serial #***	K2141D1007

Report #	184072	***System Key***	222645947	***Report Version***	1	***Open Date***	01/04/2013
Close Date	01/09/2013	***Narrative Date***	01/10/2013	***Category***	0	***Mileage***	12,917
MDH	091315	***Sold Date***	07/02/2012	***Built Date***	09/13/2011	***Advisor***	1107
Dealer	43807	VICKSBURG CHRYSLER-PLYMOUTH-DO					
Dealer Address	13475 PORTAGE ROAD						
Dealer City	VICKSBURG			***State***	MI	***Zip***	49097

Complaint: PASS REAR DOOR WILL NOT OPEN FROM INSIDE OR OUTSIDE. INTERMITENT PROBLEM, NOT WORKING NOW

Cause: FOUND CABLE BINDING OR FREEZING UP

Correction: INSTALLED NEW CABLE

LOP Information

LOP	*LOP Description*
23416402	Body ; Hardware - Latch/Striker/Lock/Module/Handle/Bumper/Housing charge port ; Latch, rear bucket/split back seat release ; Right seat-One/both

Part(s) Information

Part Number	*Part Description*	*Part Quantity*	*Part Cost*	*Failed*	*Part Return Date*
CH68067481-AC	CABLE -OUTSIDE HANDLE	1		No	
68067481AC	CABLE -OUTSIDE HANDLE	1		No	01/01/0001

Repair Order Detailed Report #110212 For VIN: 3D4GG57VX9T[redacted]

VIN	3D4GG57VX9[redacted]	***Model Year***	2009	***Body***	JCDP49	DODGE JOURNEY SXT HATCHBACK	
Built Date	08/04/2009	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGF	3.5L HIGH OUTPUT V6 24V MPI ENGINE			***Serial #***	9118900119	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			***Serial #***	K1909D1360	

Report #	110212	***System Key***	222885878	***Report Version***	1	***Open Date***	01/11/2013
Close Date	01/11/2013	***Narrative Date***	01/15/2013	***Category***	0	***Mileage***	52,788
MDH	080421	***Sold Date***	09/17/2009	***Built Date***	08/04/2009	***Advisor***	817
Dealer	60418	ROD HATFIELD CHRYSLER DODGE JE					
Dealer Address	1500 W LEXINGTON AVE						
Dealer City	WINCHESTER			***State***	KY	***Zip***	403911144

Complaint: CUSTOMER STATES CHECK ENGINE LIGHT ON

Cause: NO WORK PERFORMED

Correction:

LOP Information is not available

Part Information is not available

Repair Order Detailed Report #49820 For VIN: 3D4PG5FV6AT1[redacted]

VIN	3D4PG5FV6A[redacted]	***Model Year***	2010	***Body***	JCDP49	DODGE JOURNEY SXT (LHD/FWD)	
Built Date	03/17/2010	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PWL	WHITE GOLD CLEAR COAT					
Engine	EGF	3.5L V6 HIGH OUTPUT 24V MPI ENGINE				***Serial #***	9062000195
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				***Serial #***	K0480D1321

Report #	49820	***System Key***	222930931	***Report Version***	1	***Open Date***	01/14/2013
Close Date	01/14/2013	***Narrative Date***	01/15/2013	***Category***	0	***Mileage***	39,209
MDH	031716	***Sold Date***	05/10/2010	***Built Date***	03/17/2010	***Advisor***	01 JONATHAN G CUSTEA
Dealer	09861	GRIFFIN MOTORS COMPANY					
Dealer Address	11031 PERRY HIGHWAY						
Dealer City	MEADVILLE			***State***	PA	***Zip***	163356576

Complaint: 2688 LUBE OIL FILTER - SET TIRES TO PSI.34 CHECK FLUID LEVELS,BELTS,HOSES,TIRES & AIR FILTER. ANTI-FREEZE GOOD TO -45 RESET CHANGE OIL REMINDER. (09-2464 RMATTIS-18097842)

Cause:

Correction:

LOP Information

LOP	*LOP Description*
2688	Maintenance
092464	Engine

Part(s) Information

Part Number	*Part Description*	*Part Quantity*	*Part Cost*	*Failed*	*Part Return Date*
68055891AA	OIL -5W30	6		No	
4892339BA	FILTER -ENGINE OIL	1		No	

Repair Order Detailed Report #617711 For VIN: 3D4PG5FVXAT[redacted]

VIN	3D4PG5FVXA[redacted]	Model Year	2010	Body	JCDP49	DODGE JOURNEY SXT (LHD/FWD)	
Built Date	06/07/2010	Market	U	US	Plant	8481	TOLUCA ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	EGF	3.5L V6 HIGH OUTPUT 24V MPI ENGINE			Serial #	9132000905	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			Serial #	K1190D2328	

Report #	617711	System Key	223923409	Report Version	1	Open Date	01/16/2013
Close Date	01/28/2013	Narrative Date	01/31/2013	Category	0	Mileage	62,974
MDH	060719	Sold Date	07/07/2010	Built Date	06/07/2010	Advisor	767
Dealer	61339	JACK POWELL CHRYSLER DODGE JEE					
Dealer Address	1625 AUTO PARK WAY						
Dealer City	ESCONDIDO			State	CA	Zip	920292008

Complaint: COMPLETE OIL AND FILTER CHANGE. LUBE ALL FITTINGS AS APPLICABLE. CHECK ALL FLUID LEVELS AND TIRE PRESSURE. CUSTOMER STATES VEHICLE DOOR LOCKS ARE INTERMITTENTLY NOT UNLOCKING. VEHICLE PREVIOUSLY INSPECTED FOR STATED CONCERN. REFER TO WORKORDER 614854. TOTALLY INTEGRATED POWER MODULEWAS ON ORDER AND NOW IN STOCK. PLEASE CHECK AND ADVISE. CUSTOMER STATES VEHICLE REMOTE FOBIK INTERMITTENTLY INOPERATIVE. CUSTOMER HAD ONE REMOTE REPLACED DURING PREVIOUS INSPECTION. REFER TO WORKORDER 614854. PLEASE CHECK AND ADVISEFOR CUSTOMER STATED CONCERN. CUSTOMER STATES VEHICLE HAS LOUD TICKING NOISE PRESENT DURING OPERATION. CUSTOMER IN PAST HAD MANIFOLD REPLACED FOR SIMILAR NOISE. REFER TO WORKORDER 596881. PLEASE CHECK AND ADVISE. Perform courtsey multi-point vehicle inspection. INSPECT TIRE PRESSURE POST SERVICE QUALITY CONTROL ALL VEHICLES WILL BE ROAD TESTED TO ASSURE ALL REPAIRS ARE PERFORMED SUCCESSFULLY. VEHICLE RENTAL PROVIDED TO CLIENT

Cause:

Correction: 62970 MAINTENANCE CHANGED OIL AND FILTER LOF COMPLETED 62970 TIPM INTERMITTENTLY INOP REFER TO RO617711 FOR DIAGNOSTIC (TESTED DOOR LOCKOPERATION FROM INSIDE SWITCHES FOUND THATINTERMITTENTLY THE TOTALLY INTEGRATED POWERMODULE (TIPM) DIDN'T SEND OUT A OUTPUTRESPONSE TO DOOR LOCKS EVEN THOUGH IT SHOWEDINPUT FROM DOOR MODULES AND SWITCHES. ORDEREDNEW TOTALLY INTEGRATED POWER MODULE. FOR THISCONCERN. UNABLE TO DUPLICATE CUSTOMERSCONCERN OF DOORS LOCKING AND NOT BEING ABLETO OPEN DOORS FROM INSIDE OR STARTING CONCERNNOTED ON EMAILS). INSTALLED TIPM FOR POORRESPONSE (REQUESTED AND ORDERED BY TECHADVISOR). AFTER REPLACEMENT, ALL KEY FOBSWORKING PROPERLY. NO FURTHER REPAIRS NEEDEDAT THIS TIME. CUSTOMER STATES: 62970 INTERMITTENT FOBIK FAILURE VERIFIEDCUSTOMER CONCERN. UPON UNLOCKING VEHICLE WITHFOBIK, VEHICLE WOULD NOT UNLOCK. USING RKETESTER, PUSHED UNLOCK ON FOBIK WHILE STANDINGNEXT TO VEHICLE. VEHICLE DID NOT UNLOCK ANDTESTER DID NOT PICK UP FOBIK BUTTON PUSH.PUSHED MANY TIMES AND VEHICLE UNLOCKEDINTERMITTENTLY. FOBIK FAILING INTERNALLY.ALSO FOBIK

LOP Information

LOP	LOP Description
08804401	Electrical System ; Switches, IP/Center Stack/Module/WIN/Keyless Entry ; Transmitter, Integrated Key FOB ; Transmitter key-one or more

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
RL692305AG	MODULE -TOTALLY INTEGRATED POWER	2		No	
68055891AA	OIL -5W30	6		No	
56046707AE	TRANSMTR -INTEGRATED KEY FOB	1		No	
4892293AC	ARM -INLET AND EXHAUST VALVE	2		No	
4593649AD	PLENUM -INTAKE MANIFOLD	1		No	
4591827AB	GASKET -INTAKE PLENUM	0		No	
1AMFL00008	FILTER -ENGINE OIL	1		No	

Repair Order Detailed Report #37196 For VIN: 3D4PH1FG5BT5[redacted]

VIN	3D4PH1FG5B[redacted]	**Model Year**	2011	**Body**	JCEE49	DODGE JOURNEY MAINSTREET (AWD)	
Built Date	12/08/2010	**Market**	U	US	**Plant**	8481	TOLUCA ASSEMBLY PLANT
Color	PBV	BLACKBERRY PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE			**Serial #**	6326010817	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			**Serial #**	K2950D2299	

Report #	37196	**System Key**	224308563	**Report Version**	1	**Open Date**	01/22/2013
Close Date	01/28/2013	**Narrative Date**	02/06/2013	**Category**	0	**Mileage**	22,125
MDH	120820	**Sold Date**	06/24/2011	**Built Date**	12/08/2010	**Advisor**	HS SPROUSE;HEATHER
Dealer	64754	S & S AUTO SALES INC					
Dealer Address	3385 STATE ROUTE 11						
Dealer City	MALONE			**State**	NY	**Zip**	129534713

Complaint: Customer States passenger rear door will not open Customer states rrt 11-082- flash program bcm and reconfigure vehicle

Cause: faulty door latch open on vip

Correction: tech removed door panel and replaced latch. tested and returned to customer tech flashed bcm with new software. tested and returned to customer

LOP Information

LOP	LOP Description
23410106	Body ; Hardware - Latch/Striker/Lock/Module/Handle/Bumper/Housing charge port ; Latch, Door ; 4D sedan-Wagon-Rear door-Right or left
18190294	Software Flash ; Module ; Module, Body Control (BCM) ; Flash Program Body Control Module and Reconfigure Vehicle - Powernet

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
4589914AD	LATCH -REAR DOOR	1		No	
04589914AD	LATCH -REAR DOOR	1		No	01/01/0001

Repair Order Detailed Report #38416 For VIN: 3D4PG5FV2AT1[redacted]

VIN	3D4PG5FV2A[redacted]	***Model Year***	2010	***Body***	JCDP49	DODGE JOURNEY SXT (LHD/FWD)	
Built Date	02/17/2010	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PWL	WHITE GOLD CLEAR COAT					
Engine	EGF	3.5L V6 HIGH OUTPUT 24V MPI ENGINE			***Serial #***	9032000471	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			***Serial #***	K0340D264E	

Report #	38416	***System Key***	225231497	***Report Version***	1	***Open Date***	02/12/2013
Close Date	02/19/2013	***Narrative Date***	02/21/2013	***Category***	0	***Mileage***	15,915
MDH	021708	***Sold Date***	04/08/2010	***Built Date***	02/17/2010	***Advisor***	265 PAUL SMITH
Dealer	64793	ANCHORAGE CHRYSLER CENTER INC					
Dealer Address	2601 EAST 5TH AVENUE						
Dealer City	ANCHORAGE			***State***	AK	***Zip***	995013039

Complaint: CUSTOMER STATES RIGHT FRONT DOOR WILL NOT OPEN FROM THE INSIDE OR OUTSIDE - CHECK AND ADVISE PERFORM RECALL K37

Cause: VERIFIED COMPLAINT, RIGHT FRONT DOOR DOES NOT OPEN FROM EITHER SIDE CONNECTED WI-TECH AND CHECKED FOR DTC'S, FOUND NONE PERTAINING TO CONCERN CHECKED LINKAGE AT INNER DOOR PANEL, FOUND IT TO BE INTACT ADVISE THERE SUBLET TO BODY SHOP FOR REPAIR RECALL

Correction: CONNECTED WI-TECH, CHECKED FOR DTC'S, FOUND NONE PERTAINING TO RECALL. PERFORMED FLASH ON ORC WITH PART# 56054711AD. FLASH WAS SUCCESSFUL. REPAIR COMPLETE. CUSTOMER IN RENTAL VEHICLE COVERED BY CHRYSLER

LOP Information

LOP	***LOP Description***
97756555	Claim Administration ; Sublet Repair ; Sublet Repair
23410104	Body ; Hardware - Latch/Striker/Lock/Module/Handle/Bumper/Housing charge port ; Latch, Door ; 4D sedan-Vans-Wagons-Front door-Right or left
23001040	Body ; Adjustments ; Door ; Front - Right

Part(s) Information

Part Number	***Part Description***	***Part Quantity***	***Part Cost***	***Failed***	***Part Return Date***
CH4589694-AD	LATCH -FRONT DOOR	1		No	
04589694AD	LATCH -FRONT DOOR	1		No	01/01/0001

Repair Order Detailed Report #50802 For VIN: 3D4PG5FV6AT1[redacted]

VIN	3D4PG5FV6A[redacted]	***Model Year***	2010	***Body***	JCDP49	DODGE JOURNEY SXT (LHD/FWD)	
Built Date	03/17/2010	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PWL	WHITE GOLD CLEAR COAT					
Engine	EGF	3.5L V6 HIGH OUTPUT 24V MPI ENGINE				***Serial #***	9062000195
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				***Serial #***	K0480D1321

Report #	50802	***System Key***	225256178	***Report Version***	1	***Open Date***	02/20/2013
Close Date	02/20/2013	***Narrative Date***	02/21/2013	***Category***	0	***Mileage***	40,246
MDH	031716	***Sold Date***	05/10/2010	***Built Date***	03/17/2010	***Advisor***	01 JONATHAN G CUSTEA
Dealer	09861	GRIFFIN MOTORS COMPANY					
Dealer Address	11031 PERRY HIGHWAY						
Dealer City	MEADVILLE			***State***	PA	***Zip***	163356576

Complaint: CUSTOMER STATES CEL IS ON. SCANNED SYSTEM AND FOUND CODE FOR SYLINDER 5 MISFIRE. ALSO FOUND STAR CASE FOR CYLINDER HEAD REPLACEMENT. WOULD NEED TO REMOVE INTAKE MANIFOLD TO GAIN ACCESS TO THAT CYLINDER THEN DO CYLINDER LEAKDOWN TEST AND IF NOTHING IS FOUND. SPARK PLUG AND IGNITION COIL WILL BE MOVED TO THE FRONT HEAD. CLEARED CODES FOR NOW. CURRENTLY THERE ARE NO MISFIRES. (03-6013 BRAD-29564878)

Cause:

Correction:

LOP Information

LOP	*LOP Description*
036013	Rear axle ; Rear Driveline Module ; Dog, clutch

Part Information is not available

Repair Order Detailed Report #619446C For VIN: 3D4PG5FVXA[redacted]S

VIN	3D4PG5FVXA[redacted]	**Model Year**	2010	**Body**	JCDP49	DODGE JOURNEY SXT (LHD/FWD)	
Built Date	06/07/2010	**Market**	U	US	**Plant**	8481	TOLUCA ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	EGF	3.5L V6 HIGH OUTPUT 24V MPI ENGINE			**Serial #**	9132000905	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			**Serial #**	K1190D2328	

Report #	619446C	**System Key**	225761974	**Report Version**	1	**Open Date**	02/20/2013
Close Date	02/25/2013	**Narrative Date**	03/01/2013	**Category**	0	**Mileage**	65,468
MDH	060719	**Sold Date**	07/07/2010	**Built Date**	06/07/2010	**Advisor**	767
Dealer	61339	JACK POWELL CHRYSLER DODGE JEE					
Dealer Address	1625 AUTO PARK WAY						
Dealer City	ESCONDIDO			**State**	CA	**Zip**	920292008

Complaint: CUSTOMER STATES VEHICLE HAS A COOLANT SMELL PRESENT FROM ENGINE COMPARTMENT. PLEASE CHECK AND ADVISE. Perform courtsey multi-point vehicle inspection. INSPECT TIRE PRESSURE POST SERVICE QUALITY CONTROL ALL VEHICLES WILL BE ROAD TESTED TO ASSURE ALL REPAIRS ARE PERFORMED SUCCESSFULLY.

Cause:

Correction: 65468 PRESSURE TESTED COOLING SYSTEM. NOLEAKS FOUND. CHECKED FOR SIGNS OF COOLANTLOOK AND NOTHING FOUND. CANNOT DUPLICATECUSTOMER'S CONCERN. CUSTOMER STATES: 65468 SUGGEST REAR BRAKES, AT 3MM, SUGGESTAIR FILTER. Perform courtsey multi-point vehicle inspection. Check Window Washer Fluid- Meets Standard Check Automatic Transmission Fluid - Meets Standard Check Brake Fluid - MeetsStandard Check Power Steering Fluid - Meets Standard Check Coolant Reservoir Level - Meets Standard Check Oil - Service Recommended Inspect Engine Air Filter- Service Recommended Inspect Drive Belts - Meets Standard Check Lights and Horn - Meets Standard Check Windshield Wiper Blades - Meets Standard Inspect Front Brakes - Meets Standard - 7MM Inspect Rear Brakes - Service Recommended - 3MMInspect Brake Lines and Hydraulic System - Meets Standard Inspect Suspension and Steering System - Meets Standard Inspect Cooling System Protection - Meets Standard Inspect for Oil Leaks - Meets Standard Inspect A/C and Heating System - Meets Standard Inspect Fuel Hoses Pipes and Fittings - Meets Standard Inspect Exhaust System and Check for Leakage - Meets Standard Check Battery - Meets Standard Check Tire Pressure - Other - 32PSI Inspect Tires/Measure Tire Tread - Meets Standard - 8/32ND ALL AROUND Perform courtsey multi-point vehicle inspection. CHECK WINDOW WASHER FLUIDCHECK AUTOMATIC TRANSMISSION FLUID CHECK BRAKE FLUID CHECK POWER STEERING FLUID CHECK COOLANT RESERVOIR LEVEL CHECK OIL INSPECT ENGINE AIR FILTERINSPECT DRIVE BELTS CHECK LIGHTS AND HORN CHECK WINDSHIELD WIPER BLADES INSPECT FRONT BRAKES INSPECT REAR BRAKES INSPECT BRAKE LINES AND HYDRAULIC SYSTEM INSPECT SUSPENSION AND STEERING SYSTEM INSPECT COOLING SYSTEM - PROTE

LOP Information

LOP	LOP Description
95400041	Special Services ; Loaner ; Loaner Car ; Loaner Car
08904503	Electrical System ; Wiring Harness Replacement, Body/Jumper ; Wiring harness, door ; Front-Right or left
08904502	Electrical System ; Wiring Harness Replacement, Body/Jumper ; Wiring harness, door ; Front-Right or left

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68056750AA	WIRING -FRONT DOOR	1		No	01/01/0001
04795997AE	WIRING -FRONT DOOR	1		No	01/01/0001

Repair Order Detailed Report #619446 For VIN: 3D4PG5FVXAT[redacted]

VIN	3D4PG5FVXA[redacted]	**Model Year**	2010	**Body**	JCDP49	DODGE JOURNEY SXT (LHD/FWD)	
Built Date	06/07/2010	**Market**	U	US	**Plant**	8481	TOLUCA ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	EGF	3.5L V6 HIGH OUTPUT 24V MPI ENGINE			**Serial #**	9132000905	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			**Serial #**	K1190D2328	

Report #	619446	**System Key**	225985113	**Report Version**	1	**Open Date**	02/20/2013
Close Date	02/28/2013	**Narrative Date**	03/05/2013	**Category**	0	**Mileage**	65,468
MDH	060719	**Sold Date**	07/07/2010	**Built Date**	06/07/2010	**Advisor**	767
Dealer	61339	JACK POWELL CHRYSLER DODGE JEE					
Dealer Address	1625 AUTO PARK WAY						
Dealer City	ESCONDIDO			**State**	CA	**Zip**	920292008

Complaint: CUSTOMER STATES VEHICLE RIGHT FRONTDOOR WIRING HARNESS HAS COME LOOSE AND IS PULLING OUT FROM THE DOOR. CUSTOMER NOTED TAPE AROUND THE HARNESS THAT MAYBE PART OF THE HARNESS OR USED TO HOLD HARNESS IN PLACE HAS COME LOOSE TOO. PLEASE CHECK AND ADVISE. Moved to: 619446C Line: A Moved to: 619446C Line: B Moved to: 619446C Line: C Moved to: 619446C Line: D VEHICLE RENTAL PROVIDED TO CLIENT SHIPPING CHARGE

Cause:

Correction: 65468 VERIFIED CUSTOMER'S CONCERN. DOORWIRING HARNESS IS LOOSE (DRIVER AND PASSENGERFRONT DOORS). UPON INSPECTION, FOUND THATBOTH HARNESS LOCKING TABS TO SECURE HARNESSIN VEHICLE BODY ARE BROKEN AND WILL NOT STAYIN PLACE. REPLACED FRONT LEFT AND RIGHT DOORHARNESS. VERIFIED THAT HARNESS STAYS INPLACE. CUSTOMER STATES: Moved to: 619446C Line: A SPLIT RO Moved to: 619446C Line: BMoved to: 619446C Line: BMoved to: 619446C Line: BMoved to: 619446C Line: BMoved to: 619446C Line: BMoved to: 619446C Line: BMoved to: 619446C Line: BMoved to: 619446C Line: BMoved to: 619446C Line: BMoved to: 619446C Line: BMoved to: 619446C Line: BMoved to: 619446C Line: BMoved to: 619446C Line: BMoved to: 619446C Line: BMoved to: 619446C Line: BMoved to: 619446C Line: BMoved to: 619446C Line: BMoved to: 619446C Line: BMoved to: 619446C Line: B SPLIT RO Moved to: 619446C Line: C SPLIT RO Moved to: 619446C Line: D SPLIT RO VEHICLE RENTAL PROVIDED TO CLIENT RENTAL VEHICLE VEHICLE RENTAL PROVIDED TO CLIENT SUBLET REPAIRS 65468 SHIPPING CHARGE TO PREVENT RENTALOVERAGE DURING SERVICE. CUSTOMER STATES:

LOP Information

LOP	LOP Description
95400041	Special Services ; Loaner ; Loaner Car ; Loaner Car
08904503	Electrical System ; Wiring Harness Replacement, Body/Jumper ; Wiring harness, door ; Front-Right or left
08904502	Electrical System ; Wiring Harness Replacement, Body/Jumper ; Wiring harness, door ; Front-Right or left

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
PREMIUM		1		No	
68056750AA	WIRING -FRONT DOOR	1		No	
4795997AE	WIRING -FRONT DOOR	1		No	
04795997AE	WIRING -FRONT DOOR	1		No	01/01/0001

Repair Order Detailed Report #172291 For VIN: 3C4PDCEG3C[redacted]

VIN	3C4PDCEG3C[redacted]	***Model Year***	2012	***Body***	JCDX49	DODGE JOURNEY R/T (FWD/LHD)	
Built Date	01/21/2012	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PRA	BRILLIANT RED TRI-COAT PEARL					
Engine	ERB	3.6L V6 24V VVT ENGINE			***Serial #***	6008210331	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			***Serial #***	K0052D3564	

Report #	172291	***System Key***	226835076	***Report Version***	1	***Open Date***	03/16/2013
Close Date	03/16/2013	***Narrative Date***	03/18/2013	***Category***	0	***Mileage***	9,816
MDH	012106	***Sold Date***	05/14/2012	***Built Date***	01/21/2012	***Advisor***	4160
Dealer	44991	DON MILLER DODGE CHRYSLER JEEP					
Dealer Address	5802 ODANA RD						
Dealer City	MADISON			***State***	WI	***Zip***	537191212

Complaint: REQUEST LOF

Cause: 3000 MILE MAINT DUE

Correction: PERFORMED LUBE OIL AND FILTER CHANGE

LOP Information is not available

Part(s) Information

Part Number	*Part Description*	*Part Quantity*	*Part Cost*	*Failed*	*Part Return Date*
CH68079744-AB	FILTER -ENGINE OIL	1		No	
CH68055891-AA	OIL -5W30	5		No	

Repair Order Detailed Report #37700 For VIN: 3D4PH1FG5BT5[redacted]

VIN	3D4PH1FG5B[redacted]	***Model Year***	2011	***Body***	JCEE49	DODGE JOURNEY MAINSTREET (AWD)	
Built Date	12/08/2010	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PBV	BLACKBERRY PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE				***Serial #***	6326010817
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				***Serial #***	K2950D2299

Report #	37700	***System Key***	227354181	***Report Version***	1	***Open Date***	03/21/2013
Close Date	03/21/2013	***Narrative Date***	03/26/2013	***Category***	0	***Mileage***	23,740
MDH	120820	***Sold Date***	06/24/2011	***Built Date***	12/08/2010	***Advisor***	JS SCHRADER; JASON
Dealer	64754	S & S AUTO SALES INC					
Dealer Address	3385 STATE ROUTE 11						
Dealer City	MALONE			***State***	NY	***Zip***	129534713

Complaint: Customer States when driving shifter sticks and transmition not shifting right Customer States key needs a battery and also spare key will not open other doors just drivers door CUSTOMER REQUESTS LUBE, OIL & FILTER

Cause: shifter console is broken need to diagnose more

Correction: tech ordered new shifter console tech needs to diagnose further into it. TECH PERFORMED LUBE, OIL & FILTER

LOP Information is not available

Part(s) Information

Part Number	*Part Description*	*Part Quantity*	*Part Cost*	*Failed*	*Part Return Date*
OIL		12		No	
68079744AB	FILTER -ENGINE OIL	1		No	
2032		1		No	

Repair Order Detailed Report #79987 For VIN: 3D4GG57V49T5[redacted]

VIN	3D4GG57V49[redacted]	***Model Year***	2009	***Body***	JCDP49	DODGE JOURNEY SXT HATCHBACK	
Built Date	11/07/2008	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	EGF	3.5L HIGH OUTPUT V6 24V MPI ENGINE			***Serial #***	9302800131	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			***Serial #***	K2908D2040	

Report #	79987	***System Key***	228200403	***Report Version***	1	***Open Date***	04/05/2013
Close Date	04/05/2013	***Narrative Date***	04/08/2013	***Category***	0	***Mileage***	67,718
MDH	110719	***Sold Date***	04/17/2009	***Built Date***	11/07/2008	***Advisor***	01 KEVIN L SMITH
Dealer	43818	LEMOND'S CHRYSLER CENTER					
Dealer Address	412 E MAIN ST						
Dealer City	FAIRFIELD			***State***	IL	***Zip***	628372015

Complaint: LUBRICATE, CHANGE OIL & FILTER 9016 (16- CODY-)

Cause:

Correction:

LOP Information is not available

Part(s) Information

Part Number	*Part Description*	*Part Quantity*	*Part Cost*	*Failed*	*Part Return Date*
68055890AA	OIL -5W20	5		No	
4892339BA	FILTER -ENGINE OIL	1		No	
4891916AA	FILTER -AIR	1		No	

Repair Order Detailed Report #37773 For VIN: 3D4PH1FG5BT5[redacted]

VIN	3D4PH1FG5B[redacted]	***Model Year***	2011	***Body***	JCEE49	DODGE JOURNEY MAINSTREET (AWD)	
Built Date	12/08/2010	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PBV	BLACKBERRY PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE				***Serial #***	6326010817
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				***Serial #***	K2950D2299

Report #	37773	***System Key***	228276102	***Report Version***	1	***Open Date***	03/28/2013
Close Date	03/28/2013	***Narrative Date***	04/09/2013	***Category***	0	***Mileage***	23,750
MDH	120820	***Sold Date***	06/24/2011	***Built Date***	12/08/2010	***Advisor***	JS SCHRADER; JASON
Dealer	64754	S & S AUTO SALES INC					
Dealer Address	3385 STATE ROUTE 11						
Dealer City	MALONE			***State***	NY	***Zip***	129534713

Complaint: Customer States shifter seems to stick Customer States when using passive entry feature only drivers door unlocks it use to unlock all doors Customer States customer smells gas coming from the vehicle

Cause: shifter assy is binding between neutral and drive settings for the locking system were changed to just drivers door unlock TECH CHECKED FOR LEAKS AND FOR THE SMELL OF GASOLINE

Correction: tech replaced shigter assy selector moves correct now tech changed locking system by going into the settings on the radio screen and changed it to unlock all doors TECH DID NOT FIND ANY LEAKS OR THE SMELL OF GASOLINE EVERYTHING IS GOOD AND RETURNED TO CUSTOMER.

LOP Information

LOP	*LOP Description*
21010336	Transmission ; Shifter Automatic Transmission ; Shifter, automatic transmission ; Floor Console mounted

Part(s) Information

Part Number	*Part Description*	*Part Quantity*	*Part Cost*	*Failed*	*Part Return Date*
4766410AD	SHIFTER -TRANSMISSION	1		No	
04766410AD	SHIFTER -TRANSMISSION	1		No	01/01/0001

Repair Order Detailed Report #52147 For VIN: 3D4PG5FV6AT1[redacted]

VIN	3D4PG5FV6A[redacted]	Model Year	2010	Body	JCDP49	DODGE JOURNEY SXT (LHD/FWD)	
Built Date	03/17/2010	Market	U	US	Plant	8481	TOLUCA ASSEMBLY PLANT
Color	PWL	WHITE GOLD CLEAR COAT					
Engine	EGF	3.5L V6 HIGH OUTPUT 24V MPI ENGINE			Serial #	9062000195	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			Serial #	K0480D1321	

Report #	52147	System Key	229009919	Report Version	1	Open Date	04/15/2013
Close Date	04/18/2013	Narrative Date	04/19/2013	Category	0	Mileage	41,766
MDH	031716	Sold Date	05/10/2010	Built Date	03/17/2010	Advisor	01 JONATHAN G CUSTEA
Dealer	09861	GRIFFIN MOTORS COMPANY					
Dealer Address	11031 PERRY HIGHWAY						
Dealer City	MEADVILLE			State	PA	Zip	163356576

Complaint: 2688 LUBE OIL FILTER - SET TIRES TO PSI.35 CHECK FLUID LEVELS,BELTS,HOSES,TIRES & AIR FILTER. ANTI-FREEZE GOOD TO -45 (05-7648 GKELTZ-) 9099 STATE INSPECTION BRAKE SPECS.ARE LF.10B RR.10 TIRE TREAD DEPTH IS 3 ALL STKR# AI32935202 EXP. 4-2014 (05-7648 GKELTZ-) CUSTOMER STATES CEL IS ON. REFERANCE R.O.52222 (05-7648 GKELTZ-)

Cause:

Correction:

LOP Information

LOP	LOP Description
2688	Maintenance
057648	Brake System

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68055891AA	OIL -5W30	6		No	
4892339BA	FILTER -ENGINE OIL	1		No	

Repair Order Detailed Report #52222 For VIN: 3D4PG5FV6AT1[redacted]

VIN	3D4PG5FV6A[redacted]	**Model Year**	2010	**Body**	JCDP49	DODGE JOURNEY SXT (LHD/FWD)	
Built Date	03/17/2010	**Market**	U	US	**Plant**	8481	TOLUCA ASSEMBLY PLANT
Color	PWL	WHITE GOLD CLEAR COAT					
Engine	EGF	3.5L V6 HIGH OUTPUT 24V MPI ENGINE			**Serial #**	9062000195	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			**Serial #**	K0480D1321	

Report #	52222	**System Key**	229393654	**Report Version**	1	**Open Date**	04/16/2013
Close Date	04/18/2013	**Narrative Date**	04/25/2013	**Category**	0	**Mileage**	41,766
MDH	031716	**Sold Date**	05/10/2010	**Built Date**	03/17/2010	**Advisor**	01 JONATHAN G CUSTEA
Dealer	09861	GRIFFIN MOTORS COMPANY					
Dealer Address	11031 PERRY HIGHWAY						
Dealer City	MEADVILLE			**State**	PA	**Zip**	163356576

Complaint: CUSTOMER STATES CEL IS ON. VERIFIED CEL IS ON FOR CYL #5 MISFIRE. RAN INTAKE CLEANER INTO INTAKE TO SEE IF THAT WOULD HELP STICKY VALVE. IT DID NOT HELP. REMOVED UPPER INTAKE AND PERFORMED CYL. LEAKAGE TEST. CYL. #5 IS 5% AND 175PSI COMPRESSION. EXCHANGED COIL AND SPARK PLUG FROM CYL #5 AND REROAD TESTED. STILL CYL #5 MISFIRE. EXHAUST VALVES WILL NEED CLEANED AND ROTATED. (05-7648 GKELTZ-) PER ROW ONE EXHAUST VALVES WILL NEED CLEANED AND ROTATED. CEL IS ON CODE P0305. EXHAUST VALVE STICKING. CLEANED ALL VALVES AND ROTATED. ROADTESTED AND ENGINE STARTED TO MISS. CEL CAME ON AGAIN. SCANNED FOUND FAULT CODE P0305. REMOVED VALVE COVER AND #5 CYL VALVE SPRINGS. SPRAYED CLEANER AND ROTATED WITH DRILL. BOTH VALVES. SPRAYED PENITRATING OIL ON VALVES WHILE ROTATING INSTALLED VALVE COVER AND PLENUIM. RAN ENGINE AND ROADTESETD. RUNNING GOOD. NO CODED RETURNED. (05-7648 GKELTZ-)

Cause:

Correction:

LOP Information

LOP	LOP Description
09950100	Engine ; Valve ; Valves

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
53022277AA	RETAINER -VALVE SPRING RETAINER	24		No	
5183546AA	CLEANER -FUEL INJECTOR	1		No	
5174566AA	CLEANER -FUEL SYSTEM	1		No	
4318001AC	CLEANER -COMBUSTION CHAMBER	1		No	
05183546AA	CLEANER -FUEL INJECTOR	1		No	01/01/0001
05174566AA	CLEANER -FUEL SYSTEM	1		No	01/01/0001
04318001AC	CLEANER -COMBUSTION CHAMBER	1		No	01/01/0001

Repair Order Detailed Report #347179 For VIN: 3C4PDCEG3C[redacted]

VIN	3C4PDCEG3C[redacted]	***Model Year***	2012	***Body***	JCDX49	DODGE JOURNEY R/T (FWD/LHD)	
Built Date	01/21/2012	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PRA	BRILLIANT RED TRI-COAT PEARL					
Engine	ERB	3.6L V6 24V VVT ENGINE			***Serial #***	6008210331	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			***Serial #***	K0052D3564	

Report #	347179	***System Key***	229848009	***Report Version***	1	***Open Date***	04/26/2013
Close Date	04/30/2013	***Narrative Date***	05/02/2013	***Category***	0	***Mileage***	12,275
MDH	012106	***Sold Date***	05/14/2012	***Built Date***	01/21/2012	***Advisor***	0640
Dealer	60426	RUSS DARROW CHRYSLER, JEEP, DO					
Dealer Address	3502 LANCASTER DR						
Dealer City	MADISON			***State***	WI	***Zip***	537186381

Complaint: CUSTOMER STATES PASSENGER DOOR HANDLE PULLED OFF-

Cause: INSTALLED NEW HANDLE, RETURNED DEFECTIVEPART CLIPS FAILED

Correction: HANDLE, DOOR OUTSIDE, REPLACE, FRONT RIGHT

LOP Information

LOP	***LOP Description***
23421504	Body ; Hardware - Handle/Knob/Top Controls/Latch/Roll Up Door ; Handle, door outside ; 4D sedan-Van-Front door-Right or left

Part(s) Information

Part Number	***Part Description***	***Part Quantity***	***Part Cost***	***Failed***	***Part Return Date***
1RH66KRAAD	CAP -DOOR HANDLE	0		No	
1RH64KRAAE	HANDLE -EXTERIOR DOOR	1		No	

Repair Order Detailed Report #186337 For VIN: 3C4PDCBG6C[redacted]

VIN	3C4PDCBG6C[redacted]	***Model Year***	2012	***Body***	JCDE49	DODGE JOURNEY SXT (FWD)	
Built Date	09/13/2011	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PW3	WHITE					
Engine	ERB	3.6L V6 24V VVT ENGINE				***Serial #***	6251110953
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				***Serial #***	K2141D1007

Report #	186337	***System Key***	230277330	***Report Version***	1	***Open Date***	05/02/2013
Close Date	05/02/2013	***Narrative Date***	05/08/2013	***Category***	0	***Mileage***	18,888
MDH	091315	***Sold Date***	07/02/2012	***Built Date***	09/13/2011	***Advisor***	1107
Dealer	43807	VICKSBURG CHRYSLER-PLYMOUTH-DO					
Dealer Address	13475 PORTAGE ROAD						
Dealer City	VICKSBURG			***State***	MI	***Zip***	49097

Complaint: CHANGE OIL AND FILTER WITH SYNTHETIC OIL LUBED CHASSIS, CHECKED FLUIDS AND TIRES COMPLETE INSPECTION

Cause:

Correction: PERFORMED LUBE, OIL, FILTER CHANGE. CHECKED ALL FLUIDS. CHECKED TIRE PRESSURE. FILLED WASHER SOLVENT.

LOP Information is not available

Part(s) Information

Part Number	*Part Description*	*Part Quantity*	*Part Cost*	*Failed*	*Part Return Date*
CHGREASE		1		No	
CH68079744-AB	FILTER -ENGINE OIL	1		No	
CH2519		6		No	

Repair Order Detailed Report #11611 For VIN: 3D4GH57V79T1[redacted]

VIN	3D4GH57V79T[redacted]	***Model Year***	2009	***Body***	JCEP49	DODGE JOURNEY SXT AWD HATCHBACK	
Built Date	11/07/2007	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PA4	SILVER STEEL METALLIC CLEAR COAT					
Engine	EGF	3.5L HIGH OUTPUT V6 24V MPI ENGINE			***Serial #***	9270700252	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			***Serial #***	K2767D0104	

Report #	11611	***System Key***	230358497	***Report Version***	1	***Open Date***	05/07/2013
Close Date	05/07/2013	***Narrative Date***	05/09/2013	***Category***	0	***Mileage***	105,002
MDH	110707	***Sold Date***	01/31/2008	***Built Date***	11/07/2007	***Advisor***	02 JASON PUMMELL
Dealer	43284	GREVE CHRY-JEEP-DODGE OF VAN W					
Dealer Address	756 W ERVIN						
Dealer City	VAN WERT			***State***	OH	***Zip***	458912202

Complaint: DRIVERS REAR INTERIOR DOOR HANDLE INOP REMOVED AND REPLACED LEFT REAR INTERIOR DOOR HANDLE ALL OK NOW (03-8937 PORTER-)

Cause:

Correction:

LOP Information is not available

Part(s) Information

Part Number	*Part Description*	*Part Quantity*	*Part Cost*	*Failed*	*Part Return Date*
68043747AA	HANDLE -DOOR INTERIOR	1		No	

Repair Order Detailed Report #127125 For VIN: 3C4PDCBG1D[redacted]

VIN	3C4PDCBG1D[redacted]	***Model Year***	2013	***Body***	JCDE49	DODGE JOURNEY SXT (FWD)	
Built Date	08/23/2012	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE				***Serial #***	6229211067
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				***Serial #***	K2242D0124

Report #	127125	***System Key***	230906196	***Report Version***	1	***Open Date***	05/11/2013
Close Date	05/16/2013	***Narrative Date***	05/17/2013	***Category***	0	***Mileage***	5,131
MDH	082318	***Sold Date***	12/31/2012	***Built Date***	08/23/2012	***Advisor***	551
Dealer	44911	LONE STAR DODGE CHRYSLER JEEP					
Dealer Address	1309 SOUTH PACIFIC STREET						
Dealer City	MINEOLA			***State***	TX	***Zip***	757732848

Complaint: CUSTOMER REQUESTS OIL/FILTER, TOP OFF ALL FLUIDS, LUBE, AND CHECK TIRE PRESSURE. QUALITY CARE MULTI POINT INSPECTION

Cause: ROUTINE MAINTANCE INSPECTION

Correction: PERFORMED LUBE OIL AND FILTER CHANGE--TOPPED OFF ALL UNDERHOOD FLUIDS AND CHECK TIRE PRESSURES PERFORM QUALITY CARE MULTI POINT INSPECTION

LOP Information is not available

Part Information is not available

Repair Order Detailed Report #348499 For VIN: 3C4PDCEG3C[redacted]

VIN	3C4PDCEG3C[redacted]	***Model Year***	2012	***Body***	JCDX49	DODGE JOURNEY R/T (FWD/LHD)	
Built Date	01/21/2012	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PRA	BRILLIANT RED TRI-COAT PEARL					
Engine	ERB	3.6L V6 24V VVT ENGINE			***Serial #***	6008210331	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			***Serial #***	K0052D3564	

Report #	348499	***System Key***	231995608	***Report Version***	1	***Open Date***	05/30/2013
Close Date	05/31/2013	***Narrative Date***	06/04/2013	***Category***	0	***Mileage***	14,459
MDH	012106	***Sold Date***	05/14/2012	***Built Date***	01/21/2012	***Advisor***	0640
Dealer	60426	RUSS DARROW CHRYSLER, JEEP, DO					
Dealer Address	3502 LANCASTER DR						
Dealer City	MADISON			***State***	WI	***Zip***	537186381

Complaint: OWNER NOTES RIGHT FRONT OUTSIDE DOOR HANDLE FELL OFF.

Cause: CLIPS FAILED, INSTALLED NEW DOOR HANDLEBOTH PARTS

Correction: HANDLE, DOOR OUTSIDE, REPLACE, FRONT RIGHT

LOP Information

LOP	***LOP Description***
23421504	Body ; Hardware - Handle/Knob/Top Controls/Latch/Roll Up Door ; Handle, door outside ; 4D sedan-Van-Front door-Right or left

Part(s) Information

Part Number	***Part Description***	***Part Quantity***	***Part Cost***	***Failed***	***Part Return Date***
1RH66KRAAD	CAP -DOOR HANDLE	1		No	01/01/0001
1RH64KRAAE	HANDLE -EXTERIOR DOOR	1		No	

Repair Order Detailed Report #349372 For VIN: 3C4PDCEG3C[redacted]

VIN	3C4PDCEG3C[redacted]	***Model Year***	2012	***Body***	JCDX49	DODGE JOURNEY R/T (FWD/LHD)	
Built Date	01/21/2012	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PRA	BRILLIANT RED TRI-COAT PEARL					
Engine	ERB	3.6L V6 24V VVT ENGINE			***Serial #***	6008210331	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			***Serial #***	K0052D3564	

Report #	349372	***System Key***	233436452	***Report Version***	1	***Open Date***	06/20/2013
Close Date	06/21/2013	***Narrative Date***	06/25/2013	***Category***	0	***Mileage***	15,842
MDH	012106	***Sold Date***	05/14/2012	***Built Date***	01/21/2012	***Advisor***	0640
Dealer	60426	RUSS DARROW CHRYSLER, JEEP, DO					
Dealer Address	3502 LANCASTER DR						
Dealer City	MADISON			***State***	WI	***Zip***	537186381

Complaint: CUSTOMER STATES THAT THE DOOR HANDLE CAME OFF AGAIN. RIGHT FRONT... OTHER HALF IN CUP HOLDER.

Cause: BODY SHOP INSTALLED HANDLE AND FOUND NO DAMAGE TO DOOR INV#26455

Correction: SUBLET TO BODY SHOP TO HAVE HANDLE INSTALLED, AND DOOR INTERNALS INSPECTED. OUTSIDE, DOOR HANDLE SUBLET REPAIRS

LOP Information

LOP	*LOP Description*
97756555	Claim Administration ; Sublet Repair ; Sublet Repair
23421500	Body ; Hardware - Handle/Knob/Top Controls/Latch/Roll Up Door ; Handle, door outside

Part Information is not available

Repair Order Detailed Report #127755 For VIN: 3C4PDCBG1D[redacted]

VIN	3C4PDCBG1D[redacted]	***Model Year***	2013	***Body***	JCDE49	DODGE JOURNEY SXT (FWD)	
Built Date	08/23/2012	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE				***Serial #***	6229211067
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				***Serial #***	K2242D0124

Report #	127755	***System Key***	235544928	***Report Version***	1	***Open Date***	05/28/2013
Close Date	06/20/2013	***Narrative Date***	07/24/2013	***Category***	0	***Mileage***	5,910
MDH	082318	***Sold Date***	12/31/2012	***Built Date***	08/23/2012	***Advisor***	581
Dealer	44911	LONE STAR DODGE CHRYSLER JEEP					
Dealer Address	1309 SOUTH PACIFIC STREET						
Dealer City	MINEOLA			***State***	TX	***Zip***	757732848

Complaint: CUSTOMER STATES PASSENGER REAR DOOR WILL NOT OPEN/UNLUCK QUALITY CARE MULTI POINT INSPECTION RAPID RESPONSE TRANSMITTAL 13-011

Cause: DOOR WAS STUCK SHUT REMOVED DOOR PANEL TO GET DOOR OPEN REMOVED DOOR OFF HINGES TO GET TO DOOR STRIKERT TO CUT THE INSPECTION

Correction: DOOR OFF OF THE STRIKER DUE TO LATCH INTERNALLY PERFORM QUALITY CARE MULTI POINT INSPECTION COMPLETED RRT AS REQUESTED

LOP Information

LOP	*LOP Description*
97756555	Claim Administration ; Sublet Repair ; Sublet Repair
85410000	Special Services ; Diagnostic LOP ; Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.
23511012	Body ; Sealing - Weatherstrip/Watershield/Carrier Plate/Welt ; Weatherstrip/seal, door opening on door ; Rear-Right or left
23510905	Body ; Sealing - Weatherstrip/Watershield/Carrier Plate/Welt ; Weatherstrip, door opening on body ; Rear-Right or left
23410400	Body ; Hardware - Latch/Striker/Lock/Module/Handle/Bumper/Housing charge port ; Striker, door / liftgate / decklid latch
23410106	Body ; Hardware - Latch/Striker/Lock/Module/Handle/Bumper/Housing charge port ; Latch, Door ; 4D sedan-Wagon-Rear door-Right or left
23341114	Body ; Window - Regulator/Lift Plate ; Regulator, window rear ; 4D-Sedan-Electric-Right or left
23001045	Body ; Adjustments ; Door ; Rear - Left
23001044	Body ; Adjustments ; Door ; Rear - Right

Part(s) Information

Part Number	*Part Description*	*Part Quantity*	*Part Cost*	*Failed*	*Part Return Date*
CH68103380-AA	PANEL -CARRIER PLATE	1		No	
CH68043738-AA	REGULATOR-REAR DOOR WINDOW	1		No	
CH6509508-AA	SCREW -OVAL HEAD	3		No	
CH6508642-AA	SCREW -HEX HEAD	1		No	
CH6104123-AA	SCREW -NONE	4		No	
CH5076876-AC	W/STRIP -REAR DOOR BELT INNER	1		No	
CH5076868-AC	W/STRIP -REAR DOOR MOUNTED	1		No	
CH5076860-AE	W/STRIP -REAR DOOR BODY MOUNTED	1		No	
CH4589914-AD	LATCH -REAR DOOR	1		No	
CH4589152-AA	MOTOR -WINDOW REGULATOR	1		No	
CH4589050-AA	STRIKER -DOOR LATCH	1		No	
68103380AA	PANEL -CARRIER PLATE	1		No	01/01/0001
68043738AA	REGULATOR-REAR DOOR WINDOW	1		No	01/01/0001
06509508AA	SCREW -OVAL HEAD	3		No	01/01/0001
06508642AA	SCREW -HEX HEAD	1		No	01/01/0001
06104123AA	SCREW -NONE	2		No	01/01/0001
05076876AC	W/STRIP -REAR DOOR BELT INNER	1		No	01/01/0001
05076868AC	W/STRIP -REAR DOOR MOUNTED	1		No	01/01/0001
05076860AE	W/STRIP -REAR DOOR BODY MOUNTED	1		No	01/01/0001
04589914AD	LATCH -REAR DOOR	1		No	01/01/0001
04589152AA	MOTOR -WINDOW REGULATOR	1		No	01/01/0001
04589050AA	STRIKER -DOOR LATCH	1		No	01/01/0001

Repair Order Detailed Report #128986 For VIN: 3C4PDCBG1D[redacted]

VIN	3C4PDCBG1D[redacted]	***Model Year***	2013	***Body***	JCDE49	DODGE JOURNEY SXT (FWD)	
Built Date	08/23/2012	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE				***Serial #***	6229211067
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				***Serial #***	K2242D0124

Report #	128986	***System Key***	235545283	***Report Version***	1	***Open Date***	06/26/2013
Close Date	06/26/2013	***Narrative Date***	07/24/2013	***Category***	0	***Mileage***	5,912
MDH	082318	***Sold Date***	12/31/2012	***Built Date***	08/23/2012	***Advisor***	590
Dealer	44911	LONE STAR DODGE CHRYSLER JEEP					
Dealer Address	1309 SOUTH PACIFIC STREET						
Dealer City	MINEOLA			***State***	TX	***Zip***	757732848

Complaint: REFER TO RO#127755

Cause: SUBLET OUT FOR HINGES AND ALIGN DOOR MINEOLA PAINT & bODY

Correction:

LOP Information

LOP	*LOP Description*
97756555	Claim Administration ; Sublet Repair ; Sublet Repair
23410106	Body ; Hardware - Latch/Striker/Lock/Module/Handle/Bumper/Housing charge port ; Latch, Door ; 4D sedan-Wagon-Rear door-Right or left

Part Information is not available

Repair Order Detailed Report #179597 For VIN: 3C4PDCEG3C[redacted]

VIN	3C4PDCEG3C[redacted]	***Model Year***	2012	***Body***	JCDX49	DODGE JOURNEY R/T (FWD/LHD)	
Built Date	01/21/2012	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PRA	BRILLIANT RED TRI-COAT PEARL					
Engine	ERB	3.6L V6 24V VVT ENGINE			***Serial #***	6008210331	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			***Serial #***	K0052D3564	

Report #	179597	***System Key***	236079916	***Report Version***	1	***Open Date***	07/19/2013
Close Date	07/19/2013	***Narrative Date***	07/31/2013	***Category***	0	***Mileage***	18,158
MDH	012106	***Sold Date***	05/14/2012	***Built Date***	01/21/2012	***Advisor***	4171 JOHN CUBBAGE
Dealer	44991	DON MILLER DODGE CHRYSLER JEEP					
Dealer Address	5802 ODANA RD						
Dealer City	MADISON			***State***	WI	***Zip***	537191212

Complaint: PERFORM LUBE, OIL, & FILTER CHANGE. CHECK FLUID LEVELS, BELTS, HOSES, TIRE PSI....., & A/F TEMP.....: TOP OFF FLUIDS SERVICE CONTRACT SALE

Cause:

Correction: COMPLETED LOF 26860303 SALE COMPLETED

LOP Information

LOP	*LOP Description*
95260001	Special Services ; Intl oil change ; Maintenance Allowance ; Fixed Cost Maintenance
26860303	Maintenance ; Service Contract Maintenance ; Oil and Filter Change - All Intervals

Part(s) Information

Part Number	*Part Description*	*Part Quantity*	*Part Cost*	*Failed*	*Part Return Date*
CH68079744-AB	FILTER -ENGINE OIL	1		No	
CH68055891-AA	OIL -5W30	6		No	

Repair Order Detailed Report #179818 For VIN: 3D4GH57V79T[redacted]

VIN	3D4GH57V79T[redacted]	**Model Year**	2009	**Body**	JCEP49	DODGE JOURNEY SXT AWD HATCHBACK	
Built Date	11/07/2007	**Market**	U	US	**Plant**	8481	TOLUCA ASSEMBLY PLANT
Color	PA4	SILVER STEEL METALLIC CLEAR COAT					
Engine	EGF	3.5L HIGH OUTPUT V6 24V MPI ENGINE			**Serial #**	9270700252	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			**Serial #**	K2767D0104	

Report #	179818	**System Key**	236626461	**Report Version**	1	**Open Date**	08/05/2013
Close Date	08/06/2013	**Narrative Date**	08/07/2013	**Category**	0	**Mileage**	109,474
MDH	110707	**Sold Date**	01/31/2008	**Built Date**	11/07/2007	**Advisor**	2627JB JAMES BRYAN
Dealer	44953	AUBURN CHRYSLER DODGE JEEP RAM					
Dealer Address	507 S GRANDSTAFF DR						
Dealer City	AUBURN			**State**	IN	**Zip**	467062038

Complaint: DIAGED VEHICLE FOUND IT WAS IN NEED OF THREE TIRE PRESSURE SENSORS. CONTACTED CUSTOMER GAVE ESTIMATE FOR PARTS AND LABOR. CUSTOMER OKAYED REPAIR ORDERED PARTS AND COMPLETED REPAIR AND TESTED FOR OPERATION. NO TIRE LIGHT IS ON AT THIS TIME. THANK YOU :)

Cause:

Correction:

LOP Information is not available

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68078768AA	SENSOR -TIRE PRESSURE	3		No	

Repair Order Detailed Report #81806 For VIN: 3D4GG57V49T5[redacted]

VIN	3D4GG57V49[redacted]	***Model Year***	2009	***Body***	JCDP49	DODGE JOURNEY SXT HATCHBACK	
Built Date	11/07/2008	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	EGF	3.5L HIGH OUTPUT V6 24V MPI ENGINE			***Serial #***	9302800131	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			***Serial #***	K2908D2040	

Report #	81806	***System Key***	238464336	***Report Version***	1	***Open Date***	08/31/2013
Close Date	08/31/2013	***Narrative Date***	09/02/2013	***Category***	0	***Mileage***	74,561
MDH	110719	***Sold Date***	04/17/2009	***Built Date***	11/07/2008	***Advisor***	01 JEREMY HILL
Dealer	43818	LEMOND'S CHRYSLER CENTER					
Dealer Address	412 E MAIN ST						
Dealer City	FAIRFIELD			***State***	IL	***Zip***	628372015

Complaint: LUBRICATE, CHANGE OIL & FILTER 9016 REPLACED REAR WIPER BLADE (16- CODY-6603)

Cause:

Correction:

LOP Information is not available

Part(s) Information

Part Number	*Part Description*	*Part Quantity*	*Part Cost*	*Failed*	*Part Return Date*
68055890AA	OIL -5W20	5		No	
68040372AA	BLADE -REAR WIPER	1		No	
4892339BA	FILTER -ENGINE OIL	1		No	

Repair Order Detailed Report #359108 For VIN: 3C4PDCAB8D[redacted]

VIN	3C4PDCAB8D[redacted]	**Model Year**	2013	**Body**	JCDH49	DODGE JOURNEY SE (FWD)	
Built Date	11/23/2012	**Market**	U	US	**Plant**	8481	TOLUCA ASSEMBLY PLANT
Color	PW3	WHITE					
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE			**Serial #**	1317210930	
Transmission	DFF	4-SPEED AUTOMATIC VLP TRANSMISSION			**Serial #**	K3062A1671	

Report #	359108	**System Key**	238648527	**Report Version**	1	**Open Date**	08/31/2013
Close Date	08/31/2013	**Narrative Date**	09/04/2013	**Category**	0	**Mileage**	9,908
MDH	112318	**Sold Date**	03/11/2013	**Built Date**	11/23/2012	**Advisor**	4631
Dealer	44520	SHERMAN DODGE CHRYSLER JEEP					
Dealer Address	7601 SKOKIE BLVD						
Dealer City	SKOKIE			**State**	IL	**Zip**	600773001

Complaint: PERFORM PENNZOIL CONVENTIONAL OIL AND FILTER CHANGE TOP OFF ALL FLUIDS AND ADJUST TIRE PRESSURE ON VEHICLE PERFORM MULTIPOINT INSPECTION AND BATTERY CHECK TO VEHICLE

Cause: PENNZOIL CONVENTIONAL OIL INSPECTION

Correction: PERFORMED PENNZOIL CONVENTIONAL OIL AND FILTER CHANGE TOPPED OFF ALL FLUIDS ADJUSTED TIRE PRESSURE RESET OIL CHANGE LIGHT IF EQUIPT PERFORMED MULTIPOINT INSPECTION WITH BATTERY CHECK TO VEHICLE

LOP Information is not available

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CH68055890-AA	OIL -5W20	5		No	
CH4892339-AA	FILTER -ENGINE OIL	1		No	

Repair Order Detailed Report #130919 For VIN: 3C4PDCBG1D[redacted]

VIN	3C4PDCBG1D[redacted]	***Model Year***	2013	***Body***	JCDE49	DODGE JOURNEY SXT (FWD)	
Built Date	08/23/2012	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE				***Serial #***	6229211067
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				***Serial #***	K2242D0124

Report #	130919	***System Key***	240622086	***Report Version***	1	***Open Date***	08/14/2013
Close Date	08/15/2013	***Narrative Date***	09/30/2013	***Category***	0	***Mileage***	8,110
MDH	082318	***Sold Date***	12/31/2012	***Built Date***	08/23/2012	***Advisor***	590
Dealer	44911	LONE STAR DODGE CHRYSLER JEEP					
Dealer Address	1309 SOUTH PACIFIC STREET						
Dealer City	MINEOLA			***State***	TX	***Zip***	757732848

Complaint: CHANGE OIL AND FILTER, CHECKED ALL FLUID LEVELS. CUSTOMER REQUESTS TIRE ROTATION QUALITY CARE MULTI POINT INSPECTION CUSTOMER REQUESTS DIESEL OIL CHANGE POLICY

Cause: NORMAL MAINTENANCE INSPECTION CUSTOMER REQUESTS DIESEL OIL CHANGE POLICY

Correction: COMPLETED OIL SERVICE COMPLETED AS REQUESTED PERFORM QUALITY CARE MULTI POINT INSPECTION REGISTERED DIESEL OIL CHANGE POLICY FOR CUSTOMER

LOP Information is not available

Part(s) Information

Part Number	*Part Description*	*Part Quantity*	*Part Cost*	*Failed*	*Part Return Date*
CH68079744-AB	FILTER -ENGINE OIL	1		No	
CH68055891-AA	OIL -5W30	6		No	

Repair Order Detailed Report #183983 For VIN: 3C4PDCEG3C[redacted]

VIN	3C4PDCEG3C[redacted]	***Model Year***	2012	***Body***	JCDX49	DODGE JOURNEY R/T (FWD/LHD)	
Built Date	01/21/2012	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PRA	BRILLIANT RED TRI-COAT PEARL					
Engine	ERB	3.6L V6 24V VVT ENGINE			***Serial #***	6008210331	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			***Serial #***	K0052D3564	

Report #	183983	***System Key***	240624861	***Report Version***	1	***Open Date***	09/28/2013
Close Date	09/28/2013	***Narrative Date***	09/30/2013	***Category***	0	***Mileage***	23,626
MDH	012106	***Sold Date***	05/14/2012	***Built Date***	01/21/2012	***Advisor***	4171 JOHN CUBBAGE
Dealer	44991	DON MILLER DODGE CHRYSLER JEEP					
Dealer Address	5802 ODANA RD						
Dealer City	MADISON			***State***	WI	***Zip***	537191212

Complaint: PERFORM LUBE, OIL, & FILTER CHANGE. CHECK FLUID LEVELS, BELTS, HOSES, TIRE PSI....., & A/F TEMP.....: TOP OFF FLUIDS

Cause:

Correction: COMPLETED LOF 26860303

LOP Information

LOP	*LOP Description*
95260001	Special Services ; Intl oil change ; Maintenance Allowance ; Fixed Cost Maintenance
26860303	Maintenance ; Service Contract Maintenance ; Oil and Filter Change - All Intervals

Part(s) Information

Part Number	*Part Description*	*Part Quantity*	*Part Cost*	*Failed*	*Part Return Date*
CH68079744-AC	FILTER -ENGINE OIL	1		No	
CH68055891-AA	OIL -5W30	6		No	

Repair Order Detailed Report #26842 For VIN: 3D4PG5FVXAT2[redacted]

VIN	3D4PG5FVXA[redacted]	***Model Year***	2010	***Body***	JCDP49	DODGE JOURNEY SXT (LHD/FWD)	
Built Date	06/17/2010	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	EGF	3.5L V6 HIGH OUTPUT 24V MPI ENGINE				***Serial #***	9146000985
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				***Serial #***	K1540D2591

Report #	26842	***System Key***	246937116	***Report Version***	1	***Open Date***	12/20/2013
Close Date	12/20/2013	***Narrative Date***	12/24/2013	***Category***	0	***Mileage***	40,610
MDH	061701	***Sold Date***	06/18/2010	***Built Date***	06/17/2010	***Advisor***	426
Dealer	45604	LARRY H. MILLER DODGE RAM AVON					
Dealer Address	10101 W. PAPAGO FREEWAY						
Dealer City	AVONDALE			***State***	AZ	***Zip***	853235306

Complaint: Align Front & Rear Suspension Multi Point Insepction

Cause:

Correction: 40610 MAINT PERFORMED FRONT AND REAR WHEELALIGNMENT AS DESIGNED, SEE ATTACHED SHEET FORREADINGS AND SPECS. TEST DROVE TO VERIFYVEHICLE DRIVE STRAIGHT Align Front & Rear Suspension SERVICE COUPON MATCH $59.00 Align Front & Rear Suspension Align Front & Rear Suspension Multi Point Insepction

LOP Information is not available

Part Information is not available

Repair Order Detailed Report #83797 For VIN: 3D4GG57V49T5[redacted]

VIN	3D4GG57V49[redacted]	Model Year	2009	Body	JCDP49	DODGE JOURNEY SXT HATCHBACK	
Built Date	11/07/2008	Market	U	US	Plant	8481	TOLUCA ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	EGF	3.5L HIGH OUTPUT V6 24V MPI ENGINE			Serial #	9302800131	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			Serial #	K2908D2040	

Report #	83797	System Key	250289742	Report Version	1	Open Date	02/08/2014
Close Date	02/08/2014	Narrative Date	02/10/2014	Category	0	Mileage	83,462
MDH	110719	Sold Date	04/17/2009	Built Date	11/07/2008	Advisor	01 JEREMY HILL
Dealer	43818	LEMOND'S CHRYSLER CENTER					
Dealer Address	412 E MAIN ST						
Dealer City	FAIRFIELD			State	IL	Zip	628372015

Complaint: LUBRICATE, CHANGE OIL & FILTER 9016 (07- DE-) ROTATE TIRES 9023 (07- DE-)

Cause:

Correction:

LOP Information

LOP	LOP Description
9023	

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68055891AA	OIL -5W30	5		No	
4892339BA	FILTER -ENGINE OIL	1		No	
4891916AA	FILTER -AIR	1		No	

Repair Order Detailed Report #34868 For VIN: 3D4PG5FVXAT2[redacted]

VIN	3D4PG5FVXA[redacted]	***Model Year***	2010	***Body***	JCDP49	DODGE JOURNEY SXT (LHD/FWD)	
Built Date	06/17/2010	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	EGF	3.5L V6 HIGH OUTPUT 24V MPI ENGINE			***Serial #***	9146000985	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			***Serial #***	K1540D2591	

Report #	34868	***System Key***	252994816	***Report Version***	1	***Open Date***	03/05/2014
Close Date	03/15/2014	***Narrative Date***	03/18/2014	***Category***	0	***Mileage***	41,515
MDH	061701	***Sold Date***	06/18/2010	***Built Date***	06/17/2010	***Advisor***	426
Dealer	45604	LARRY H. MILLER DODGE RAM AVON					
Dealer Address	10101 W. PAPAGO FREEWAY						
Dealer City	AVONDALE			***State***	AZ	***Zip***	853235306

Complaint: C/S RIGHT FRONT DOOR WONT OPEN Rotate & Balance Tires Multi Point Inspection

Cause: LATCH BINDING

Correction: 41515 RIGHT FRONT DOOR LATCH STUCK CLOSED.WILL NOT ALLOW DOOR TO OPEN. BROKEN INTO DOORAND BROKE LATCH OPEN REPLACED LATCH ANDDOOR PANEL. WORKING TO SPECS Body & Accessories 41515 ROTATE AND BALANCE COMPLETE Rotate & Balance Tires 41515 INSPECTION COMPLETE Multi Point Inspection

LOP Information is not available

Part(s) Information

Part Number	*Part Description*	*Part Quantity*	*Part Cost*	*Failed*	*Part Return Date*
68043791AB	LINK -LOCK	0		No	
68043790AB	LINK -LOCK	1		No	
4589694AD	LATCH -FRONT DOOR	1		No	
1BG902DVAD	PANEL -FRONT DOOR TRIM	1		No	

Repair Order Detailed Report #378462 For VIN: 3C4PDCBB6D[redacted]

VIN	3C4PDCBB6D[redacted]	***Model Year***	2013	***Body***	JCDE49	DODGE JOURNEY SXT (FWD)	
Built Date	11/12/2012	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE			***Serial #***	1308221247	
Transmission	DFF	4-SPEED AUTOMATIC VLP TRANSMISSION			***Serial #***	K2992A2150	

Report #	378462	***System Key***	258805006	***Report Version***	1	***Open Date***	05/28/2014
Close Date	05/28/2014	***Narrative Date***	05/30/2014	***Category***	0	***Mileage***	14,005
MDH	111221	***Sold Date***	12/17/2012	***Built Date***	11/12/2012	***Advisor***	1496 NAIM
Dealer	45148	JACKSONVILLE CHRYSLER JEEP DOD					
Dealer Address	11101 NURSERY FIELDS DRIVE						
Dealer City	JACKSONVILLE			***State***	FL	***Zip***	322563903

Complaint: PERFORM MULTI-POINT INSPECTION CUSTOMER REQUESTS OIL AND FILTER CHANGE

Cause:

Correction: 30 Point Inspection All PERFORM OIL AND FILTER CHANGE, SERVICE COMPLETED. E

LOP Information is not available

Part(s) Information

Part Number	*Part Description*	*Part Quantity*	*Part Cost*	*Failed*	*Part Return Date*
CH68055890-AA	OIL -5W20	5		No	
CH4892339-AA	FILTER -ENGINE OIL	1		No	

Repair Order Detailed Report #378588 For VIN: 3C4PDCBB6D[redacted]

VIN	3C4PDCBB6D[redacted]	***Model Year***	2013	***Body***	JCDE49	DODGE JOURNEY SXT (FWD)	
Built Date	11/12/2012	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE			***Serial #***	1308221247	
Transmission	DFF	4-SPEED AUTOMATIC VLP TRANSMISSION			***Serial #***	K2992A2150	

Report #	378588	***System Key***	258965998	***Report Version***	1	***Open Date***	05/30/2014
Close Date	05/31/2014	***Narrative Date***	06/02/2014	***Category***	0	***Mileage***	14,414
MDH	111221	***Sold Date***	12/17/2012	***Built Date***	11/12/2012	***Advisor***	555 MICHELLE
Dealer	45148	JACKSONVILLE CHRYSLER JEEP DOD					
Dealer Address	11101 NURSERY FIELDS DRIVE						
Dealer City	JACKSONVILLE			***State***	FL	***Zip***	322563903

Complaint: CUST USED TO WHEN USED USED INTERIOR DOOR HANDLE TO OPEN DRIVERS DOOR IT WOULD UNLOCK THAT DOOR ONLY, AND WHEN OPENED PASS FRONT DOOR FROM INSIDE IT WOULD UNLOCK ALL THE DOORS, NOW WHEN TRIES THE DRIVERS DOOR ALL THE DOORS WILL UNLOCK C/S INTERMITTENTLY SOME OR NONE OF THE DOORS WILL UNLOCK FROM THE INSIDE, HAS TRIED BOTH HANDLES AND THE LOCK SWITCH- ES AND EVEN THE REMOTE BUTTON, IT MAY WORK AFTER 2-3 TRIES OR TEN MINUTES LATER C/S INTERMITTENTLY THE DOORS WILL NOT DETECT KEY TO UNLOCK AND WHEN USES THE REMOTE IT STILL WOULD NOT UNLOCK ANY OF DOORS C/S A FEW TIMES THE VEH WAS HARD TO START BUT NOT AT SAME TIME WHEN LOCKS WERE NOT WORKING C/S INTERMITTENTLY THE A/C CHANGES FAN SPEED OR CAN HEAR REA R A/C BLOWING HARDER CUST CALLED AND ADDED CONCERN TO CHK BLUETOOTH AS PHONE WILL NOT PAIR

Cause: 0 0 0 0

Correction: 08197301 Hub, Radio Frequency (RFH) - Test and replace SEE OTHER LINE SEE RFH 0 08203401 Telematics/convergence - Test and replace module

LOP Information

LOP	*LOP Description*
08203401	Electrical System ; Media/Navigation/Satellite/Cruise Control/Security/Park Assist/Communications ; Telematics/Convergence, UConnect ; module
08197301	Electrical System ; Modules ; Hub, radio frequency (RFH) wireless control

Part(s) Information

Part Number	*Part Description*	*Part Quantity*	*Part Cost*	*Failed*	*Part Return Date*
CH68222278-AA	MODULE -TELEMATICS	1		No	
CH68172580-AB	RECEIVER -HUB	1		No	

Repair Order Detailed Report #74373 For VIN: 3C4PDCBG6ET[redacted]

VIN	3C4PDCBG6E[redacted]	**Model Year**	2014	**Body**	JCDE49	DODGE JOURNEY SXT (FWD)	
Built Date	10/14/2013	**Market**	U	US	**Plant**	8481	TOLUCA ASSEMBLY PLANT
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE			**Serial #**	6266320064	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			**Serial #**	K2733D0895	

Report #	74373	**System Key**	260105447	**Report Version**	1	**Open Date**	05/23/2014
Close Date	06/09/2014	**Narrative Date**	06/11/2014	**Category**	0	**Mileage**	856
MDH	101410	**Sold Date**	04/23/2014	**Built Date**	10/14/2013	**Advisor**	1818
Dealer	56440	WITHNELL DODGE					
Dealer Address	2650 COMMERCIAL SE						
Dealer City	SALEM			**State**	OR	**Zip**	973024451

Complaint: C/S PASSENGER SIDE REAR DOOR IS INOP.CAN NOT BE OPEN FROM INSIDE EITHER WITH DOOR HANDLE.

Cause: F

Correction: LATCH, DOOR/LIFTGATE-Replace (B)LINK, OUTSIDE HANDLE TO LATCH-Replace (C) REGULATOR, FRONT DOOR GLASS-Replace (B) DIAGNOSIS WITH REPAIR LATCH, DOOR/LIFTGATE-Replace (B) LINK, OUTSIDE HANDLE TO LATCH-Replace (C) REGULATOR, FRONT DOOR GLASS-Replace (B) DIAGNOSIS WITH REPAIR

LOP Information

LOP	LOP Description
95400141	Special Services ; Loaner ; Loaner Car ; Standard Line Vehicles
85434343	Special Services ; Goodwill Administration ; Goodwill Authorization ; Goodwill Authorization
23411306	Body ; Hardware - Latch/Striker/Lock/Module/Handle/Bumper/Housing charge port ; Link / cable, outside handle to latch ; 4D sedan-Wagon-Rear door-Right or left
23410106	Body ; Hardware - Latch/Striker/Lock/Module/Handle/Bumper/Housing charge port ; Latch, Door ; 4D sedan-Wagon-Rear door-Right or left
23341008	Body ; Window - Regulator/Lift Plate ; Regulator, window front ; 4D sedan-Van-Wagon-Electric-Right or left

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68103384AA	CABLE -INSIDE HANDLE TO LATCH	1		No	
68103380AA	PANEL -CARRIER PLATE	1		No	
68067481AC	CABLE -OUTSIDE HANDLE	1		No	
68043738AA	REGULATOR-REAR DOOR WINDOW	1		No	
6508642AA	SCREW -HEX HEAD	1		No	
4589914AD	LATCH -REAR DOOR	1		No	

Repair Order Detailed Report #314032 For VIN: 3D4GG57V49T[redacted]

VIN	3D4GG57V49[redacted]	***Model Year***	2009	***Body***	JCDP49	DODGE JOURNEY SXT HATCHBACK	
Built Date	10/13/2008	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	EGF	3.5L HIGH OUTPUT V6 24V MPI ENGINE			***Serial #***	9269800176	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			***Serial #***	K2618D2602	

Report #	314032	***System Key***	265771679	***Report Version***	1	***Open Date***	07/17/2014
Close Date	07/23/2014	***Narrative Date***	07/23/2014	***Category***	0	***Mileage***	87,575
MDH	101309	***Sold Date***	03/31/2009	***Built Date***	10/13/2008	***Advisor***	4478 KIRK HENDRICKSE
Dealer	66262	SUBURBAN CHRYSLER DODGE JEEP R					
Dealer Address	38123 WEST TEN MILE ROAD						
Dealer City	FARMINGTON HILLS			***State***	MI	***Zip***	483352803

Complaint: CUSTOMER STATES THE POWER DOOR LOCKS ARE INOP CUSTOMER STATES THE POWER WINDOWS IS INOP CUSTOMER STATES THE VEHICLE STALL AFTER DRIVING HOUR DRIVING C45 AND BELOW. CUSTOMER STATES THERE IS NO NOISE WHEN TURNING THE KEY. NO CRANK/NO START. HAS TO SIT ANOTHER OTHER BEFORE IT WILL CRANL/ START. BEING OCCURRING ON AND OFF FOR THREE YEARS. CUSTOMER STATES THE BRAKES SQUEEK WHEN BACKING UP LUBE OIL AND FILTER REPLACE FRONT BRAKE PADS AND ROTOS MAKE IT NEW KIT. PERFORM BG BRAKE FLUSH CUSTOMER STATES THE DRIVER'S BRAKE LIGHT BULB IS BURNT OUT

Cause: 25 INSP POWER WINDOW AND DOOR LOCKS INOP FOUND RT SWITCH STUCK ON AND LEFT DOOR MODULE INTERAL FAILER 10 FLASHED TIPM AS POSS FIX INSP BRAKES SQUEEKING TRACED TO FRONT PADS AND ROTORS 100% GONE 3 LOF PERFORMED 15 (10) 2 REPLACED BURN OUT LEFT BRAKE LAMP BLUB

Correction: REPLACED RT WINDOW SWITCH AND LEFT DOOR MODULE TO FIX SEE JOB 1 FLASHED TIPM SEE JOB 6 PERFORMED LOF REPLACE BRAKE PADS AND BRAKE ROTORS, CLEAN CALIPERS AND CALIPER SLIDES. REINSTALL WHEELS. PERFORMED BG BRAKE SYSTEM FLUSH BRAKE LAMP BLUB REPLACED

LOP Information is not available

Part(s) Information

Part Number	*Part Description*	*Part Quantity*	*Part Cost*	*Failed*	*Part Return Date*
CHV5019783-AA	ROTOR -BRAKE	2		No	
CHV1018762-AB	PAD KIT -FRONT DISC BRAKE	1		No	
CHRL026861-AE	MODULE -DOOR	1		No	
CHL0003157	BULB -NONE	1		No	
CH84021		1		No	
CH68218930-AA	OIL -10W30	6		No	
CH68029178-AC	SWITCH -POWER WINDOW	1		No	
CH4892339-AA	FILTER -ENGINE OIL	1		No	

Repair Order Detailed Report #388652 For VIN: 3C4PDCBB6D[redacted]

VIN	3C4PDCBB6D[redacted]	***Model Year***	2013	***Body***	JCDE49	DODGE JOURNEY SXT (FWD)	
Built Date	11/12/2012	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE			***Serial #***	1308221247	
Transmission	DFF	4-SPEED AUTOMATIC VLP TRANSMISSION			***Serial #***	K2992A2150	

Report #	388652	***System Key***	269354096	***Report Version***	1	***Open Date***	08/25/2014
Close Date	08/26/2014	***Narrative Date***	08/28/2014	***Category***	0	***Mileage***	18,204
MDH	111221	***Sold Date***	12/17/2012	***Built Date***	11/12/2012	***Advisor***	472 TOM
Dealer	45148	JACKSONVILLE CHRYSLER JEEP DOD					
Dealer Address	11101 NURSERY FIELDS DRIVE						
Dealer City	JACKSONVILLE			***State***	FL	***Zip***	322563903

Complaint: CUSTOMER STATES WHEN COMING TO LOW SPEED STOP OVER THE WEEKEND VEHICLE STARTED HARSH VIBRATION. ABS AND TRACTION CONTROL LIGHTS CAME ON AND STAYED ON. VEHICLE FELT LIKE BRAKES STAYED ENGAGED. CHECK AND ADVISE CUSTOMER STATES STILL HAVING INTERMITTENT DOOR LOCK ISSUES. VEHICLE DOES NOT RECOGNIZE FOB OR KEYLESS ENTRY. CUSTOMER STATES AIR CONDITIONER COMING ON BY ITSELF AT TIME CHECK AND ADVISE PERFORM LOF

Cause: LF WHEEL SPEED SENSOR IS FAULTY CHECKED FOR RELATED DTC'SNONE PRESENTCHECKED FOR TSB'S AND FOUND RELATED STAR CASES DUE TO FREQUENCY AND LEARNED KEYS INSIDE VEHICLE SEE ATTATCHED STAR CASE PRINT OUT'S PERFORMED AC PERFORMANCE TEST AND CHECK FOR ANY RELATED ISSUE

Correction: REPLACED LF WHEEL SPEED SENSOR. NO TROUBLE FOUND. NO ACTION TAKEN AT THIS TIME CAN NOT DUPLICATE CONCERN PERFORMED

LOP Information

LOP	*LOP Description*
95400141	Special Services ; Loaner ; Loaner Car ; Standard Line Vehicles
08141803	Electrical System ; Sensor ; Sensor, wheel speed-Anti-lock brakes ; Front-Left

Part(s) Information

Part Number	*Part Description*	*Part Quantity*	*Part Cost*	*Failed*	*Part Return Date*
CH68055890-AA	OIL -5W20	5		No	
CH5085823-AC	SENSOR -ANTI LOCK BRAKES	1		No	
CH4892339-AA	FILTER -ENGINE OIL	1		No	
05085823AC	SENSOR -ANTI LOCK BRAKES	1		No	01/01/0001

Repair Order Detailed Report #619055 For VIN: 3D4PG5FV9AT[redacted]

VIN	3D4PG5FV9A[redacted]	***Model Year***	2010	***Body***	JCDP49	DODGE JOURNEY SXT (LHD/FWD)	
Built Date	01/11/2010	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGF	3.5L V6 HIGH OUTPUT 24V MPI ENGINE				***Serial #***	9351900695
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				***Serial #***	K3469D2703

Report #	619055	***System Key***	271108694	***Report Version***	1	***Open Date***	09/03/2014
Close Date	09/17/2014	***Narrative Date***	09/18/2014	***Category***	0	***Mileage***	76,997
MDH	011109	***Sold Date***	01/12/2010	***Built Date***	01/11/2010	***Advisor***	6019
Dealer	68932	JACK KEY MOTOR CO OF ALAMOGORD					
Dealer Address	1501 HIGHWAY 70 W						
Dealer City	ALAMOGORDO			***State***	NM	***Zip***	883107591

Complaint: CUST STATES DRIVERS SIDE FRONT DOOR WILL NOT OPEN + CUSTOMER REQUEST TO PERFORM A 33 POINT CHECK OVER PER CHECK LIST

Cause: NEEDS NEW RS LATCH ASSY AND INNER PANEL WILL DESTROY PANEL TO REPAIR

Correction: REMOVED AND REPLACED LATCH. REPLACED DOOR PANEL DONE

LOP Information is not available

Part(s) Information

Part Number	*Part Description*	*Part Quantity*	*Part Cost*	*Failed*	*Part Return Date*
CH4589694-AD	LATCH -FRONT DOOR	1		No	
CH1BG902DV-AD	PANEL -FRONT DOOR TRIM	1		No	

Repair Order Detailed Report #49446 For VIN: 3C4PDCBB6DT[redacted]

VIN	3C4PDCBB6D[redacted]	Model Year	2013	Body	JCDE49	DODGE JOURNEY SXT (FWD)	
Built Date	11/12/2012	Market	U	US	Plant	8481	TOLUCA ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE			Serial #	1308221247	
Transmission	DFF	4-SPEED AUTOMATIC VLP TRANSMISSION			Serial #	K2992A2150	

Report #	49446	System Key	272236464	Report Version	1	Open Date	09/23/2014
Close Date	09/29/2014	Narrative Date	09/30/2014	Category	0	Mileage	18,862
MDH	111221	Sold Date	12/17/2012	Built Date	11/12/2012	Advisor	462 ANDIE
Dealer	45572	JACKSONVILLE CHRYSLER JEEP DOD					
Dealer Address	9600 ATLANTIC BLVD						
Dealer City	JACKSONVILLE			State	FL	Zip	322258230

Complaint: Doors intermently wont unlock using dr sad door lock contro l or key fob Sometimes it will from the passenger sad but no t always (ElectricalNon PCM Flashes Concern) Customer states AC in rear will come on on its own (General Concern 1) (General Concern 2) Software Flash for ABS (Flash Software 1) Software Flash for PCM (Flash Software 2) Software Flash for BCM (Flash Software 3) Software Flash for SCCM (Flash Software 4) Software Flash for AMP (Flash Software 5)

Cause: 0 THIS FLASH IS FOR DIESEL ONLY PCM NEEDS REFLASH PER 18-029-13 REFLASHED BCM PER 08-047-13, STEERING COLLUMN CONTROL MODULE NEEDS REFLASH AMPLIFIER NEEDS TO BE REFLASHED

Correction: 0 NOT REQUIRED. REFLASHED PCM TO LATEST SOFTWARE. LOP 181906V4-0.2 HRS, FC-FM. REFLASHED NEW BCM TO LATEST SOFTWARE. 1819029N-0.2 HRS, FC-FM. REFLASHED SCCM PER 08-010-14. LOP 18192790-0.2 HRS, FC-FM. REFLASHED AMP PER 08-032-13. LOP 18600795-0.2 HRS, FC-FM.

LOP Information

LOP	LOP Description
18600795	Software Flash ; Software Flash ; Amplifier ; Module, Amplifier - Inspect
18192790	Software Flash ; Module ; Steering Column Control Module ; Module, Steering Column Control (SCCM) - Reprogram
181906V4	Software Flash ; Module ; Module, Powertrain Control (PCM) ; Module, Powertrain Control (PCM) - Reprogram
1819029N	Software Flash ; Module ; Module, Body Control (BCM) ; Module, Body Control (BCM) - Reprogram / Reconfigure Powernet Vehicle
08190201	Electrical System ; Modules ; Module, body control ; All others

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CH68170747-AD	MODULE -BODY CONTROLLER	1		No	
CH4275086-AD	LABEL -GENERAL INFORMATION	1		No	
68170747AD	MODULE -BODY CONTROLLER	1		No	01/01/0001

Repair Order Detailed Report #87911 For VIN: 3C4PDCBG6ET[redacted]

VIN	3C4PDCBG6E[redacted]	***Model Year***	2014	***Body***	JCDE49	DODGE JOURNEY SXT (FWD)	
Built Date	10/14/2013	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE				***Serial #***	6266320064
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				***Serial #***	K2733D0895

Report #	87911	***System Key***	276674123	***Report Version***	1	***Open Date***	11/08/2014
Close Date	11/08/2014	***Narrative Date***	11/11/2014	***Category***	0	***Mileage***	4,929
MDH	101410	***Sold Date***	04/23/2014	***Built Date***	10/14/2013	***Advisor***	1818
Dealer	56440	WITHNELL DODGE					
Dealer Address	2650 COMMERCIAL SE						
Dealer City	SALEM			***State***	OR	***Zip***	973024451

Complaint: EXPRESS LUBE,OIL AND FILTER INSPECT VEHICLE EXPRESS LANE

Cause:

Correction: XPRESS LUBE/OIL FILTER INSPECT VEHICLE EXPRESS LANE

LOP Information is not available

Part(s) Information

Part Number	*Part Description*	*Part Quantity*	*Part Cost*	*Failed*	*Part Return Date*
94010		1		No	
68055890AA	OIL -5W20	6		No	

Repair Order Detailed Report #186112 For VIN: 3C4PDCAB2DT[redacted]

VIN	3C4PDCAB2D[redacted]	**Model Year**	2013	**Body**	JCDH49	DODGE JOURNEY SE (FWD)	
Built Date	07/31/2012	**Market**	U	US	**Plant**	8481	TOLUCA ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE			**Serial #**	1206220997	
Transmission	DFF	4-SPEED AUTOMATIC VLP TRANSMISSION			**Serial #**	K1842A1912	

Report #	186112	**System Key**	313297298	**Report Version**	1	**Open Date**	12/30/2015
Close Date	12/30/2015	**Narrative Date**	01/03/2016	**Category**	0	**Mileage**	102,669
MDH	073122	**Sold Date**	09/20/2012	**Built Date**	07/31/2012	**Advisor**	462
Dealer	68679	GRIFFIN C-D-J					
Dealer Address	961 E US HWY 74						
Dealer City	ROCKINGHAM			**State**	NC	**Zip**	283797541

Complaint: 3KX Change engine oil and filter FDCI Multipoint inspection (according to maintenance interval) RECALL1 Recall / CSN 1 R32 Safety Recall R32 Engine Beauty Cover RECALL2 Recall / CSN 2 R61 Safety Recall R61 Antilock Brake System Module

Cause: RECALL RECALL

Correction: EXPRESS LANE SERVICE....REPLACE ENGINEOIL AND OIL FILTER. TOP OFF ALL FLUIDS. SET TIRE PSI. EXPRESS LANE SERVICE....REPLACE ENGINE OIL AND OILFILTER. TOP OFF ALL FLUIDS. SET TIRE PSI. Multipoint inspection (according to maintenanceinterval) PERFORM VEHICLE CHECK UP... NOTIFY OWNER OF ANY NEEDED MAINTENANCE / REPAIRS Safety Recall R32 - Engine Beauty Cover - Replace/Repair Cover, Engine - Modify and Install Retaining Fastener (0 - Low Skilled) Safety Recall R61 - Antilock Brake System Module - Test and repair Inspect, Clean, and Grease ABS Module Connector Inludes Heat Shrink (2.0L and 2.4L Only) (2 - Skilled)

LOP Information

LOP	LOP Description
09R32182	Engine ; Recall R3x ; Safety Recall R32 - Engine Beauty Cover ; Cover, Engine - Modify and Install Retaining Fastener
08R61182	Electrical System ; Recall ; Safety Recall R61 - Antilock Brake System Module ; Inspect, Clean, and Grease ABS Module Connector Inludes Heat Shrink (2.0L and 2.4L Only)

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CBTDR321AA	COVER -NONE	1		No	
68026603AA	OIL -5W20	6		No	
4892339AA	FILTER -ENGINE OIL	1		No	
4778569	TUBE -HEAT SHRINK	1		No	
04778569	TUBE -HEAT SHRINK	1		No	01/01/0001
04641780	STRAP -TIE	5		No	01/01/0001

Repair Order Detailed Report #50155 For VIN: 3C4PDCAB0FT[redacted]

VIN	3C4PDCAB0F[redacted]	**Model Year**	2015	**Body**	JCDH49	DODGE JOURNEY SE (FWD)	
Built Date	05/07/2015	**Market**	U	US	**Plant**	8481	TOLUCA ASSEMBLY PLANT
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE			**Serial #**	1103521209	
Transmission	DFF	4-SPEED AUTOMATIC VLP TRANSMISSION			**Serial #**	K0925A1810	

Report #	50155	**System Key**	315054277	**Report Version**	1	**Open Date**	01/20/2016
Close Date	01/20/2016	**Narrative Date**	01/21/2016	**Category**	0	**Mileage**	4,195
MDH	050721	**Sold Date**	07/27/2015	**Built Date**	05/07/2015	**Advisor**	3036 ARNOLD GERMAN
Dealer	60515	HEMET CHRYSLER DODGE JEEP RAM					
Dealer Address	425 MOTOR WAY						
Dealer City	HEMET			**State**	CA	**Zip**	925455612

Complaint: CENTURY MAINTENANCE PLAN 1ST SERVICE PERFORM 23 POINT VEHICLE INSPECTION, PERFORM TIRE PRESSURE INSPECTION MANDATED BY THE STATE OF CALIFORNIA. PERFORM COU TSEY EXTERIOR VEHICLE WASH. CUSTOMER STATES REAR CHILD LOCKS, WHEN IN UNLOCK POSITION STILL WILL NOT OPEN DOOR, CK AND ADVISE CUSTOMER STATES WHEN COMING TO A STOP THEN ACCELERATES TRANSMISSION CLUNKS, CK AND ADVISE

Cause:

Correction: COMPLETED COMPLETED INSPECTION FOUND NO MALFUNCTION WITH CHILD LOCKS AT THIS TIME PERFORMED TCM QUICK LEARN 21570140

LOP Information

LOP	LOP Description
21570140	Transmission ; Quick Learn ; TCM Quick Learn ; 40TE, 41TE, 62TE transaxles only

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
PK5W20B		5		No	
PK339		1		No	
CH68055890-AA	OIL -5W20	5		No	
CH4892339-AA	FILTER -ENGINE OIL	1		No	

Repair Order Detailed Report #961365 For VIN: 3D4PG5FV2AT[redacted]

VIN	3D4PG5FV2A[redacted]	***Model Year***	2010	***Body***	JCDP49	DODGE JOURNEY SXT (LHD/FWD)	
Built Date	08/18/2009	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	EGF	3.5L V6 HIGH OUTPUT 24V MPI ENGINE				***Serial #***	9208900130
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				***Serial #***	K2119D1154

Report #	961365	***System Key***	319223072	***Report Version***	1	***Open Date***	03/03/2016
Close Date	03/03/2016	***Narrative Date***	03/04/2016	***Category***	0	***Mileage***	82,269
MDH	081807	***Sold Date***	02/16/2010	***Built Date***	08/18/2009	***Advisor***	479 ANDREW H ARSENAU
Dealer	26943	SOUTHFIELD CHRYSLER DODGE JEEP					
Dealer Address	28100 TELEGRAPH ROAD						
Dealer City	SOUTHFIELD			***State***	MI	***Zip***	480341996

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

Cause: PREVENTATIVE MAINTENANCE MILEAGE MAINTENANCE

Correction: 16 POINT INSPECTION CHANGE ENGINE OIL & FILTER

LOP Information is not available

Part(s) Information

Part Number	*Part Description*	*Part Quantity*	*Part Cost*	*Failed*	*Part Return Date*
CH68055891-AA	OIL -5W30	6		No	
CH4892339-BA	FILTER -ENGINE OIL	1		No	

Repair Order Detailed Report #189502 For VIN: 3C4PDCAB2D[redacted]

VIN	3C4PDCAB2D[redacted]	**Model Year**	2013	**Body**	JCDH49	DODGE JOURNEY SE (FWD)	
Built Date	07/31/2012	**Market**	U	US	**Plant**	8481	TOLUCA ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE			**Serial #**	1206220997	
Transmission	DFF	4-SPEED AUTOMATIC VLP TRANSMISSION			**Serial #**	K1842A1912	

Report #	189502	**System Key**	322339710	**Report Version**	2	**Open Date**	04/01/2016
Close Date	04/04/2016	**Narrative Date**	04/06/2016	**Category**	0	**Mileage**	109,790
MDH	073122	**Sold Date**	09/20/2012	**Built Date**	07/31/2012	**Advisor**	462
Dealer	68679	GRIFFIN C-D-J					
Dealer Address	961 E US HWY 74						
Dealer City	ROCKINGHAM			**State**	NC	**Zip**	283797541

Complaint: 3KX Change engine oil and filter FDCI Multipoint inspection (according to maintenance interval) REPLACE ENGINE AIR FILTER

Cause:

Correction: EXPRESS LANE SERVICE....REPLACE ENGINEOIL AND OIL FILTER. TOP OFF ALL FLUIDS. SET TIRE PSI. EXPRESS LANE SERVICE....REPLACE ENGINE OIL AND OILFILTER. TOP OFF ALL FLUIDS. SET TIRE PSI. Multipoint inspection (according to maintenanceinterval) PERFORM VEHICLE CHECK UP... NOTIFY OWNER OF ANY NEEDED MAINTENANCE / REPAIRS REPLACE ENGINE AIR FILTER

LOP Information is not available

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68191349AB	FILTER -ENGINE OIL	1		No	
68026603AA	OIL -5W20	6		No	
4891916AA	FILTER -AIR	1		No	

Repair Order Detailed Report #963510 For VIN: 3D4PG5FV2AT[redacted]

VIN	3D4PG5FV2A[redacted]	***Model Year***	2010	***Body***	JCDP49	DODGE JOURNEY SXT (LHD/FWD)	
Built Date	08/18/2009	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	EGF	3.5L V6 HIGH OUTPUT 24V MPI ENGINE				***Serial #***	9208900130
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				***Serial #***	K2119D1154

Report #	963510	***System Key***	322378852	***Report Version***	1	***Open Date***	03/25/2016
Close Date	04/05/2016	***Narrative Date***	04/06/2016	***Category***	0	***Mileage***	83,402
MDH	081807	***Sold Date***	02/16/2010	***Built Date***	08/18/2009	***Advisor***	524 RASHON PERRY
Dealer	26943	SOUTHFIELD CHRYSLER DODGE JEEP					
Dealer Address	28100 TELEGRAPH ROAD						
Dealer City	SOUTHFIELD			***State***	MI	***Zip***	480341996

Complaint: Customer states INTERM VEHICLE NO CRANK NO STARTHAVE POWER T AKES A WHILE TO STARTINTERM WILL CRANK BUT NO STARTSEE HIST (Electrical Concern) Customer states REVVING SOUND HEARD WHEN ACCELERATINGHESITAT ION FELT WHEN DRIVING WHEN COLD OR HOT (General Concern 2) (Multi-point inspection according to maintenance interval) (Rental Vehicle)

Cause: INSPECT FOR DTC NOT ANY, TEST DRIVE NO PROBLEM FOUND AT THIS TIME INSPE PWR AND GROUNDS NO PROBLEM FOUND AT THIS TIME INSPECTY FOUND MOTOR MOUNT BAD PREVENTATIVE MAINTENANCE

Correction: Electronic Engine Control Diagnosis All R&R FRONT SIDE ENGINE MOUNT 16 Point Inspection All

LOP Information is not available

Part Information is not available

Repair Order Detailed Report #964980 For VIN: 3D4PG5FV2AT[redacted]

VIN	3D4PG5FV2A[redacted]	***Model Year***	2010	***Body***	JCDP49	DODGE JOURNEY SXT (LHD/FWD)	
Built Date	08/18/2009	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	EGF	3.5L V6 HIGH OUTPUT 24V MPI ENGINE				***Serial #***	9208900130
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				***Serial #***	K2119D1154

Report #	964980	***System Key***	322964930	***Report Version***	1	***Open Date***	04/11/2016
Close Date	04/12/2016	***Narrative Date***	04/13/2016	***Category***	0	***Mileage***	83,666
MDH	081807	***Sold Date***	02/16/2010	***Built Date***	08/18/2009	***Advisor***	524 RASHON PERRY
Dealer	26943	SOUTHFIELD CHRYSLER DODGE JEEP					
Dealer Address	28100 TELEGRAPH ROAD						
Dealer City	SOUTHFIELD			***State***	MI	***Zip***	480341996

Complaint: Customer states BOTH REAR DOORS AND LIFTGATE IS INOP WHEN LO CKING AND UNLOCKING WITH KEY FOB AND MASTER SWITCH (Electric al Concern) RENTAL CAR REIMBURSEMENT

Cause: INTERNAL FAILURE

Correction: REPLACED MASTER WINDOW SWITCH UNDER MVP $100 DEDUCT.

LOP Information

LOP	*LOP Description*
95400041	Special Services ; Loaner ; Loaner Car ; Loaner Car
08805401	Electrical System ; Switches, IP/Center Stack/Module/WIN/Keyless Entry ; Switch and bezel, front door ; Driver side or center, switch may include; Power Lock / Power Mirror switches where applicable

Part(s) Information

Part Number	*Part Description*	*Part Quantity*	*Part Cost*	*Failed*	*Part Return Date*
CH4602533-AF	SWITCH -POWER WINDOW	1		No	
04602533AF	SWITCH -POWER WINDOW	1		No	01/01/0001

Repair Order Detailed Report #965692 For VIN: 3D4PG5FV2AT[redacted]

VIN	3D4PG5FV2A[redacted]	***Model Year***	2010	***Body***	JCDP49	DODGE JOURNEY SXT (LHD/FWD)	
Built Date	08/18/2009	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	EGF	3.5L V6 HIGH OUTPUT 24V MPI ENGINE				***Serial #***	9208900130
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				***Serial #***	K2119D1154

Report #	965692	***System Key***	324045499	***Report Version***	1	***Open Date***	04/18/2016
Close Date	04/21/2016	***Narrative Date***	04/24/2016	***Category***	0	***Mileage***	84,012
MDH	081807	***Sold Date***	02/16/2010	***Built Date***	08/18/2009	***Advisor***	510 ERICSON N JONES
Dealer	26943	SOUTHFIELD CHRYSLER DODGE JEEP					
Dealer Address	28100 TELEGRAPH ROAD						
Dealer City	SOUTHFIELD			***State***	MI	***Zip***	480341996

Complaint: (Multi-point inspection according to maintenance interval) Customer states FRONT PASSENGER DOORS DONT UNLOCK BOTH BACK DOORS DONT UNLOCK AND TRUNK (Electrical Concern) Customer states VEHICLE IS IDLING FOR LONG TIME WHILE STARTI NG (Engine Concern) RENTAL CAR REIMBURSEMENT

Cause: PREVENTATIVE MAINTENANCE INTERNAL FAILURE OF DRIVER DOOR MODULE DETECT NO PROBLEMS WITH THE IDLING

Correction: 16 Point Inspection All REPLACED DRIVERS DOOR MODULE AND TESTED OK AT THIS TIME UNDER MVP DEDUCT PAID ON RO#964980

LOP Information

LOP	*LOP Description*
95400041	Special Services ; Loaner ; Loaner Car ; Loaner Car
08191403	Electrical System ; Modules ; Module, door control ; Left, front

Part(s) Information

Part Number	*Part Description*	*Part Quantity*	*Part Cost*	*Failed*	*Part Return Date*
CH5026861-AE	MODULE -DOOR	1		No	
05026861AE	MODULE -DOOR	1		No	01/01/0001

Repair Order Detailed Report #6057454 For VIN: 3C4PDCGB3F[redacted]

VIN	3C4PDCGB3F[redacted]	**Model Year**	2015	**Body**	JCDR49	DODGE JOURNEY CROSSROAD (FWD)	
Built Date	01/28/2015	**Market**	U	US	**Plant**	8481	TOLUCA ASSEMBLY PLANT
Color	PRM	REDLINE 2 COAT PEARL					
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE			**Serial #**	1012521252	
Transmission	DFF	4-SPEED AUTOMATIC VLP TRANSMISSION			**Serial #**	K0085A1589	

Report #	6057454	**System Key**	329502184	**Report Version**	1	**Open Date**	06/13/2016
Close Date	06/15/2016	**Narrative Date**	06/16/2016	**Category**	0	**Mileage**	10,849
MDH	012808	**Sold Date**	03/02/2015	**Built Date**	01/28/2015	**Advisor**	475 JOSH W
Dealer	68426	THOMSON CHRYSLER DODGE JEEP RA					
Dealer Address	2158 WASHINGTON RD NE						
Dealer City	THOMSON			**State**	GA	**Zip**	308246653

Complaint: WI ADVISOR MULTIPOINT INSPECTION 5 QUART OIL AND FILTER CHANGE QUICK TIRE ROTATION FLASH UPDATE COMPUTER

Cause:

Correction: 181906HR - 181906HR

LOP Information

LOP	LOP Description
95260001	Special Services ; Intl oil change ; Maintenance Allowance ; Fixed Cost Maintenance
26860303	Maintenance ; Service Contract Maintenance ; Maintenance
181906HR	Software Flash ; Module ; Module, Powertrain Control (PCM) ; Module, Powertrain Control (PCM) - Reprogram

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68055890AA	OIL -5W20	5		No	
4892339BA	FILTER -ENGINE OIL	1		No	

Repair Order Detailed Report #56420 For VIN: 3C4PDCAB0FT[redacted]

VIN	3C4PDCAB0F[redacted]	Model Year	2015	Body	JCDH49	DODGE JOURNEY SE (FWD)	
Built Date	05/07/2015	Market	U	US	Plant	8481	TOLUCA ASSEMBLY PLANT
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE				Serial #	1103521209
Transmission	DFF	4-SPEED AUTOMATIC VLP TRANSMISSION				Serial #	K0925A1810

Report #	56420	System Key	331074408	Report Version	1	Open Date	06/29/2016
Close Date	06/29/2016	Narrative Date	06/30/2016	Category	0	Mileage	12,242
MDH	050721	Sold Date	07/27/2015	Built Date	05/07/2015	Advisor	3024 CARLOS AKIERMAN
Dealer	60515	HEMET CHRYSLER DODGE JEEP RAM					
Dealer Address	425 MOTOR WAY						
Dealer City	HEMET			State	CA	Zip	925455612

Complaint: CENTURY MAINTENANCE PLAN 2ND SERVICE PERFORM 23 POINT VEHICLE INSPECTION, PERFORM TIRE PRESSURE INSPECTION MANDATED BY THE STATE OF CALIFORNIA. PERFORM COU TSEY EXTERIOR VEHICLE WASH. TIRE ROTATION

Cause:

Correction: LOF COMPLETE COMPLETED INSPECTION TIRE ROTATE COMPLETE RECOMMEND NEW AIR FILTER

LOP Information is not available

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
PK5W20B		5		No	
PK339		1		No	
CH68258687-AA	OIL -5W20	5		No	
CH4892339-AA	FILTER -ENGINE OIL	1		No	

Repair Order Detailed Report #192370 For VIN: 3C4PDCAB2D[redacted]

VIN	3C4PDCAB2D[redacted]	**Model Year**	2013	**Body**	JCDH49	DODGE JOURNEY SE (FWD)	
Built Date	07/31/2012	**Market**	U	US	**Plant**	8481	TOLUCA ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE			**Serial #**	1206220997	
Transmission	DFF	4-SPEED AUTOMATIC VLP TRANSMISSION			**Serial #**	K1842A1912	

Report #	192370	**System Key**	331924800	**Report Version**	1	**Open Date**	06/20/2016
Close Date	07/08/2016	**Narrative Date**	07/11/2016	**Category**	0	**Mileage**	117,783
MDH	073122	**Sold Date**	09/20/2012	**Built Date**	07/31/2012	**Advisor**	998
Dealer	68679	GRIFFIN C-D-J					
Dealer Address	961 E US HWY 74						
Dealer City	ROCKINGHAM			**State**	NC	**Zip**	283797541

Complaint: R General Concern #1 Customer states UNABLE TO START VEHICLE... BATTERY WAS RECENTLY REPLACED

Cause:

Correction: DIAG,FOUND BATTERY WAS HOOKED UP BACKWARDS CAUSED DAMAGE TO TIPM,PCM,ALTERNATOR,WIRING HARNESS,REPLACED,TEST DROVE VEH STARTED RENTAL...07-02-16..PM..35.00 A DAY CUST PAY CHECK OUT CHARGE...NOTIFYCUSTOMER OF COST OF REPAIRS BEFORE WORK PERFORMED. TOW IN ... ROCKINGHAM TOWING GRIFFIN CDJ RENTAL ENTER REPAIR DESCRIPTION ENTER REPAIR DESCRIPTION CHECK OUT CHARGE...NOTIFYCUSTOMER OF COST OF REPAIRS BEFORE WORK PERFORMED. SUBLET REPAIRS SUBLET REPAIRS

LOP Information is not available

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68176459AF	WIRING -ENGINE	1		No	
68143317AF	MODULE -INTELLIGENT POWER	1		No	
5150720AC	MODULE -POWERTRAIN CONTROL	1		No	
4801490AC	ALTERNATR-ENGINE	1		No	
4692269AI	SENSOR -BATTERY	1		No	

Repair Order Detailed Report #192838 For VIN: 3C4PDCAB2D[redacted]

VIN	3C4PDCAB2D[redacted]	***Model Year***	2013	***Body***	JCDH49	DODGE JOURNEY SE (FWD)	
Built Date	07/31/2012	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE			***Serial #***	1206220997	
Transmission	DFF	4-SPEED AUTOMATIC VLP TRANSMISSION			***Serial #***	K1842A1912	

Report #	192838	***System Key***	331924806	***Report Version***	1	***Open Date***	07/01/2016
Close Date	07/07/2016	***Narrative Date***	07/11/2016	***Category***	0	***Mileage***	117,783
MDH	073122	***Sold Date***	09/20/2012	***Built Date***	07/31/2012	***Advisor***	998
Dealer	68679	GRIFFIN C-D-J					
Dealer Address	961 E US HWY 74						
Dealer City	ROCKINGHAM			***State***	NC	***Zip***	283797541

Complaint: SOP ALT

Cause: MIL ON

Correction: Generator/Alternator - Test and replace 2.0-2.4 liter engine (1 - Semi-Skilled) GENERATOR-Remove and install (A)

LOP Information

LOP	*LOP Description*
08050102	Electrical System ; Generator/Alternator ; Generator/Alternator ; 2.0-2.4 liter engine

Part(s) Information

Part Number	*Part Description*	*Part Quantity*	*Part Cost*	*Failed*	*Part Return Date*
4801490AC	ALTERNATR-ENGINE	1		No	
04801490AC	ALTERNATR-ENGINE	1		No	01/01/0001

Repair Order Detailed Report #193063 For VIN: 3C4PDCAB2D[redacted]

VIN	3C4PDCAB2D[redacted]	**Model Year**	2013	**Body**	JCDH49	DODGE JOURNEY SE (FWD)	
Built Date	07/31/2012	**Market**	U	US	**Plant**	8481	TOLUCA ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE			**Serial #**	1206220997	
Transmission	DFF	4-SPEED AUTOMATIC VLP TRANSMISSION			**Serial #**	K1842A1912	

Report #	193063	**System Key**	331924844	**Report Version**	1	**Open Date**	07/07/2016
Close Date	07/07/2016	**Narrative Date**	07/11/2016	**Category**	0	**Mileage**	117,784
MDH	073122	**Sold Date**	09/20/2012	**Built Date**	07/31/2012	**Advisor**	462
Dealer	68679	GRIFFIN C-D-J					
Dealer Address	961 E US HWY 74						
Dealer City	ROCKINGHAM			**State**	NC	**Zip**	283797541

Complaint: 3KX Change engine oil and filter FDCI Multipoint inspection (according to maintenance interval)

Cause:

Correction: EXPRESS LANE SERVICE....REPLACE ENGINEOIL AND OIL FILTER. TOP OFF ALL FLUIDS. SET TIRE PSI. EXPRESS LANE SERVICE....REPLACE ENGINE OIL AND OILFILTER. TOP OFF ALL FLUIDS. SET TIRE PSI. Multipoint inspection (according to maintenanceinterval) PERFORM VEHICLE CHECK UP... NOTIFY OWNER OF ANY NEEDED MAINTENANCE / REPAIRS

LOP Information is not available

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68026603AA	OIL -5W20	0		No	
4892339AA	FILTER -ENGINE OIL	0		No	

Repair Order Detailed Report #4160342 For VIN: 3C4PDCGB3F[redacted]

VIN	3C4PDCGB3F[redacted]	***Model Year***	2015	***Body***	JCDR49	DODGE JOURNEY CROSSROAD (FWD)	
Built Date	01/28/2015	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PRM	REDLINE 2 COAT PEARL					
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE			***Serial #***	1012521252	
Transmission	DFF	4-SPEED AUTOMATIC VLP TRANSMISSION			***Serial #***	K0085A1589	

Report #	4160342	***System Key***	332558947	***Report Version***	1	***Open Date***	07/11/2016
Close Date	07/14/2016	***Narrative Date***	07/17/2016	***Category***	0	***Mileage***	5,985
MDH	012808	***Sold Date***	03/02/2015	***Built Date***	01/28/2015	***Advisor***	B76 Darin Moseley
Dealer	26341	MILTON RUBEN CHRYSLER JEEP DOD					
Dealer Address	3504 WASHINGTON RD						
Dealer City	AUGUSTA			***State***	GA	***Zip***	309072948

Complaint: CUSTOMER NEEDS VEHICLE BY ELECTRICAL ISSUES OR REPAIR CHRYSLER MULTI POINT INSPECTION

Cause:

Correction: TEST BATTERY, DRAINED. CHARGED BATTERY. COULD NO

LOP Information is not available

Part Information is not available

Repair Order Detailed Report #974053 For VIN: 3D4PG5FV2AT[redacted]

VIN	3D4PG5FV2A[redacted]	Model Year	2010	Body	JCDP49	DODGE JOURNEY SXT (LHD/FWD)	
Built Date	08/18/2009	Market	U	US	Plant	8481	TOLUCA ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	EGF	3.5L V6 HIGH OUTPUT 24V MPI ENGINE			Serial #	9208900130	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			Serial #	K2119D1154	

Report #	974053	System Key	333051713	Report Version	1	Open Date	07/12/2016
Close Date	07/19/2016	Narrative Date	07/20/2016	Category	0	Mileage	88,290
MDH	081807	Sold Date	02/16/2010	Built Date	08/18/2009	Advisor	524 RASHON PERRY
Dealer	26943	SOUTHFIELD CHRYSLER DODGE JEEP					
Dealer Address	28100 TELEGRAPH ROAD						
Dealer City	SOUTHFIELD			State	MI	Zip	480341996

Complaint: CUSTOMER STATES INTERM WHEN ON A INCLINE TRAC LIGHT COMES AND VEHICLE BEGINS TO SLIDE DOWN. CCUSTOMER STATES INTERM VEHICLE WON'T START. PERFORM 16 POINT INSPECTION RENTAL CAR REIMBURSEMENT CUST STATES DOOR LOCKS INOP-SEE HISTORY CUSTOMER STATES INTERM DOORS WON'T UNLOCK. CUSTOMER STATES PIECE LOOSE NOT INSTALLED ON STORAGE.

Cause: CANNOT DUPLICATE AT THIS TIME INTERNAL FAILURE MAINTENANCE CANNOT DUPLICATE AT THIS TIME INSPECTED

Correction: NO PROBLEM FOUND. REPLACED PCM AND PROGRAMMED UNDER MVP $100 DEDUCT. PERFORM 16 POINT INSPECTION NO PROBLEM FOUND.N J6 CANNOT DUPLICATE Wind Noise/Water Leak Diagnosis All

LOP Information

LOP	LOP Description
95400141	Special Services ; Loaner ; Loaner Car ; Standard Line Vehicles
08190601	Electrical System ; Modules ; Module, powertrain/engine control (PCM-ECM) ; All other engines

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
R5150244AD	MODULE -POWERTRAIN CONTROL	1		No	01/01/0001
CHR5150244-AD	MODULE -POWERTRAIN CONTROL	2		No	

Repair Order Detailed Report #974912 For VIN: 3D4PG5FV2AT[redacted]

VIN	3D4PG5FV2A[redacted]	***Model Year***	2010	***Body***	JCDP49	DODGE JOURNEY SXT (LHD/FWD)	
Built Date	08/18/2009	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	EGF	3.5L V6 HIGH OUTPUT 24V MPI ENGINE				***Serial #***	9208900130
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				***Serial #***	K2119D1154

Report #	974912	***System Key***	334520175	***Report Version***	1	***Open Date***	07/20/2016
Close Date	08/01/2016	***Narrative Date***	08/02/2016	***Category***	0	***Mileage***	88,294
MDH	081807	***Sold Date***	02/16/2010	***Built Date***	08/18/2009	***Advisor***	524 RASHON PERRY
Dealer	26943	SOUTHFIELD CHRYSLER DODGE JEEP					
Dealer Address	28100 TELEGRAPH ROAD						
Dealer City	SOUTHFIELD			***State***	MI	***Zip***	480341996

Complaint: Customer states PASSENGER FRT AND BOTH REAR DOORS WONT UNLOC K SEE HIST (Electrical Concern) RENTAL CAR REIMBURSEMENT

Cause: INTERNAL FAILURE

Correction: INSPECTED TIPM DUE TO DOOR LOCKS INTERN WORKING TESTED AND FOUND THAT TIPM WAS NOT SENDING SIGNAL OUT TO CLUSTER OPENED STAR CASE AND WAS ADVISED TO REPLACE TIPM AND RESTORE VEHICLE CONFIGURATION PERFORMED AND TESTED DOOR LOCKS OK AT THIS TIME

LOP Information

LOP	*LOP Description*
95400041	Special Services ; Loaner ; Loaner Car ; Loaner Car
85410000	Special Services ; Diagnostic LOP ; Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.
08890102	Electrical System ; TIPM/PDC/IPM/Module ; TIPM totally integrated power module/PDC power distribution center ; Module

Part(s) Information

Part Number	*Part Description*	*Part Quantity*	*Part Cost*	*Failed*	*Part Return Date*
CH4692305-AI	MODULE -TOTALLY INTEGRATED POWER	2		No	
04692305AI	MODULE -TOTALLY INTEGRATED POWER	1		No	01/01/0001

Repair Order Detailed Report #193185 For VIN: 3C4PDCAB2D[redacted]

VIN	3C4PDCAB2D[redacted]	***Model Year***	2013	***Body***	JCDH49	DODGE JOURNEY SE (FWD)	
Built Date	07/31/2012	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE			***Serial #***	1206220997	
Transmission	DFF	4-SPEED AUTOMATIC VLP TRANSMISSION			***Serial #***	K1842A1912	

Report #	193185	***System Key***	334603384	***Report Version***	1	***Open Date***	07/12/2016
Close Date	08/01/2016	***Narrative Date***	08/03/2016	***Category***	0	***Mileage***	118,251
MDH	073122	***Sold Date***	09/20/2012	***Built Date***	07/31/2012	***Advisor***	998
Dealer	68679	GRIFFIN C-D-J					
Dealer Address	961 E US HWY 74						
Dealer City	ROCKINGHAM			***State***	NC	***Zip***	283797541

Complaint:

Cause:

Correction: TEST DROVE VEHICLE 40 MILES. NEVER DUPLICATED COMPLAINT ENTER REPAIR DESCRIPTION DIAGNOSIS TEST AND REPLACE BOTH FRONT WINDOWSWITCHES ENTER REPAIR DESCRIPTION

LOP Information is not available

Part(s) Information

Part Number	*Part Description*	*Part Quantity*	*Part Cost*	*Failed*	*Part Return Date*
68084002AB	SWITCH -FRONT DOOR	1		No	
68084001AD	SWITCH -FRONT DOOR	1		No	

Repair Order Detailed Report #977555 For VIN: 3D4PG5FV2AT[redacted]

VIN	3D4PG5FV2A[redacted]	**Model Year**	2010	**Body**	JCDP49	DODGE JOURNEY SXT (LHD/FWD)	
Built Date	08/18/2009	**Market**	U	US	**Plant**	8481	TOLUCA ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	EGF	3.5L V6 HIGH OUTPUT 24V MPI ENGINE			**Serial #**	9208900130	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			**Serial #**	K2119D1154	

Report #	977555	**System Key**	336105188	**Report Version**	1	**Open Date**	08/15/2016
Close Date	08/16/2016	**Narrative Date**	08/17/2016	**Category**	0	**Mileage**	99,917
MDH	081807	**Sold Date**	02/16/2010	**Built Date**	08/18/2009	**Advisor**	524 RASHON PERRY
Dealer	26943	SOUTHFIELD CHRYSLER DODGE JEEP					
Dealer Address	28100 TELEGRAPH ROAD						
Dealer City	SOUTHFIELD			**State**	MI	**Zip**	480341996

Complaint: CUSTOMER STATES LOUD NOISE HEARD WHEN FIRST STARTING. TOW IN.CHECK AND ADVISE.BATTERY LOW. RENTAL CAR REIMBURSEMENT PERFORM 16 POINT INSPECTION

Cause: INTERNAL FAILURE MAINTENANCE

Correction: REPLACED ALTERNATOR AND TESTED OK AT THIS TIME COVERED BY ADDED CARE WITH 100 DED PERFORM 16 POINT INSPECTION

LOP Information

LOP	LOP Description
95400041	Special Services ; Loaner ; Loaner Car ; Loaner Car
08050123	Electrical System ; Generator/Alternator ; Generator/Alternator ; 3.5 liter engine

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
R5033759AC	ALTERNATR-ENGINE	1		No	01/01/0001
CHR5033759-AC	ALTERNATR-ENGINE	2		No	

Repair Order Detailed Report #4161802 For VIN: 3C4PDCGB3F[redacted]2

VIN	3C4PDCGB3F[redacted]	***Model Year***	2015	***Body***	JCDR49	DODGE JOURNEY CROSSROAD (FWD)	
Built Date	01/28/2015	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PRM	REDLINE 2 COAT PEARL					
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE			***Serial #***	1012521252	
Transmission	DFF	4-SPEED AUTOMATIC VLP TRANSMISSION			***Serial #***	K0085A1589	

Report #	4161802	***System Key***	336275418	***Report Version***	1	***Open Date***	07/25/2016
Close Date	08/18/2016	***Narrative Date***	08/21/2016	***Category***	0	***Mileage***	13,516
MDH	012808	***Sold Date***	03/02/2015	***Built Date***	01/28/2015	***Advisor***	443 Sarah Payne
Dealer	26341	MILTON RUBEN CHRYSLER JEEP DOD					
Dealer Address	3504 WASHINGTON RD						
Dealer City	AUGUSTA			***State***	GA	***Zip***	309072948

Complaint: CUSTOMER NEEDS VEHICLE BY RENTAL CAR DIAG.-CHECK ENGINE LIGHT ELECTRICAL ISSUES OR REPAIR CHRYSLER MULTI POINT INSPECTION

Cause:

Correction: 0894BJF2 - 0894BJF2

LOP Information

LOP	*LOP Description*
95400141	Special Services ; Loaner ; Loaner Car ; Standard Line Vehicles
0894BJF2	Electrical System ; Wiring Harness Repair, Engine/Transmission and Front End ; Ground

Part Information is not available

Repair Order Detailed Report #4164160 For VIN: 3C4PDCGB3F[redacted]2

VIN	3C4PDCGB3F[redacted]	***Model Year***	2015	***Body***	JCDR49	DODGE JOURNEY CROSSROAD (FWD)	
Built Date	01/28/2015	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PRM	REDLINE 2 COAT PEARL					
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE			***Serial #***	1012521252	
Transmission	DFF	4-SPEED AUTOMATIC VLP TRANSMISSION			***Serial #***	K0085A1589	

Report #	4164160	***System Key***	337553803	***Report Version***	1	***Open Date***	08/22/2016
Close Date	08/30/2016	***Narrative Date***	08/31/2016	***Category***	0	***Mileage***	13,921
MDH	012808	***Sold Date***	03/02/2015	***Built Date***	01/28/2015	***Advisor***	443 Sarah Payne
Dealer	26341	MILTON RUBEN CHRYSLER JEEP DOD					
Dealer Address	3504 WASHINGTON RD						
Dealer City	AUGUSTA			***State***	GA	***Zip***	309072948

Complaint: ELECTRICAL ISSUES OR REPAIR CHRYSLER MULTI POINT INSPECTION RENTAL

Cause:

Correction: 08190201 - MODULE, BODY CONTROL-Replace (A)

LOP Information

LOP	*LOP Description*
95400141	Special Services ; Loaner ; Loaner Car ; Standard Line Vehicles
08190201	Electrical System ; Modules ; Module, body control ; All others

Part(s) Information

Part Number	*Part Description*	*Part Quantity*	*Part Cost*	*Failed*	*Part Return Date*
68226576AB	MODULE -BODY CONTROLLER	1		No	01/01/0001

Repair Order Detailed Report #4165008 For VIN: 3C4PDCGB3F[redacted]

VIN	3C4PDCGB3F[redacted]	***Model Year***	2015	***Body***	JCDR49	DODGE JOURNEY CROSSROAD (FWD)	
Built Date	01/28/2015	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PRM	REDLINE 2 COAT PEARL					
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE			***Serial #***	1012521252	
Transmission	DFF	4-SPEED AUTOMATIC VLP TRANSMISSION			***Serial #***	K0085A1589	

Report #	4165008	***System Key***	338286229	***Report Version***	1	***Open Date***	08/31/2016
Close Date	09/07/2016	***Narrative Date***	09/08/2016	***Category***	0	***Mileage***	13,991
MDH	012808	***Sold Date***	03/02/2015	***Built Date***	01/28/2015	***Advisor***	A62 Gregory Clark
Dealer	26341	MILTON RUBEN CHRYSLER JEEP DOD					
Dealer Address	3504 WASHINGTON RD						
Dealer City	AUGUSTA			***State***	GA	***Zip***	309072948

Complaint: DRIVEABILITY ISSUE ELECTRICAL ISSUES OR REPAIR CHRYSLER MULTI POINT INSPECTION RENTAL CAR

Cause:

Correction: 08191005 - MODULE/CONTROL UNIT, ANTI-LOCK BRAKES-Replace (A)

LOP Information

LOP	*LOP Description*
95400141	Special Services ; Loaner ; Loaner Car ; Standard Line Vehicles
08191005	Electrical System ; Modules ; Module, anti-lock brake control ; All others

Part(s) Information

Part Number	*Part Description*	*Part Quantity*	*Part Cost*	*Failed*	*Part Return Date*
68194693AE	MODULE -ANTI LOCK BRAKE SYSTEM	1		No	01/01/0001

Repair Order Detailed Report #980278 For VIN: 3D4PG5FV2AT[redacted]

VIN	3D4PG5FV2A[redacted]	***Model Year***	2010	***Body***	JCDP49	DODGE JOURNEY SXT (LHD/FWD)	
Built Date	08/18/2009	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	EGF	3.5L V6 HIGH OUTPUT 24V MPI ENGINE				***Serial #***	9208900130
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				***Serial #***	K2119D1154

Report #	980278	***System Key***	338977602	***Report Version***	1	***Open Date***	09/12/2016
Close Date	09/14/2016	***Narrative Date***	09/15/2016	***Category***	0	***Mileage***	90,257
MDH	081807	***Sold Date***	02/16/2010	***Built Date***	08/18/2009	***Advisor***	510 ERICSON N JONES
Dealer	26943	SOUTHFIELD CHRYSLER DODGE JEEP					
Dealer Address	28100 TELEGRAPH ROAD						
Dealer City	SOUTHFIELD			***State***	MI	***Zip***	480341996

Complaint: Customer states VEHICLE IS A NO START BUT THE LIGHTS ARE WOR KING FINE PERFORM 16 POINT INSPECTION RENTAL CAR REIMBURSEMENT SERVICE CONTRACT / GOODWILL TSD PLACE MOPAR STARTER FROM RO# 951137, BAD STARTER 78529 MILES,11/20/15

Cause: SEE ADD JOB FOR REPAIRS MAINTENANCE INTERNAL FAILURE

Correction: Electronic Engine Control Diagnosis All PERFORM 16 POINT INSPECTION REPLACED STARTER AND TESTED OK AT THIS TIME

LOP Information

LOP	*LOP Description*
95400141	Special Services ; Loaner ; Loaner Car ; Standard Line Vehicles
112015	Exhaust System ; Gasket/Pipe
08750125	Electrical System ; Starter ; Starter ; 3.5 liter engine

Part(s) Information

Part Number	*Part Description*	*Part Quantity*	*Part Cost*	*Failed*	*Part Return Date*
CH4608800-AE	STARTER -ENGINE	2		No	
04608800AE	STARTER -ENGINE	1		No	01/01/0001

Repair Order Detailed Report #4165586 For VIN: 3C4PDCGB3F[redacted]2

VIN	3C4PDCGB3F[redacted]	***Model Year***	2015	***Body***	JCDR49	DODGE JOURNEY CROSSROAD (FWD)	
Built Date	01/28/2015	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PRM	REDLINE 2 COAT PEARL					
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE				***Serial #***	1012521252
Transmission	DFF	4-SPEED AUTOMATIC VLP TRANSMISSION				***Serial #***	K0085A1589

Report #	4165586	***System Key***	340744544	***Report Version***	1	***Open Date***	09/07/2016
Close Date	09/30/2016	***Narrative Date***	10/03/2016	***Category***	0	***Mileage***	14,077
MDH	012808	***Sold Date***	03/02/2015	***Built Date***	01/28/2015	***Advisor***	A62 Gregory Clark
Dealer	26341	MILTON RUBEN CHRYSLER JEEP DOD					
Dealer Address	3504 WASHINGTON RD						
Dealer City	AUGUSTA			***State***	GA	***Zip***	309072948

Complaint: ELECTRICAL ISSUES OR REPAIR CHRYSLER MULTI POINT INSPECTION RENTAL CAR CORPORATE CELL--RICH PIZZINO 2489316174

Cause:

Correction:

LOP Information

LOP	*LOP Description*
95400141	Special Services ; Loaner ; Loaner Car ; Standard Line Vehicles
85419001	Special Services ; Diagnostic LOP ; Instrument Cluster,Trouble Not Found ; Cluster (CCN)

Part Information is not available

Repair Order Detailed Report #4167005 For VIN: 3C4PDCGB3F[redacted]2

VIN	3C4PDCGB3F[redacted]	***Model Year***	2015	***Body***	JCDR49	DODGE JOURNEY CROSSROAD (FWD)	
Built Date	01/28/2015	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PRM	REDLINE 2 COAT PEARL					
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE				***Serial #***	1012521252
Transmission	DFF	4-SPEED AUTOMATIC VLP TRANSMISSION				***Serial #***	K0085A1589

Report #	4167005	***System Key***	340744562	***Report Version***	1	***Open Date***	09/23/2016
Close Date	09/30/2016	***Narrative Date***	10/03/2016	***Category***	0	***Mileage***	14,182
MDH	012808	***Sold Date***	03/02/2015	***Built Date***	01/28/2015	***Advisor***	64 Laura Miller
Dealer	26341	MILTON RUBEN CHRYSLER JEEP DOD					
Dealer Address	3504 WASHINGTON RD						
Dealer City	AUGUSTA			***State***	GA	***Zip***	309072948

Complaint: DIAG.- ELECTRICAL DIAG.-CHECK ENGINE LIGHT DIAG.- ELECTRICAL CHRYSLER MULTI POINT INSPECTION RENTAL CAR

Cause:

Correction:

LOP Information is not available

Part Information is not available

Repair Order Detailed Report #983238 For VIN: 3D4PG5FV2AT[redacted]

VIN	3D4PG5FV2A[redacted]	***Model Year***	2010	***Body***	JCDP49	DODGE JOURNEY SXT (LHD/FWD)	
Built Date	08/18/2009	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	EGF	3.5L V6 HIGH OUTPUT 24V MPI ENGINE				***Serial #***	9208900130
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				***Serial #***	K2119D1154

Report #	983238	***System Key***	342864230	***Report Version***	1	***Open Date***	10/12/2016
Close Date	10/25/2016	***Narrative Date***	10/26/2016	***Category***	0	***Mileage***	91,489
MDH	081807	***Sold Date***	02/16/2010	***Built Date***	08/18/2009	***Advisor***	524 RASHON PERRY
Dealer	26943	SOUTHFIELD CHRYSLER DODGE JEEP					
Dealer Address	28100 TELEGRAPH ROAD						
Dealer City	SOUTHFIELD			***State***	MI	***Zip***	480341996

Complaint: Customer states VEHICLE WOULDNT START WOULD JUST CLICK AFTER WAITING FOR AN HOUR VEHICLE WOULD START (ElectricalNon PCM Flashes Concern) (Multi-point inspection according to maintenance interval) CSC FIRST DAY RENTAL

Cause: INTERNAL FAILURE PREVENTATIVE MAINTENANCE RENTAL

Correction: INSPECTED VEHICLE STARTED VEHICLE MULTIPLE TIMES CHECKED ALL WIRING AND SOFTWARE UPDATES CONTACTED STAR NO NEW INFO FOR VEHICLE ISSUE THAT WE HAVENT FIXED ALL READY REPLACED STARTER AGAIN PER STAR CENTER ALSO ADDED A REDUNDANT GROUND FROM ENGINE BLOCK TO FRAME TESTED MULTIPLE TIMES OK AT THIS TIME 16 POINT INSPECTION

LOP Information

LOP	*LOP Description*
95400141	Special Services ; Loaner ; Loaner Car ; Standard Line Vehicles
85410000	Special Services ; Diagnostic LOP ; Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.
08750125	Electrical System ; Starter ; Starter ; 3.5 liter engine

Part(s) Information

Part Number	*Part Description*	*Part Quantity*	*Part Cost*	*Failed*	*Part Return Date*
CH5102407-AA	WIRING -1 WAY	1		No	
CH4608800-AE	STARTER -ENGINE	2		No	
05102407AA	WIRING -1 WAY	1		No	01/01/0001
04608800AE	STARTER -ENGINE	1		No	01/01/0001

Repair Order Detailed Report #6065157 For VIN: 3C4PDCGB3F[redacted]

VIN	3C4PDCGB3F[redacted]	***Model Year***	2015	***Body***	JCDR49	DODGE JOURNEY CROSSROAD (FWD)	
Built Date	01/28/2015	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PRM	REDLINE 2 COAT PEARL					
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE			***Serial #***	1012521252	
Transmission	DFF	4-SPEED AUTOMATIC VLP TRANSMISSION			***Serial #***	K0085A1589	

Report #	6065157	***System Key***	347479162	***Report Version***	1	***Open Date***	12/13/2016
Close Date	12/13/2016	***Narrative Date***	12/14/2016	***Category***	0	***Mileage***	17,727
MDH	012808	***Sold Date***	03/02/2015	***Built Date***	01/28/2015	***Advisor***	842 Brandon
Dealer	68426	THOMSON CHRYSLER DODGE JEEP RA					
Dealer Address	2158 WASHINGTON RD NE						
Dealer City	THOMSON			***State***	GA	***Zip***	308246653

Complaint: MOPAR EXPRESS LANE OIL CHANGE MOPAR EXPRESS LANE INSPECTION

Cause:

Correction:

LOP Information

LOP	*LOP Description*
95260001	Special Services ; Intl oil change ; Maintenance Allowance ; Fixed Cost Maintenance
26860303	Maintenance ; Service Contract Maintenance ; Maintenance

Part(s) Information

Part Number	*Part Description*	*Part Quantity*	*Part Cost*	*Failed*	*Part Return Date*
68055890AA	OIL -5W20	5		No	
4892339BA	FILTER -ENGINE OIL	1		No	

Repair Order Detailed Report #6106433 For VIN: 3C4PDDBGX[redacted]

VIN	3C4PDDBGX[redacted]	***Model Year***	2016	***Body***	JCEE49	DODGE JOURNEY SXT (AWD)	
Built Date	08/14/2015	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE				***Serial #***	6216510789
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				***Serial #***	K2035D0311

Report #	6106433	***System Key***	349169071	***Report Version***	1	***Open Date***	12/30/2016
Close Date	12/30/2016	***Narrative Date***	01/02/2017	***Category***	0	***Mileage***	5,263
MDH	081415	***Sold Date***	09/14/2016	***Built Date***	08/14/2015	***Advisor***	537 CHRIS PAPCIAK
Dealer	24132	SMOLICH CHRYSLER JEEP DODGE					
Dealer Address	1865 NORTH EAST HIGHWAY 20						
Dealer City	BEND			***State***	OR	***Zip***	977014832

Complaint: EXPRESS OIL CHANGE SEMI SYNTHETIC 16 POINT FREE VEHICLE INSPECTION

Cause:

Correction:

LOP Information is not available

Part Information is not available

Repair Order Detailed Report #992501 For VIN: 3D4PG5FV2AT[redacted]

VIN	3D4PG5FV2A[redacted]	**Model Year**	2010	**Body**	JCDP49	DODGE JOURNEY SXT (LHD/FWD)	
Built Date	08/18/2009	**Market**	U	US	**Plant**	8481	TOLUCA ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	EGF	3.5L V6 HIGH OUTPUT 24V MPI ENGINE			**Serial #**	9208900130	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			**Serial #**	K2119D1154	

Report #	992501	**System Key**	350300822	**Report Version**	1	**Open Date**	01/10/2017
Close Date	01/12/2017	**Narrative Date**	01/15/2017	**Category**	0	**Mileage**	95,213
MDH	081807	**Sold Date**	02/16/2010	**Built Date**	08/18/2009	**Advisor**	524 RASHON PERRY
Dealer	26943	SOUTHFIELD CHRYSLER DODGE JEEP					
Dealer Address	28100 TELEGRAPH ROAD						
Dealer City	SOUTHFIELD			**State**	MI	**Zip**	480341996

Complaint: Customer states ENGINE REV WHILE DRIVING AT E WAY SPEEDS HAP PEN TWICE RPMS REV HIGH SLOW ACCELERATION STRUGGLE TO GAIN SPEED (Automatic Transmission Concern) 16 POINT INSPECTION

Cause: OVERDRIVE PISTON RETAINER ORFICE BLEW OUT OF THE BACKSIDE OF THE RETAINER CAUSING LOSS OF PRESSURE ALLOWED TO THE OVERDRIVE CLUTCH BURNING UP THE OVERDRIVE CLUTCH, CLUTCH DEBRIS THROUGHOU THE TRANS PLUGGING UP VALVE BODY SWITCH VALVES PREVENTATIVE MAINTENANCE

Correction: R&R 62TE TRANS 3.5 LITER ENGINE, PERFORMED GROUP A REPAIR CLEANED/INSPECTD AND REPLACED ALL UNDERDRIVE, OVERDRIVE 2-4 AND L/R CLUTCHES AND SEALS, PERFORMED GROUP E REPAIR CLEANE, INSPECTED AND REPALCED ALL UNDERDRIVE COMPUNDER CLUCTEHS/PISTONS AND SEALS. $1OO DEDUCTABLE 16 POINT INSPECTION

LOP Information

LOP	LOP Description
21340656	Transmission ; Group repair ; Transaxle ; Group E Repair (Includes Group D) (3 - Highly Skilled)
21340256	Transmission ; Group repair ; Transaxle ; Group A Repair (3 - Highly Skilled)
21000509	Transmission ; Out of Vehicle Operations ; Transmission, Remove and install for recondition ; 62TE - 3.5 liter engine

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
RL078723AD	VALVE BOD-COMPLETE	1		No	01/01/0001
CHRL078723-AD	VALVE BOD-COMPLETE	2		No	
CH68272621-AB	TRANS KIT-TRANSMISSION	1		No	
CH68055894-AA	FLUID -ATF 4	8		No	
CH68010495-AA	ODRIV PKG-OVERDRIVE CLUTCH	1		No	
CH5010884-AD	SEALER -NONE	1		No	
68272621AB	TRANS KIT-TRANSMISSION	1		No	01/01/0001
68055894AA	FLUID -ATF 4	8		No	01/01/0001
68010495AA	ODRIV PKG-OVERDRIVE CLUTCH	1		No	01/01/0001
05010884AD	SEALER -NONE	1		No	01/01/0001

Repair Order Detailed Report #6106465 For VIN: 3C4PDDBGX[redacted]2

VIN	3C4PDDBGX[redacted]	***Model Year***	2016	***Body***	JCEE49	DODGE JOURNEY SXT (AWD)	
Built Date	08/14/2015	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE				***Serial #***	6216510789
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				***Serial #***	K2035D0311

Report #	6106465	***System Key***	350427524	***Report Version***	1	***Open Date***	12/31/2016
Close Date	01/13/2017	***Narrative Date***	01/16/2017	***Category***	0	***Mileage***	5,264
MDH	081415	***Sold Date***	09/14/2016	***Built Date***	08/14/2015	***Advisor***	395 TIM LAPLOUNT-SCH
Dealer	24132	SMOLICH CHRYSLER JEEP DODGE					
Dealer Address	1865 NORTH EAST HIGHWAY 20						
Dealer City	BEND			***State***	OR	***Zip***	977014832

Complaint: MISCELLANEOUS MAINTENANCE OR REPAIRS

Cause:

Correction: 181906ZM - 181906ZM

LOP Information

LOP	*LOP Description*
181906ZM	Software Flash ; Module ; Module, Powertrain Control (PCM) ; Module, Powertrain Control (PCM) - Reprogram

Part Information is not available

Repair Order Detailed Report #6108318 For VIN: 3C4PDDBGX[redacted]2

VIN	3C4PDDBGX[redacted]	**Model Year**	2016	**Body**	JCEE49	DODGE JOURNEY SXT (AWD)	
Built Date	08/14/2015	**Market**	U	US	**Plant**	8481	TOLUCA ASSEMBLY PLANT
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE			**Serial #**	6216510789	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			**Serial #**	K2035D0311	

Report #	6108318	**System Key**	354374752	**Report Version**	1	**Open Date**	02/13/2017
Close Date	02/20/2017	**Narrative Date**	02/21/2017	**Category**	0	**Mileage**	6,205
MDH	081415	**Sold Date**	09/14/2016	**Built Date**	08/14/2015	**Advisor**	395 TIM LAPLOUNT-SCH
Dealer	24132	SMOLICH CHRYSLER JEEP DODGE					
Dealer Address	1865 NORTH EAST HIGHWAY 20						
Dealer City	BEND			**State**	OR	**Zip**	977014832

Complaint: MISCELLANEOUS MAINTENANCE OR REPAIRS

Cause:

Correction: 21340456 - 21340456; 21000512 - 21000512; 21000564 - 21000564

LOP Information

LOP	LOP Description
21340456	Transmission ; Group repair ; Transaxle ; Group C Repair (Included in Group A and B) (3 - Highly Skilled)
21000564	Transmission ; Out of Vehicle Operations ; Transmission, Remove and install for recondition ; All wheel drive
21000512	Transmission ; Out of Vehicle Operations ; Transmission, Remove and install for recondition ; 62TE - 3.6 liter engine

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68225794AA	CLUTCH PK-AUTO TRANSMISSION	1		No	01/01/0001
68218058AC	OIL -AUTOMATIC TRANSMISSION ATF	1		No	01/01/0001
68218057AB	FLUID -AUTOMATIC TRANSMISSION ATF	3		No	
68018555AA	FILT PKG -TRANSMISSION OIL	1		No	01/01/0001
68010495AA	ODRIV PKG-OVERDRIVE CLUTCH	1		No	01/01/0001
6501702	RING -NONE	1		No	
6033158	O RING -REVERSE O DRIVE CLUTCH P	1		No	
5017518AB	HUB -INPUT CLUTCH	1		No	
5010884AD	SEALER -NONE	1		No	
4864936AD	SHAFT PKG-UNDERDRIVE CLUTCH	1		No	
4800082AA	BEARING -NONE	1		No	
4659993AC	HUB -OVERDRIVE CLUTCH	1		No	
4659871	SEAL -PISTON OUTER	1		No	
4659391AB	SEAL -UNDER DRIVE	1		No	
4659056	SEAL -REVERSE SERVO PISTON	2		No	
4659053	PLATE -TRANSMISSION O DRIVE CLUTC	1		No	
4531678AB	DISC -CLUTCH	2		No	
4446543	SEAL -INPUT SHAFT	3		No	
4431612	RETAINER -TRANSMISSION U DRIVE SPRIN	1		No	
4431611	PISTON -UNDERDRIVE	1		No	
06501702	RING -NONE	1		No	01/01/0001
06033158	O RING -REVERSE O DRIVE CLUTCH P	1		No	01/01/0001
05017518AB	HUB -INPUT CLUTCH	1		No	01/01/0001
05010884AD	SEALER -NONE	1		No	01/01/0001
04864936AD	SHAFT PKG-UNDERDRIVE CLUTCH	1		No	01/01/0001
04800082AA	BEARING -NONE	1		No	01/01/0001
04659993AC	HUB -OVERDRIVE CLUTCH	1		No	01/01/0001
04659871	SEAL -PISTON OUTER	1		No	01/01/0001
04659391AB	SEAL -UNDER DRIVE	1		No	01/01/0001
04659056	SEAL -REVERSE SERVO PISTON	2		No	01/01/0001
04659053	PLATE -TRANSMISSION O DRIVE CLUTC	1		No	01/01/0001
04531678AB	DISC -CLUTCH	2		No	01/01/0001
04446543	SEAL -INPUT SHAFT	3		No	01/01/0001
04431612	RETAINER -TRANSMISSION U DRIVE SPRIN	1		No	01/01/0001
04431611	PISTON -UNDERDRIVE	1		No	01/01/0001

Repair Order Detailed Report #452277 For VIN: 3C4PDDGG9H[redacted]

VIN	3C4PDDGG9H[redacted]	***Model Year***	2017	***Body***	JCER49	DODGE JOURNEY CROSSROAD (AWD)	
Built Date	08/15/2016	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PBX	CONTUSION BLUE PEARL COAT					
Engine	ERB	3.6L V6 VVT ENGINE			***Serial #***	6208610795	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			***Serial #***	K1966D0049	

Report #	452277	***System Key***	363616844	***Report Version***	1	***Open Date***	05/15/2017
Close Date	05/15/2017	***Narrative Date***	05/17/2017	***Category***	0	***Mileage***	8,078
MDH	081514	***Sold Date***	01/09/2017	***Built Date***	08/15/2016	***Advisor***	881
Dealer	45581	CORWIN CHRYSLER DODGE JEEP RAM					
Dealer Address	3306 E KEARNEY ST						
Dealer City	SPRINGFIELD			***State***	MO	***Zip***	658035013

Complaint: CUSTOMER REQUESTS CONVENTIONAL OIL CHANGE AND TIRE ROTATION. Multi-point inspection (according to maintenance interval)

Cause: MAINTENANCE

Correction: 8078 80 OIL AND FILTER CHANGE AND TIREROTATION PERFORMED CUSTOMER REQUESTS CONVENTIONAL OIL CHANGE AND TIRE ROTATION. CUSTOMER REQUESTS CONVENTIONAL OIL CHANGE AND TIREROTATION. 8078 PERFORMED MULTI-POINT INSPECTION. SEEATTACHED INSPECTION SHEET FOR RESULTS. Multi-point inspection (according to maintenanceinterval) MULTI-POINT INSPECTION

LOP Information is not available

Part(s) Information

Part Number	*Part Description*	*Part Quantity*	*Part Cost*	*Failed*	*Part Return Date*
68191349AB	FILTER -ENGINE OIL	1		No	
68055890AA	OIL -5W20	6		No	

Repair Order Detailed Report #457802 For VIN: 3C4PDDGG9HT[redacted]

VIN	3C4PDDGG9H[redacted]	**Model Year**	2017	**Body**	JCER49	DODGE JOURNEY CROSSROAD (AWD)	
Built Date	08/15/2016	**Market**	U	US	**Plant**	8481	TOLUCA ASSEMBLY PLANT
Color	PBX	CONTUSION BLUE PEARL COAT					
Engine	ERB	3.6L V6 VVT ENGINE			**Serial #**	6208610795	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			**Serial #**	K1966D0049	

Report #	457802	**System Key**	372872027	**Report Version**	1	**Open Date**	08/04/2017
Close Date	08/04/2017	**Narrative Date**	08/07/2017	**Category**	0	**Mileage**	15,215
MDH	081514	**Sold Date**	01/09/2017	**Built Date**	08/15/2016	**Advisor**	953
Dealer	45581	CORWIN CHRYSLER DODGE JEEP RAM					
Dealer Address	3306 E KEARNEY ST						
Dealer City	SPRINGFIELD			**State**	MO	**Zip**	658035013

Complaint: CUSTOMER REQUESTS CONVENTIONAL OIL CHANGE AND TIRE ROTATION. CUSTOMER STATES HAS SMALL HOLE IN TIRE, MARKED IN TRUNK. HAS JMA COVERAGE FOR TIRE REPAIR. MULTI-POINT INSPECTION

Cause: MAINTENANCE MAINTENANCE

Correction: 15215 80 OIL CHANGE AND TIRE ROTATIONPERFORMED CUSTOMER REQUESTS CONVENTIONAL OIL CHANGE AND TIRE ROTATION. CUSTOMER REQUESTS CONVENTIONAL OIL CHANGE AND TIREROTATION. 15215 LEFT REAR TIRE HAS PUNCTURE CAUSEINGLEAK REPAIRED LEFT REAR TIRE ROTATED TOFRONT LEFT MAINTENANCE 15215 PERFORMED MULTI-POINT INSPECTION.SEE ATTACHED INSPECTION SHEET FOR RESULTS. MULTI-POINT INSPECTION

LOP Information is not available

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68191349AB	FILTER -ENGINE OIL	1		No	
68055890AA	OIL -5W20	6		No	

Repair Order Detailed Report #50921 For VIN: 3C4PDDGG2GT[redacted]

VIN	3C4PDDGG2G[redacted]	***Model Year***	2016	***Body***	JCER49	DODGE JOURNEY CROSSROAD (AWD)	
Built Date	08/25/2015	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PX8	PITCH BLACK CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE				***Serial #***	6217510547
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				***Serial #***	K1945D3394

Report #	50921	***System Key***	384577368	***Report Version***	1	***Open Date***	11/08/2017
Close Date	11/14/2017	***Narrative Date***	11/16/2017	***Category***	0	***Mileage***	11,474
MDH	082509	***Sold Date***	10/05/2016	***Built Date***	08/25/2015	***Advisor***	DK KENNEDY;DAVID
Dealer	60651	Warner Chrysler Dodge Jeep RAM					
Dealer Address	3385 STATE ROUTE 11						
Dealer City	MALONE			***State***	NY	***Zip***	129534713

Complaint: Customer states noise in engine last for about 10 min. Customer states has fob issues, auto may or may not work, some times car will start on its own. Customer states has low speed wobble in front end

Cause: inspect pulleys, fluid levels ok, star several times, found no abnormal noises ok no codes, does not have remote start car can not start on its own, scann for codes none found, slight tire wear, needs rotation and balance

Correction: no problems found at this time no problems found at this time rotate and balance

LOP Information

LOP	*LOP Description*
85410901	Special Services ; Diagnostic LOP ; Engine Mechanical, Trouble Not Found ; Unusual Engine Noise

Part Information is not available

Repair Order Detailed Report #429401 For VIN: 3C4PDCGGXH[redacted]

VIN	3C4PDCGGXH[redacted]	Model Year	2017	Body	JCDR49	DODGE JOURNEY CROSSROAD (FWD)	
Built Date	06/13/2017	Market	U	US	Plant	8481	TOLUCA ASSEMBLY PLANT
Color	PAU	GRANITE PEARL COAT					
Engine	ERB	3.6L V6 VVT ENGINE			Serial #	K094710501	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			Serial #	K0685D3833	

Report #	429401	System Key	389100086	Report Version	3	Open Date	12/27/2017
Close Date	12/29/2017	Narrative Date	01/01/2018	Category	0	Mileage	6,538
MDH	061319	Sold Date	08/14/2017	Built Date	06/13/2017	Advisor	864 DERICK J CARRICO
Dealer	41458	SOUTH COUNTY DODGE CHRYSLER JE					
Dealer Address	7127 S LINDBERGH BLVD						
Dealer City	ST. LOUIS			State	MO	Zip	631254305

Complaint: Customer States right rear door will not latch Check and advise Towed in (General Concern 1) (Multi-point inspection according to maintenance interval)

Cause: VERIFIED CUSTOMER CONCERN OF PASS REAR DOOR WILL NOT LATCH OR UNLATCH AT TIMES DOOR IS STUCK CLOSED AT THIS TIME TRIED TO RELEASE THE DOOR LATCH THROUGH THE WINDOW SLOT WITH SCREW DRIVER WITH NO SUCCESS REMOVED OUTER DOOR HANDLE AND TRIED TO RELEASE THE DOOR LATCH WITH NO SUCCESS REMOVED THE RETAINING SCREWS FOR THE DOOR TRIM PANEL AND PULLED THE TOP OF THE TRIM PANEL BACK ENOUGH TO ACCESS THE DOOR MODULE ACCESS PANEL FINALLY WAS ABLE TO MANUALLY RELEASE THE DOOR LATCH WITH A LONG PICK THROUGH THE DOOR MODULE ACCESS PANEL ONCE THE DOOR WAS OPEN I REMOVED THE TRIM PANEL FULLY AND INSPECTED THE DOOR LATCH, HANDLE RELEASE CABLES AND THE STRIKER THE DOOR LATCH IS BINDING INTERNALLY AND THE STRIKER IS BENT A LITTLE FROM THE DOOR BEING SLAMMED ON IT NEED TO REPLACE LATCH AND STRIKER CHECK FOR NEEDED MAINTENANCE OR REPAIRS AND ADVISE AS NEEDED

Correction: REPLACED RIGHT REAR DOOR LATCH AND STRIKER. VERIFIED REPAIR LIST FINDINGS HERE

LOP Information

LOP	LOP Description
23410402	Body ; Hardware - Latch/Striker/Lock/Module/Handle/Bumper/Housing charge port ; Striker, door/liftgate/decklid/top ; Front or rear door-Right or left
23410400	Body ; Hardware - Latch/Striker/Lock/Module/Handle/Bumper/Housing charge port ; Striker, door/liftgate/decklid/top
23410106	Body ; Hardware - Latch/Striker/Lock/Module/Handle/Bumper/Housing charge port ; Latch, Door ; 4D sedan-Wagon-Rear door-Right or left

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CH4589914-AE	LATCH -REAR DOOR	1		No	
CH4589050-AB	STRIKER -DOOR LATCH	1		No	
04589914AE	LATCH -REAR DOOR	1		No	01/01/0001
04589050AB	STRIKER -DOOR LATCH	1		No	01/01/0001

Repair Order Detailed Report #429731 For VIN: 3C4PDCGGXH[redacted]

VIN	3C4PDCGGXH[redacted]	**Model Year**	2017	**Body**	JCDR49	DODGE JOURNEY CROSSROAD (FWD)	
Built Date	06/13/2017	**Market**	U	US	**Plant**	8481	TOLUCA ASSEMBLY PLANT
Color	PAU	GRANITE PEARL COAT					
Engine	ERB	3.6L V6 VVT ENGINE			**Serial #**	K094710501	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			**Serial #**	K0685D3833	

Report #	429731	**System Key**	389689961	**Report Version**	7	**Open Date**	01/02/2018
Close Date	01/10/2018	**Narrative Date**	01/11/2018	**Category**	0	**Mileage**	6,635
MDH	061319	**Sold Date**	08/14/2017	**Built Date**	06/13/2017	**Advisor**	555 WILLIAM L STOCK
Dealer	41458	SOUTH COUNTY DODGE CHRYSLER JE					
Dealer Address	7127 S LINDBERGH BLVD						
Dealer City	ST. LOUIS			**State**	MO	**Zip**	631254305

Complaint: Customer States passenger wont open Same issue as before (Ge neral Concern 1) 27 POINT INSPECTION

Cause: TRIED SEVERAL TIMES TO VERIFY CONCERN OF PASS REAR DOOR WILL NOT OPEN DOOR IS OPERATING AS DESIGNED NO TSB OR STAR CASES RELLATED TO THE CONCERN CONTACTED STAR ONLINE CASE NUMBER 1763178 ASKED IF THERE WERE ANY OTHER SIMILAR CASES THAT THEY HAD SEEN WAS ADVISED THAT COULD BE POSSIBLE MOISTURE IN THE DOOR HANDLE RELEASE CABLES THAT IS FREEZING CAUSING THE CABLE TO BIND AND NOT FULLY RELEASE THE LATCH AFTER THE VEHICLE SAT ALL NIGHTN OUTSIDE IN BELOW FREEZINGF TEMPS I VERIFIED CONCERN OF PASS REAR DOOR WILL NOT OPEN OR LATCH AT TIMES ONLY SEEMS TO HAPPEN AFTER VEHICLE SITS IN THE FREEZING COLD OVERNIGHT I REMOVED THE PASS REAR DOOR TRIM AND MODULE AND INSPECTED THE LATCH AND RELEASE CABLES REMOVED CABLES AND INSPECTED FOUND EXTERIOR DOOR HANDLE RELEASE CABLE BINDING BECAUSE OF FROZEN MOISTURE IN THE CABLE WHEN I ORDERED THE PART THERE WAS A TECH TIP TO CONTACT AN ENGINEER WHEN THIS CONCERN IS PRESENT I CALLED THE ENGINEER AND HE VERIFIED THERE WAS A QUALITY CONTROL PROBLEM WITH THE EXTERIOR RELEASE CABLE AND TO REPLACE IT BUT ALSO TO SEND PICTURES OF THE OLD ONE MOUNTED IN THE VEHICLE TOOK AND SENT PICTURES OF OLD CABLE TO ENGINEERS EMAIL CHECK FOR NEEDED MAINTENANCE OR REPAIRS AND ADVISE AS NEEDED

Correction: REPLACED THE PASS REAR EXTERIOR DOOR HANDLE RELEASE CABLE VERIFIED REPAIR LIST FINDINGS HERE

LOP Information

LOP	LOP Description
85410000	Special Services ; Diagnostic LOP ; Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.
23411306	Body ; Hardware - Latch/Striker/Lock/Module/Handle/Bumper/Housing charge port ; Link / cable, outside handle to latch ; 4D sedan-Wagon-Rear door-Right or left

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CH68067481-AC	CABLE -OUTSIDE HANDLE	1		No	
68067481AC	CABLE -OUTSIDE HANDLE	1		No	01/01/0001

Repair Order Detailed Report #431994 For VIN: 3C4PDCGGXH[redacted]

VIN	3C4PDCGGXH[redacted]	***Model Year***	2017	***Body***	JCDR49	DODGE JOURNEY CROSSROAD (FWD)	
Built Date	06/13/2017	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PAU	GRANITE PEARL COAT					
Engine	ERB	3.6L V6 VVT ENGINE				***Serial #***	K094710501
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				***Serial #***	K0685D3833

Report #	431994	***System Key***	392377625	***Report Version***	1	***Open Date***	01/27/2018
Close Date	01/27/2018	***Narrative Date***	01/29/2018	***Category***	0	***Mileage***	7,302
MDH	061319	***Sold Date***	08/14/2017	***Built Date***	06/13/2017	***Advisor***	555 WILLIAM L STOCK
Dealer	41458	SOUTH COUNTY DODGE CHRYSLER JE					
Dealer Address	7127 S LINDBERGH BLVD						
Dealer City	ST. LOUIS			***State***	MO	***Zip***	631254305

Complaint: (Multi-point inspection according to maintenance interval) Customer States headlights flickertsb to flash bam for this issue (General Concern 1)

Cause: CHECK FOR NEEDED MAINTENANCE OR REPAIRS AND ADVISE AS NEEDED TSB

Correction: LIST FINDINGS HERE REPROGRAMED AND RECONFIGURED VEHICLE 18-19-02-CS CURRENT PART #68275340AB TO AC

LOP Information

LOP	*LOP Description*
181902CS	Software Flash ; Module ; Module, Body Control (BCM) ; Module, Body Control (BCM) - Reprogram and Reconfigure Vehicle

Part Information is not available

Repair Order Detailed Report #12640 For VIN: 3C4PDCAB4JT2[redacted]

VIN	3C4PDCAB4J[redacted]	***Model Year***	2018	***Body***	JCDH49	DODGE JOURNEY SE (FWD)	
Built Date	11/18/2017	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PRM	REDLINE 2 COAT PEARL					
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE			***Serial #***	1257721267	
Transmission	DFF	4-SPEED AUTOMATIC VLP TRANSMISSION			***Serial #***	K0206A1264	

Report #	12640	***System Key***	404270893	***Report Version***	1	***Open Date***	05/07/2018
Close Date	05/10/2018	***Narrative Date***	05/13/2018	***Category***	0	***Mileage***	10,228
MDH	111810	***Sold Date***	12/13/2017	***Built Date***	11/18/2017	***Advisor***	38 JUSTIN CURRY
Dealer	45266	BILL HARRIS CHRYSLER DODGE JEE					
Dealer Address	2100 BANEY RD S						
Dealer City	ASHLAND			***State***	OH	***Zip***	448058915

Complaint: PAINT CHIPS ON HOOD DROP OFF JOURNEY FOR WARRANTY PAINT CONCERN, TAKE VEHICLE TO OSGAR'S (99- SHOP TIME-)

Cause:

Correction:

LOP Information

LOP	*LOP Description*
97756555	Claim Administration ; Sublet Repair ; Sublet Repair
23702101	Body ; Paint - Refinish ; Panel, hood ; Complete - Monotone
23700101	Body ; Paint - Refinish ; Basic paint preparation ; paint preparation

Part Information is not available

Repair Order Detailed Report #12864 For VIN: 3C4PDCAB4JT2[redacted]

VIN	3C4PDCAB4J[redacted]	***Model Year***	2018	***Body***	JCDH49	DODGE JOURNEY SE (FWD)	
Built Date	11/18/2017	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PRM	REDLINE 2 COAT PEARL					
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE			***Serial #***	1257721267	
Transmission	DFF	4-SPEED AUTOMATIC VLP TRANSMISSION			***Serial #***	K0206A1264	

Report #	12864	***System Key***	405199689	***Report Version***	1	***Open Date***	05/19/2018
Close Date	05/19/2018	***Narrative Date***	05/21/2018	***Category***	0	***Mileage***	11,356
MDH	111810	***Sold Date***	12/13/2017	***Built Date***	11/18/2017	***Advisor***	85 RAQUEL COPLEY
Dealer	45266	BILL HARRIS CHRYSLER DODGE JEE					
Dealer Address	2100 BANEY RD S						
Dealer City	ASHLAND			***State***	OH	***Zip***	448058915

Complaint: CUSTOMER REQUESTS TIRE ROTATION COMPLETED (82-4699 AUSTIN-) CUSTOMER REQUESTS WE COMPLETE REPORT CARD COMPLETED COMPLETED (82-4699 AUSTIN-) CUSTOMER REQUESTS LUBE, OIL, FILTER SERVICE INCLUDES COMPLIMENTARY REPORT CARD COMPLETED (82-4699 AUSTIN-)

Cause:

Correction:

LOP Information is not available

Part(s) Information

Part Number	*Part Description*	*Part Quantity*	*Part Cost*	*Failed*	*Part Return Date*
68101996AA	OIL -5W20	5		No	
4892339AA	FILTER -ENGINE OIL	1		No	

Warranty Claim Report

Vehicle Information

VIN	3D4GG57V6[redacted]	**Year**	2009	**Body**	JCDP49 - DODGE JOURNEY SXT HATCHBACK
Build Date	03/05/2008	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	799

Claim Information

Claim #	152010	**In Service Date**	03/28/2008
Claim Type	S - Safety (Recalls)	**Repair Date**	07/21/2008
Claim Status	Paid	**Mileage (Miles)**	3,618

Expense

Labor	$17.91	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$17.91

Dealer Information

Code	44966	**Name**	GULF COAST AUTOPLEX LLC	**Zone**	63	DALLAS
Address	407 SHANKLAND AVE , JENNINGS, LA 70546					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08H21183	Recall ; Recall	UC	UNCODABLE (NARRATIVE REQUIRED)						$17.91

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	3D4PG4FB2[redacted]	**Year**	2010	**Body**	JCDH49 - DODGE JOURNEY SE (LHD/FWD)
Build Date	04/12/2010	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	127072	**In Service Date**	07/23/2010
Claim Type	W - Warranty	**Repair Date**	11/15/2010
Claim Status	Paid	**Mileage (Miles)**	1,392

Expense

Labor	$214.20	**Sublet**	$45.29	**Part**	$0.00	**Total Paid**	$259.49

Dealer Information

Code	43767	**Name**	DON DAVIS MOTOR CO INC	**Zone**	63	DALLAS
Address	2000 N MECHANIC ST , EL CAMPO, TX 77437					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	23410104	Latch, Door ; 4D sedan-Vans-Wagons-Front door-Right or left	11	BROKEN OR CRACKED	04589694AB	LATCH	1	X	45.29	$61.20
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			04589694AB	LATCH	1	X	45.29	$153.00

RO Narratives

(RO) Customer Concern:

PASS FRONT DOOR WILL NOT OPEN FROM OUTSIDE

(RO) Cause:

CK OVER DOOR LATCH-FOUND DOOR LATCH LEVER BROKEN INTERNALLY-NOT ALLOWING LATCH TO UNLOCK

(RO) Correction:

1392 REMOVE/REPLACE RIGHT FRONT DOOR LATCHASM.-RECHECK OPERATION- OTHER LABOR HOURS AREFOR DOOR WOULD NOT OPEN FROM INSIDE OROUTSIDE HANDLE- TECH HAD TO WORK ON DOORLATCH WITH DOOR CLOSED- UNABLE TO REMOVE DOORTRIM PANEL-ACCESS SMALL HOLE IN DOOR TO TRYTOOPEN DOOR-HAD TO BREAK LATCH HOUSING IN ORDERTO GET DOOR OPEN TO FINISH REPAIRS Latch, Door - Replace 4D sedan-Vans-Wagons-Front door-Right (B) DIAG TIME ALLOWANCE LATCH, DOOR/LIFTGATE-Replace (B) DIAG TIME ALLOWANCE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	3D4PG4FB[redacted]	**Year**	2010	**Body**	JCDH49 - DODGE JOURNEY SE (LHD/FWD)
Build Date	04/12/2010	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	127301	**In Service Date**	07/23/2010
Claim Type	M - Mopar	**Repair Date**	11/19/2010
Claim Status	Paid	**Mileage (Miles)**	1,417

Expense

Labor	$61.20	**Sublet**	$45.29	**Part**	$0.00	**Total Paid**	$106.49

Dealer Information

Code	43767	**Name**	DON DAVIS MOTOR CO INC	**Zone**	63	DALLAS
Address	2000 N MECHANIC ST , EL CAMPO, TX 77437					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	23410104	Latch, Door ; 4D sedan-Vans-Wagons-Front door-Right or left	07	BINDS, STICKS, OR SEIZED	04589694AB	LATCH	1	X	45.29	$61.20

RO Narratives

(RO) Customer Concern:

POWER LOCKS INOP ON RF DOOR

(RO) Cause:

CK OVER DOOR LOCK CIRCUIT-FOUND RIGHT FRONT DOOR LOCK ACTUATOR-ELECTRICAL FAILURE-SHORTED OUT

(RO) Correction:

1417 WILL NOT MOVE WHEN POWER IS APPLIEDTO IT- REMOVE/REPLACE RIGHT FRONT DOOR LATCHASSEMBLY-RECHECK OPERATION Latch, Door - Replace 4D sedan-Vans-Wagons-Front door-Right (B) LATCH, DOOR/LIFTGATE-Replace (B)

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	3D4PG5FV[redacted]	**Year**	2010	**Body**	JCDP49 - DODGE JOURNEY SXT (LHD/FWD)
Build Date	11/11/2009	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	341696	**In Service Date**	08/20/2010
Claim Type	F - Service Contract	**Repair Date**	12/02/2010
Claim Status	Paid	**Mileage (Miles)**	5,114

Expense

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

Dealer Information

Code	43636	**Name**	SORENSEN SCHADE CHRYSLER DODGE JEEP, INC.	**Zone**	66	ORLANDO
Address	21529 U S HIGHWAY 27 NORTH , LAKE WALES, FL 33859					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26860303	Oil and Filter Change - All Intervals	MC	MAINTENANCE CARE						$0.00
A	95260001	Maintenance Allowance ; Fixed Cost Maintenance								$20.00

RO Narratives

(RO) Customer Concern:

SEE YOUR SERVICE WRITERS FOR DETAILS PERFORM OIL & FILTR CHANGE- ESSENTIAL CARE PROGRAM CUSTOMER BOUGHT ESSENTIAL CARE PACKAGE ROTATE TIRES

(RO) Cause:

RECOMMENDED MAINTENANCE OIL CHANGE SPECIAL SCHEDULED MAINTENANCE

(RO) Correction:

MULTI POINT VEHICLE INSPECTION COMPLETED PERFORMED OIL & FILTER CHANGE- CHECKED FLUIDS AND TIRES PURCHASED ESSENTIAL CARE PACKAGE ROTATED TIRES,ADJUSTED TIRE PRESSURES PER VEHICLE SPECS

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	3D4PG5FV6[redacted]	**Year**	2010	**Body**	JCDP49 - DODGE JOURNEY SXT (LHD/FWD)
Build Date	03/17/2010	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	297371	**In Service Date**	05/10/2010
Claim Type	W - Warranty	**Repair Date**	02/01/2011
Claim Status	Paid	**Mileage (Miles)**	10,576

Expense

Labor	$222.84	**Sublet**	$75.53	**Part**	$0.00	**Total Paid**	$298.37

Dealer Information

Code	09861	**Name**	GRIFFIN MOTORS COMPANY	**Zone**	35	WASHINGTON
Address	11031 PERRY HIGHWAY , MEADVILLE, PA 16335					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	09950100	Valves	ML	CHECK ENGINE/SERVICE ENGINE SO	05174566AA	CLEANER	1		37.66	$222.84
A	09950100	Valves	ML	CHECK ENGINE/SERVICE ENGINE SO	05183546AA	CLEANER	1		22.75	$222.84
A	09950100	Valves	ML	CHECK ENGINE/SERVICE ENGINE SO	53022277AA	RETAINER	8	X	5.04	$222.84
A	09950100	Valves	ML	CHECK ENGINE/SERVICE ENGINE SO	53022277AA	RETAINER	8		5.04	$222.84
A	09950100	Valves	ML	CHECK ENGINE/SERVICE ENGINE SO	53022277AA	RETAINER	8		5.04	$222.84

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES MALFUNTION INDICATOR LIGHT ON AND WILL FLASH AT TIMES REMOVE ALL PLENUM AND VALVE COVERS ROTATE ALL EXHAUST VALVES AND REPLACE ALL RETAINERS ADD FUEL CLEANER CLEAN COMBUSTION WITH CLEANER AND LET SOAK ROAD TEST,RUNNING OK REMOVED CODES (02-7574 PCRIDER-) SCANNED DTC P0305 # 5 CYLINDER MISSFIRE 0 GOOD TRIPS RUN MONITOR UNDER SIMILAR CONDITIONS WINDOW- MISSFIRE PRESENT-VALVE STICKING NEEDS VALVE ROTATION AND DECARBONIZE COMUSTION CHAMBERS (02-7574 PCRIDER-)

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

rotate all exhaust valves, replace retainers & clean combustion

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3D4PH5FV2 - [redacted]	**Year**	2010	**Body**	JCEP49 - DODGE JOURNEY SXT (LHD/AWD)
Build Date	01/18/2010	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	226689	**In Service Date**	02/26/2010
Claim Type	F - Service Contract	**Repair Date**	02/23/2011
Claim Status	Paid	**Mileage (Miles)**	19,722

Expense

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

Dealer Information

Code	41600	**Name**	EXTREME DODGE DODGE TRUCK INC	**Zone**	42	DETROIT
Address	2300 SEYMOUR ROAD , JACKSON, MI 49201					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26860303	Oil and Filter Change - All Intervals	MC	MAINTENANCE CARE						$0.00
A	95260001	Maintenance Allowance ; Fixed Cost Maintenance								$20.00

RO Narratives

(RO) Customer Concern:

Internal paid -- Shop Supplies

(RO) Cause:

NA

(RO) Correction:

SERVICE CONTRACT LUBE, OIL AND FILTER WORLD CLASS INSPECTION ADVISED CUSTOMER OF FACTORY MAINTENANCE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	3D4PG5FV3 [redacted]	**Year**	2010	**Body**	JCDP49 - DODGE JOURNEY SXT (LHD/FWD)
Build Date	05/04/2010	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	542291	**In Service Date**	04/12/2011
Claim Type	W - Warranty	**Repair Date**	02/25/2011
Claim Status	Paid	**Mileage (Miles)**	16

Expense

Labor	$124.27	**Sublet**	$6.23	**Part**	$0.00	**Total Paid**	$130.50

Dealer Information

Code	57998	**Name**	LINWOOD MOTOR COMPANY	**Zone**	51	CHICAGO
Address	1634 EAST 5TH STREET , METROPOLIS, IL 62960					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	21340490	Transaxle ; Shim Transfer Gear Bearing	ZZ	SERVICE ACTION	04800572AA	SPACER	1	X	1.26	$124.27
A	21340490	Transaxle ; Shim Transfer Gear Bearing	ZZ	SERVICE ACTION	05010884AA	SEALER	1		4.97	$124.27

RO Narratives

(RO) Customer Concern:

RRT 10-059, TRANSFER GEAR BEARING 18-21 LBS. ADJUSTED THE SHAFT BEARING PRELOAD. (01-9851 BUSTER-)

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	3D4PG4FB1[redacted]	**Year**	2010	**Body**	JCDH49 - DODGE JOURNEY SE (LHD/FWD)
Build Date	04/13/2010	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	327080	**In Service Date**	12/13/2010
Claim Type	W - Warranty	**Repair Date**	03/01/2011
Claim Status	Paid	**Mileage (Miles)**	2,478

Expense

Labor	$204.16	**Sublet**	$406.49	**Part**	$0.00	**Total Paid**	$610.65

Dealer Information

Code	08704	**Name**	CORWIN CHRYSLER DODGE	**Zone**	74	DENVER
Address	301 SOUTH 38TH , FARGO, ND 58107					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	23410104	Latch, Door ; 4D sedan-Vans-Wagons-Front door-Right or left	07	BINDS, STICKS, OR SEIZED	04589694AB	LATCH	1	X	45.29	$74.24
A	23410104	Latch, Door ; 4D sedan-Vans-Wagons-Front door-Right or left	07	BINDS, STICKS, OR SEIZED	1BE74XDVAC	PANEL	1		361.20	$74.24
A	23410400	Striker, door / liftgate / decklid latch			04589694AB	LATCH	1	X	45.29	$129.92
A	23410400	Striker, door / liftgate / decklid latch			1BE74XDVAC	PANEL	1		361.20	$129.92

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES THE RIGHT FROITN DOOR IS INOP FROM THE INSIDE AND OUTSIDE HANDLES. 27 POINT COURTESY INSPECTION (NO CHARGE) PERFORM LUBE OIL AND FILTER CHECK AND TOP OFF ALL FLUIDS CHECK AND ADJUST TIRE PRESSURES

(RO) Cause:

F

(RO) Correction:

2478 VERIFIED CONCERN, DOOR WILL NOT OPEN.INSPECTED AND FOUND FAILED DOOR LATCH. HAD TOBREAK DOOR LATCH TO RELEASE DOOR. REPLACEDDOOR LATCH AND CRACKED DOOR PANEL. OPERATESAS DESIGNED. Latch, Door - Replace 4D sedan-Vans-Wagons-Front door-Right (B) EXTRA TIME NEEDED TO GET INTO DOOR AND BREAK LATCH. LATCH WAS SEIZED SOLID AND WAS UNABLE TO OPEN THEI DOOR. LATCH, DOOR/LIFTGATE-Replace (B) REPAIR TO DOOR LATCHES 27 POINT COURTESY INSPECTION (NO CHARGE) 2478 PERFORMED LOF PERFORM LUBE OIL AND FILTER CHECK AND TOP OFF ALL FLUIDS CHECK AND ADJUST TIRE PRESSURES

(RO) Technical Notes:

HAD TO BREAK DOOR LATCH TO RELEASE DOOR

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3D4PH5FV2[redacted]	**Year**	2010	**Body**	JCEP49 - DODGE JOURNEY SXT (LHD/AWD)
Build Date	01/18/2010	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	227215	**In Service Date**	02/26/2010
Claim Type	S - Safety (Recalls)	**Repair Date**	03/08/2011
Claim Status	Paid	**Mileage (Miles)**	20,704

Expense

Labor	$14.74	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$14.74

Dealer Information

Code	41600	**Name**	EXTREME DODGE DODGE TRUCK INC	**Zone**	42	DETROIT
Address	2300 SEYMOUR ROAD , JACKSON, MI 49201					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08K37182	Customer Satisfaction Notification K37 ; Inspect for DTC's and Reprogram ORC Module	UC	UNCODABLE (NARRATIVE REQUIRED)						$14.74

RO Narratives

(RO) Customer Concern:

OCCUPANT RESTRAINT CONTROLLER MODULE/RECALL COMPLETED, INSPECTED AND REFLASHED THE OCM FOR UPDATES Internal paid -- Shop Supplies

(RO) Cause:

NA

(RO) Correction:

ADVISED CUSTOMER OF FACTORY MAINTENANCE WORLD CLASS INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	3D4PG5FV5[redacted]	**Year**	2010	**Body**	JCDP49 - DODGE JOURNEY SXT (LHD/FWD)
Build Date	11/11/2009	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	046853	**In Service Date**	08/20/2010
Claim Type	F - Service Contract	**Repair Date**	03/17/2011
Claim Status	Paid	**Mileage (Miles)**	9,266

Expense

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

Dealer Information

Code	43636	**Name**	SORENSEN SCHADE CHRYSLER DODGE JEEP, INC.	**Zone**	66	ORLANDO
Address	21529 U S HIGHWAY 27 NORTH , LAKE WALES, FL 33859					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26860303	Oil and Filter Change - All Intervals	MC	MAINTENANCE CARE						$0.00
A	95260001	Maintenance Allowance ; Fixed Cost Maintenance								$20.00

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3D4PG5FV5[redacted]	**Year**	2010	**Body**	JCDP49 - DODGE JOURNEY SXT (LHD/FWD)
Build Date	11/11/2009	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	346853	**In Service Date**	08/20/2010
Claim Type	S - Safety (Recalls)	**Repair Date**	03/17/2011
Claim Status	Paid	**Mileage (Miles)**	9,266

Expense

Labor	$16.54	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$16.54

Dealer Information

Code	43636	**Name**	SORENSEN SCHADE CHRYSLER DODGE JEEP, INC.	**Zone**	66	ORLANDO
Address	21529 U S HIGHWAY 27 NORTH , LAKE WALES, FL 33859					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08K37182	Customer Satisfaction Notification K37 ; Inspect for DTC's and Reprogram ORC Module	UC	UNCODABLE (NARRATIVE REQUIRED)						$16.54

RO Narratives

(RO) Customer Concern:

SEE YOUR SERVICE WRITERS FOR DETAILS PERFORM RECALL# K37 COMPLETE PERFORM OIL & FILTR CHANGE- ESSENTIAL CARE PROGRAM

(RO) Cause:

RECOMMENDED MAINTENANCE

(RO) Correction:

MULTI POINT VEHICLE INSPECTION COMPLETED PERFORMED OIL & FILTER CHANGE- CHECKED FLUIDS AND TIRES

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	3D4PG5FV6[redacted]	**Year**	2010	**Body**	JCDP49 - DODGE JOURNEY SXT (LHD/FWD)
Build Date	03/17/2010	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	312233	**In Service Date**	05/10/2010
Claim Type	S - Safety (Recalls)	**Repair Date**	03/24/2011
Claim Status	Paid	**Mileage (Miles)**	12,417

Expense

Labor	$12.38	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$12.38

Dealer Information

Code	09861	**Name**	GRIFFIN MOTORS COMPANY	**Zone**	35	WASHINGTON
Address	11031 PERRY HIGHWAY , MEADVILLE, PA 16335					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08K37181	Customer Satisfaction Notification K37 ; Inspect for DTC's and No ORC Module Update Availible	UC	UNCODABLE (NARRATIVE REQUIRED)						$12.38

RO Narratives

(RO) Customer Concern:

2688 LUBE OIL FILTER CHECK FLUID LEVELS,BELTS,HOSES & TIRES. CHANGE OIL AND FILTER LUBED HINGES AND LATCHES CHECKED FLUIDS COOLANT -35 CHECKED BELTS HOSES AND AIR FILTER SET TIRES TO 33 PSI (02-7574 PCRIDER-) OWNERS CARE CONTRACT FOR FIRST DAY RENTAL (02-7574 PCRIDER-) OWNERS CARE CONTRACT FOR FIRST DAY RENTAL CSN K37 * OCCUPANT RESTRAINT CONTROL MODULE. SCAN FOR DTC'S, REFLASH OR REPLACE THE ORC MODULE AS PER INSTRUCTION. INSPECTED FOR DTCS AND UPDATED TO LATEST SOFT WEAR 08-K3-71-81 (02-7574 PCRIDER-) The Occupant Restraint Controller (ORC) module software on about 43,000 of the above vehicles may activate two Diagnostic Trouble Codes, relating to the active head restraints, which cannot be cleared.

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3D4PG5FV6 [redacted]	**Year**	2010	**Body**	JCDP49 - DODGE JOURNEY SXT (LHD/FWD)
Build Date	03/17/2010	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	S31223	**In Service Date**	05/10/2010
Claim Type	F - Service Contract	**Repair Date**	03/24/2011
Claim Status	Paid	**Mileage (Miles)**	12,417

Expense

Labor	$0.00	**Sublet**	$0.00	**Part**	$30.00	**Total Paid**	$30.00

Dealer Information

Code	09861	**Name**	GRIFFIN MOTORS COMPANY	**Zone**	35	WASHINGTON
Address	11031 PERRY HIGHWAY , MEADVILLE, PA 16335					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26860303	Oil and Filter Change - All Intervals	MC	MAINTENANCE CARE						$0.00
A	95260001	Maintenance Allowance ; Fixed Cost Maintenance								$30.00

RO Narratives

(RO) Customer Concern:

2688 LUBE OIL FILTER CHECK FLUID LEVELS,BELTS,HOSES & TIRES. CHANGE OIL AND FILTER LUBED HINGES AND LATCHES CHECKED FLUIDS COOLANT -35 CHECKED BELTS HOSES AND AIR FILTER SET TIRES TO 33 PSI (02-7574 PCRIDER-) OWNERS CARE CONTRACT FOR FIRST DAY RENTAL (02-7574 PCRIDER-) OWNERS CARE CONTRACT FOR FIRST DAY RENTAL CSN K37 * OCCUPANT RESTRAINT CONTROL MODULE. SCAN FOR DTC'S, REFLASH OR REPLACE THE ORC MODULE AS PER INSTRUCTION. INSPECTED FOR DTCS AND UPDATED TO LATEST SOFT WEAR 08-K3-71-81 (02-7574 PCRIDER-) The Occupant Restraint Controller (ORC) module software on about 43,000 of the above vehicles may activate two Diagnostic Trouble Codes, relating to the active head restraints, which cannot be cleared.

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3D4PH5FV2 [redacted]	**Year**	2010	**Body**	JCEP49 - DODGE JOURNEY SXT (LHD/AWD)
Build Date	01/18/2010	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	228782	**In Service Date**	02/26/2010
Claim Type	F - Service Contract	**Repair Date**	04/15/2011
Claim Status	Paid	**Mileage (Miles)**	24,681

Expense

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

Dealer Information

Code	41600	**Name**	EXTREME DODGE DODGE TRUCK INC	**Zone**	42	DETROIT
Address	2300 SEYMOUR ROAD , JACKSON, MI 49201					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26860303	Oil and Filter Change - All Intervals	MC	MAINTENANCE CARE						$0.00
A	95260001	Maintenance Allowance ; Fixed Cost Maintenance								$20.00

RO Narratives

(RO) Customer Concern:

Cust paid -- ENVIROMENTAL Internal paid -- Shop Supplies

(RO) Cause:

NA

(RO) Correction:

SERVICE CONTRACT LUBE, OIL AND FILTER

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3D4PH5FV2[redacted]	**Year**	2010	**Body**	JCEP49 - DODGE JOURNEY SXT (LHD/AWD)
Build Date	01/18/2010	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	228781	**In Service Date**	02/26/2010
Claim Type	W - Warranty	**Repair Date**	04/15/2011
Claim Status	Paid	**Mileage (Miles)**	24,681

Expense

Labor	$36.85	**Sublet**	$106.96	**Part**	$0.00	**Total Paid**	$43.81

Dealer Information

Code	41600	**Name**	EXTREME DODGE DODGE TRUCK INC	**Zone**	42	DETROIT
Address	2300 SEYMOUR ROAD , JACKSON, MI 49201					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	0570229A	Pad, disc brake ; Front Brake Pads and Rotors, Replace - Both Sides	ZZ	SERVICE ACTION	CNM2X252AA	ROTOR KIT	1	X	50.47	$36.85
A	0570229A	Pad, disc brake ; Front Brake Pads and Rotors, Replace - Both Sides	ZZ	SERVICE ACTION	CNTFX300AA	PAD KIT	1		56.49	$36.85

RO Narratives

(RO) Customer Concern:

THE TECHNICIAN FOUND THE FRONT BRAKE ROTORS WARPED. HE REPLACED THE FRONT BRAKE ROTORS AND PADS UNDER THE EXTENDED WARRANTY 0570229A ZZ Warranty Deductable Cust paid -- ENVIROMENTAL Internal paid -- Shop Supplies Warranty Deductable

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3D4PG5FV3[redacted]	**Year**	2010	**Body**	JCDP49 - DODGE JOURNEY SXT (LHD/FWD)
Build Date	05/04/2010	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	547612	**In Service Date**	04/12/2011
Claim Type	W - Warranty	**Repair Date**	04/29/2011
Claim Status	Paid	**Mileage (Miles)**	1,109

Expense

Labor	$51.17	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$51.17

Dealer Information

Code	57998	**Name**	LINWOOD MOTOR COMPANY	**Zone**	51	CHICAGO
Address	1634 EAST 5TH STREET , METROPOLIS, IL 62960					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	13200500	Fascia, rear	51	IMPROPERLY INSTALLED						$51.17

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES THE SES LIGHT IS ON. THERMOSTAT ORDERED (14-6552 MIKE L-) CUSTOMER STATES THE REAR BUMPER DOES NOT FIT CORRECTLY AT THE TAIL LIGHTS. REMOVED THE REAR BUMPER. ALIGNED AND INSTALLED THE BUMPER CORRECTLY. (14-6552 MIKE L-)

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3D4PG5FV5[redacted]	**Year**	2010	**Body**	JCDP49 - DODGE JOURNEY SXT (LHD/FWD)
Build Date	11/11/2009	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	145487	**In Service Date**	08/20/2010
Claim Type	W - Warranty	**Repair Date**	05/03/2011
Claim Status	Paid	**Mileage (Miles)**	11,983

Expense

Labor	$625.60	**Sublet**	$351.89	**Part**	$0.00	**Total Paid**	$977.49

Dealer Information

Code	43126	**Name**	NORTHFIELD MOTORS INC	**Zone**	74	DENVER
Address	1201 HIGHWAY 3 SOUTH , NORTHFIELD, MN 55057					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	23410104	Latch, Door ; 4D sedan-Vans-Wagons-Front door-Right or left	07	BINDS, STICKS, OR SEIZED	04589694AB	LATCH	1	X	45.29	$62.56
A	23410104	Latch, Door ; 4D sedan-Vans-Wagons-Front door-Right or left	07	BINDS, STICKS, OR SEIZED	1BG902DVAD	PANEL	1		306.60	$62.56
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			04589694AB	LATCH	1	X	45.29	$563.04
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			1BG902DVAD	PANEL	1		306.60	$563.04

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES THE RIGHT FRONT DOOR WILL NOT OPEN PERFORM QUICK LANE INSPECTION PERFORM GREASE OIL AND FILTER CHANGE CUSTOMER PURCHASED TAIL LAMP TO INTALL AT LATER DATE CUSTOMER PURCHASED TAIL LAMP TO INTALL AT LATER DATE

(RO) Cause:

LATCH MAINTENANCE MAINTENANCE

(RO) Correction:

INSP. FOR CONCERN. PARTIALLY REMOVED PANEL FROM INSIDE & WAS ABLE TO OPEN DOOR. REMOVED DOOR MODULE & REPLACED LATCH. REINSTALLED MODULE & REPLACED DAMAGED PANEL. TECH# 5148/496 PERFORMED QUICK LANE INSPECTION TECH#5148/496 PERFORMED GREASE OIL AND FILTER CHANGE TECH#5148/496 PART IS ON BACK ORDER BUT NEEDS TO BE PREPAID. 654 PART IS ON BACK ORDER BUT NEEDS TO BE PREPAID. 654

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	3D4PG9FV8[redacted]	**Year**	2010	**Body**	JCDT49 - DODGE JOURNEY R/T (LHD/FWD)
Build Date	06/10/2010	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	298772	**In Service Date**	07/26/2010
Claim Type	W - Warranty	**Repair Date**	05/26/2011
Claim Status	Paid	**Mileage (Miles)**	11,091

Expense

Labor	$219.78	**Sublet**	$232.26	**Part**	$0.00	**Total Paid**	$452.04

Dealer Information

Code	68888	**Name**	NEW SMYRNA CHRYSLER JEEP DODGE	**Zone**	66	ORLANDO
Address	1300 NORTH DIXIE FREEWAY , NEW SMYRNA BEACH, FL 32168					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	23410104	Latch, Door ; 4D sedan-Vans-Wagons-Front door-Right or left	07	BINDS, STICKS, OR SEIZED	04589694AB	LATCH	1	X	45.29	$65.12
B	24501015	Control Assembly, Instrument Panel HVAC ; Rear auxiliary HVAC system controls	14	BURNED OR BURNED OUT	55111892AF	CONTROL	1	X	148.40	$40.70
B	24501015	Control Assembly, Instrument Panel HVAC ; Rear auxiliary HVAC system controls	14	BURNED OR BURNED OUT	68038192AA	RESISTOR	1		38.57	$40.70
B	24551003	Module/resistor/power, blower motor ; Rear blower motor			55111892AF	CONTROL	1	X	148.40	$113.96
B	24551003	Module/resistor/power, blower motor ; Rear blower motor			68038192AA	RESISTOR	1		38.57	$113.96

RO Narratives

(RO) Customer Concern:

DOOR NOT CLOSING PROPERLY PASS SIDE DOOR WILL NOT OPEN FROM OUTSIDE OR INSIDE REAR BLOWER ONLY WORKS ON SECOND SPEED HAS NO ;OW SPEED FASCIA LOOSE UNDER TAIL LAMP REAR OF VEH

(RO) Cause:

FOUND PASS DOR LATCH INOP NOT ALLOWING DOOR TO OPEN INTERNAL FAILURE TO DOOR LATCH CUSTOMER REQUESTS DIAGNOSIS FOUND RIGHT REAR SIDE OF FASCIA PULLING AWAY FROM BODY

(RO) Correction:

REPLACED DOOR LATCH PARTIALLY CHARGED A/C SYSTEM, INSTALLED DYE TO SYSTEM INSPECTED A/C SYSTEM FOR LEAKS AND TESTED PERFORMANCE RESECURED FASCIA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3D4GG57V5[redacted]	**Year**	2009	**Body**	JCDP49 - DODGE JOURNEY SXT HATCHBACK
Build Date	09/05/2008	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	801

Claim Information

Claim #	031462	**In Service Date**	12/30/2008
Claim Type	S - Safety (Recalls)	**Repair Date**	06/02/2011
Claim Status	Paid	**Mileage (Miles)**	36,268

Expense

Labor	$110.50	**Sublet**	$28.00	**Part**	$0.00	**Total Paid**	$138.50

Dealer Information

Code	45503	**Name**	JOE USRY CHRYSLER JEEP DODGE	**Zone**	63	DALLAS
Address	5395 I 55 N , JACKSON, MS 39206					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08K07150	Safety Recall K07 ; Relearn/Normalize Door Module			CBJ1K072AA	WIRING	1	X	28.00	$17.00
A	08K07182	Safety Recall K07 ; Wiring Harness - Left and Right Front Doors	UC	UNCODABLE (NARRATIVE REQUIRED)	CBJ1K072AA	WIRING	1	X	28.00	$93.50

RO Narratives

(RO) Customer Concern:

CUST STATES HORN WAS HONKING LIKE PANIC BUTTON PUSHED, WOULDNT CRANK, RKE INOP -=REPORT=- CUST STATES DRIVERS MIRROR COVER BROKEN RECALL K07 FRONT DOOR WIRING HARNESSES

(RO) Cause:

NA

(RO) Correction:

VEHICLE WORKING NORMALLY WHEN ARRIVED AT SHOP, WI-TECH DIAGNOSTICS, NO CODES, OPERATED & OBSERVED VEHICLE FOR SEVERAL DAYS, UNABLE TO DUPLICATE CONDITION, NO RELATED TSB'S FOUND, CONTACTED STAR (CASE #182891) NO RELATED INFO AVAILABLE REPLACE BOTH DOOR WIRING HARNESSES PER RECALL

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3D4PG5FVX[redacted]	**Year**	2010	**Body**	JCDP49 - DODGE JOURNEY SXT (LHD/FWD)
Build Date	07/10/2010	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	063264	**In Service Date**	01/17/2011
Claim Type	W - Warranty	**Repair Date**	06/10/2011
Claim Status	Paid	**Mileage (Miles)**	7,434

Expense

Labor	$213.50	**Sublet**	$748.72	**Part**	$0.00	**Total Paid**	$962.22

Dealer Information

Code	26620	**Name**	CRONIC INC	**Zone**	66	ORLANDO
Address	2515 N EXPRESSWAY , GRIFFIN, GA 30223					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	19000105	Steering gear, Hydraulic ; All other engines	V3	CLUNK	05151347AD	GEAR	1	X	722.40	$187.88
A	19000105	Steering gear, Hydraulic ; All other engines	V3	CLUNK	05151028AA	RESERVOIR	1		5.88	$187.88
A	19000105	Steering gear, Hydraulic ; All other engines	V3	CLUNK	05013457AA	FLUID	1		6.51	$187.88
A	19000105	Steering gear, Hydraulic ; All other engines	V3	CLUNK	00000NPN		1		13.93	$187.88
A	19705512	Reservoir, pump ; All others			05151347AD	GEAR	1	X	722.40	$25.62
A	19705512	Reservoir, pump ; All others			05151028AA	RESERVOIR	1		5.88	$25.62
A	19705512	Reservoir, pump ; All others			05013457AA	FLUID	1		6.51	$25.62
A	19705512	Reservoir, pump ; All others			00000NPN		1		13.93	$25.62

RO Narratives

(RO) Customer Concern:

C/S RADIO, INSTRUMENT CLUSTER PANEL ALL STAY ON AFTER IGNITION SWITCH IS CUT OFF OPEN DOOR AND ALL STILL ON, HAVE TO TURN IGNITION ON AND BACK OFF TO CUT ALL OFF C/S HEAR GRINDING NOISE IN STEERING ON TURNS BOTH WAYS C/S HEAR GRINDING NOISE W/ A/C ON, CAN CUT OFF AND NOISE GOES AWAY LOANER VEHICLE--ERIC PATTERSON

(RO) Cause:

INTERNAL FAILURE ?

(RO) Correction:

TESTED AND RETESTED, UNABLE TO DUPLICATE CUSTOMER'S CONCERN AT THIS TIME INSTALLED POWER STEERING RESVIOR, DID NOT HELP W/NOISE/ VIBRATION. REPLACED STEERING GEAR ONLY NORMAL A/C

COMPRESSOR OPERATION LOANER VEHICLE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3D4PH1FG5[redacted]	**Year**	2011	**Body**	JCEE49 - DODGE JOURNEY MAINSTREET (AWD)
Build Date	05/26/2011	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	PREPNV	**In Service Date**	08/31/2011
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	06/15/2011
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$94.70	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$94.70

Dealer Information

Code	66689	**Name**	ROCKLAND CHRYSLER JEEP DODGE	**Zone**	32	NEW YORK
Address	60 ROUTE 304 , NANUET, NY 10954					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$94.70

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	3D4PH5FV2[redacted]	Year	2010	Body	JCEP49 - DODGE JOURNEY SXT (LHD/AWD)	
Build Date	01/18/2010	Plant	TOLUCA ASSEMBLY PLANT	Coverage Code		536

Claim Information

Claim #	231013	In Service Date	02/26/2010
Claim Type	F - Service Contract	Repair Date	06/16/2011
Claim Status	Paid	Mileage (Miles)	28,673

Expense

Labor	$0.00	Sublet	$0.00	Part	$20.00	Total Paid	$20.00

Dealer Information

Code	41600	Name	EXTREME DODGE DODGE TRUCK INC	Zone	42	DETROIT
Address	2300 SEYMOUR ROAD , JACKSON, MI 49201					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26860303	Oil and Filter Change - All Intervals	MC	MAINTENANCE CARE						$0.00
A	95260001	Maintenance Allowance ; Fixed Cost Maintenance								$20.00

RO Narratives

(RO) Customer Concern:
WORLD CLASS INSPECTION

(RO) Cause:
NA

(RO) Correction:
SERVICE CONTRACT LUBE, OIL AND FILTER

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3D4PG5FVX[redacted]	**Year**	2010	**Body**	JCDP49 - DODGE JOURNEY SXT (LHD/FWD)
Build Date	07/10/2010	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	063423	**In Service Date**	01/17/2011
Claim Type	W - Warranty	**Repair Date**	06/22/2011
Claim Status	Paid	**Mileage (Miles)**	7,549

Expense

Labor	$153.72	**Sublet**	$13.72	**Part**	$0.00	**Total Paid**	$167.44

Dealer Information

Code	26620	**Name**	CRONIC INC	**Zone**	66	ORLANDO
Address	2515 N EXPRESSWAY , GRIFFIN, GA 30223					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	02053903	Mount/Bearing, Front Strut ; Left	68	NOISY	05171093AC	BEARING	1	X	13.72	$153.72

RO Narratives

(RO) Customer Concern:

C/S STILL HEAR A GRINDING NOISE FROM POWER STEERING ON RIGHT AND LEFT TURNS--SEE HISTORY C/S AT TIMES HEAR A POPPING NOISE ON LEFT TURNS W/ACCEL- ERATING C/S RADIO AND INSTRUMENT CLUSTER STAY ON AFTER IGNITION OFF, KEY OUT AND DOOR OPEN--SEE HISTORY C/S W/CRANKING ENGINE W/REMOTE START ONLY RADIO AND DASH COME ON, ENGINE DOES NOT START, SHIFTER WILL NOT COME OUT OF PARK C/S HEAR A MOAN/GRIND TYPE NOISE W/DRIVING AND TURNING BLOWER MOTOR UP HIGHER SPEED C/S HEAR A VIBRATING TYPE NOISE AT FIREWALL/DASH AREA W/DRIVING--QC GLENN LOANER VEHICLE--SALES--ERIC PATTERSON ADDED FUEL AUTH BY CUSTOMER TO BE ABLE TO ROAD TEST VEHICLE

(RO) Cause:

NOISY ?

(RO) Correction:

INSTALLED STRUT BEARING SEE LINE ONE FOR REPAIRS UNABLE TO DUPLICATE CUSTOMER'S CONCERN AT THIS TIME UNABLE TO DUPLCIATE CUSTOMER'S CONCERN AT THIS TIME TEST DROVE BY CHRYSLER DISTRICT MANAGER AND SERVICE MANAGER, PROBLEM HAS TI GET LOUDER BEFORE CHASSIS EARS CAN PICK NOISE UP AND REPAIRS MADE TEST DRIVEN BY CHRYSLER DISTICT MANAGER AND SERVICE MANAGER, CONCERN WILL HAVE TO GET LOUDER BEFORE CHASSIS EARS CAN PICK NOISE UP AND BE REPAIRED LOANER VEHICLE--SALES ADDED FUEL AUTH BY CUSTOMER TO BE ABLE TO ROAD TEST VEHICLE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3D4PG5FV6 [redacted]	**Year**	2010	**Body**	JCDP49 - DODGE JOURNEY SXT (LHD/FWD)
Build Date	03/17/2010	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	S33737	**In Service Date**	05/10/2010
Claim Type	F - Service Contract	**Repair Date**	06/23/2011
Claim Status	Paid	**Mileage (Miles)**	15,738

Expense

Labor	$0.00	**Sublet**	$0.00	**Part**	$30.00	**Total Paid**	$30.00

Dealer Information

Code	09861	**Name**	GRIFFIN MOTORS COMPANY	**Zone**	35	WASHINGTON
Address	11031 PERRY HIGHWAY , MEADVILLE, PA 16335					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26860303	Oil and Filter Change - All Intervals	MC	MAINTENANCE CARE						$0.00
A	95260001	Maintenance Allowance ; Fixed Cost Maintenance								$30.00

RO Narratives

(RO) Customer Concern:

2688 LUBE OIL FILTER CHECK FLUID LEVELS,BELTS,HOSES & TIRES. CHANGED OIL AND FILTER CHECKED AND TOPPED OFF ALL FLUIDS CHECKED BELTS AND HOSES SET TIRES TO 34 PSI (09-2464 RMATTIS-18097842) OWNERS CARE CONTRACT FOR FIRST DAY RENTAL (09-2464 RMATTIS-18097842) OWNERS CARE CONTRACT FOR FIRST DAY RENTAL

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3D4PG5FV3[redacted]	**Year**	2010	**Body**	JCDP49 - DODGE JOURNEY SXT (LHD/FWD)
Build Date	05/04/2010	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	810350	**In Service Date**	04/12/2011
Claim Type	W - Warranty	**Repair Date**	06/24/2011
Claim Status	Paid	**Mileage (Miles)**	4,408

Expense

Labor	$233.64	**Sublet**	$539.49	**Part**	$0.00	**Total Paid**	$773.13

Dealer Information

Code	45163	**Name**	WARD CHRYSLER CENTER, INC	**Zone**	51	CHICAGO
Address	1412 WEST MAIN , CARBONDALE, IL 62901					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	23410105	Latch, Door ; 4D sedan-Vans-Wagons-Front door-Right or left	07	BINDS, STICKS, OR SEIZED	04589694AB	LATCH	1	X	45.29	$56.64
A	23410105	Latch, Door ; 4D sedan-Vans-Wagons-Front door-Right or left	07	BINDS, STICKS, OR SEIZED	68043728AA	PANEL	1		187.60	$56.64
A	23410105	Latch, Door ; 4D sedan-Vans-Wagons-Front door-Right or left	07	BINDS, STICKS, OR SEIZED	1BG902DVAD	PANEL	1		306.60	$56.64
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			04589694AB	LATCH	1	X	45.29	$177.00
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68043728AA	PANEL	1		187.60	$177.00
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			1BG902DVAD	PANEL	1		306.60	$177.00

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES PASSENGER FRONT DOOR WONT OPEN

(RO) Cause:

PASSENGER FRONT DOORSTUCK CLOSED

(RO) Correction:

Latch, Door - Replace 4D sedan-Vans-Wagons-Front door-Left (B) DIAGNOSTIC TIME LATCH, DOOR/LIFTGATE-Replace (B) DIAGNOSTIC TIME

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3D4PH5FV2[redacted]	**Year**	2010	**Body**	JCEP49 - DODGE JOURNEY SXT (LHD/AWD)
Build Date	01/18/2010	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	232235	**In Service Date**	02/26/2010
Claim Type	W - Warranty	**Repair Date**	07/19/2011
Claim Status	Paid	**Mileage (Miles)**	29,696

Expense

Labor	$73.70	**Sublet**	$354.20	**Part**	$0.00	**Total Paid**	$427.90

Dealer Information

Code	41600	**Name**	EXTREME DODGE DODGE TRUCK INC	**Zone**	42	DETROIT
Address	2300 SEYMOUR ROAD , JACKSON, MI 49201					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	23410104	Latch, Door ; 4D sedan-Vans-Wagons-Front door-Right or left	07	BINDS, STICKS, OR SEIZED	04589694AB	LATCH	1	X	45.29	$58.96
A	23410104	Latch, Door ; 4D sedan-Vans-Wagons-Front door-Right or left	07	BINDS, STICKS, OR SEIZED	68045836AA	CLIP	3		2.31	$58.96
A	23410104	Latch, Door ; 4D sedan-Vans-Wagons-Front door-Right or left	07	BINDS, STICKS, OR SEIZED	1BG902DVAD	PANEL	1		306.60	$58.96
B	18451095	Module, Cabin Compartment Node (CCN)	FM	FLASH MODULE						$14.74

RO Narratives

(RO) Customer Concern:

RIGHT FRONT DOOR WILL NOT OPEN AT ALL. REMOVED DOOR TRIM PANEL, (BROKE IN THE PROCESS) AND REMOVED THE RIGHT FRONT SEAT, CUT LATCH APART TO GET DOOR OPEN. REMOVED REGULATOR MODULE AND INSTALLED NEW LATCH ASSEMBLY. REINSTALLED COMPONANTS AND VERIFIED REPROGRAMMED CLUSTER FOR INACCURATED TEMP DISPLAY 23410104 07 18451095 FM NO MPI

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3D4PH5FV2[redacted]	**Year**	2010	**Body**	JCEP49 - DODGE JOURNEY SXT (LHD/AWD)
Build Date	01/18/2010	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	232236	**In Service Date**	02/26/2010
Claim Type	S - Safety (Recalls)	**Repair Date**	07/19/2011
Claim Status	Paid	**Mileage (Miles)**	29,696

Expense

Labor	$14.74	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$14.74

Dealer Information

Code	41600	**Name**	EXTREME DODGE DODGE TRUCK INC	**Zone**	42	DETROIT
Address	2300 SEYMOUR ROAD , JACKSON, MI 49201					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08L25181	Safety Recall L25 - Wireless Ignition Node Module Detents ; Inspect WIN Module Using WiTech Scan Tool	UC	UNCODABLE (NARRATIVE REQUIRED)						$14.74

RO Narratives

(RO) Customer Concern:

INSPECTED FOR SUPPLIER OF WIN. PART REPLACEMENT NOT NECESSARY 08L25181

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3D4PG5FV[redacted]	**Year**	2010	**Body**	JCDP49 - DODGE JOURNEY SXT (LHD/FWD)
Build Date	06/09/2010	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	383690	**In Service Date**	01/31/2011
Claim Type	W - Warranty	**Repair Date**	07/25/2011
Claim Status	Paid	**Mileage (Miles)**	4,677

Expense

Labor	$219.90	**Sublet**	$351.89	**Part**	$150.00	**Total Paid**	$721.79

Dealer Information

Code	68679	**Name**	GRIFFIN C-D-J	**Zone**	66	ORLANDO
Address	961 E US HWY 74 , ROCKINGHAM, NC 28379					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	23198500	Door, Front/Rear Trim Panel Area			04589694AB	LATCH	1	X	45.29	$139.27
A	23198500	Door, Front/Rear Trim Panel Area			1BG902DVAD	PANEL	1		306.60	$139.27
A	23202208	Panel, door trim ; Front-Right or left			04589694AB	LATCH	1	X	45.29	$21.99
A	23202208	Panel, door trim ; Front-Right or left			1BG902DVAD	PANEL	1		306.60	$21.99
A	23410104	Latch, Door ; 4D sedan-Vans-Wagons-Front door-Right or left	07	BINDS, STICKS, OR SEIZED	04589694AB	LATCH	1	X	45.29	$58.64
A	23410104	Latch, Door ; 4D sedan-Vans-Wagons-Front door-Right or left	07	BINDS, STICKS, OR SEIZED	1BG902DVAD	PANEL	1		306.60	$58.64
A	95400142	Loaner Car ; High Line Vehicles			04589694AB	LATCH	1	X	45.29	$150.00
A	95400142	Loaner Car ; High Line Vehicles			1BG902DVAD	PANEL	1		306.60	$150.00

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

LATCH SEIZED... HAD TO BREAK LF DOOR PANEL TO OPEN DOOR

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3D4PG4FB7[redacted]	**Year**	2010	**Body**	JCDH49 - DODGE JOURNEY SE (LHD/FWD)
Build Date	07/09/2010	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	725510	**In Service Date**	10/05/2010
Claim Type	S - Safety (Recalls)	**Repair Date**	07/26/2011
Claim Status	Paid	**Mileage (Miles)**	16,159

Expense

Labor	$138.88	**Sublet**	$22.61	**Part**	$0.00	**Total Paid**	$161.49

Dealer Information

Code	44956	**Name**	RIVERLAND CHRYSLER DODGE JEEP INC	**Zone**	63	DALLAS
Address	601 BELLE TERRE BLVD , LAPLACE, LA 70068					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	23L15182	Customer Satisfaction Notification Recall L15 ; Replace Right Front and Right Rear Door Latch	UC	UNCODABLE (NARRATIVE REQUIRED)	CEBAL151AA	LATCH	1	X	11.13	$138.88
A	23L15182	Customer Satisfaction Notification Recall L15 ; Replace Right Front and Right Rear Door Latch	UC	UNCODABLE (NARRATIVE REQUIRED)	CEB1L152AA	LATCH	1		11.48	$138.88

RO Narratives

(RO) Customer Concern:

C/S DRIVERSIDE FRONT DOOR WON'T OPEN 16 POINT INSPECTION PERFORM RECALL L-15

(RO) Cause:

E E

(RO) Correction:

16159 DRV DOOR LATCH WILL NOT RELEASESDRIVER DOOR WOULD NOT OPEN.PULLED BACK DRIVERDOOR PANEL TO INSPECT.FOUND THAT ALL RODS ANDCABLES WERE CONNECTED AND MOVING THERERESPECTIVE LEVERS. REMOVED DRIVERS SEAT TO BEABLE TO MOVE DOOR PANEL BACK TO GAIN ACCESSTO ACCESS PANEL.ATTEMPTED TO OPEN DOOR BYMOVING CABLES AND RODS FROM INSIDE OFDOOR.STILL UNABLE TO OPEN DOOR.TRIED PULLINGAND PUSHING ON DOOR WITH HANDLE PULLED.WASSTILL UNABLE TO OPEN DOOR.REMOVED DRIVERSIDEB PILLER TRIM AND BACKED OUT STRIKER BOLTSWITH PLIERS WAS ABLE TO SEE THAT THERE WASNOTHING JAMMED INTO STRIKER BUT NOT ABLE TOOPEN DOOR WITH STRIKER BOLTS STILL INSTRIKER.REMOVED DRIVER FRONT FENDER ANDREMOVED BOLTS FOR DOOR HINGE AND REMOVED DOORFROM BODY TO GIVE CLEARANCE FOR STRIKER BOLTSTO PASS B PILLER.REHUNG DOOR AND CUT STRIKERIN TWO PIECES TO BE ABLE TO REMOVE LATCH FROMDOOR.REPLACED LATCH AND STRIKER FORDRIVERSIDE DOOR.RE INSTALLED FENDER ANDSPLASH SHEILDS,AND REALIGNED DOOR,FENDER,ANDFACIA. RE INSTALLED B PILLER AND SILL TRIM ONDRIVERSIDE AND TESTED ALL OK AT THIS TIME.23410105 0.8 LATCH, 23410403 0.2 STRIKER AND6.0 OO TIME FOR DIAG AND ATTEMPTING TORELEASE DOOR AND REMOVAL OF PILLER TRIM ANDFENDER AND DOOR AND

CUTTING STRIKER. LATCH, DOOR/LIFTGATE-Replace (B)STRIKER, DOOR/LIFTGATE LATCH-Replace (C) DIAGNOSTIC TIME (REQUIRESREP AUTHORIZATION) LATCH, DOOR/LIFTGATE-Replace (B) STRIKER, DOOR/LIFTGATE LATCH-Replace (C) DIAGNOSTIC TIME (REQUIRESREP AUTHORIZATION) 16159 INSPECTION INSPECTION COMPLETED 16 POINT INSPECTION 16159 RECALL L 15 23L15182 160 REPLACED RIGHTFRONT AND RIGHT REAR DOOR LACHES AS PERRECALL L 15 RECALL L15

(RO) Technical Notes:

RELEASE DOOR AND REMOVAL OF PILLAR TRIM, FENDER AND DOOR CUTTING STR

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3D4PG4FB7[redacted]	**Year**	2010	**Body**	JCDH49 - DODGE JOURNEY SE (LHD/FWD)
Build Date	07/09/2010	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	725510	**In Service Date**	10/05/2010
Claim Type	W - Warranty	**Repair Date**	07/26/2011
Claim Status	Paid	**Mileage (Miles)**	16,159

Expense

Labor	$607.60	**Sublet**	$75.04	**Part**	$0.00	**Total Paid**	$682.64

Dealer Information

Code	44956	**Name**	RIVERLAND CHRYSLER DODGE JEEP INC	**Zone**	63	DALLAS
Address	601 BELLE TERRE BLVD , LAPLACE, LA 70068					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	23410105	Latch, Door ; 4D sedan-Vans-Wagons-Front door-Right or left	07	BINDS, STICKS, OR SEIZED	04589693AB	LATCH	1	X	45.92	$69.44
A	23410105	Latch, Door ; 4D sedan-Vans-Wagons-Front door-Right or left	07	BINDS, STICKS, OR SEIZED	04589050AA	STRIKER	1		10.64	$69.44
A	23410105	Latch, Door ; 4D sedan-Vans-Wagons-Front door-Right or left	07	BINDS, STICKS, OR SEIZED	06508312AA	SCREW	2		8.40	$69.44
A	23410105	Latch, Door ; 4D sedan-Vans-Wagons-Front door-Right or left	07	BINDS, STICKS, OR SEIZED	34201631	RETAINER	2		10.08	$69.44
A	23410403	Striker, door / liftgate / decklid latch ; Front or rear door-Right or left			04589693AB	LATCH	1	X	45.92	$17.36
A	23410403	Striker, door / liftgate / decklid latch ; Front or rear door-Right or left			04589050AA	STRIKER	1		10.64	$17.36
A	23410403	Striker, door / liftgate / decklid latch ; Front or rear door-Right or left			06508312AA	SCREW	2		8.40	$17.36
A	23410403	Striker, door / liftgate / decklid latch ; Front or rear door-Right or left			34201631	RETAINER	2		10.08	$17.36
A	23855100	Fender, front			04589693AB	LATCH	1	X	45.92	$520.80
A	23855100	Fender, front			04589050AA	STRIKER	1		10.64	$520.80
A	23855100	Fender, front			06508312AA	SCREW	2		8.40	$520.80
A	23855100	Fender, front			34201631	RETAINER	2		10.08	$520.80

RO Narratives

(RO) Customer Concern:

C/S DRIVERSIDE FRONT DOOR WON'T OPEN 16 POINT INSPECTION PERFORM RECALL L-15

(RO) Cause:

E E

(RO) Correction:

16159 DRV DOOR LATCH WILL NOT RELEASESDRIVER DOOR WOULD NOT OPEN.PULLED BACK DRIVERDOOR PANEL TO INSPECT.FOUND THAT ALL RODS ANDCABLES WERE CONNECTED AND MOVING THEREREspective LEVERS. REMOVED DRIVERS SEAT TO BEABLE TO MOVE DOOR PANEL BACK TO GAIN ACCESSTO ACCESS PANEL.ATTEMPTED TO OPEN DOOR BYMOVING CABLES AND RODS FROM INSIDE OFDOOR.STILL UNABLE TO OPEN DOOR.TRIED PULLINGAND PUSHING ON DOOR WITH HANDLE PULLED.WASSTILL UNABLE TO OPEN DOOR.REMOVED DRIVERSIDEB PILLER TRIM AND BACKED OUT STRIKER BOLTSWITH PLIERS WAS ABLE TO SEE THAT THERE WASNOTHING JAMMED INTO STRIKER BUT NOT ABLE TOOPEN DOOR WITH STRIKER BOLTS STILL INSTRIKER.REMOVED DRIVER FRONT FENDER ANDREMOVED BOLTS FOR DOOR HINGE AND REMOVED DOORFROM BODY TO GIVE CLEARANCE FOR STRIKER BOLTSTO PASS B PILLER.REHUNG DOOR AND CUT STRIKERIN TWO PIECES TO BE ABLE TO REMOVE LATCH FROMDOOR.REPLACED LATCH AND STRIKER FORDRIVERSIDE DOOR.RE INSTALLED FENDER ANDSPLASH SHEILDS,AND REALIGNED DOOR,FENDER,ANDFACIA. RE INSTALLED B PILLER AND SILL TRIM ONDRIVERSIDE AND TESTED ALL OK AT THIS TIME.23410105 0.8 LATCH, 23410403 0.2 STRIKER AND6.0 OO TIME FOR DIAG AND ATTEMPTING TORELEASE DOOR AND REMOVAL OF PILLER TRIM ANDFENDER AND DOOR AND CUTTING STRIKER. LATCH, DOOR/LIFTGATE-Replace (B)STRIKER, DOOR/LIFTGATE LATCH-Replace (C) DIAGNOSTIC TIME (REQUIRESREP AUTHORIZATION) LATCH, DOOR/LIFTGATE-Replace (B) STRIKER, DOOR/LIFTGATE LATCH-Replace (C) DIAGNOSTIC TIME (REQUIRESREP AUTHORIZATION) 16159 INSPECTION INSPECTION COMPLETED 16 POINT INSPECTION 16159 RECALL L 15 23L15182 160 REPLACED RIGHTFRONT AND RIGHT REAR DOOR LACHES AS PERRECALL L 15 RECALL L15

(RO) Technical Notes:

RELEASE DOOR AND REMOVAL OF PILLAR TRIM, FENDER AND DOOR CUTTING STR

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3D4PG5FVX [redacted]	**Year**	2010	**Body**	JCDP49 - DODGE JOURNEY SXT (LHD/FWD)
Build Date	07/10/2010	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	064434	**In Service Date**	01/17/2011
Claim Type	S - Safety (Recalls)	**Repair Date**	07/28/2011
Claim Status	Paid	**Mileage (Miles)**	9,282

Expense

Labor	$136.64	**Sublet**	$22.61	**Part**	$0.00	**Total Paid**	$159.25

Dealer Information

Code	26620	**Name**	CRONIC INC	**Zone**	66	ORLANDO
Address	2515 N EXPRESSWAY , GRIFFIN, GA 30223					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	23L15182	Customer Satisfaction Notification Recall L15 ; Replace Right Front and Right Rear Door Latch	UC	UNCODABLE (NARRATIVE REQUIRED)	CEB1L152AA	LATCH	1	X	11.48	$136.64
A	23L15182	Customer Satisfaction Notification Recall L15 ; Replace Right Front and Right Rear Door Latch	UC	UNCODABLE (NARRATIVE REQUIRED)	CEBAL151AA	LATCH	1		11.13	$136.64

RO Narratives

(RO) Customer Concern:

C/S VEHICLE STILL MKAES A GRINDING/ROARING SOUND W/ ACCELERATING AROUND 40MPH, AFTER ENGINE WARMS UP AND DOES IT MORE GOING UP HILL--SEE HISTORY RECALL L15 RIGHT SIDE DOOR LATCH C/S POPPING/GRINDING IN STEERING W/WHEEL IS TURNED EITHER RIGHT OR LEFT AND CAR IS JUST ROLLING W/NO ACCEL- ERATION. THIS IS NOT EVERYTIME, VERY RANDOM, SOMETIMES IT IS A WHINING SOUND C/S SHUTTER IN THE TORQUE CONVERTER W/SHIFTING BETWEEN GEARS ON FAST ACCELERATION, MOST TIMES, NO WARNING LIGHTS C/S TRACTION CONTROL AND ESP LIGHTS RANDOMLY COME ON AND WILL GO OFF W/DRIVING 40-50MPH C/S VEHICLE HAS SIGNIFICANT LOSS OF HORSEPOWER, ALL TIME, IF STOMPED ON ACCELERATOR TRANSMISSION DOES NOT PULL AS FAST OR HARD AS USED TO, NO WARNING LIGHTS C/S STEERING WHEEL IS NOT BALANCED AFTER THE REPLACEMENT OF THE RACK AND PINION, OFF CENTER AND PULLS TO RIGHT C/S FEEL VIBRATION W/APPLIED AT 30MPH AND ABOVE, ON FAST, SLOW BRAKING LOANER VEHICLE--ERIC PATTERSON--SALES

(RO) Cause:

ON TEST DRIVE UNABLE TO DUPLICATE CUSTOMER'S CONCERN REPLACED DOOR LATCHES NO POPPING NOISE HEARD AT THIS TIME, UNABLE TO DUPLICATE DID NOT DUPLICATE SHUTTER IN TORQUE CONVERTOR WHEN SHIFTING ON FAST ACCELERATION NO LIGHTS CAME ON RAN NO CODES IN SYSTEM UNABLE TO DUPLCIATE CUSTOMER'S CONCERN, NO CODES IN SYSTEM DID NOT DUPLICATE LOSS OF HORSEPOWER VEHICLE HORSEPOWER APPEARS NORMAL, UNABLE TO DUPLICATE CUSTOMER'S CONCERN MISALIGNED VIBRATION

(RO) Correction:

NOISE APPEARS TO BE NORMAL NO FURTHER ACTION TO BE TAKEN AT THIS TIME PERFORMED RECALL L15 VEHICLE IS OPERATING AS DESIGNED VEHICLE IS OPERATING AS DESIGNED AT THIS TIME UNABLE TO DUPLICATE CUSTOMER'S CONCERN AT THIS TIME VEHICLE IS OPERATING AS DESIGNED AT THIS TIME VEHICLE IS OPERATING AS DESIGNED ALIGNED FRONT SUSPENSION REPLACED BOTH FRONT BRAKE ROTORS LOANER VEHICLE FOR CUST SATISFACTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3D4PG5FVX[redacted]	**Year**	2010	**Body**	JCDP49 - DODGE JOURNEY SXT (LHD/FWD)
Build Date	07/10/2010	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	644341	**In Service Date**	01/17/2011
Claim Type	W - Warranty	**Repair Date**	07/28/2011
Claim Status	Paid	**Mileage (Miles)**	9,282

Expense

Labor	$102.48	**Sublet**	$130.76	**Part**	$0.00	**Total Paid**	$233.24

Dealer Information

Code	26620	**Name**	CRONIC INC	**Zone**	66	ORLANDO
Address	2515 N EXPRESSWAY , GRIFFIN, GA 30223					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
B	05211010	Disc, rotor brake - Replace ; Front - Both sides	2X	VIBRATION OR CHATTER	04779783AB	ROTOR	2	X	130.76	$42.70
A	02000140	Wheel alignment ; Front wheel alignment	LL	LEADS LEFT						$59.78

RO Narratives

(RO) Customer Concern:

C/S VEHICLE STILL MKAES A GRINDING/ROARING SOUND W/ ACCELERATING AROUND 40MPH, AFTER ENGINE WARMS UP AND DOES IT MORE GOING UP HILL--SEE HISTORY RECALL L15 RIGHT SIDE DOOR LATCH C/S POPPING/GRINDING IN STEERING W/WHEEL IS TURNED EITHER RIGHT OR LEFT AND CAR IS JUST ROLLING W/NO ACCEL- ERATION. THIS IS NOT EVERYTIME, VERY RANDOM, SOMETIMES IT IS A WHINING SOUND C/S SHUTTER IN THE TORQUE CONVERTER W/SHIFTING BETWEEN GEARS ON FAST ACCELERATION, MOST TIMES, NO WARNING LIGHTS C/S TRACTION CONTROL AND ESP LIGHTS RANDOMLY COME ON AND WILL GO OFF W/DRIVING 40-50MPH C/S VEHICLE HAS SIGNIFICANT LOSS OF HORSEPOWER, ALL TIME, IF STOMPED ON ACCELERATOR TRANSMISSION DOES NOT PULL AS FAST OR HARD AS USED TO, NO WARNING LIGHTS C/S STEERING WHEEL IS NOT BALANCED AFTER THE REPLACEMENT OF THE RACK AND PINION, OFF CENTER AND PULLS TO RIGHT C/S FEEL VIBRATION W/APPLIED AT 30MPH AND ABOVE, ON FAST, SLOW BRAKING LOANER VEHICLE--ERIC PATTERSON--SALES

(RO) Cause:

ON TEST DRIVE UNABLE TO DUPLICATE CUSTOMER'S CONCERN REPLACED DOOR LATCHES NO POPPING NOISE HEARD AT THIS TIME, UNABLE TO DUPLICATE DID NOT DUPLICATE SHUTTER IN TORQUE CONVERTOR WHEN SHIFTING ON FAST ACCELERATION NO LIGHTS CAME ON RAN NO CODES IN SYSTEM UNABLE TO DUPLCIATE CUSTOMER'S CONCERN, NO CODES IN SYSTEM DID NOT DUPLICATE LOSS OF HORSEPOWER VEHICLE HORSEPOWER APPEARS NORMAL, UNABLE TO DUPLICATE CUSTOMER'S CONCERN MISALIGNED VIBRATION

(RO) Correction:

NOISE APPEARS TO BE NORMAL NO FURTHER ACTION TO BE TAKEN AT THIS TIME PERFORMED RECALL L15 VEHICLE IS OPERATING AS DESIGNED VEHICLE IS OPERATING AS DESIGNED AT THIS TIME UNABLE TO DUPLICATE CUSTOMER'S CONCERN AT THIS TIME VEHICLE IS OPERATING AS DESIGNED AT THIS TIME VEHICLE IS OPERATING AS DESIGNED ALIGNED FRONT SUSPENSION REPLACED BOTH FRONT BRAKE ROTORS LOANER VEHICLE FOR CUST SATISFACTION

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	3D4PG5FV8[redacted]	**Year**	2010	**Body**	JCDP49 - DODGE JOURNEY SXT (LHD/FWD)		
Build Date	03/23/2010	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536		

Claim Information

Claim #	501811	**In Service Date**	05/17/2010
Claim Type	W - Warranty	**Repair Date**	07/29/2011
Claim Status	Paid	**Mileage (Miles)**	14,031

Expense

Labor	$59.84	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$59.84

Dealer Information

Code	26139	**Name**	MCHUGH DODGE & JEEP	**Zone**	42	DETROIT
Address	3420 MAPLE AVE , ZANESVILLE, OH 43701					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	23001040	Door ; Front - Right								$29.92
A	23410104	Latch, Door ; 4D sedan-Vans-Wagons-Front door-Right or left	UC	UNCODABLE (NARRATIVE REQUIRED)						$0.00
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.								$29.92

RO Narratives

(RO) Customer Concern:

FRONT PASS DOOR R/F WILL NOT OPEN FROM OUTSIDE HANDLE OPENS OK WITH INSIDE HANDLE *REMOVED INTERIOR DOOR TRIM PANEL TO ACCESS NO LINKS OR RODS OFF CHECKED DOOR FOR PROPER ALIGNMENT AND ADJSUTE D DOOR LATCH AND ENSURE PROPER OPERATION OF HANDLE INSIDE AND OUTSIDE (08-6866 R HOLOWELL-) CUSTOMER FOUND PLASTIC PIECES ON FLOOR OF VEHICLE BIG GRAY PLASTIC PIECE WAS FOUND ON PASS FRONT FLOOR SMALL LITTLE BLACK PIECES WERE FOUND ON DRIVE SIDE UNDER SEAT **GRAY PIECE REINSTALLED ON SEAT TRACK BLACK PIECES?? NOT SURE WHAT IT WAS (08-6866 R HOLOWELL-) VEH. INSPECT. ADJ TIRE PSI BATTERY TEST NOT DUE SERVICE PER CUSTOMER *SEE ATTACHED SHEET* "THANK-YOU" (08-6866 R HOLOWELL-)

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

r/f no open outside handle ok inside adj latch/align door

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3D4PH9FV9[redacted]	**Year**	2010	**Body**	JCET49 - DODGE JOURNEY R/T (LHD/AWD)
Build Date	06/10/2010	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	267810	**In Service Date**	01/21/2011
Claim Type	W - Warranty	**Repair Date**	08/05/2011
Claim Status	Paid	**Mileage (Miles)**	10,847

Expense

Labor	$53.76	**Sublet**	$45.29	**Part**	$0.00	**Total Paid**	$99.05

Dealer Information

Code	66103	**Name**	BILL SNETHKAMP'S LANSING DODGE INC	**Zone**	42	DETROIT
Address	6131 S PENNSYLVANIA , LANSING, MI 48910					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	23001040	Door ; Front - Right	1N	CLOSING EFFORT	04589694AB	LATCH	1	X	45.29	$30.72
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			04589694AB	LATCH	1	X	45.29	$23.04

RO Narratives

(RO) Customer Concern:

UNABLE TO OPEN PASSAGER FRT DOOR

(RO) Cause:

CHK AND FOUND RIGHT DOOR LATCH SEIZED AND WONT UNLATCH - UNABLE TO DETRIM DOOR PANEL AND ACCESS DOOR LATCH - CONTECTED STAR AND WAS ADVISE TO REMOVE REAR SEAT AND REMOVE BELT MLDG - STILL UNABLE TO GET TO DOOR LATCH - THEN WAS ADVISE BY STAR CENTER TO BREAK THE PLASTIC COVER FORM LATCH -

(RO) Correction:

WAS ABLE TO BREAK THE PLASTIC COVER FORM LATCH AND FREE UP THE LATCH AND GET THE DOOR OPEN - REMOVE DOOR TRIM AND CARRIER AND DOOR GLASS AND REPLACED DOOR LATCH

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3D4PG5FV6[redacted]	**Year**	2010	**Body**	JCDP49 - DODGE JOURNEY SXT (LHD/FWD)
Build Date	03/17/2010	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	S34697	**In Service Date**	05/10/2010
Claim Type	F - Service Contract	**Repair Date**	08/09/2011
Claim Status	Paid	**Mileage (Miles)**	16,885

Expense

Labor	$0.00	**Sublet**	$0.00	**Part**	$35.00	**Total Paid**	$35.00

Dealer Information

Code	09861	**Name**	GRIFFIN MOTORS COMPANY	**Zone**	35	WASHINGTON
Address	11031 PERRY HIGHWAY , MEADVILLE, PA 16335					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	23410104	Latch, Door ; 4D sedan-Vans-Wagons-Front door-Right or left	07	BINDS, STICKS, OR SEIZED						$0.00
A	95400042	Loaner Car ; First Day Rental								$35.00

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES PASSENGER DOOR WILL NOT OPEN VERIFY RIGHT FRONT DOOR WILL NOT OPEN FROM OUTSIDE OR INSIDE PARTLY REMOVE DOOR PANEL AND FOUND LATCH IS JAMMED.CONTACT STAR HOTLINE FOR ADDITIONAL HELP,WAS TOLD TO CHISEL PLASTIC AWAY TO UNLATCH LATCH.WORKED THROUGH THE TOP AND REMOVED LITTLE PIECES OF PLASTIC UNTIL THE LATCH RELEASED,THEN REMOVED GLASS AND DOOR MODULE AND REPLACED LATCH AND REASSEMBLED VERIFY REPAIR (05-7648 GKELTZ-) RENTAL DURING REPAIR (05-7648 GKELTZ-)

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3D4PG5FV6[redacted]	**Year**	2010	**Body**	JCDP49 - DODGE JOURNEY SXT (LHD/FWD)
Build Date	03/17/2010	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	346971	**In Service Date**	05/10/2010
Claim Type	W - Warranty	**Repair Date**	08/09/2011
Claim Status	Paid	**Mileage (Miles)**	16,885

Expense

Labor	$173.32	**Sublet**	$45.29	**Part**	$0.00	**Total Paid**	$218.61

Dealer Information

Code	09861	**Name**	GRIFFIN MOTORS COMPANY	**Zone**	35	WASHINGTON
Address	11031 PERRY HIGHWAY , MEADVILLE, PA 16335					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	23410104	Latch, Door ; 4D sedan-Vans-Wagons-Front door-Right or left	07	BINDS, STICKS, OR SEIZED	04589694AB	LATCH	1	X	45.29	$49.52
A	23411200	Link/cable, latch lock control to latch			04589694AB	LATCH	1	X	45.29	$123.80

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES PASSENGER DOOR WILL NOT OPEN VERIFY RIGHT FRONT DOOR WILL NOT OPEN FROM OUTSIDE OR INSIDE PARTLY REMOVE DOOR PANEL AND FOUND LATCH IS JAMMED.CONTACT STAR HOTLINE FOR ADDITIONAL HELP,WAS TOLD TO CHISEL PLASTIC AWAY TO UNLATCH LATCH.WORKED THROUGH THE TOP AND REMOVED LITTLE PIECES OF PLASTIC UNTIL THE LATCH RELEASED,THEN REMOVED GLASS AND DOOR MODULE AND REPLACED LATCH AND REASSEMBLED VERIFY REPAIR (05-7648 GKELTZ-) RENTAL DURING REPAIR (05-7648 GKELTZ-)

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

TIME TO GAIN ACCESS TO LATCH

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3D4PG5FV5[redacted]	**Year**	2010	**Body**	JCDP49 - DODGE JOURNEY SXT (LHD/FWD)
Build Date	11/11/2009	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	S51557	**In Service Date**	08/20/2010
Claim Type	S - Safety (Recalls)	**Repair Date**	08/12/2011
Claim Status	Paid	**Mileage (Miles)**	14,756

Expense

Labor	$15.64	**Sublet**	$8.82	**Part**	$0.00	**Total Paid**	$24.46

Dealer Information

Code	43126	**Name**	NORTHFIELD MOTORS INC	**Zone**	74	DENVER
Address	1201 HIGHWAY 3 SOUTH , NORTHFIELD, MN 55057					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08L25182	Safety Recall L25 - Wireless Ignition Node Module Detents ; Inspect WIN Module and Install WIN Module Detent Package	UC	UNCODABLE (NARRATIVE REQUIRED)	CBE1L252AA	TRIM RING	1	X	8.82	$15.64

RO Narratives

(RO) Customer Concern:

CUSTOMER REQUESTS VIP GOF W/ DISCOUNT RECALL L-25, PERFORM MULTI POINT INSPECTION CUSTOMER REQUEST TIRE ROTATION

(RO) Cause:

recall

(RO) Correction:

PERFORMED VIP GOF Safety Recall L25 - Wireless Ignition Node Module Detents - Inspect or Replace Inspect WIN Module and Install WIN Module Detent Package (C) / Inspect o PERFORMED MULTI POINT INSPECTION PERFORMED TIRE ROTATION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3D4PG5FV8[redacted]	**Year**	2010	**Body**	JCDP49 - DODGE JOURNEY SXT (LHD/FWD)
Build Date	03/23/2010	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	503722	**In Service Date**	05/17/2010
Claim Type	W - Warranty	**Repair Date**	08/18/2011
Claim Status	Paid	**Mileage (Miles)**	14,442

Expense

Labor	$14.96	**Sublet**	$75.88	**Part**	$0.00	**Total Paid**	$90.84

Dealer Information

Code	26139	**Name**	MCHUGH DODGE & JEEP	**Zone**	42	DETROIT
Address	3420 MAPLE AVE , ZANESVILLE, OH 43701					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	23200700	Arm rest			1MG911DVAA	PANEL	1	X	75.88	$14.96
A	23200710	Arm rest ; Rear-Center	UC	UNCODABLE (NARRATIVE REQUIRED)	1MG911DVAA	PANEL	1	X	75.88	$0.00

RO Narratives

(RO) Customer Concern:

RIGHT FRONT DOOR STILL ISSUE WONT OPEN FROM OUTSIDE HANDLE RE RO 50181 "NOT AS BAD" STILL HAVING ISSUE WITH PASS FR DOOR NOT OPENING EVERYTIME *8/11/11 READJUSTED DOOR LATCH **8/18/11 STILL HAVING ISSUE ORDERED NEW LATCH HOWEVER ON BACKORDER ADVISED CUSTOMER (02-1367 M CLARK-) 2ND ROW SEAT CENTER CONSOLE LID HAS COME APART WHAT NEEDED TO REPAIR? *ORDERED AND REPLACED BACK PANEL OF CENTER ARM REST (02-1367 M CLARK-)

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

THE BACK (HARD) PANEL OF 2ND ROW CENTER AREMREST CAME APART

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3D4PH5FV2 [redacted]	**Year**	2010	**Body**	JCEP49 - DODGE JOURNEY SXT (LHD/AWD)
Build Date	01/18/2010	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	233487	**In Service Date**	02/26/2010
Claim Type	F - Service Contract	**Repair Date**	08/19/2011
Claim Status	Paid	**Mileage (Miles)**	31,433

Expense

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

Dealer Information

Code	41600	**Name**	EXTREME DODGE DODGE TRUCK INC	**Zone**	42	DETROIT
Address	2300 SEYMOUR ROAD , JACKSON, MI 49201					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26860303	Oil and Filter Change - All Intervals	MC	MAINTENANCE CARE						$0.00
A	95260001	Maintenance Allowance ; Fixed Cost Maintenance								$20.00

RO Narratives

(RO) Customer Concern:

WORLD CLASS INSPECTION ADVISED CUSTOMER OF FACTORY MAINTENANCE

(RO) Cause:

NA

(RO) Correction:

SERVICE CONTRACT LUBE, OIL AND FILTER

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3D4PG5FVX[redacted]	**Year**	2010	**Body**	JCDP49 - DODGE JOURNEY SXT (LHD/FWD)
Build Date	07/10/2010	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	367690	**In Service Date**	01/17/2011
Claim Type	W - Warranty	**Repair Date**	08/22/2011
Claim Status	Paid	**Mileage (Miles)**	10,129

Expense

Labor	$111.72	**Sublet**	$418.32	**Part**	$175.00	**Total Paid**	$705.04

Dealer Information

Code	42631	**Name**	LANDMARK DODGE CHRYSLER JEEP	**Zone**	66	ORLANDO
Address	6850 MOUNT ZION BLVD , MORROW, GA 30260					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08804401	Transmitter, Integrated Key FOB ; Transmitter key-one or more	07	BINDS, STICKS, OR SEIZED	05026378AI	TRANSMTR	2	X	246.40	$18.62
A	95400141	Loaner Car ; Standard Line Vehicles			05026378AI	TRANSMTR	2	X	246.40	$175.00
B	05211006	Disc, rotor brake - Replace ; Rear - Right	3X	WARPED OR OUT OF ROUND	68029887AB	PAD	1		67.34	$27.93
B	05211006	Disc, rotor brake - Replace ; Rear - Right	3X	WARPED OR OUT OF ROUND	04721996AB	ROTOR	2	X	104.58	$27.93
B	05211007	Disc, rotor brake - Replace ; Rear - Left			68029887AB	PAD	1		67.34	$27.93
B	05211007	Disc, rotor brake - Replace ; Rear - Left			04721996AB	ROTOR	2	X	104.58	$27.93
B	05702251	Pad, disc brake ; Both sides - Rear			68029887AB	PAD	1		67.34	$37.24
B	05702251	Pad, disc brake ; Both sides - Rear			04721996AB	ROTOR	2	X	104.58	$37.24

RO Narratives

(RO) Customer Concern:

C/S WHEN TURNING LT. & RT. ON A ROLL MAKES NOISE 5 OUT OF 10 TIMES C/S DRIVING 40 MPH AND ACCELARATE HERES RATTLE FROM FRT AND REAR POSS EXHAUST REAR AND COMPRESSOR FRONT C/S AT TIMES REMOTE START DOES NOT WORK AND WILL NOT LOCK AND UNLOCK DOORS C/S AT TIMES TRAC AND ESP LIGHT WILL COME ON AND OFF C/S WHEN APPLYING BRAKES HAS VIBRATION C/S AT TIMES WHEN GOING UPHILL JERKS AT TOP OF HILL AND AT T IMES CLUNKS

(RO) Cause:

UNKNOWN UNKNOWN CODE FOR INVALED SKIM KEY DIAGNOSIS REAR ROTORS OF OF SPEC, ROUND UNKNOWN

(RO) Correction:

NO ABNORMAL NOISE HERD WITH STEERING RAISE CAR, CHECK EXHAUST SYSTEM IN REAR. NOTHING LOOSE ROADTEST OK AT PRESETNT TIME TEST DROVE WITH CUSTOMER DID NOT HEAR NOISE FROM EXHAUST AT THIS TIME. MIKE TEST AND REPLACE BOTH REMOTES, NO HARD KEYS WITH OLD REMOTES NO CODES. IN LOW TRACTION TIMES. LIGHT MAY COME ON. AND OFF OK AT PRESENT TIME MEASURE ALL ROTORS REPLACE REAR ROTORS AND PADS CHECK FLUID AND ROADTEST COULD NOT DUPLICATE PROBLEM AT PRESETNT TIME

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3D4PG5FVX[redacted]	**Year**	2010	**Body**	JCDP49 - DODGE JOURNEY SXT (LHD/FWD)
Build Date	08/05/2010	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	284217	**In Service Date**	08/31/2010
Claim Type	S - Safety (Recalls)	**Repair Date**	08/30/2011
Claim Status	Paid	**Mileage (Miles)**	10,105

Expense

Labor	$130.88	**Sublet**	$22.61	**Part**	$0.00	**Total Paid**	$153.49

Dealer Information

Code	57081	**Name**	GALEANA'S VAN DYKE DODGE	**Zone**	42	DETROIT
Address	28400 VAN DYKE AVENUE , WARREN, MI 48093					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	23L15182	Customer Satisfaction Notification Recall L15 ; Replace Right Front and Right Rear Door Latch	UC	UNCODABLE (NARRATIVE REQUIRED)	CEBAL151AA	LATCH	1	X	11.13	$130.88
A	23L15182	Customer Satisfaction Notification Recall L15 ; Replace Right Front and Right Rear Door Latch	UC	UNCODABLE (NARRATIVE REQUIRED)	CEB1L152AA	LATCH	1		11.48	$130.88

RO Narratives

(RO) Customer Concern:

PERFORM RECALL L15 RT SIDE DOOR LATCHES RT REAR SEAT BEHIND PASSENGER RATTLES BRAKES PULSATE AND SHAKE WHEN BRAKING FROM X-WAY SPEEDS INSPECT FRONT AND REAR

(RO) Cause:

RECALL

(RO) Correction:

PERFORMED RECALL L15. BOTH LATCHS ON PASSANGER SIDE PARTS ORDERED PARTS ORDERED

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	3D4PG5FV6[redacted]	**Year**	2010	**Body**	JCDP49 - DODGE JOURNEY SXT (LHD/FWD)
Build Date	03/17/2010	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	S35982	**In Service Date**	05/10/2010
Claim Type	F - Service Contract	**Repair Date**	09/06/2011
Claim Status	Paid	**Mileage (Miles)**	18,924

Expense

Labor	$0.00	**Sublet**	$0.00	**Part**	$30.00	**Total Paid**	$30.00

Dealer Information

Code	09861	**Name**	GRIFFIN MOTORS COMPANY	**Zone**	35	WASHINGTON
Address	11031 PERRY HIGHWAY , MEADVILLE, PA 16335					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26860303	Oil and Filter Change - All Intervals	MC	MAINTENANCE CARE						$0.00
A	95260001	Maintenance Allowance ; Fixed Cost Maintenance								$30.00

RO Narratives

(RO) Customer Concern:

2688 LUBE OIL FILTER CHECK FLUID LEVELS,BELTS,HOSES & TIRES. CHANGED OIL AND FILTER CHECKED AND TOPPED OFF ALL FLUIDS CHECKED BELTS AND HOSES SET TIRES TO 33 PSI (02-7574 PCRIDER-) OWNERS CARE CONTRACT FOR FIRST DAY RENTAL (02-7574 PCRIDER-) OWNERS CARE CONTRACT FOR FIRST DAY RENTAL

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	3D4PG5FVX[redacted]	**Year**	2010	**Body**	JCDP49 - DODGE JOURNEY SXT (LHD/FWD)
Build Date	08/05/2010	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	285008	**In Service Date**	08/31/2010
Claim Type	W - Warranty	**Repair Date**	09/13/2011
Claim Status	Paid	**Mileage (Miles)**	10,808

Expense

Labor	$278.12	**Sublet**	$855.26	**Part**	$0.00	**Total Paid**	$1,083.38

Dealer Information

Code	57081	**Name**	GALEANA'S VAN DYKE DODGE	**Zone**	42	DETROIT
Address	28400 VAN DYKE AVENUE , WARREN, MI 48093					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	23133616	Frame, seat ; Seat back 2nd row split bench seat-Right or left	67	NOISY RATTLES (LOOSE)	68042335AA	FRAME	1	X	630.00	$171.78
B	0570229B	Pad, disc brake ; Replace Front Brake Pads and Resurface Front Rotors - Both Sides	ZZ	SERVICE ACTION	68068762AA	PAD KIT	1	X	94.50	$106.34
B	0570229B	Pad, disc brake ; Replace Front Brake Pads and Resurface Front Rotors - Both Sides	ZZ	SERVICE ACTION	04779783AA	ROTOR	2		130.76	$106.34

RO Narratives

(RO) Customer Concern:

RT SEAT BEHIND PASSENGER IS RATTLING--PARTS IN TECH 242 BRAKES PULSATE AND SHAKE---PARTS IN RT FRONT DOOR WON'T OPEN FROM INSIDE WHEN LOCKED---- SEE DARRIN DOORS WON'T OPEN AUTOMATICLY

(RO) Cause:

RATTLES PULSATION

(RO) Correction:

VERIFED CONCERN AND INSPECTED VEHICLE. REPLACED PASSANGER SEAT 2ND ROW FRAME. RETEST OK AT THIS TIME VERIFED CONCERN AND INSPECTED VEHICLE. REPLACED FRONT BRAKE PADS AND ROTORS. RETEST OK AT THIS TIME PART ORDERED. SEAT FRAME INSPECTED VEHICLE AND COULD NOT VERIFY CUSTOMERS CONCERN AT THIS TIME. WORKING PROPERLY AT THIS TIME

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3D4PG5FVX[redacted]	**Year**	2010	**Body**	JCDP49 - DODGE JOURNEY SXT (LHD/FWD)
Build Date	08/05/2010	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	285008	**In Service Date**	08/31/2010
Claim Type	W - Warranty	**Repair Date**	09/13/2011
Claim Status	Paid	**Mileage (Miles)**	10,808

Expense

Labor	($278.12)	**Sublet**	($855.26)	**Part**	$0.00	**Total Paid**	($1,083.38)

Dealer Information

Code	57081	**Name**	GALEANA'S VAN DYKE DODGE	**Zone**	42	DETROIT
Address	28400 VAN DYKE AVENUE , WARREN, MI 48093					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	23133616	Frame, seat ; Seat back 2nd row split bench seat-Right or left	67	NOISY RATTLES (LOOSE)	68042335AA	FRAME	1	X	-630.00	($171.78)
B	0570229B	Pad, disc brake ; Replace Front Brake Pads and Resurface Front Rotors - Both Sides	ZZ	SERVICE ACTION	68068762AA	PAD KIT	1	X	-94.50	($106.34)
B	0570229B	Pad, disc brake ; Replace Front Brake Pads and Resurface Front Rotors - Both Sides	ZZ	SERVICE ACTION	04779783AA	ROTOR	2		-130.76	($106.34)

RO Narratives

(RO) Customer Concern:

RT SEAT BEHIND PASSENGER IS RATTLING--PARTS IN TECH 242 BRAKES PULSATE AND SHAKE---PARTS IN RT FRONT DOOR WON'T OPEN FROM INSIDE WHEN LOCKED---- SEE DARRIN DOORS WON'T OPEN AUTOMATICLY

(RO) Cause:

RATTLES PULSATION

(RO) Correction:

VERIFED CONCERN AND INSPECTED VEHICLE. REPLACED PASSANGER SEAT 2ND ROW FRAME. RETEST OK AT THIS TIME VERIFED CONCERN AND INSPECTED VEHICLE. REPLACED FRONT BRAKE PADS AND ROTORS. RETEST OK AT THIS TIME PART ORDERED. SEAT FRAME INSPECTED VEHICLE AND COULD NOT VERIFY CUSTOMERS CONCERN AT THIS TIME. WORKING PROPERLY AT THIS TIME

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3D4PG5FVX[redacted]	**Year**	2010	**Body**	JCDP49 - DODGE JOURNEY SXT (LHD/FWD)
Build Date	08/05/2010	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	285008	**In Service Date**	08/31/2010
Claim Type	W - Warranty	**Repair Date**	09/13/2011
Claim Status	Paid	**Mileage (Miles)**	10,808

Expense

Labor	$278.12	**Sublet**	$855.26	**Part**	$0.00	**Total Paid**	$1,133.38

Dealer Information

Code	57081	**Name**	GALEANA'S VAN DYKE DODGE	**Zone**	42	DETROIT
Address	28400 VAN DYKE AVENUE , WARREN, MI 48093					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	23133616	Frame, seat ; Seat back 2nd row split bench seat-Right or left	67	NOISY RATTLES (LOOSE)	68042335AA	FRAME	1	X	630.00	$171.78
B	0570229B	Pad, disc brake ; Replace Front Brake Pads and Resurface Front Rotors - Both Sides	ZZ	SERVICE ACTION	68068762AA	PAD KIT	1	X	94.50	$106.34
B	0570229B	Pad, disc brake ; Replace Front Brake Pads and Resurface Front Rotors - Both Sides	ZZ	SERVICE ACTION	04779783AA	ROTOR	2		130.76	$106.34

RO Narratives

(RO) Customer Concern:

RT SEAT BEHIND PASSENGER IS RATTLING--PARTS IN TECH 242 BRAKES PULSATE AND SHAKE---PARTS IN RT FRONT DOOR WON'T OPEN FROM INSIDE WHEN LOCKED---- SEE DARRIN DOORS WON'T OPEN AUTOMATICLY

(RO) Cause:

RATTLES PULSATION

(RO) Correction:

VERIFED CONCERN AND INSPECTED VEHICLE. REPLACED PASSANGER SEAT 2ND ROW FRAME. RETEST OK AT THIS TIME VERIFED CONCERN AND INSPECTED VEHICLE. REPLACED FRONT BRAKE PADS AND ROTORS. RETEST OK AT THIS TIME PART ORDERED. SEAT FRAME INSPECTED VEHICLE AND COULD NOT VERIFY CUSTOMERS CONCERN AT THIS TIME. WORKING PROPERLY AT THIS TIME

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3D4PG5FV2[redacted]	**Year**	2010	**Body**	JCDP49 - DODGE JOURNEY SXT (LHD/FWD)
Build Date	10/05/2010	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	A52494	**In Service Date**	02/17/2011
Claim Type	W - Warranty	**Repair Date**	09/30/2011
Claim Status	Paid	**Mileage (Miles)**	3,737

Expense

Labor	$58.03	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$58.03

Dealer Information

Code	59655	**Name**	STERLING HEIGHTS DODGE INC	**Zone**	42	DETROIT
Address	40111 VAN DYKE AVENUE , STERLING HEIGHTS, MI 48313					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85418802	Security/Convenience Systems,Trouble Not Found ; Wireless Control Module	UC	UNCODABLE (NARRATIVE REQUIRED)						$58.03

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
DIAG INPSECTION

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3D4PG5FV8[redacted]	**Year**	2010	**Body**	JCDP49 - DODGE JOURNEY SXT (LHD/FWD)
Build Date	03/23/2010	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	511432	**In Service Date**	05/17/2010
Claim Type	W - Warranty	**Repair Date**	10/04/2011
Claim Status	Paid	**Mileage (Miles)**	16,533

Expense

Labor	$14.96	**Sublet**	$0.70	**Part**	$0.00	**Total Paid**	$15.66

Dealer Information

Code	26139	**Name**	MCHUGH DODGE & JEEP	**Zone**	42	DETROIT
Address	3420 MAPLE AVE , ZANESVILLE, OH 43701					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08951519	Fuse ; Power Outlet, Cigar Lighter Systems	UC	UNCODABLE (NARRATIVE REQUIRED)	000ATM20	FUSE	1	X	0.70	$14.96

RO Narratives

(RO) Customer Concern:

AVO LATCH RT FRONT DOOR AS PER PAST RO DIAG **DOOR WONT OPEN*** HAD TO REMOVE RIGHT FRONT SEAT-REMOVE INTERIO R DOOR TRIM PANEL REMOVE MOST INTERNAL DOOR COMPONENTS TO GET TO LATCH-HAD TO BREAK OFF BACK LATCH COVER TO GET LATCH FREE TO OPEN DOOR (02-1367 M CLARK-) LOWER POWER OUTLET PIECE OF CELL PHONE CHARGER IS STUCK IN IT CAN WE GET IT OUT **NOTHING IN OUTLET--BUT FUSE WAS BLOWN REPLACED 20 AMP FUSE (02-1367 M CLARK-)

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

bottom power outlet 20 amp

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	3D4PG5FV8[redacted]	**Year**	2010	**Body**	JCDP49 - DODGE JOURNEY SXT (LHD/FWD)
Build Date	03/23/2010	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	511431	**In Service Date**	05/17/2010
Claim Type	W - Warranty	**Repair Date**	10/04/2011
Claim Status	Paid	**Mileage (Miles)**	16,533

Expense

Labor	$172.04	**Sublet**	$45.29	**Part**	$0.00	**Total Paid**	$217.33

Dealer Information

Code	26139	**Name**	MCHUGH DODGE & JEEP	**Zone**	42	DETROIT
Address	3420 MAPLE AVE , ZANESVILLE, OH 43701					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	23410104	Latch, Door ; 4D sedan-Vans-Wagons-Front door-Right or left	UC	UNCODABLE (NARRATIVE REQUIRED)	04589694AD	LATCH	1	X	45.29	$59.84
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			04589694AD	LATCH	1	X	45.29	$112.20

RO Narratives

(RO) Customer Concern:

AVO LATCH RT FRONT DOOR AS PER PAST RO DIAG **DOOR WONT OPEN*** HAD TO REMOVE RIGHT FRONT SEAT-REMOVE INTERIO R DOOR TRIM PANEL REMOVE MOST INTERNAL DOOR COMPONENTS TO GET TO LATCH-HAD TO BREAK OFF BACK LATCH COVER TO GET LATCH FREE TO OPEN DOOR (02-1367 M CLARK-) LOWER POWER OUTLET PIECE OF CELL PHONE CHARGER IS STUCK IN IT CAN WE GET IT OUT **NOTHING IN OUTLET--BUT FUSE WAS BLOWN REPLACED 20 AMP FUSE (02-1367 M CLARK-)

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

issue w/opening from outside-latch was ord/bo then door no open had to

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3D4PG5FV2[redacted]	**Year**	2010	**Body**	JCDP49 - DODGE JOURNEY SXT (LHD/FWD)
Build Date	10/05/2010	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	164229	**In Service Date**	02/17/2011
Claim Type	W - Warranty	**Repair Date**	10/06/2011
Claim Status	Paid	**Mileage (Miles)**	4,060

Expense

Labor	$159.04	**Sublet**	$579.60	**Part**	$0.00	**Total Paid**	$738.64

Dealer Information

Code	57059	**Name**	LA GRANGE COUNTY DODGE	**Zone**	42	DETROIT
Address	STATE RD 9 NORTH , LA GRANGE, IN 46761					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08803201	Wireless Ignition Node, WIN			68066727AC	MODULE	1		151.20	$28.40
A	08803201	Wireless Ignition Node, WIN			RL692305AG	MODULE	1	X	428.40	$28.40
A	08890102	TIPM totally integrated power module/PDC power distribution center ; Module	UC	UNCODABLE (NARRATIVE REQUIRED)	68066727AC	MODULE	1		151.20	$17.04
A	08890102	TIPM totally integrated power module/PDC power distribution center ; Module	UC	UNCODABLE (NARRATIVE REQUIRED)	RL692305AG	MODULE	1	X	428.40	$17.04
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68066727AC	MODULE	1		151.20	$113.60
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			RL692305AG	MODULE	1	X	428.40	$113.60

RO Narratives

(RO) Customer Concern:

CHECKED ALARM SYSTEM TROUBLE. SYSTEM WAS ACTIVE WHEN CAR ARRIVED, HOOKED TO WI-TECH , CAR AND SYSTEM WENT BACK TO NORMAL. CHECKED DIAGNOSTICS, FOUND NOTHING. CONTACED STAR CENTER, NO OTHER CASES, RECOMMENDED NEW WIRELESS CONTROL MODULE. ORDERED AND INSTALLED NEW WIRELESS

CONTROL MODULE. PROGRAMMED BOTH FOBIKS. ALARM STILL WON'T DISARM. RECHECKED MOUDLES - FOLLOWING NOT PRESENT ON BUSS - ABS, PCM, ORC, SAS & WCM - NOT ACTIVE. CHECKED TIPM CAN VOLTAGE AT G CONNECTOR 26 & 27 - 2.5V ON EACH ONE. CHECKED RESISTENCE - 60 OHMS. CHECKED FOR SHORT TO GROUND - NONE. SPOKE W/KENT A @ STAR CENTER - TICKET # 235825 - VEHICLE ALARM DISABLED STILL - RECOMMENDED REPLACING TIPM; REPLACED TIPM & PROGRAMMED AS NEEDED. SET & DISABLED ALARM SYSTEM NUMEROUS TIMES. VEHICLE WORKING AS DESIGNED NOW.

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3D4PG5FVX[redacted]	**Year**	2010	**Body**	JCDP49 - DODGE JOURNEY SXT (LHD/FWD)
Build Date	08/05/2010	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	286544	**In Service Date**	08/31/2010
Claim Type	W - Warranty	**Repair Date**	10/07/2011
Claim Status	Paid	**Mileage (Miles)**	11,921

Expense

Labor	$65.44	**Sublet**	$45.29	**Part**	$25.00	**Total Paid**	$135.73

Dealer Information

Code	57081	**Name**	GALEANA'S VAN DYKE DODGE	**Zone**	42	DETROIT
Address	28400 VAN DYKE AVENUE , WARREN, MI 48093					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	23410104	Latch, Door ; 4D sedan-Vans-Wagons-Front door-Right or left	07	BINDS, STICKS, OR SEIZED	04589694AD	LATCH	1	X	45.29	$65.44
A	95400142	Loaner Car ; High Line Vehicles			04589694AD	LATCH	1	X	45.29	$25.00

RO Narratives

(RO) Customer Concern:

RT FRONT DOOR WON'T OPEN ---PARTS IN 23 POINT INSPECTION

(RO) Cause:

SHORTED 23 POINT INSPECTION

(RO) Correction:

VERIFED CONCERN AND INSPECTED VEHICLE. REPLACED RIGHT FRONT DOOR LATCH. RETEST OK AT THIS TIME 23 POINT INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	3D4PG5FV5[redacted]	**Year**	2010	**Body**	JCDP49 - DODGE JOURNEY SXT (LHD/FWD)
Build Date	11/11/2009	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	355979	**In Service Date**	08/20/2010
Claim Type	F - Service Contract	**Repair Date**	10/14/2011
Claim Status	Paid	**Mileage (Miles)**	17,886

Expense

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

Dealer Information

Code	43636	**Name**	SORENSEN SCHADE CHRYSLER DODGE JEEP, INC.	**Zone**	66	ORLANDO
Address	21529 U S HIGHWAY 27 NORTH , LAKE WALES, FL 33859					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26860303	Oil and Filter Change - All Intervals	MC	MAINTENANCE CARE						$0.00
A	95260001	Maintenance Allowance ; Fixed Cost Maintenance								$20.00

RO Narratives

(RO) Customer Concern:

PERFORM OIL & FILTR CHANGE- ESSENTIAL CARE PROGRAM SEE YOUR SERVICE WRITERS FOR DETAILS

(RO) Cause:

RECOMMENDED MAINTENANCE

(RO) Correction:

PERFORMED OIL & FILTER CHANGE- CHECKED FLUIDS AND TIRES MULTI POINT VEHICLE INSPECTION COMPLETED

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3D4GG57V5[redacted]	**Year**	2009	**Body**	JCDP49 - DODGE JOURNEY SXT HATCHBACK
Build Date	09/05/2008	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	801

Claim Information

Claim #	035805	**In Service Date**	12/30/2008
Claim Type	F - Service Contract	**Repair Date**	10/21/2011
Claim Status	Paid	**Mileage (Miles)**	45,098

Expense

Labor	$42.50	**Sublet**	$75.60	**Part**	$175.00	**Total Paid**	$193.10

Dealer Information

Code	45503	**Name**	JOE USRY CHRYSLER JEEP DODGE	**Zone**	63	DALLAS
Address	5395 I 55 N , JACKSON, MS 39206					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08803201	Wireless Ignition Node, WIN	UP	UNABLE TO PROGRAM	05026874AE	RECEIVER	1	X	75.60	$42.50
A	95400041	Loaner Car ; Loaner Car			05026874AE	RECEIVER	1	X	75.60	$175.00

RO Narratives

(RO) Customer Concern:

CUST STATES ENGINE WONT CRANK INTERMITTENTLY, GUAGES INOP, RKE INOP

(RO) Cause:

NA

(RO) Correction:

CONTACT STAR HOTLINE, REPLACE WIN MODULE, INSPECT GROUND AT SPECIFIED AREA, CONCERN WAS NOT DUPLICATED AT THIS TIME

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	3D4PG5FVX[redacted]	**Year**	2010	**Body**	JCDP49 - DODGE JOURNEY SXT (LHD/FWD)
Build Date	07/10/2010	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	066520	**In Service Date**	01/17/2011
Claim Type	W - Warranty	**Repair Date**	10/21/2011
Claim Status	Paid	**Mileage (Miles)**	13,402

Expense

Labor	$68.32	**Sublet**	$46.69	**Part**	$0.00	**Total Paid**	$115.01

Dealer Information

Code	26620	**Name**	CRONIC INC	**Zone**	66	ORLANDO
Address	2515 N EXPRESSWAY , GRIFFIN, GA 30223					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	23410106	Latch, Door ; 4D sedan-Wagon-Rear door-Right or left	07	BINDS, STICKS, OR SEIZED	04589696AD	LATCH	1	X	46.69	$68.32

RO Narratives

(RO) Customer Concern:

BACK PASS RIGHT REAR DOOR WILL NOT OPEN FROM INSIDE-HARD SOP HERE RIGHT SIDE REAR NEXT TO TAIL LIGHT BUMPER KEEPS POPPING OUT VEH IS PULLING TO RIGHT HARD TIRE LIGHT IS ON

(RO) Cause:

STICKING

(RO) Correction:

REPLACED RIGHT REAR DOOR ACTUATOR,NO OTHER PROBLEMS AT THIS TIME CUSTOMER TO MAKE A APPT NEXT WEEK ROTATED TIRES NO OTHER PROBLEM AT THIS TIME RESET TIRE LIGHT

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3D4PG5FV2[redacted]	**Year**	2010	**Body**	JCDP49 - DODGE JOURNEY SXT (LHD/FWD)
Build Date	10/05/2010	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	200920	**In Service Date**	02/17/2011
Claim Type	W - Warranty	**Repair Date**	10/27/2011
Claim Status	Paid	**Mileage (Miles)**	4,389

Expense

Labor	$25.62	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$25.62

Dealer Information

Code	66183	**Name**	DICK HUVAERE'S RICHMOND CHRYSLER DODGE JEEP, INC.	**Zone**	42	DETROIT
Address	67567 SOUTH MAIN STREET , RICHMOND, MI 48062					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85412501	Check Engine Light, Powertrain Related Issues, Trouble Not Found ; Check Engine Light MIL	UC	UNCODABLE (NARRATIVE REQUIRED)						$25.62

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

U001/U0168/U110A/U0141/U0126/U1000/U0141/U0002/U0429/U0100/ U0146/U012

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3D4PG5FV6 [redacted]	**Year**	2010	**Body**	JCDP49 - DODGE JOURNEY SXT (LHD/FWD)
Build Date	03/17/2010	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	S37601	**In Service Date**	05/10/2010
Claim Type	F - Service Contract	**Repair Date**	10/28/2011
Claim Status	Paid	**Mileage (Miles)**	22,258

Expense

Labor	$0.00	**Sublet**	$0.00	**Part**	$30.00	**Total Paid**	$30.00

Dealer Information

Code	09861	**Name**	GRIFFIN MOTORS COMPANY	**Zone**	35	WASHINGTON
Address	11031 PERRY HIGHWAY , MEADVILLE, PA 16335					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26860303	Oil and Filter Change - All Intervals	MC	MAINTENANCE CARE						$0.00
A	95260001	Maintenance Allowance ; Fixed Cost Maintenance								$30.00

RO Narratives

(RO) Customer Concern:

2688 LUBE OIL FILTER CHECK FLUID LEVELS,BELTS,HOSES & TIRES. CHANGED OIL AND FILTER CHECKED AND TOPPED OFF ALL FLUIDS CHECKED BELTS AND HOSES SET TIRES TO 34 PSI ANTIFREEZE GOOD TO-45 (03-6013 BRAD-29564878)

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	3D4PG9FV8[redacted]	**Year**	2010	**Body**	JCDT49 - DODGE JOURNEY R/T (LHD/FWD)
Build Date	06/10/2010	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	308394	**In Service Date**	07/26/2010
Claim Type	W - Warranty	**Repair Date**	11/01/2011
Claim Status	Paid	**Mileage (Miles)**	17,382

Expense

Labor	$32.56	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$32.56

Dealer Information

Code	68888	**Name**	NEW SMYRNA CHRYSLER JEEP DODGE	**Zone**	66	ORLANDO
Address	1300 NORTH DIXIE FREEWAY , NEW SMYRNA BEACH, FL 32168					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	23001040	Door ; Front - Right	67	NOISY RATTLES (LOOSE)						$32.56

RO Narratives

(RO) Customer Concern:

CUSTOMER REQUESTS 3000 MILE SERVICE AS RECOMMENDED BY CHRYSLER PIECE NEXT TO TAIL LIGHT POPS OUT PRICE ON WIPERS-THEY HAVE A 50% OFF COUPON TO USE

(RO) Cause:

PREVENTIVE MAINTENANCE POPPED FROM MOUNTS

(RO) Correction:

PERFORMED 3000 MILE SERVICE AS REQUESTED WITH TIRE ROTATION SECURED RIGHT AND LEFT SECTIONS OF REAR FASCIA BELOW TAILLIGHT LENSES PRICE OF $81.20 FOR TWO CUSTOMER DECLINES REPLACEMENT

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3D4GG57V5[redacted]	**Year**	2009	**Body**	JCDP49 - DODGE JOURNEY SXT HATCHBACK
Build Date	09/05/2008	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	801

Claim Information

Claim #	036442	**In Service Date**	12/30/2008
Claim Type	W - Warranty	**Repair Date**	11/02/2011
Claim Status	Paid	**Mileage (Miles)**	46,100

Expense

Labor	$34.00	**Sublet**	$246.40	**Part**	$0.00	**Total Paid**	$280.40

Dealer Information

Code	45503	**Name**	JOE USRY CHRYSLER JEEP DODGE	**Zone**	63	DALLAS
Address	5395 I 55 N , JACKSON, MS 39206					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08804401	Transmitter, Integrated Key FOB ; Transmitter key-one or more	UP	UNABLE TO PROGRAM	05026378AI	TRANSMTR	2	X	246.40	$17.00
B	181906H3	Module, Powertrain Control (PCM) ; Module, Powertrain Control (PCM) - Reprogram	FM	FLASH MODULE	04275086AD	LABEL	1	X	0.00	$17.00

RO Narratives

(RO) Customer Concern:

CUST STATES RKE INOP INTERMITTENTLY FLASH ECM PER TSB 18-028-10

(RO) Cause:

NA

(RO) Correction:

TEST SYSTEM, REPLACE 2 FOBIKS, ALSO FOUND IOD FUSE NOT FULLY SEATED, INSTALLED PROPERLY

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3D4PH5FV2[redacted]	**Year**	2010	**Body**	JCEP49 - DODGE JOURNEY SXT (LHD/AWD)
Build Date	01/18/2010	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	236441	**In Service Date**	02/26/2010
Claim Type	F - Service Contract	**Repair Date**	11/08/2011
Claim Status	Paid	**Mileage (Miles)**	34,879

Expense

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

Dealer Information

Code	41600	**Name**	EXTREME DODGE DODGE TRUCK INC	**Zone**	42	DETROIT
Address	2300 SEYMOUR ROAD , JACKSON, MI 49201					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26860303	Oil and Filter Change - All Intervals	MC	MAINTENANCE CARE						$0.00
A	95260001	Maintenance Allowance ; Fixed Cost Maintenance								$20.00

RO Narratives

(RO) Customer Concern:

WORLD CLASS INSPECTION ADVISED CUSTOMER OF FACTORY MAINTENANCE

(RO) Cause:

NA

(RO) Correction:

SERVICE CONTRACT LUBE, OIL AND FILTER

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3D4PG5FV2[redacted]	**Year**	2010	**Body**	JCDP49 - DODGE JOURNEY SXT (LHD/FWD)
Build Date	10/05/2010	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	207790	**In Service Date**	02/17/2011
Claim Type	W - Warranty	**Repair Date**	11/11/2011
Claim Status	Paid	**Mileage (Miles)**	4,429

Expense

Labor	$1,135.82	**Sublet**	$680.33	**Part**	$0.00	**Total Paid**	$1,816.15

Dealer Information

Code	66183	**Name**	DICK HUVAERE'S RICHMOND CHRYSLER DODGE JEEP, INC.	**Zone**	42	DETROIT
Address	67567 SOUTH MAIN STREET , RICHMOND, MI 48062					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08906506	Wiring harness, engine compartment and headlamp ; Main harness - Headlamp to dash, All engines	18	CIRCUIT OPEN	68049267AC	WIRING	1	X	319.20	$315.98
A	08906506	Wiring harness, engine compartment and headlamp ; Main harness - Headlamp to dash, All engines	18	CIRCUIT OPEN	68046723AB	WIRING	1		336.00	$315.98
A	08909009	Wiring harness, instrument panel ; Main harness			68049267AC	WIRING	1	X	319.20	$324.52
A	08909009	Wiring harness, instrument panel ; Main harness			68046723AB	WIRING	1		336.00	$324.52
A	23020900	Shield/cover, splash			68049267AC	WIRING	1	X	319.20	$25.62
A	23020900	Shield/cover, splash			68046723AB	WIRING	1		336.00	$25.62
A	23021000	Screen, cowl plenum			68049267AC	WIRING	1	X	319.20	$34.16
A	23021000	Screen, cowl plenum			68046723AB	WIRING	1		336.00	$34.16
A	24011001	A/C Performance Test, recovery and recharge ; Note: This operation is used whenever discharge of the A/C system is required to allow service of an A/C non-plumbing component or other components			68049267AC	WIRING	1	X	319.20	$34.16
A	24011001	A/C Performance Test, recovery and recharge ; Note: This operation is used whenever discharge of the A/C system is required to allow service of an A/C non-plumbing component or other components			68046723AB	WIRING	1		336.00	$34.16
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68049267AC	WIRING	1	X	319.20	$333.06
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68046723AB	WIRING	1		336.00	$333.06

B	07202001	Pulley, tensioner / idler ; 2.9-3.3-3.5-3.8 liter engine	68	NOISY	04891720AA	PULLEY	1	X	25.13	$68.32

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	3D4PG5FV2[redacted]	**Year**	2010	**Body**	JCDP49 - DODGE JOURNEY SXT (LHD/FWD)
Build Date	10/05/2010	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	207791	**In Service Date**	02/17/2011
Claim Type	F - Service Contract	**Repair Date**	11/11/2011
Claim Status	Paid	**Mileage (Miles)**	4,429

Expense

Labor	$0.00	**Sublet**	$0.00	**Part**	$175.00	**Total Paid**	$175.00

Dealer Information

Code	66183	**Name**	DICK HUVAERE'S RICHMOND CHRYSLER DODGE JEEP, INC.	**Zone**	42	DETROIT
Address	67567 SOUTH MAIN STREET , RICHMOND, MI 48062					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08906506	Wiring harness, engine compartment and headlamp ; Main harness - Headlamp to dash, All engines	18	CIRCUIT OPEN						$0.00
A	95400041	Loaner Car ; Loaner Car								$175.00

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3D4PG5FV2[redacted]	**Year**	2010	**Body**	JCDP49 - DODGE JOURNEY SXT (LHD/FWD)
Build Date	10/05/2010	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	207792	**In Service Date**	02/17/2011
Claim Type	W - Warranty	**Repair Date**	11/11/2011
Claim Status	Paid	**Mileage (Miles)**	4,429

Expense

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

Dealer Information

Code	66183	**Name**	DICK HUVAERE'S RICHMOND CHRYSLER DODGE JEEP, INC.	**Zone**	42	DETROIT
Address	67567 SOUTH MAIN STREET , RICHMOND, MI 48062					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08906506	Wiring harness, engine compartment and headlamp ; Main harness - Headlamp to dash, All engines	18	CIRCUIT OPEN						$0.00
A	95400141	Loaner Car ; Standard Line Vehicles								$70.00

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	3C4PDCAB8[redacted]	**Year**	2012	**Body**	JCDH49 - DODGE JOURNEY SE (FWD)
Build Date	10/13/2011	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	PREPNV	**In Service Date**	02/15/2012
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	11/24/2011
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$73.50	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$73.50

Dealer Information

Code	43812	**Name**	SUMTER CHRYSLER JEEP DODGE	**Zone**	66	ORLANDO
Address	2662 BROAD STREET EXTENSION , SUMTER, SC 29150					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$73.50

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3C4PDCAB[redacted]	**Year**	2012	**Body**	JCDH49 - DODGE JOURNEY SE (FWD)
Build Date	12/07/2011	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	PREPNV	**In Service Date**	02/02/2012
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	12/23/2011
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$83.40	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$83.40

Dealer Information

Code	44545	**Name**	GOOD BROTHERS DODGE INC	**Zone**	32	NEW YORK
Address	577 COLUMBIAN STREET , SOUTH WEYMOUTH, MA 02190					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$83.40

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	3D4PH5FV2 [redacted]	**Year**	2010	**Body**	JCEP49 - DODGE JOURNEY SXT (LHD/AWD)
Build Date	01/18/2010	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	239074	**In Service Date**	02/26/2010
Claim Type	F - Service Contract	**Repair Date**	01/19/2012
Claim Status	Paid	**Mileage (Miles)**	38,615

Expense

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

Dealer Information

Code	41600	**Name**	EXTREME DODGE DODGE TRUCK INC	**Zone**	42	DETROIT
Address	2300 SEYMOUR ROAD , JACKSON, MI 49201					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26860303	Oil and Filter Change - All Intervals	MC	MAINTENANCE CARE						$0.00
A	95260001	Maintenance Allowance ; Fixed Cost Maintenance								$20.00

RO Narratives

(RO) Customer Concern:
WORLD CLASS INSPECTION

(RO) Cause:
NA

(RO) Correction:
SERVICE CONTRACT LUBE, OIL AND FILTER

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3C4PDCBG8[redacted]	**Year**	2012	**Body**	JCDE49 - DODGE JOURNEY SXT (FWD)
Build Date	10/10/2011	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	047878	**In Service Date**	03/13/2012
Claim Type	W - Warranty	**Repair Date**	02/22/2012
Claim Status	Paid	**Mileage (Miles)**	2

Expense

Labor	$20.30	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$20.30

Dealer Information

Code	45476	**Name**	SUBURBAN CHRYSLER JEEP DODGE OF	**Zone**	42	DETROIT
Address	1790 MAPLELAWN DR , TROY, MI 48084					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	181906Q4	Module, Powertrain Control (PCM) ; Module, Powertrain Control (PCM) - Reprogram (C)	FM	FLASH MODULE						$20.30

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3D4PH9FV8[redacted]	**Year**	2010	**Body**	JCET49 - DODGE JOURNEY R/T (LHD/AWD)
Build Date	05/25/2010	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	203704	**In Service Date**	11/02/2010
Claim Type	W - Warranty	**Repair Date**	02/23/2012
Claim Status	Paid	**Mileage (Miles)**	9,022

Expense

Labor	$30.00	**Sublet**	$86.35	**Part**	$28.20	**Total Paid**	$144.55

Dealer Information

Code	19991	**Name**	OMSC - RTE DE LA GLANE107	**Zone**	05	MILITARY
Address	1752 VILLARS-SUR-GLANE , SWITZERLAND, EX 48231					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	23201616	Molding, pillar ; D-pillar-Right or left	64	MISALIGNED OR MISMATCHED	1CA02DW1AC	PANEL	1	X	25.73	$15.00
A	23201616	Molding, pillar ; D-pillar-Right or left	64	MISALIGNED OR MISMATCHED	1BG15DW1AC	PANEL	1		25.73	$15.00
A	23201616	Molding, pillar ; D-pillar-Right or left	64	MISALIGNED OR MISMATCHED	00000NPN	PANEL	1		34.89	$15.00
A	23201617	Molding, pillar ; D-pillar-Right or left			1CA02DW1AC	PANEL	1	X	25.73	$15.00
A	23201617	Molding, pillar ; D-pillar-Right or left			1BG15DW1AC	PANEL	1		25.73	$15.00
A	23201617	Molding, pillar ; D-pillar-Right or left			00000NPN	PANEL	1		34.89	$15.00
A	95100908	Additional processing allowance			1CA02DW1AC	PANEL	1	X	25.73	$28.20
A	95100908	Additional processing allowance			1BG15DW1AC	PANEL	1		25.73	$28.20
A	95100908	Additional processing allowance			00000NPN	PANEL	1		34.89	$28.20

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	3D4PG5FVX[redacted]	**Year**	2010	**Body**	JCDP49 - DODGE JOURNEY SXT (LHD/FWD)
Build Date	06/07/2010	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	602275	**In Service Date**	07/07/2010
Claim Type	F - Service Contract	**Repair Date**	03/09/2012
Claim Status	Paid	**Mileage (Miles)**	38,685

Expense

Labor	$0.00	**Sublet**	$0.00	**Part**	$35.00	**Total Paid**	$35.00

Dealer Information

Code	61339	**Name**	JACK POWELL CHRYSLER DODGE	**Zone**	71	LOS ANGELES
Address	1625 AUTO PARKWAY SOUTH , ESCONDIDO, CA 92029					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	09550101	Filter, oil	71	OIL LEAK						$0.00
A	95400042	Loaner Car ; First Day Rental								$35.00

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES:TOW IN, WENT OUT TOCAR HAZARD LIGHTS WHERE FLASHING AND WOULD NOT START, KEY TURNED ON DASH HAZARD FLASHING INSIDE ONLYWOULD NOT START NO POWER DIAGNOSE AND ADVISE Moved to: 602275C Line: A Moved to: 602275C Line: B Moved to: 602275C Line: C VEHICLE RENTAL PROVIDED TO CLIENT Moved to: 602275C Line: D Moved to: 602275C Line: E Moved to: 602275C Line: F Perform courtsey multi-point vehicle inspection. INSPECT TIRE PRESSURE POST SERVICE QUALITY CONTROL ALL VEHICLES WILL BE ROAD TESTED TO ASSURE ALL REPAIRS ARE PERFORMED SUCCESSFULLY. An overnight extended road test is being performed for diagnostic or quality control reasons. The customer has consented to this teston Date_____ Time_____BY_____ COMPLETE OIL AND FILTER CHANGE. LUBE ALL FITTINGS AS APPLICABLE. CHECK ALL FLUID LEVELS AND TIRE PRESSURE. 4 WHEEL TIRE ROTATION

(RO) Cause:

NA

(RO) Correction:

38866 DEFECTIVE BATTERY BATTERY WAS DEADWHEN VEHICLE ARRIVED HAD TO CHARGE BATTERYBEFORE ANY TEST COULD BE PERFORMED. SERVICEMANAGER TEST DROVE VEHICLE 7 MILES, NOPROBLEMS OCCURRED. TEST DROVE ANOTHER 7 MILESAND LET SIT AND RESTARTED AND TEST DROVE WITHNO PROBLEMS OCCURRING. CALLED FACTORY TECHREP STAN GOZZI TO SEE IF HE HAS ANY IDEAS ONTHIS CONCERN, HE STATED IT COULD BE A BADBATTERY. CALLED FACTORY AREA MANAGER FORASSISTANCE. SHE OKAYED TO REPLACE BATTERY ANDCONTINUE TO DRIVE VEHICLE TO SEE IF PROBLEMCAN BE DUPLICATED. REPLACE BATTERY ANDPERFORMED EXTENDED ROAD TEST. SEE LINE F This repair is not covered under warranty. It is being performed as Goodwill strictly and solely in the interest ofcustomer satisfaction. This repair is not covered under warranty. It is being performed as Goodwill strictly and solely in the interest of customer satisfaction. Moved to: 602275C Line: AMoved to: 602275C Line: AMoved to: 602275C Line: AMo

AMoved to: 602275C Line: AMoved to: 602275C Line: AMoved to: 602275C Line: AMoved to: 602275C Line: A SPLIT RO SPLIT RO SPLIT RO SPLIT RO SPLIT RO SPLIT RO SPLIT RO SPLIT RO SPLIT RO SPLIT RO SPLIT RO SPLIT RO SPLIT RO SPLIT RO SPLIT RO SPLIT RO SPLIT Perform courtsey multi-point vehicle inspection. Check Window Washer Fluid- Checked Check Automatic Transmission Fluid - Checked Check Brake Fluid - Checked Check Power Steering Fluid - Checked Check Coolant Reservoir Level - Checked Check Transaxle -TransferCase - Clutch Reservoir -Checked Check Oil - Checked Inspect Engine Air Filter- Checked Inspect Drive Belts - Good Condition Check Lights and Horn - Checked Check Windshield Wiper Blades - Checked Inspect Front Brakes - Checked - 6.5MM Inspect Rear Brakes - Checked - 6MM Inspect Brake Lines and Hydraulic System - Checked Inspect Suspension and Steering System - CheckedInspect Drive Shaft Boots- Checked Inspect Cooling System Protection - Checked Inspect for Oil Leaks - Checked Inspect A/C and Heating System - Meets Standard Inspect Fuel Hoses Pipes and Fittings - Checked Inspect Exhaust System and Check for Leakage - Checked Check Battery - Checked Check Tire Pressure - Checked Inspect Tires/Measure Tire Tread - Service Recommended - 4-5'32" WILL NEED TIRES SOON. Perform courtsey multi-point vehicle inspection. CHECK WINDOW WASHER FLUIDCHECK AUTOMATIC TRANSMISSION FLUID CHECK BRAKE FLUID CHECK POWER STEERING FLUID CHECK COOLANT RESERVOIR LEVEL CHECK TRANSAXLE - TRANSFER CASE - CLUTCH RESERVOIRCHECK OIL INSPECT ENGINE AIR FILTERINSPECT DRIVE BELTS CHECK LIGHTS AND HORN CHECK WINDSHIELD WIPER BLADES INSPECT FRONT BRAKES INSPECT REAR BRAKES INSPECT BRAKE LINES AND HYDRAULIC SYSTEM INSPECT SUSPENSION AND STEERING SYSTEM INSPECT DRIVE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3D4PG5FVX[redacted]	**Year**	2010	**Body**	JCDP49 - DODGE JOURNEY SXT (LHD/FWD)
Build Date	06/07/2010	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	602275	**In Service Date**	07/07/2010
Claim Type	W - Warranty	**Repair Date**	03/09/2012
Claim Status	Paid	**Mileage (Miles)**	38,685

Expense

Labor	$46.00	**Sublet**	$100.52	**Part**	$140.00	**Total Paid**	$286.52

Dealer Information

Code	61339	**Name**	JACK POWELL CHRYSLER DODGE	**Zone**	71	LOS ANGELES
Address	1625 AUTO PARKWAY SOUTH , ESCONDIDO, CA 92029					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08080110	Battery ; All Others	B4	BATTERY FAILED TEST	BB086525AA	BATTERY	1	X	100.52	$46.00
A	95400141	Loaner Car ; Standard Line Vehicles			BB086525AA	BATTERY	1	X	100.52	$140.00

RO Narratives

(RO) Customer Concern:

Perform courtsey multi-point vehicle inspection. INSPECT TIRE PRESSURE POST SERVICE QUALITY CONTROL ALL VEHICLES WILL BE ROAD TESTED TO ASSURE ALL REPAIRS ARE PERFORMED SUCCESSFULLY. An overnight extended road test is being performed for diagnostic or quality control reasons. The customer has consented to this teston Date_____ Time_____BY_____ COMPLETE OIL AND FILTER CHANGE. LUBE ALL FITTINGS AS APPLICABLE. CHECK ALL FLUID LEVELS AND TIRE PRESSURE. 4 WHEEL TIRE ROTATION CUSTOMER STATES:TOW IN, WENT OUT TOCAR HAZARD LIGHTS WHERE FLASHING AND WOULD NOT START, KEY TURNED ON DASH HAZARD FLASHING INSIDE ONLYWOULD NOT START NO POWER DIAGNOSE AND ADVISE Moved to: 602275C Line: A Moved to: 602275C Line: B Moved to: 602275C Line: C VEHICLE RENTAL PROVIDED TO CLIENT Moved to: 602275C Line: D Moved to: 602275C Line: E Moved to: 602275C Line: F

(RO) Cause:

NA

(RO) Correction:

Perform courtsey multi-point vehicle inspection. Check Window Washer Fluid- Checked Check Automatic Transmission Fluid - Checked Check Brake Fluid - Checked Check Power Steering Fluid - Checked Check Coolant Reservoir Level - Checked Check Transaxle -TransferCase - Clutch Reservoir -Checked Check Oil - Checked Inspect Engine Air Filter- Checked Inspect Drive Belts - Good Condition Check Lights and Horn - Checked Check Windshield Wiper Blades - Checked Inspect Front Brakes - Checked - 6.5MM Inspect Rear Brakes - Checked - 6MM Inspect Brake Lines and Hydraulic System - Checked Inspect Suspension and Steering System - CheckedInspect Drive Shaft Boots- Checked Inspect Cooling System Protection - Checked Inspect for Oil Leaks - Checked Inspect A/C and Heating System - Meets Standard Inspect Fuel Hoses Pipes and Fittings - Checked Inspect Exhaust System and Check for Leakage - Checked Check Battery - Checked Check Tire Pressure - Checked Inspect Tires/Measure Tire Tread - Service Recommended - 4-5'32" WILL NEED TIRES SOON. Perform courtsey multi-point vehicle inspection. CHECK WINDOW WASHER FLUIDCHECK AUTOMATIC TRANSMISSION FLUID CHECK BRAKE FLUID CHECK POWER STEERING FLUID CHECK COOLANT RESERVOIR LEVEL CHECK TRANSAXLE - TRANSFER CASE - CLUTCH RESERVOIRCHECK OIL INSPECT ENGINE AIR FILTERINSPECT DRIVE BELTS CHECK LIGHTS AND HORN

CHECK WINDSHIELD WIPER BLADES INSPECT FRONT BRAKES INSPECT REAR BRAKES INSPECT BRAKE LINES AND HYDRAULIC SYSTEM INSPECT SUSPENSION AND STEERING SYSTEM INSPECT DRIVE 38866 DEFECTIVE BATTERY BATTERY WAS DEADWHEN VEHICLE ARRIVED HAD TO CHARGE BATTERYBEFORE ANY TEST COULD BE PERFORMED. SERVICEMANAGER TEST DROVE VEHICLE 7 MILES, NOPROBLEMS OCCURRED. TEST DROVE ANOTHER 7 MILESAND LET SIT AND RESTARTED AND TEST DROVE WITHNO PROBLEMS OCCURRING. CALLED FACTORY TECHREP STAN GOZZI TO SEE IF HE HAS ANY IDEAS ONTHIS CONCERN, HE STATED IT COULD BE A BADBATTERY. CALLED FACTORY AREA MANAGER FORASSISTANCE. SHE OKAYED TO REPLACE BATTERY ANDCONTINUE TO DRIVE VEHICLE TO SEE IF PROBLEMCAN BE DUPLICATED. REPLACE BATTERY ANDPERFORMED EXTENDED ROAD TEST. SEE LINE F This repair is not covered under warranty. It is being performed as Goodwill strictly and solely in the interest ofcustomer satisfaction. This repair is not covered under warranty. It is being performed as Goodwill strictly and solely in the interest of customer satisfaction. Moved to: 602275C Line: A SPLIT RO SPLIT RO SPLIT RO SPLIT RO SPLIT RO SPLIT RO SPLIT RO SPLIT RO SPLIT RO SPLIT RO SPLIT RO SPLIT RO SPLIT RO SPLIT RO SPLIT

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3D4PG4FB7 [redacted]	**Year**	2010	**Body**	JCDH49 - DODGE JOURNEY SE (LHD/FWD)
Build Date	09/25/2009	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	829188	**In Service Date**	12/24/2009
Claim Type	S - Safety (Recalls)	**Repair Date**	03/13/2012
Claim Status	Paid	**Mileage (Miles)**	70,554

Expense

Labor	$34.52	**Sublet**	$8.82	**Part**	$0.00	**Total Paid**	$43.34

Dealer Information

Code	45394	**Name**	HENRY BROWN CHRYSLER JEEP DODGE	**Zone**	70	PHOENIX
Address	1990 N PINAL AVE , CASA GRANDE, AZ 85222					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
B	08L25182	Safety Recall L25 - Wireless Ignition Node Module Detents ; Inspect WIN Module and Install WIN Module Detent Package	UC	UNCODABLE (NARRATIVE REQUIRED)	CBE1L252AA	TRIM RING	1	X	8.82	$17.26
A	08K37182	Customer Satisfaction Notification K37 ; Inspect for DTC's and Reprogram ORC Module	UC	UNCODABLE (NARRATIVE REQUIRED)						$17.26

RO Narratives

(RO) Customer Concern:

COMPLETED BLUE SERVICE INCLUDING: ROTATE & BALANCE TIRES// A/C PERFORMANCE TEST (REFRIGERANT ADDITIONAL)//SERVICE & INSPECT BATTERY//PERFORM MULTI-POINT VEHICLE INSPECTION// ROAD TEST//REPLACE ENGINE OIL (UP TO 5 QUARTS)//REPLACE OIL FILTER WITH GENUINE MOPAR FILTER//REPLACE SPARK PLUGS (IF APP)//REPLACE AIR FILTER//EXCHANGE CHEMICAL COOLANT FLUID//REPLACE WINDSHIELD WIPER BLADES//TOP-OFF ALL ENGINE COMPARTMENT FLUID LEVELS//INSPECT TIRES FOR WEAR, MEASURE TREAD DEPTH & SET TIRE PRESSURE//INSPECT BRAKE SYSTEM//INSPECT BELTS & HOSES//INSPECT POWER STEERING SYSTEM OPERATION//INSPECT SUSPENSION COMPONENTS//INSPECT ALL LIGHTS FOR PROPER OPERATION//INSPECT FOR VISUAL FLUID LEAKS COMPLETED TRANSMISSION FLUID EXCHANGE & ADDED CONDITIONER COMPLETED MOUNT & BALANCE OF 2 TIRES G/YEAR EAGLE RS-S+ SET 4 WHEEL ALLIGNMENT TO SPECIFICATIONS C/S F/PASS DOOR WONT OPEN. PLS. ADVISE K37 L25 COMPLETED HYDRAULIC BRAKE FLUID EXCHANGE//VACUUM-BLED AIR FROM SYSTEM COMPLETED VISUAL INSPECTION OF POWER STEERING SYSTEM// COMPLETED POWER STEERING FLUID EXCHANGE COMPLETED PRESSURIZED FUEL INJECTOR FLUSH 4. PACK

(RO) Cause:

ALL TIRES WORN AND SEVERELY CUPPED. FAILED PART IS DOOR LATCH, WONT OPEN. RECALL RECALL

(RO) Correction:

COMPLETED BLUE SERVICE. COMPLETED TRANS SERVICE PAN OFF WITH FILTER. REPLACE ALL (4) TIRES, MOUNT AND BALANCE. ALIGN TO FACTORY SPECS. INSPECT FOR DOOR WONT OPEN FROM EITHER HANDLE, FOUND

LATCH WON'T RELEASE. PER STAR CENTER, EXTRACT AND REPLACE LATCH. SCAN ORC AND FLASH UPDATE PER RECALL.08K37182, 0.2. INTERROGAT WIN, INSTALL DETENT PACKAGE.08L25182, 0.2. E COMPLETED BRAKE FLUSH. COMPLETED P/S FLUSH. INJECTOR FLUSH, 3 PACK INDUCTION SERVICE.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3D4PH1FG5[redacted]	**Year**	2011	**Body**	JCEE49 - DODGE JOURNEY MAINSTREET (AWD)
Build Date	05/26/2011	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	133135	**In Service Date**	08/31/2011
Claim Type	W - Warranty	**Repair Date**	03/28/2012
Claim Status	Paid	**Mileage (Miles)**	3,779

Expense

Labor	$29.25	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$29.25

Dealer Information

Code	66689	**Name**	ROCKLAND CHRYSLER JEEP DODGE	**Zone**	32	NEW YORK
Address	60 ROUTE 304 , NANUET, NY 10954					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18190294	Module, Body Control (BCM) ; Flash Program Body Control Module and Reconfigure Vehicle - Powernet	FM	FLASH MODULE						$29.25

RO Narratives

(RO) Customer Concern:

TECH FOUND OPEN RAPID RESPONSE TRANSMITTAL 11-082 CUSTOMER REQUESTS LUBE, OIL & FILTER CHANGE ---------- (FREE PER SALES) ----------

(RO) Cause:

FLASHED BCM

(RO) Correction:

TECH PERFORMED RAPID RESPONSE TRANSMITTAL UNDER WARRANTY TECH PERFORMED LUBE, OIL & FILTER CHANGE SPECIAL PER CUSTOMER REQUEST

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	3D4PG1FG9 [redacted]	**Year**	2011	**Body**	JCDE49 - DODGE JOURNEY MAINSTREET (FWD)
Build Date	12/09/2010	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	068287	**In Service Date**	07/11/2011
Claim Type	W - Warranty	**Repair Date**	03/28/2012
Claim Status	Paid	**Mileage (Miles)**	19,000

Expense

Labor	$48.20	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$48.20

Dealer Information

Code	42125	**Name**	LUSTINE DODGE JEEP	**Zone**	35	WASHINGTON	
Address	14211 JEFFERSON DAVIS HWY , WOODBRIDGE, VA 22191						

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08600799	Amplifier ; Inspect Amplifier Date Code	ZZ	SERVICE ACTION						$19.28
B	18190294	Module, Body Control (BCM) ; Flash Program Body Control Module and Reconfigure Vehicle - Powernet	FM	FLASH MODULE						$28.92

RO Narratives

(RO) Customer Concern:

RENTAL CAR Moved to: 68287C Line: A REAR BUMPER DRIVER'S SIDE LOOKS LIKE NOT ATTACHED TO VEHILCE PROPERLY Moved to: 68287C Line: B CUSOTMER STATES INT PASS REAR DOOR WILL NOT OPEN FROM INSIDE OR OUTSIDE DRIVER'S SIDE FENDER HAS A FOGGY AREA IN THE PAINT RRT 11-066 RRT 11-082

(RO) Cause:

RENTAL CAR

(RO) Correction:

RENTAL CAR ENTERPRISE RENTAL CAR SUBLET REPAIRS Moved to: 68287C Line: A CP MOVED LINES MISC REPAIR Moved to: 68287C Line: B CP MOVED LINES MISC REPAIR 19000 VERIFIED CONCERN. MISC REPAIR 19000 inspected date code on amp. founddate code matched those affected by rrt.ordered new amp per rrt Amplifier, Inspect Date Code 19000 FLASHED BCM PER RRT 11-082 PERFOMRED RRT FLASH

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3D4PG1FG9[redacted]	**Year**	2011	**Body**	JCDE49 - DODGE JOURNEY MAINSTREET (FWD)
Build Date	12/09/2010	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	068287	**In Service Date**	07/11/2011
Claim Type	F - Service Contract	**Repair Date**	03/28/2012
Claim Status	Paid	**Mileage (Miles)**	19,000

Expense

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

Dealer Information

Code	42125	**Name**	LUSTINE DODGE JEEP	**Zone**	35	WASHINGTON	
Address	14211 JEFFERSON DAVIS HWY , WOODBRIDGE, VA 22191						

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08600799	Amplifier ; Inspect Amplifier Date Code	ZZ	SERVICE ACTION						$0.00
A	95400041	Loaner Car ; Loaner Car								$70.00

RO Narratives

(RO) Customer Concern:

RENTAL CAR Moved to: 68287C Line: A REAR BUMPER DRIVER'S SIDE LOOKS LIKE NOT ATTACHED TO VEHILCE PROPERLY Moved to: 68287C Line: B CUSOTMER STATES INT PASS REAR DOOR WILL NOT OPEN FROM INSIDE OR OUTSIDE DRIVER'S SIDE FENDER HAS A FOGGY AREA IN THE PAINT RRT 11-066 RRT 11-082

(RO) Cause:

RENTAL CAR

(RO) Correction:

RENTAL CAR ENTERPRISE RENTAL CAR SUBLET REPAIRS Moved to: 68287C Line: A CP MOVED LINES MISC REPAIR Moved to: 68287C Line: B CP MOVED LINES MISC REPAIR 19000 VERIFIED CONCERN. MISC REPAIR 19000 inspected date code on amp. founddate code matched those affected by rrt.ordered new amp per rrt Amplifier, Inspect Date Code 19000 FLASHED BCM PER RRT 11-082 PERFOMRED RRT FLASH

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3D4PG5FVX[redacted]	**Year**	2010	**Body**	JCDP49 - DODGE JOURNEY SXT (LHD/FWD)
Build Date	06/09/2010	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	318878	**In Service Date**	07/22/2010
Claim Type	F - Service Contract	**Repair Date**	04/02/2012
Claim Status	Paid	**Mileage (Miles)**	18,959

Expense

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

Dealer Information

Code	68888	**Name**	NEW SMYRNA CHRYSLER JEEP DODGE	**Zone**	66	ORLANDO
Address	1300 NORTH DIXIE FREEWAY , NEW SMYRNA BEACH, FL 32168					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26860303	Oil and Filter Change - All Intervals	MC	MAINTENANCE CARE						$0.00
A	95260001	Maintenance Allowance ; Fixed Cost Maintenance								$20.00

RO Narratives

(RO) Customer Concern:

CUSTOMER REQUESTS 3000 MILE SERVICE AS RECOMMENDED BY CHRYSLER

(RO) Cause:

PREVENTIVE MAINTENANCE

(RO) Correction:

PERFORMED 3000 MILE SERVICE AS REQUESTED

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3D4PG5FVX[redacted]	**Year**	2010	**Body**	JCDP49 - DODGE JOURNEY SXT (LHD/FWD)
Build Date	06/09/2010	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	319161	**In Service Date**	07/22/2010
Claim Type	W - Warranty	**Repair Date**	04/06/2012
Claim Status	Paid	**Mileage (Miles)**	19,037

Expense

Labor	$58.66	**Sublet**	$59.08	**Part**	$0.00	**Total Paid**	$117.74

Dealer Information

Code	68888	**Name**	NEW SMYRNA CHRYSLER JEEP DODGE	**Zone**	66	ORLANDO
Address	1300 NORTH DIXIE FREEWAY , NEW SMYRNA BEACH, FL 32168					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	23410104	Latch, Door ; 4D sedan-Vans-Wagons-Front door-Right or left	07	BINDS, STICKS, OR SEIZED	04589694AD	LATCH	1	X	46.69	$58.66
A	23410104	Latch, Door ; 4D sedan-Vans-Wagons-Front door-Right or left	07	BINDS, STICKS, OR SEIZED	68045836AA	CLIP	3		2.73	$58.66
A	23410104	Latch, Door ; 4D sedan-Vans-Wagons-Front door-Right or left	07	BINDS, STICKS, OR SEIZED	06500911	RIVET	2		9.66	$58.66

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES DOOR LOCKS DO NOT OPERATE CUSTOMER STATES WINDOWS DROP 1/2 INCH WHEN DOOR LOCKS OPERAT

(RO) Cause:

RIGHT FRONT DOOR LATCH FAILURE NORMAL OPERATION

(RO) Correction:

REPLACED RIGHT FRONT DOOR LOCK LATCH ASSEMBLY NO CORRECTION REQUIRED

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3D4PG5FVX[redacted]	**Year**	2010	**Body**	JCDP49 - DODGE JOURNEY SXT (LHD/FWD)
Build Date	06/09/2010	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	A19161	**In Service Date**	07/22/2010
Claim Type	W - Warranty	**Repair Date**	04/06/2012
Claim Status	Paid	**Mileage (Miles)**	19,037

Expense

Labor	$83.80	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$83.80

Dealer Information

Code	68888	**Name**	NEW SMYRNA CHRYSLER JEEP DODGE	**Zone**	66	ORLANDO
Address	1300 NORTH DIXIE FREEWAY , NEW SMYRNA BEACH, FL 32168					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	23410104	Latch, Door ; 4D sedan-Vans-Wagons-Front door-Right or left	07	BINDS, STICKS, OR SEIZED						$0.00
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.								$83.80

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

REMOVE PASS SEAT & DOOR PANEL TO ACCESS OUTSIDE DOOR HANDLE

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	3D4GG57V7[redacted]	**Year**	2009	**Body**	JCDP49 - DODGE JOURNEY SXT HATCHBACK
Build Date	04/15/2009	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	799

Claim Information

Claim #	750660	**In Service Date**	08/11/2009
Claim Type	F - Service Contract	**Repair Date**	04/13/2012
Claim Status	Paid	**Mileage (Miles)**	93,663

Expense

Labor	$311.50	**Sublet**	$459.76	**Part**	$70.00	**Total Paid**	$768.85

Dealer Information

Code	63975	**Name**	MILOSCH DODGE, INC	**Zone**	42	DETROIT
Address	677 SOUTH LAPEER ROAD , LAKE ORION, MI 48362					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	05210802	Hub and Bearing, Rear ; Disc brake equipped- Right or left	68	NOISY	04779796AA	HUB&BRG	1	X	170.80	$35.60
A	05210802	Hub and Bearing, Rear ; Disc brake equipped- Right or left	68	NOISY	04721010AC	BEARING	1		177.80	$35.60
A	05210902	Hub and Bearing, Front ; Right			04779796AA	HUB&BRG	1	X	170.80	$35.60
A	05210902	Hub and Bearing, Front ; Right			04721010AC	BEARING	1		177.80	$35.60
A	95400041	Loaner Car ; Loaner Car			04779796AA	HUB&BRG	1	X	170.80	$70.00
A	95400041	Loaner Car ; Loaner Car			04721010AC	BEARING	1		177.80	$70.00
B	02151509	Shock Absorber/Strut, Rear ; Both Sides	68	NOISY	04766957AD	ABSORBER	2	X	111.16	$240.30

RO Narratives

(RO) Customer Concern:

CK RPMS REVVING AT 35 AND NOT SHIFTING-SOUNDS LIKE A JET PLANE CK ON LIGHT BRAKING LIKE PARKING LOT LOUD GROND FROM FRONT SEE DION ALSO CK THUMOING NOISE ENTERPRISE RENTAL RESERVED CK LOUD HUMMING NOISE ALL SPEEDS WHILE DRIVING AND DOESNT SEEMS TO SHIFT MAX CARE LPM100N $100 DED CK CLUNK FROM REAR

(RO) Cause:

AUTOMATIC TRANSMISSION REPAIRS STEERING AND SUSPENSION REPAIRS STEERING AND SUSPENSION REPAIRS LEAKING

(RO) Correction:

93663 NOISY. REPLACE RIGHT FRONT AND RIGHTREAR HUB/BEARING ASSEMBLIES. RETEST OK. Hub and Bearing, Rear - Replace Disc-Right (B) Hub and Bearing, Front - Replace Right (B) HUB, REAR-Replace (B) HUB, FRONT-Replace (B) 93663 MISSING. 150 REMOVE REAR CALIPERS,CLEAN ADAPTERS, INSTALL ANTI RATTLE CLIPS,REPLACE RIGHT REAR CALIPER SLIDES AND BOLTS,REMOVE LEFT FRONT CALIPER AND UNTWIST BRAKEHOSE. REPLACE RIGHT REAR CALIPER SLIDES AND ADJUSTBRAKE HOSE,CLEAN ADAPTERS,AND REPLACE ANTI-RATTLE CLIP BRAKES

REPAIR OR REPLACE Loaner Car Loaner Car (D) LOANER CAR- (C) 93663 SEE LINE A. INFO ONLY INFO ONLY 93663 LEAKING. REPLACE BOTH REAR SHOCKS.RETEST OK. Shock absorber, Rear - Replace Rear-Both (C) ENTERPRISE RENTAL #118356SC SHOCK ABSORBER-Replace (C) SUBLET REPAIRS

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3D4PH9FV8[redacted]	**Year**	2010	**Body**	JCET49 - DODGE JOURNEY R/T (LHD/AWD)
Build Date	05/25/2010	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	713135	**In Service Date**	11/02/2010
Claim Type	W - Warranty	**Repair Date**	04/27/2012
Claim Status	Paid	**Mileage (Miles)**	10,992

Expense

Labor	$15.52	**Sublet**	$354.76	**Part**	$0.00	**Total Paid**	$370.28

Dealer Information

Code	65382	**Name**	INGRAM PARK C-P-J-E	**Zone**	63	DALLAS
Address	7000 N W LOOP 410 , SAN ANTONIO, TX 78238					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	23202208	Panel, door trim ; Front-Right or left	11	BROKEN OR CRACKED	1BG862DVAD	PANEL	1	X	322.00	$0.00
B	23201603	Molding, pillar ; A-pillar-Right or left	11	BROKEN OR CRACKED	1BG09DW1AC	MOLDING	1	X	32.76	$15.52

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES RF DOOR DOES NOT OPEN CUSTOMER STATES RF WINDOW DOES NOT ROLL ALL WAY DOWN CUSTOMER STATES LEFT A PAIILAR INNER TRIM LOOSE CUSTOMER STATES HAS INTERMITTANT BELT NOISE AT IDLE FREE 27 POINT INSPECTION

(RO) Cause:

F F F F

(RO) Correction:

10993 23410104 70 replaced passenger doorlatch due to internal failure not allowingdoor to open Latch, Door - Replace 4D sedan-Vans-Wagons-Front door-Right (C) LATCH, DOOR/LIFTGATE-Replace (B) 10993 00 couldnt duplicate concern at thistime COULD NOT DUPLICATE CUSTOMER'S CONCERN AT THIS TIME 10993 23201602 20 completed replacement of apillar on driver side Panel, pillar - Replace A-pillar-Left (C) PANEL, PILLAR (POST)-Replace (C) 10992 can't duplicate no information forrepair found regarding this complaint COULD NOT DUPLICATE CUSTOMER'S CONCERN AT THIS TIME 10992 performed inspection FREE 27 POINT INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3D4PH9FV8[redacted]	**Year**	2010	**Body**	JCET49 - DODGE JOURNEY R/T (LHD/AWD)
Build Date	05/25/2010	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	013135	**In Service Date**	11/02/2010
Claim Type	W - Warranty	**Repair Date**	04/27/2012
Claim Status	Paid	**Mileage (Miles)**	10,992

Expense

Labor	$54.32	**Sublet**	$46.69	**Part**	$0.00	**Total Paid**	$101.01

Dealer Information

Code	65382	**Name**	INGRAM PARK C-P-J-E	**Zone**	63	DALLAS
Address	7000 N W LOOP 410 , SAN ANTONIO, TX 78238					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	23410104	Latch, Door ; 4D sedan-Vans-Wagons-Front door-Right or left	07	BINDS, STICKS, OR SEIZED	04589694AD	LATCH	1	X	46.69	$54.32

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3D4PH9FV8 [redacted]	**Year**	2010	**Body**	JCET49 - DODGE JOURNEY R/T (LHD/AWD)
Build Date	05/25/2010	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	714596	**In Service Date**	11/02/2010
Claim Type	W - Warranty	**Repair Date**	05/07/2012
Claim Status	Paid	**Mileage (Miles)**	11,641

Expense

Labor	$77.60	**Sublet**	$21.70	**Part**	$0.00	**Total Paid**	$99.30

Dealer Information

Code	65382	**Name**	INGRAM PARK C-P-J-E	**Zone**	63	DALLAS
Address	7000 N W LOOP 410 , SAN ANTONIO, TX 78238					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	23411204	Link/cable, latch lock control to latch ; 4D sedan-Van-Wagon-Front or rear door-Right	FD	Fastener Missing	68043790AB	LINK	1	X	6.93	$62.08
A	23411204	Link/cable, latch lock control to latch ; 4D sedan-Van-Wagon-Front or rear door-Right	FD	Fastener Missing	05076874AC	W/STRIP	1		9.73	$62.08
A	23411204	Link/cable, latch lock control to latch ; 4D sedan-Van-Wagon-Front or rear door-Right	FD	Fastener Missing	06509508AA	SCREW	1		3.36	$62.08
B	23101502	Cover/bezel, door remote handle ; Front or Rear-Right or left-one or both	11	BROKEN OR CRACKED	1GC82XDVAA	PANEL	1	X	1.68	$15.52

RO Narratives

(RO) Customer Concern:

REPLACE RF DOOR TRIM MOLDING..SOP PART INGRAM PARK CHRYSLER OIL AND FILTERCHANGE TIRE ROTATION $19.95 FREE 27 POINT INSPECTION REPLACED RF DOOR INTERIOR TRIM HANDLE

(RO) Cause:

F E

(RO) Correction:

11642 MISSING MLDING AND BENDED KNOB LINKREPLACED THE UPPERDOOR PANEL MOLDING AND THEBEDED LOCK KNOB LINK- OK Link/cable, latch lock control to latch - Replace 4D sedan-Van-Wagon-Front or rear door-Right (C) LINK, LATCH LOCK CONTROL TO LATCH-Replace (C) 11642 PEROFMRE DLOF 30 INGRAM PARK CHRYSLER OIL AND FILTER CHANGE 11642 PERFORMED TIRE ROTATION 40 TIRE ROTATION $19.95 11642 PERFORMED INSPECTION FREE 27

POINT INSPECTION 11642 00 REPLACED TRIM MOLDING Cover/bezel, door remote handle - Replace Front orRear-Right (D) COVER/BEZEL, DOOR REMOTE HANDLE-Replace (C)

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3D4PG5FV6[redacted]	**Year**	2010	**Body**	JCDP49 - DODGE JOURNEY SXT (LHD/FWD)
Build Date	03/17/2010	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	433922	**In Service Date**	05/10/2010
Claim Type	W - Warranty	**Repair Date**	05/22/2012
Claim Status	Paid	**Mileage (Miles)**	29,811

Expense

Labor	$12.76	**Sublet**	$3.29	**Part**	$0.00	**Total Paid**	$16.05

Dealer Information

Code	09861	**Name**	GRIFFIN MOTORS COMPANY	**Zone**	35	WASHINGTON
Address	11031 PERRY HIGHWAY , MEADVILLE, PA 16335					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08951509	Fuse ; Power Seats, Sunroof, Power Windows, Wiper System	UC	UNCODABLE (NARRATIVE REQUIRED)	04868008AA	FUSE	1	X	3.29	$12.76

RO Narratives

(RO) Customer Concern:

2688 LUBE OIL FILTER CHECK FLUID LEVELS,BELTS,HOSES & TIRES. SET TIRES TO 35 PSI (05-7648 GKELTZ-) CUSTOMER STATES POWER SEAT NOT WORKING. FOUND J8 40 AMP FUSE BLOWN IN POWER DIST CENTER. INSTALL NEW FUSE AND RUN POWER SEAT AND CHECKED WIRING AND COULD NOT FIND ANY CHAFFED WIRING. AT THIS TIME CONDITION TO BLOW FUSE IS NOT PRESENT. (05-7648 GKELTZ-)

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

power seat inop

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	3D4PG5FV6 [redacted]	**Year**	2010	**Body**	JCDP49 - DODGE JOURNEY SXT (LHD/FWD)
Build Date	03/17/2010	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	S43392	**In Service Date**	05/10/2010
Claim Type	F - Service Contract	**Repair Date**	05/22/2012
Claim Status	Paid	**Mileage (Miles)**	29,811

Expense

Labor	$0.00	**Sublet**	$0.00	**Part**	$30.00	**Total Paid**	$30.00

Dealer Information

Code	09861	**Name**	GRIFFIN MOTORS COMPANY	**Zone**	35	WASHINGTON
Address	11031 PERRY HIGHWAY , MEADVILLE, PA 16335					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26860303	Oil and Filter Change - All Intervals	MC	MAINTENANCE CARE						$0.00
A	95260001	Maintenance Allowance ; Fixed Cost Maintenance								$30.00

RO Narratives

(RO) Customer Concern:

2688 LUBE OIL FILTER CHECK FLUID LEVELS,BELTS,HOSES & TIRES. SET TIRES TO 35 PSI (05-7648 GKELTZ-) CUSTOMER STATES POWER SEAT NOT WORKING. FOUND J8 40 AMP FUSE BLOWN IN POWER DIST CENTER. INSTALL NEW FUSE AND RUN POWER SEAT AND CHECKED WIRING AND COULD NOT FIND ANY CHAFFED WIRING. AT THIS TIME CONDITION TO BLOW FUSE IS NOT PRESENT. (05-7648 GKELTZ-)

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3D4GG57V7 [redacted]	**Year**	2009	**Body**	JCDP49 - DODGE JOURNEY SXT HATCHBACK
Build Date	04/15/2009	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	799

Claim Information

Claim #	814510	**In Service Date**	08/11/2009
Claim Type	F - Service Contract	**Repair Date**	07/05/2012
Claim Status	Paid	**Mileage (Miles)**	98,699

Expense

Labor	$961.20	**Sublet**	$405.37	**Part**	$210.00	**Total Paid**	$1,500.89

Dealer Information

Code	63975	**Name**	MILOSCH DODGE, INC	**Zone**	42	DETROIT
Address	677 SOUTH LAPEER ROAD , LAKE ORION, MI 48362					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	23410104	Latch, Door ; 4D sedan-Vans-Wagons-Front door-Right or left	UC	UNCODABLE (NARRATIVE REQUIRED)	04589693AD	LATCH	1	X	47.32	$62.30
A	23605322	Panel, front door ; 4D-SECTION A-Right or left			04589693AD	LATCH	1	X	47.32	$142.40
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			04589693AD	LATCH	1	X	47.32	$578.50
A	95400041	Loaner Car ; Loaner Car			04589693AD	LATCH	1	X	47.32	$210.00
B	02100512	Arm, Lower Control ; Right			04766423AD	ARM	1	X	131.95	$53.40
B	02100512	Arm, Lower Control ; Right			04766424AD	ARM	1		131.95	$53.40
B	02100512	Arm, Lower Control ; Right			06507676AA	NUT	1		2.03	$53.40
B	02100512	Arm, Lower Control ; Right			04721085AJ	BUSHING	2		22.26	$53.40
B	02100512	Arm, Lower Control ; Right			04766962AA	LINK	2		69.86	$53.40
B	02100513	Arm, Lower Control ; Left	K4	LOOSE	04766423AD	ARM	1	X	131.95	$53.40
B	02100513	Arm, Lower Control ; Left	K4	LOOSE	04766424AD	ARM	1		131.95	$53.40
B	02100513	Arm, Lower Control ; Left	K4	LOOSE	06507676AA	NUT	1		2.03	$53.40
B	02100513	Arm, Lower Control ; Left	K4	LOOSE	04721085AJ	BUSHING	2		22.26	$53.40
B	02100513	Arm, Lower Control ; Left	K4	LOOSE	04766962AA	LINK	2		69.86	$53.40
B	02200502	Cushion/Bushing, sway bar, front ; One and/or both			04766423AD	ARM	1	X	131.95	$35.60
B	02200502	Cushion/Bushing, sway bar, front ; One			04766424AD	ARM	1		131.95	$35.60

		and/or both								
B	02200502	Cushion/Bushing, sway bar, front ; One and/or both			06507676AA	NUT	1		2.03	$35.60
B	02200502	Cushion/Bushing, sway bar, front ; One and/or both			04721085AJ	BUSHING	2		22.26	$35.60
B	02200502	Cushion/Bushing, sway bar, front ; One and/or both			04766962AA	LINK	2		69.86	$35.60
B	02201005	Link, front stabilizer/sway bar ; Both			04766423AD	ARM	1	X	131.95	$35.60
B	02201005	Link, front stabilizer/sway bar ; Both			04766424AD	ARM	1		131.95	$35.60
B	02201005	Link, front stabilizer/sway bar ; Both			06507676AA	NUT	1		2.03	$35.60
B	02201005	Link, front stabilizer/sway bar ; Both			04721085AJ	BUSHING	2		22.26	$35.60
B	02201005	Link, front stabilizer/sway bar ; Both			04766962AA	LINK	2		69.86	$35.60

RO Narratives

(RO) Customer Concern:

CUST STATES DRIVERS DOOR WILL NOT OPEN WITH INSIDE OR OUTSIDE HANDLE MAXCARE LPM100N W/$100 DED CUST IN ENTERPRISE RENATL FIRST DAY$35 A DAY FIVE DAYS REFINISH LINE DUE TO DOOR REPAIR CUST STATES FRT END FEELS LOSE/CK AND ADV. R C/S DR DOOR WILL NOT OPEN

(RO) Cause:

LATCH SEIZED CLOSED . STEERING AND SUSPENSION REPAIRS

(RO) Correction:

98699 DR FT DOOR WILL NOT OPEN FROM INSIDEOR OUTSIDE. REMOVED FT DOOR INNER BELTMOLDING, PLASTIC AROUND LATCH INSIDE OF DOORTO ATTEMPT TO ACCESS LATCH MECHANISMS. TRIEDPRYING ON LATCH TO RELEASE FROM STRICKER.PUSHED WHILE OTHER TECH ATTEMPTED TO RELEASELATCH FROM INSIDE OF DOOR . LATCH IS STUCK ONSTRICKER AND WILL NOT RELEASE CONTACTED STAR.CASE 340316. AFTER 2.5 HRS OF ATTEMPTING TORELEASE LATCH FROM STRIKER MANAGER SENT TOBODYSHOP. BODYSHOP TECH HAD TO REMOVE APILLAR TRIM, REMOVED SEAT USED ANGLE GRINDERTO CUT OUT BOLTS FOR THE STRIKER AFTER ALLPRYING, DAMAGE WAS DONE TO DOOR THAT HAD TOBE DONE TO REPAIR DOOR. ALSO REPLACED DOORLATCH. SEE OTHER LINES FOR BODY REPAIRS. Latch, Door - Replace 4D sedan-Vans-Wagons-Front door-Right (C) DIAGNOSTIC LOP ADJUSTED DOOR OO TIME FOR DOOR TRIM PANEL R&R ENTERPRISE RENTAL INV#118773 SC 5DAYS WARR 1 DAY LATCH, DOOR/LIFTGATE-Replace (B) DIAGNOSTIC LOP ADJUSTED DOOR OO TIME FOR DOOR TRIM PANEL R&R SUBLET REPAIRS INFO ONLY RENTAL COVERAGE Panel, front door - Colorcoat 4D-SECTION A-Right PANEL, DOOR FRONT-Color coat (A) 98699 CUSTOMER COMPLAINT OF THE FRONT ENDFEELING LOOSE. UPON INSPECTION AND TESTINGFOUND THE LOWER CONTROL ARM REAM MOUNTS TO BETORN. THE SWAY BAR LINKS TO BE POPING AND THEBUSHINGS WORN. REPLACED THE SWAY BAR BUSHINGSLINKS AND BOTH LOWER CONTROL ARMS. TEST DROVEALL GOOD. Arm, Lower Control - Replace Left (B) Arm, Lower Control - Replace Right (B) Link, front stabilizer/sway bar - Replace Both (C) Cushion/Bushing, sway bar, front - Replace One and/or both (C) Arm, lower control Arm, lower control LINK, FRONT STABILIZER/SWAY BAR-Replace (C) CUSHION, FRONT SWAY BAR-Replace (C) DOORS/WINDOWS-ADJUST/REPAIR

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3C4PDCAB8[redacted]	**Year**	2012	**Body**	JCDH49 - DODGE JOURNEY SE (FWD)
Build Date	10/13/2011	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	219473	**In Service Date**	02/15/2012
Claim Type	F - Service Contract	**Repair Date**	08/02/2012
Claim Status	Paid	**Mileage (Miles)**	10,460

Expense

Labor	$0.00	**Sublet**	$0.00	**Part**	$30.00	**Total Paid**	$30.00

Dealer Information

Code	43812	**Name**	SUMTER CHRYSLER JEEP DODGE	**Zone**	66	ORLANDO
Address	2662 BROAD STREET EXTENSION , SUMTER, SC 29150					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26860303	Oil and Filter Change - All Intervals	MC	MAINTENANCE CARE						$0.00
A	95260001	Maintenance Allowance ; Fixed Cost Maintenance								$30.00

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3D4PG5FV6[redacted]	**Year**	2010	**Body**	JCDP49 - DODGE JOURNEY SXT (LHD/FWD)
Build Date	06/08/2010	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	338096	**In Service Date**	07/12/2010
Claim Type	W - Warranty	**Repair Date**	08/06/2012
Claim Status	Paid	**Mileage (Miles)**	49,357

Expense

Labor	$0.00	**Sublet**	$0.00	**Part**	$496.00	**Total Paid**	$248.00

Dealer Information

Code	X7104	**Name**	A.R.I.	**Zone**	35	WASHINGTON
Address	9000 MIDLANTIC BLVD. GARY WALLACE, MT. LAUREL, NJ 08054					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	23410104	Latch, Door ; 4D sedan-Vans-Wagons-Front door-Right or left	11	BROKEN OR CRACKED						$0.00
A	95959595	Owner reimbursement								$496.00

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3C4PDCBG6 [redacted]	**Year**	2012	**Body**	JCDE49 - DODGE JOURNEY SXT (FWD)
Build Date	09/13/2011	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	180297	**In Service Date**	07/02/2012
Claim Type	W - Warranty	**Repair Date**	08/09/2012
Claim Status	Paid	**Mileage (Miles)**	3,278

Expense

Labor	$14.74	**Sublet**	$197.40	**Part**	$0.00	**Total Paid**	$212.14

Dealer Information

Code	43807	**Name**	VICKSBURG CHRYSLER-PLYMOUTH-DODGE INCORPORATED	**Zone**	42	DETROIT
Address	13475 PORTAGE ROAD , VICKSBURG, MI 49097					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	23140201	Console, Overhead ; Front seat area	11	BROKEN OR CRACKED	1MT59HDAAB	CONSOLE	1	X	197.40	$14.74

RO Narratives

(RO) Customer Concern:

NEW OWNER CLINIC MAINTENANCE, BREAKDOWN BASIC AND VEHICLE OPERATING TIPS WORKSHOP FREE TOUCH-UP PAINT UPPER CONSOLE WILL NOT CLOSE(SUNGLASS HOLDER) LUBE OIL FILTER CHANGE

(RO) Cause:

BROKEN MAINTENANCE LUBE OIL FILTER

(RO) Correction:

VALUED CUSTOMER WORKSHOP REPLACE OVERHEAD CONSOLE PERFORMED LUBE, OIL, FILTER CHANGE. CHECKED ALL FLUIDS. CHECKED TIRE PRESSURE. FILLED WASHER SOLVENT. CHECK LAMP OPPERATION, HOSES, BELTS, EXHAUST, SUSPENSION, AIR FILTER.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	3D4PH9FVX[redacted]	**Year**	2010	**Body**	JCET49 - DODGE JOURNEY R/T (LHD/AWD)
Build Date	05/04/2010	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	141560	**In Service Date**	09/02/2010
Claim Type	F - Service Contract	**Repair Date**	08/21/2012
Claim Status	Paid	**Mileage (Miles)**	50,214

Expense

Labor	$155.51	**Sublet**	$577.22	**Part**	$370.00	**Total Paid**	$1,131.60

Dealer Information

Code	23102	**Name**	DAN'S JEEP CHRYSLER, INC.	**Zone**	32	NEW YORK
Address	82 TURNPIKE RD , WESTBOROUGH, MA 01581					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	23341008	Regulator, window front ; 4D sedan-Van-Wagon-Electric-Right or left			04589694AB	LATCH	1	X	48.02	$0.00
A	23341008	Regulator, window front ; 4D sedan-Van-Wagon-Electric-Right or left			1BG862DVAD	PANEL	1		322.00	$0.00
A	23341008	Regulator, window front ; 4D sedan-Van-Wagon-Electric-Right or left			68043728AA	PANEL	1		207.20	$0.00
A	23410104	Latch, Door ; 4D sedan-Vans-Wagons-Front door-Right or left	07	BINDS, STICKS, OR SEIZED	04589694AB	LATCH	1	X	48.02	$60.48
A	23410104	Latch, Door ; 4D sedan-Vans-Wagons-Front door-Right or left	07	BINDS, STICKS, OR SEIZED	1BG862DVAD	PANEL	1		322.00	$60.48
A	23410104	Latch, Door ; 4D sedan-Vans-Wagons-Front door-Right or left	07	BINDS, STICKS, OR SEIZED	68043728AA	PANEL	1		207.20	$60.48
A	23511102	Carrier Plate, door ; Front - Right			04589694AB	LATCH	1	X	48.02	$0.00
A	23511102	Carrier Plate, door ; Front - Right			1BG862DVAD	PANEL	1		322.00	$0.00
A	23511102	Carrier Plate, door ; Front - Right			68043728AA	PANEL	1		207.20	$0.00
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			04589694AB	LATCH	1	X	48.02	$69.12
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			1BG862DVAD	PANEL	1		322.00	$69.12
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with			68043728AA	PANEL	1		207.20	$69.12

		appropriate repair Labor Operation.								
A	95400041	Loaner Car ; Loaner Car			04589694AB	LATCH	1	X	48.02	$175.00
A	95400041	Loaner Car ; Loaner Car			1BG862DVAD	PANEL	1		322.00	$175.00
A	95400041	Loaner Car ; Loaner Car			68043728AA	PANEL	1		207.20	$175.00
B	23410105	Latch, Door ; 4D sedan-Vans-Wagons-Front door-Right or left	07	BINDS, STICKS, OR SEIZED						$0.00
B	85333333	Sublet processing allowance								$25.92
B	97756555	Sublet Repair								$195.00

RO Narratives

(RO) Customer Concern:

C/S R/F DOOR WILL NOT OPEN FROM EITHER INSIDE OR OUTSIDE HANDLE-CHECK AND REPORT RENTAL VEHICLE SENT TO BODY SHOP FOR REPAIR TO RIGHT FRONT OUTER DOOR SKIN

(RO) Cause:

BEFORE DOING ANYTHING WE OPENED A STAR CASE

(RO) Correction:

VERIFIED CONCERN R/F DOOR PANEL NEEDS TO BE DESTROYED TO GAIN ACCESS TO R/F DOOR LATCH(SPOKE TO STAR AND AREA REP NOTES IN SYSTEM) CUT INTO DOOR PANEL AND MODULE WAS ABLE TO OPEN DOOR REPLACED R/F DOOR LATCH, MODULE, AND CARRIER PLATE, AND DOOR PANEL DUR RENTAL REPAIR DOOR SKIN AS NEEDED

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3D4PG5FV6 [redacted]	**Year**	2010	**Body**	JCDP49 - DODGE JOURNEY SXT (LHD/FWD)
Build Date	03/17/2010	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	460252	**In Service Date**	05/10/2010
Claim Type	W - Warranty	**Repair Date**	08/23/2012
Claim Status	Paid	**Mileage (Miles)**	32,908

Expense

Labor	$82.94	**Sublet**	$56.49	**Part**	$0.00	**Total Paid**	$39.43

Dealer Information

Code	09861	**Name**	GRIFFIN MOTORS COMPANY	**Zone**	35	WASHINGTON
Address	11031 PERRY HIGHWAY , MEADVILLE, PA 16335					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	0570229B	Pad, disc brake ; Replace Front Brake Pads and Resurface Front Rotors - Both Sides	ZZ	SERVICE ACTION	CNTFX300AA	PAD KIT	1	X	56.49	$82.94

RO Narratives

(RO) Customer Concern:

2688 LUBE OIL FILTER CHECK FLUID LEVELS,BELTS,HOSES & TIRES. SET TIRES TO 35 PSI (05-7648 GKELTZ-) CUSTOMER STATES PULSATION DURING BRAKING. MEASURE ROTOR THICKNESS AND TURN WITH ON CAR LATHE AND REPLACED BRAKE PADS. PER EXTENDED COVERAGE X33 (05-7648 GKELTZ-)

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	3D4PG5FV6[redacted]	**Year**	2010	**Body**	JCDP49 - DODGE JOURNEY SXT (LHD/FWD)
Build Date	03/17/2010	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	S46025	**In Service Date**	05/10/2010
Claim Type	F - Service Contract	**Repair Date**	08/23/2012
Claim Status	Paid	**Mileage (Miles)**	32,908

Expense

Labor	$0.00	**Sublet**	$0.00	**Part**	$30.00	**Total Paid**	$30.00

Dealer Information

Code	09861	**Name**	GRIFFIN MOTORS COMPANY	**Zone**	35	WASHINGTON
Address	11031 PERRY HIGHWAY , MEADVILLE, PA 16335					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26860303	Oil and Filter Change - All Intervals	MC	MAINTENANCE CARE						$0.00
A	95260001	Maintenance Allowance ; Fixed Cost Maintenance								$30.00

RO Narratives

(RO) Customer Concern:

2688 LUBE OIL FILTER CHECK FLUID LEVELS,BELTS,HOSES & TIRES. SET TIRES TO 35 PSI (05-7648 GKELTZ-) CUSTOMER STATES PULSATION DURING BRAKING. MEASURE ROTOR THICKNESS AND TURN WITH ON CAR LATHE AND REPLACED BRAKE PADS. PER EXTENDED COVERAGE X33 (05-7648 GKELTZ-)

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	3D4PG5FV[redacted]	**Year**	2010	**Body**	JCDP49 - DODGE JOURNEY SXT (LHD/FWD)
Build Date	06/07/2010	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	611384	**In Service Date**	07/07/2010
Claim Type	F - Service Contract	**Repair Date**	09/07/2012
Claim Status	Paid	**Mileage (Miles)**	53,416

Expense

Labor	$230.00	**Sublet**	$0.00	**Part**	$105.00	**Total Paid**	$335.00

Dealer Information

Code	61339	**Name**	JACK POWELL CHRYSLER DODGE	**Zone**	71	LOS ANGELES
Address	1625 AUTO PARKWAY SOUTH , ESCONDIDO, CA 92029					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08191402	Module, door control ; Right, front	61	INTERMITTENT OPERATION						$0.00
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.								$230.00
A	95400041	Loaner Car ; Loaner Car								$105.00

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES VEHICLE DOOR LOCKS AT ALL DOORS INTERMITTENTLY WILL NOT UNLOCK WITH REMOTE, INTERNIOR SWITCH, OR INERIOR DOOR HANDLE. CONCERN WILL REMAIN PRESENT FOR VARIED AMOUNT OF TIME UP TO 45 MINUTES ON AVERAGE SOMETIMES MORE OR LESS. CUSTOMER HAS OPEN CASE (#22565681/800-263-8422/X666378) AND WAS ADVIED TO BRING IN FOR INSPECTION. LAST TIME CONCERN WAS PRESENT WAS ON (08/30/2012). CUSTOMER DISCONNECTED BATTERY TO RESET VEHICLE AFTER LAST TIME DOOR LOCKS WOULD NOT UNLOCK BECAUSE IT SEEMS TO CLEAR UP CONCERNS WITH VEHICLE SUCH AS WARNING LIGHTS, A/CINOPERATIVE, AND VARIOUS ELECTRICALOR OPERATION CONCERNS. PLEASE CHECK AND ADVISE. Perform courtsey multi-point vehicle inspection. INSPECT TIRE PRESSURE POST SERVICE QUALITY CONTROL ALL VEHICLES WILL BE ROAD TESTED TO ASSURE ALL REPAIRS ARE PERFORMED SUCCESSFULLY. VEHICLE RENTAL PROVIDED TO CLIENT

(RO) Cause:

NA

(RO) Correction:

53504 TESTED TRUCK IN NUMEROUS WAYS ANDCOULD NOT DUPLICATE CUSTOMERS CONCERN. THEDOOR HAS A METAL ROD THAT GOES FROM THE INNERDOOR HANDLE TO THE LATCH. NO MATTER WHATPOSITION THE DRIVERS DOOR LOCK IS IN IF THEHANDLE IS PULLED THE DOOR OPENED. I PERFORMEDTHIS TEST MORE THAN 20 TIMES AND THE SYSTEMWORKED AS DESIGN. NO CODES WERE STORED ORACTIVE IN ANY OF THE MODULES FOR ANY TYPE OFDOOR LOCK OR DOOR PROBLEMS. I WAS UNABLE TOEXPERIENCE THE DOORS NOT UNLOCKINGINTERMITTENTLY. VEHICLE WAS TEST DRIVEN 88MILES. SEVERAL TIMES DURING TEST DRIVEVEHICLE WAS TURNED OFF, DOOR OPENED WITH NOPROBLEM, LOCKED BY REMOTE. REOPENED WITH NOPROBLEM AND DRIVEN. CUSTOMER STATES: FUEL CUSTOMER STATES: SUBLET REPAIRS Perform courtsey multi-point vehicle

inspection. Check Window Washer Fluid- Checked Check Automatic Transmission Fluid - Checked Check Brake Fluid - Checked Check Power Steering Fluid - Checked Check Coolant Reservoir Level - Checked Check Transaxle -TransferCase - Clutch Reservoir -Checked Check Oil - Checked Inspect Engine Air Filter- Checked Inspect Drive Belts - Checked Check Lights and Horn - Checked Check Windshield Wiper Blades - Checked I

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3D4PH9FV8[redacted]	**Year**	2010	**Body**	JCET49 - DODGE JOURNEY R/T (LHD/AWD)
Build Date	05/25/2010	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	731173	**In Service Date**	11/02/2010
Claim Type	W - Warranty	**Repair Date**	10/20/2012
Claim Status	Paid	**Mileage (Miles)**	23,593

Expense

Labor	$15.52	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$15.52

Dealer Information

Code	65382	**Name**	INGRAM PARK C-P-J-E	**Zone**	63	DALLAS
Address	7000 N W LOOP 410 , SAN ANTONIO, TX 78238					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	23208100	Panel, liftgate / tailgate / deck lid trim	51	IMPROPERLY INSTALLED						$15.52

RO Narratives

(RO) Customer Concern:

CUSTOMER REQUESTS PURCHASE 4 OIL CHANGES FOR $59.95 PKG INGRAM PARK CHRYSLER OIL AND FILTERCHANGE - CHRYSLER CONTRACT $20.00 TIRE ROTATION $19.95 M3 MAJOR FUEL SERVICE FUEL INJECTORAND THROTTLE BODY CLEAN - $179.95 CUSTOMER STATES TOP REAR TRIP PANELAT GATE OPENING IS LOOSE. CUSTOMER STATES REAR BUMPER POPPED OUT AT BOTH CORNERS BELOW TAIL LAMPS. --- SUBMIT FOR DIGTAL IMAGEING APPROVAL --- FREE 27 POINT INSPECTION

(RO) Cause:

F F

(RO) Correction:

CONTRACT PURCHASED TRIM 23593 30 PERFORMED AN LOF INGRAM PARK CHRYSLER OIL AND FILTER CHANGE 23593 40 PERFORMED A ROTATE TIRE ROTATION $19.95 23593 180 PERFORMED A MAJOR FUEL SYSTEMCLEAN AND TBI CLEAN M3 MAJOR FUEL SERVICE FUEL INJECTOR AND THROTTLE BODY CLEAN 23593 23208100 20 FOUND THE UPPER PANEL FORTHE LIFTGATE WAS LOOSE REMOVED THE PANEL ANDREINSTALLED THE PANEL CORRECTLY REINSTALLED THE PANEL 23593 INSPECTED VERIFIED CONDITIONSUBMITTED FOR APPROVAL, PICTURES TAKEN. SUBMITTED FOR APPROVAL TRIM FREE 27 POINT INSPECTION

(RO) Technical Notes:

PANEL LOOSE NOT INSTALLED PROPERLY - INSTALLED PANEL

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	3D4PH9FV8[redacted]	**Year**	2010	**Body**	JCET49 - DODGE JOURNEY R/T (LHD/AWD)
Build Date	05/25/2010	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	031173	**In Service Date**	11/02/2010
Claim Type	F - Service Contract	**Repair Date**	10/20/2012
Claim Status	Paid	**Mileage (Miles)**	23,593

Expense

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

Dealer Information

Code	65382	**Name**	INGRAM PARK C-P-J-E	**Zone**	63	DALLAS
Address	7000 N W LOOP 410 , SAN ANTONIO, TX 78238					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26860303	Oil and Filter Change - All Intervals	MC	MAINTENANCE CARE						$0.00
A	95260001	Maintenance Allowance ; Fixed Cost Maintenance								$20.00

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3C4PDCAB2[redacted]	**Year**	2013	**Body**	JCDH49 - DODGE JOURNEY SE (FWD)
Build Date	10/15/2012	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	PREPNV	**In Service Date**	12/12/2012
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	10/29/2012
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$83.70	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$83.70

Dealer Information

Code	45478	**Name**	GILLMAN CHRYSLER JEEP DODGE	**Zone**	63	DALLAS
Address	10585 W SAM HOUSTON PKWY S , HOUSTON, TX 77099					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$83.70

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	3D4PG5FVX[redacted]	**Year**	2010	**Body**	JCDP49 - DODGE JOURNEY SXT (LHD/FWD)
Build Date	06/07/2010	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	614854	**In Service Date**	07/07/2010
Claim Type	W - Warranty	**Repair Date**	11/15/2012
Claim Status	Paid	**Mileage (Miles)**	58,362

Expense

Labor	$156.40	**Sublet**	$123.20	**Part**	$0.00	**Total Paid**	$279.60

Dealer Information

Code	61339	**Name**	JACK POWELL CHRYSLER DODGE	**Zone**	71	LOS ANGELES	
Address	1625 AUTO PARKWAY SOUTH , ESCONDIDO, CA 92029						

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08804401	Transmitter, Integrated Key FOB ; Transmitter key-one or more	UP	UNABLE TO PROGRAM	56046707AE	TRANSMTR	1	X	123.20	$27.60
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			56046707AE	TRANSMTR	1	X	123.20	$128.80
A	85434343	Goodwill Authorization ; Goodwill Authorization			56046707AE	TRANSMTR	1	X	123.20	$0.00

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES VEHICLE DOES NOT UNLOCK INTERINTERMITTENTLY. WHILE CONCERN IS PRESENT VEHICLE WITH NOTUNLOCK BY TRYING SEVERAL DIFFERENT WAYS. SOMETIMES ALL UNLOCK POSSIBILIES NOT WORK AT ONCE AND SOMETIMES OCCURING INDIVIDUALLY. PRIMARY TROUBLE UNLOCKING VEHICLE IS WITH REMOTE FOBIK. UNLOCK BUTTONWILL HAVE TO BE PRESSED SEVERAL TIMES FOR SEVERAL MINUTES BEFORE ALLOWING DOORS TO UNLOCK. OTHER TIMES DOORS WILL NOT UNLOCK WITH VEHICLE INTERIOR BUTTONS, MANUAL KEY IN DOOR LOCK CYLINDER, AND INTERIOR DOOR HANDLE TO OVERRIDE DOOR LOCK ACTUATOR. MOST RECENT CONCERN WITH VEHICLE NOT UNLOCKING WAS 11/11/12 DURING WHICH ALL CONCERNS WERE PRESENT AT THE SAME TIME. CUSTOMERPARKED AND GOT OUT OFVEHICLE. AFTER COMING AROUND TO THEOTHER SIDE NOTED VEHICLE HAD LOCKED. CUSTOMER TRIED TO UNLOCK VEHICLE WITH REMOTE BUT VEHICLE WOULD NOT UNLOCK. CUSTOMER HAD PASSENGER STILL IN VEHICLE WHO TRIED TO PUSH THE INTERIOR DOOR UNLOCK BUTTON ON PASSENGER SIDE ANDINTERIOR DOOR HANDLE BUT COULD NOT GET DOOR TO UNLOCK. CUSTOMER TRIED TO UNLOCK DOOR WITH MANUAL KEY. NOTICED THIS SET OFF THE VEHICLE ALARM BUT DID NOT UNLOCK THE DOOR. CUSTOMER CONTINUED TO TRY AND UNLOCK THE VEHICLE FOR A SHORT TIMEAND THEN PAUSE TO CALM PASSENGER. THE ALARM STOPPED AND CUSTOMER TRIED TO UNLOCK VEHICLE AGAIN WITH REMOTE FOBIK. VEHICLE UNLOCKED BUT CUSTOMER NOTED LIGHTS FLASHED WHEN IT DID AND ONLY THE LEFT FRONT DOORUNLOCKED. CUSTOMER ENTERED VEHICLE,LEAVING DOOR OPENED TO START VEHICLE. ALL DOORS THEN OPENED AND ALARM WENT OFF. CUSTOMER SHUT OFF VEHICLE AND TURNED BACK ON. ALARM THEN SHUT OFF. CUSTOMER LEFT VEHICLE TO ENTER STORE. VEHICLE WASLEFT UNLOCKED WHEN WALKING AWAY. ONRETURNING

TO THE VEHICLE FOUND DOORLOCKS HAD LOCKED AND AGAIN TOOK SEVERAL TIMES PUSHING REMOTE FOBIK (8) BEFORE IT DID UNLOCK. CUSTOMER HAS APPOINTMENT WITH TECHNICIAN ADVISOR FOR STATED CONCERN. EMAILS SENT BY CUSTOMER ARE ATTACHED. PLEASE CHECK AND ADVISE. Perform courtsey multi-point vehicle inspection. INSPECT TIRE PRESSURE POST SERVICE QUALITY CONTROL ALL VEHI

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3D4PG5FVX[redacted]	**Year**	2010	**Body**	JCDP49 - DODGE JOURNEY SXT (LHD/FWD)
Build Date	06/07/2010	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	614854	**In Service Date**	07/07/2010
Claim Type	F - Service Contract	**Repair Date**	11/15/2012
Claim Status	Paid	**Mileage (Miles)**	58,362

Expense

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

Dealer Information

Code	61339	**Name**	JACK POWELL CHRYSLER DODGE	**Zone**	71	LOS ANGELES
Address	1625 AUTO PARKWAY SOUTH , ESCONDIDO, CA 92029					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	09550101	Filter, oil	71	OIL LEAK						$0.00
A	95400041	Loaner Car ; Loaner Car								$70.00

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES VEHICLE DOES NOT UNLOCK INTERINTERMITTENTLY. WHILE CONCERN IS PRESENT VEHICLE WITH NOTUNLOCK BY TRYING SEVERAL DIFFERENT WAYS. SOMETIMES ALL UNLOCK POSSIBILIES NOT WORK AT ONCE AND SOMETIMES OCCURING INDIVIDUALLY. PRIMARY TROUBLE UNLOCKING VEHICLE IS WITH REMOTE FOBIK. UNLOCK BUTTONWILL HAVE TO BE PRESSED SEVERAL TIMES FOR SEVERAL MINUTES BEFORE ALLOWING DOORS TO UNLOCK. OTHER TIMES DOORS WILL NOT UNLOCK WITH VEHICLE INTERIOR BUTTONS, MANUAL KEY IN DOOR LOCK CYLINDER, AND INTERIOR DOOR HANDLE TO OVERRIDE DOOR LOCK ACTUATOR. MOST RECENT CONCERN WITH VEHICLE NOT UNLOCKING WAS 11/11/12 DURING WHICH ALL CONCERNS WERE PRESENT AT THE SAME TIME. CUSTOMERPARKED AND GOT OUT OFVEHICLE. AFTER COMING AROUND TO THEOTHER SIDE NOTED VEHICLE HAD LOCKED. CUSTOMER TRIED TO UNLOCK VEHICLE WITH REMOTE BUT VEHICLE WOULD NOT UNLOCK. CUSTOMER HAD PASSENGER STILL IN VEHICLE WHO TRIED TO PUSH THE INTERIOR DOOR UNLOCK BUTTON ON PASSENGER SIDE ANDINTERIOR DOOR HANDLE BUT COULD NOT GET DOOR TO UNLOCK. CUSTOMER TRIED TO UNLOCK DOOR WITH MANUAL KEY. NOTICED THIS SET OFF THE VEHICLE ALARM BUT DID NOT UNLOCK THE DOOR. CUSTOMER CONTINUED TO TRY AND UNLOCK THE VEHICLE FOR A SHORT TIMEAND THEN PAUSE TO CALM PASSENGER. THE ALARM STOPPED AND CUSTOMER TRIED TO UNLOCK VEHICLE AGAIN WITH REMOTE FOBIK. VEHICLE UNLOCKED BUT CUSTOMER NOTED LIGHTS FLASHED WHEN IT DID AND ONLY THE LEFT FRONT DOORUNLOCKED. CUSTOMER ENTERED VEHICLE,LEAVING DOOR OPENED TO START VEHICLE. ALL DOORS THEN OPENED AND ALARM WENT OFF. CUSTOMER SHUT OFF VEHICLE AND TURNED BACK ON. ALARM THEN SHUT OFF. CUSTOMER LEFT VEHICLE TO ENTER STORE. VEHICLE WASLEFT UNLOCKED WHEN WALKING AWAY. ONRETURNING TO THE VEHICLE FOUND DOORLOCKS HAD LOCKED AND AGAIN TOOK SEVERAL TIMES PUSHING REMOTE FOBIK (8) BEFORE IT DID UNLOCK. CUSTOMER HAS APPOINTMENT WITH TECHNICIAN ADVISOR FOR STATED CONCERN. EMAILS SENT BY CUSTOMER ARE ATTACHED. PLEASE CHECK AND ADVISE. Perform courtsey multi-point vehicle inspection. INSPECT TIRE PRESSURE POST SERVICE QUALITY CONTROL ALL VEHI

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	3D4PG5FVX[redacted]	**Year**	2010	**Body**	JCDP49 - DODGE JOURNEY SXT (LHD/FWD)
Build Date	06/07/2010	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	S14854	**In Service Date**	07/07/2010
Claim Type	F - Service Contract	**Repair Date**	11/15/2012
Claim Status	Paid	**Mileage (Miles)**	58,362

Expense

Labor	$0.00	**Sublet**	$0.00	**Part**	$30.00	**Total Paid**	$30.00

Dealer Information

Code	61339	**Name**	JACK POWELL CHRYSLER DODGE	**Zone**	71	LOS ANGELES
Address	1625 AUTO PARKWAY SOUTH , ESCONDIDO, CA 92029					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26860303	Oil and Filter Change - All Intervals	MC	MAINTENANCE CARE						$0.00
A	95260001	Maintenance Allowance ; Fixed Cost Maintenance								$30.00

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3C4PDCEG3[redacted]	**Year**	2012	**Body**	JCDX49 - DODGE JOURNEY R/T (FWD/LHD)
Build Date	01/21/2012	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	103410	**In Service Date**	05/14/2012
Claim Type	W - Warranty	**Repair Date**	12/05/2012
Claim Status	Paid	**Mileage (Miles)**	2,867

Expense

Labor	$73.60	**Sublet**	$49.28	**Part**	$0.00	**Total Paid**	$122.88

Dealer Information

Code	44422	**Name**	CARL GREGORY CHRYSLER DODGE OF BRU NSWICK, INC.	**Zone**	66	ORLANDO
Address	5400 ALTAMA AVE , BRUNSWICK, GA 31525					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	084610P1	Sending unit or switch, oil pressure ; 3.6 Liter engine	71	OIL LEAK	05149062AA	SWITCH	1	X	49.28	$73.60

RO Narratives

(RO) Customer Concern:

CUST STATES THE SES LIGHT IS ON

(RO) Cause:

FOUND THE CODE FOR OIL PRESSURE SENSOR UPON INSPECTION FOUND THE SENSOR LEAKING OOIL

(RO) Correction:

NECESSARY TO REPLACE OIL SENSOR REPLACED AND ALL OK

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3C4PDCAB8[redacted]	**Year**	2013	**Body**	JCDH49 - DODGE JOURNEY SE (FWD)
Build Date	11/23/2012	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	PREPNV	**In Service Date**	03/11/2013
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	12/17/2012
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$116.80	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$116.80

Dealer Information

Code	44520	**Name**	SHERMAN DODGE	**Zone**	51	CHICAGO
Address	7601 N SKOKIE BLVD , SKOKIE, IL 60077					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$116.80

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	3C4PDCAB[redacted]	**Year**	2013	**Body**	JCDH49 - DODGE JOURNEY SE (FWD)
Build Date	10/15/2012	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	365231	**In Service Date**	12/12/2012
Claim Type	W - Warranty	**Repair Date**	12/21/2012
Claim Status	Paid	**Mileage (Miles)**	102

Expense

Labor	$677.97	**Sublet**	$102.20	**Part**	$0.00	**Total Paid**	$780.17

Dealer Information

Code	45478	**Name**	GILLMAN CHRYSLER JEEP DODGE	**Zone**	63	DALLAS
Address	10585 W SAM HOUSTON PKWY S , HOUSTON, TX 77099					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	21000501	Transmission, Remove and install for recondition ; 40TE/41TE - 2.0-2.4 liter engine			05078336AA	SENSOR	1	X	26.67	$217.62
A	21000501	Transmission, Remove and install for recondition ; 40TE/41TE - 2.0-2.4 liter engine			05078911AA	SENSOR	1		23.24	$217.62
A	21000501	Transmission, Remove and install for recondition ; 40TE/41TE - 2.0-2.4 liter engine			05010884AA	SEALER	1		5.46	$217.62
A	21000501	Transmission, Remove and install for recondition ; 40TE/41TE - 2.0-2.4 liter engine			68055894AA	FLUID	9		39.06	$217.62
A	21000501	Transmission, Remove and install for recondition ; 40TE/41TE - 2.0-2.4 liter engine			68055894AA	FLUID	1		4.34	$217.62
A	21000501	Transmission, Remove and install for recondition ; 40TE/41TE - 2.0-2.4 liter engine			04412844	GASKET	1		3.43	$217.62
A	21340256	Transaxle ; Group A Repair (3 - Highly Skilled)	ML	CHECK ENGINE/SERVICE ENGINE SO	05078336AA	SENSOR	1	X	26.67	$368.28

A	21340256	Transaxle ; Group A Repair (3 - Highly Skilled)	ML	CHECK ENGINE/SERVICE ENGINE SO	05078911AA	SENSOR	1		23.24	$368.28
A	21340256	Transaxle ; Group A Repair (3 - Highly Skilled)	ML	CHECK ENGINE/SERVICE ENGINE SO	05010884AA	SEALER	1		5.46	$368.28
A	21340256	Transaxle ; Group A Repair (3 - Highly Skilled)	ML	CHECK ENGINE/SERVICE ENGINE SO	68055894AA	FLUID	9		39.06	$368.28
A	21340256	Transaxle ; Group A Repair (3 - Highly Skilled)	ML	CHECK ENGINE/SERVICE ENGINE SO	68055894AA	FLUID	1		4.34	$368.28
A	21340256	Transaxle ; Group A Repair (3 - Highly Skilled)	ML	CHECK ENGINE/SERVICE ENGINE SO	04412844	GASKET	1		3.43	$368.28
A	21344158	Reverse flush and flow check cooler ; Reverse flush and flow check cooler (3 - Highly Skilled)			05078336AA	SENSOR	1	X	26.67	$33.48
A	21344158	Reverse flush and flow check cooler ; Reverse flush and flow check cooler (3 - Highly Skilled)			05078911AA	SENSOR	1		23.24	$33.48
A	21344158	Reverse flush and flow check cooler ; Reverse flush and flow check cooler (3 - Highly Skilled)			05010884AA	SEALER	1		5.46	$33.48
A	21344158	Reverse flush and flow check cooler ; Reverse flush and flow check cooler (3 - Highly Skilled)			68055894AA	FLUID	9		39.06	$33.48
A	21344158	Reverse flush and flow check cooler ; Reverse flush and flow check cooler (3 - Highly Skilled)			68055894AA	FLUID	1		4.34	$33.48
A	21344158	Reverse flush and flow check cooler ; Reverse flush and flow check cooler (3 - Highly Skilled)			04412844	GASKET	1		3.43	$33.48
A	21550208	Pan, Oil - Related Repairs ; Lower - 62TE			05078336AA	SENSOR	1	X	26.67	$0.00
A	21550208	Pan, Oil - Related Repairs ; Lower - 62TE			05078911AA	SENSOR	1		23.24	$0.00
A	21550208	Pan, Oil - Related Repairs ; Lower - 62TE			05010884AA	SEALER	1		5.46	$0.00
A	21550208	Pan, Oil - Related Repairs ; Lower - 62TE			68055894AA	FLUID	9		39.06	$0.00
A	21550208	Pan, Oil - Related Repairs ; Lower - 62TE			68055894AA	FLUID	1		4.34	$0.00
A	21550208	Pan, Oil - Related Repairs ; Lower -			04412844	GASKET	1		3.43	$0.00

		62TE								
A	21950154	Valve Body ; Recondition (3 - Highly Skilled)			05078336AA	SENSOR	1	X	26.67	$58.59
A	21950154	Valve Body ; Recondition (3 - Highly Skilled)			05078911AA	SENSOR	1		23.24	$58.59
A	21950154	Valve Body ; Recondition (3 - Highly Skilled)			05010884AA	SEALER	1		5.46	$58.59
A	21950154	Valve Body ; Recondition (3 - Highly Skilled)			68055894AA	FLUID	9		39.06	$58.59
A	21950154	Valve Body ; Recondition (3 - Highly Skilled)			68055894AA	FLUID	1		4.34	$58.59
A	21950154	Valve Body ; Recondition (3 - Highly Skilled)			04412844	GASKET	1		3.43	$58.59
A	21950351	Solenoid / Sensor ; Variable line pressure sensor (3 - Highly Skilled)			05078336AA	SENSOR	1	X	26.67	$0.00
A	21950351	Solenoid / Sensor ; Variable line pressure sensor (3 - Highly Skilled)			05078911AA	SENSOR	1		23.24	$0.00
A	21950351	Solenoid / Sensor ; Variable line pressure sensor (3 - Highly Skilled)			05010884AA	SEALER	1		5.46	$0.00
A	21950351	Solenoid / Sensor ; Variable line pressure sensor (3 - Highly Skilled)			68055894AA	FLUID	9		39.06	$0.00
A	21950351	Solenoid / Sensor ; Variable line pressure sensor (3 - Highly Skilled)			68055894AA	FLUID	1		4.34	$0.00
A	21950351	Solenoid / Sensor ; Variable line pressure sensor (3 - Highly Skilled)			04412844	GASKET	1		3.43	$0.00

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3C4PDCAB2[redacted]	**Year**	2013	**Body**	JCDH49 - DODGE JOURNEY SE (FWD)
Build Date	10/15/2012	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	365231	**In Service Date**	12/12/2012
Claim Type	W - Warranty	**Repair Date**	12/21/2012
Claim Status	Paid	**Mileage (Miles)**	102

Expense

Labor	($677.97)	**Sublet**	($102.20)	**Part**	$0.00	**Total Paid**	($780.17)

Dealer Information

Code	45478	**Name**	GILLMAN CHRYSLER JEEP DODGE	**Zone**	63	DALLAS
Address	10585 W SAM HOUSTON PKWY S , HOUSTON, TX 77099					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	21000501	Transmission, Remove and install for recondition ; 40TE/41TE - 2.0-2.4 liter engine			05078336AA	SENSOR	1	X	-26.67	($217.62)
A	21000501	Transmission, Remove and install for recondition ; 40TE/41TE - 2.0-2.4 liter engine			05078911AA	SENSOR	1		-23.24	($217.62)
A	21000501	Transmission, Remove and install for recondition ; 40TE/41TE - 2.0-2.4 liter engine			05010884AA	SEALER	1		-5.46	($217.62)
A	21000501	Transmission, Remove and install for recondition ; 40TE/41TE - 2.0-2.4 liter engine			68055894AA	FLUID	9		-39.06	($217.62)
A	21000501	Transmission, Remove and install for recondition ; 40TE/41TE - 2.0-2.4 liter engine			68055894AA	FLUID	1		-4.34	($217.62)
A	21000501	Transmission, Remove and install for recondition ; 40TE/41TE - 2.0-2.4 liter engine			04412844	GASKET	1		-3.43	($217.62)
A	21340256	Transaxle ; Group A Repair (3 - Highly Skilled)	ML	CHECK ENGINE/SERVICE ENGINE SO	05078336AA	SENSOR	1	X	-26.67	($368.28)

A	21340256	Transaxle ; Group A Repair (3 - Highly Skilled)	ML	CHECK ENGINE/SERVICE ENGINE SO	05078911AA	SENSOR	1		-23.24	($368.28)
A	21340256	Transaxle ; Group A Repair (3 - Highly Skilled)	ML	CHECK ENGINE/SERVICE ENGINE SO	05010884AA	SEALER	1		-5.46	($368.28)
A	21340256	Transaxle ; Group A Repair (3 - Highly Skilled)	ML	CHECK ENGINE/SERVICE ENGINE SO	68055894AA	FLUID	9		-39.06	($368.28)
A	21340256	Transaxle ; Group A Repair (3 - Highly Skilled)	ML	CHECK ENGINE/SERVICE ENGINE SO	68055894AA	FLUID	1		-4.34	($368.28)
A	21340256	Transaxle ; Group A Repair (3 - Highly Skilled)	ML	CHECK ENGINE/SERVICE ENGINE SO	04412844	GASKET	1		-3.43	($368.28)
A	21344158	Reverse flush and flow check cooler ; Reverse flush and flow check cooler (3 - Highly Skilled)			05078336AA	SENSOR	1	X	-26.67	($33.48)
A	21344158	Reverse flush and flow check cooler ; Reverse flush and flow check cooler (3 - Highly Skilled)			05078911AA	SENSOR	1		-23.24	($33.48)
A	21344158	Reverse flush and flow check cooler ; Reverse flush and flow check cooler (3 - Highly Skilled)			05010884AA	SEALER	1		-5.46	($33.48)
A	21344158	Reverse flush and flow check cooler ; Reverse flush and flow check cooler (3 - Highly Skilled)			68055894AA	FLUID	9		-39.06	($33.48)
A	21344158	Reverse flush and flow check cooler ; Reverse flush and flow check cooler (3 - Highly Skilled)			68055894AA	FLUID	1		-4.34	($33.48)
A	21344158	Reverse flush and flow check cooler ; Reverse flush and flow check cooler (3 - Highly Skilled)			04412844	GASKET	1		-3.43	($33.48)
A	21550208	Pan, Oil - Related Repairs ; Lower - 62TE			05078336AA	SENSOR	1	X	-26.67	$0.00
A	21550208	Pan, Oil - Related Repairs ; Lower - 62TE			05078911AA	SENSOR	1		-23.24	$0.00
A	21550208	Pan, Oil - Related Repairs ; Lower - 62TE			05010884AA	SEALER	1		-5.46	$0.00
A	21550208	Pan, Oil - Related Repairs ; Lower - 62TE			68055894AA	FLUID	9		-39.06	$0.00

A	21550208	Pan, Oil - Related Repairs ; Lower - 62TE			68055894AA	FLUID	1		-4.34	$0.00
A	21550208	Pan, Oil - Related Repairs ; Lower - 62TE			04412844	GASKET	1		-3.43	$0.00
A	21950154	Valve Body ; Recondition (3 - Highly Skilled)			05078336AA	SENSOR	1	X	-26.67	($58.59)
A	21950154	Valve Body ; Recondition (3 - Highly Skilled)			05078911AA	SENSOR	1		-23.24	($58.59)
A	21950154	Valve Body ; Recondition (3 - Highly Skilled)			05010884AA	SEALER	1		-5.46	($58.59)
A	21950154	Valve Body ; Recondition (3 - Highly Skilled)			68055894AA	FLUID	9		-39.06	($58.59)
A	21950154	Valve Body ; Recondition (3 - Highly Skilled)			68055894AA	FLUID	1		-4.34	($58.59)
A	21950154	Valve Body ; Recondition (3 - Highly Skilled)			04412844	GASKET	1		-3.43	($58.59)
A	21950351	Solenoid / Sensor ; Variable line pressure sensor (3 - Highly Skilled)			05078336AA	SENSOR	1	X	-26.67	$0.00
A	21950351	Solenoid / Sensor ; Variable line pressure sensor (3 - Highly Skilled)			05078911AA	SENSOR	1		-23.24	$0.00
A	21950351	Solenoid / Sensor ; Variable line pressure sensor (3 - Highly Skilled)			05010884AA	SEALER	1		-5.46	$0.00
A	21950351	Solenoid / Sensor ; Variable line pressure sensor (3 - Highly Skilled)			68055894AA	FLUID	9		-39.06	$0.00
A	21950351	Solenoid / Sensor ; Variable line pressure sensor (3 - Highly Skilled)			68055894AA	FLUID	1		-4.34	$0.00
A	21950351	Solenoid / Sensor ; Variable line pressure sensor (3 - Highly Skilled)			04412844	GASKET	1		-3.43	$0.00

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	3C4PDCBG6[redacted]	**Year**	2012	**Body**	JCDE49 - DODGE JOURNEY SXT (FWD)
Build Date	09/13/2011	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	183900	**In Service Date**	07/02/2012
Claim Type	W - Warranty	**Repair Date**	12/28/2012
Claim Status	Paid	**Mileage (Miles)**	12,466

Expense

Labor	$66.33	**Sublet**	$90.86	**Part**	$0.00	**Total Paid**	$157.19

Dealer Information

Code	43807	**Name**	VICKSBURG CHRYSLER-PLYMOUTH-DODGE INCORPORATED	**Zone**	42	DETROIT
Address	13475 PORTAGE ROAD , VICKSBURG, MI 49097					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	23410106	Latch, Door ; 4D sedan-Wagon-Rear door-Right or left	07	BINDS, STICKS, OR SEIZED	04589914AD	LATCH	1	X	90.86	$66.33

RO Narratives

(RO) Customer Concern:

PASS REAR DOOR: FOR DAYS WOULD NOT OPEN FROM INSIDE OR OUTSIDE. LOCK ROD MOVED, DIDN'T FEEL FROZEN, HANDLES MOVED FREELY BUT DIDN'T ACTIVATE. DID NOT WORK WEDS AM BUT DID AFTER SHE GOT HERE

(RO) Cause:

NA

(RO) Correction:

REPLACED PASSENGER REAR DOOR LATCH PER CUSTOMER REQUEST,COULD NOT DUPLICATE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3C4PDCBG6[redacted]	**Year**	2012	**Body**	JCDE49 - DODGE JOURNEY SXT (FWD)
Build Date	09/13/2011	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	184072	**In Service Date**	07/02/2012
Claim Type	W - Warranty	**Repair Date**	01/04/2013
Claim Status	Paid	**Mileage (Miles)**	12,917

Expense

Labor	$22.55	**Sublet**	$24.15	**Part**	$0.00	**Total Paid**	$46.70

Dealer Information

Code	43807	**Name**	VICKSBURG CHRYSLER-PLYMOUTH-DODGE INCORPORATED	**Zone**	42	DETROIT
Address	13475 PORTAGE ROAD , VICKSBURG, MI 49097					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	23416402	Latch, rear bucket/split back seat release ; Right seat-One/both	07	BINDS, STICKS, OR SEIZED	68067481AC	CABLE	1	X	24.15	$22.55

RO Narratives

(RO) Customer Concern:

PASS REAR DOOR WILL NOT OPEN FROM INSIDE OR OUTSIDE. INTERMITENT PROBLEM, NOT WORKING NOW

(RO) Cause:

FOUND CABLE BINDING OR FREEZING UP

(RO) Correction:

INSTALLED NEW CABLE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3D4PG5FVX[redacted]	**Year**	2010	**Body**	JCDP49 - DODGE JOURNEY SXT (LHD/FWD)
Build Date	06/07/2010	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	617711	**In Service Date**	07/07/2010
Claim Type	F - Service Contract	**Repair Date**	01/18/2013
Claim Status	Paid	**Mileage (Miles)**	62,970

Expense

Labor	$28.15	**Sublet**	$471.80	**Part**	$100.00	**Total Paid**	$637.69

Dealer Information

Code	61339	**Name**	JACK POWELL CHRYSLER DODGE	**Zone**	71	LOS ANGELES	
Address	1625 AUTO PARKWAY SOUTH , ESCONDIDO, CA 92029						

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
B	08890102	TIPM totally integrated power module/PDC power distribution center ; Module	UC	UNCODABLE (NARRATIVE REQUIRED)	RL692305AG	MODULE	1	X	471.80	$28.15
B	95400041	Loaner Car ; Loaner Car			RL692305AG	MODULE	1	X	471.80	$70.00
A	26860303	Oil and Filter Change - All Intervals	MC	MAINTENANCE CARE						$0.00
A	95260001	Maintenance Allowance ; Fixed Cost Maintenance								$30.00

RO Narratives

(RO) Customer Concern:

COMPLETE OIL AND FILTER CHANGE. LUBE ALL FITTINGS AS APPLICABLE. CHECK ALL FLUID LEVELS AND TIRE PRESSURE. CUSTOMER STATES VEHICLE DOOR LOCKS ARE INTERMITTENTLY NOT UNLOCKING. VEHICLE PREVIOUSLY INSPECTED FOR STATED CONCERN. REFER TO WORKORDER 614854. TOTALLY INTEGRATED POWER MODULEWAS ON ORDER AND NOW IN STOCK. PLEASE CHECK AND ADVISE. CUSTOMER STATES VEHICLE REMOTE FOBIK INTERMITTENTLY INOPERATIVE. CUSTOMER HAD ONE REMOTE REPLACED DURING PREVIOUS INSPECTION. REFER TO WORKORDER 614854. PLEASE CHECK AND ADVISEFOR CUSTOMER STATED CONCERN. CUSTOMER STATES VEHICLE HAS LOUD TICKING NOISE PRESENT DURING OPERATION. CUSTOMER IN PAST HAD MANIFOLD REPLACED FOR SIMILAR NOISE. REFER TO WORKORDER 596881. PLEASE CHECK AND ADVISE. Perform courtsey multi-point vehicle inspection. INSPECT TIRE PRESSURE POST SERVICE QUALITY CONTROL ALL VEHICLES WILL BE ROAD TESTED TO ASSURE ALL REPAIRS ARE PERFORMED SUCCESSFULLY. VEHICLE RENTAL PROVIDED TO CLIENT

(RO) Cause:

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(RO) Correction:

62970 MAINTENANCE CHANGED OIL AND FILTER LOF COMPLETED 62970 TIPM INTERMITTENTLY INOP REFER TO RO617711 FOR DIAGNOSTIC (TESTED DOOR LOCKOPERATION FROM INSIDE SWITCHES FOUND THATINTERMITTENTLY THE TOTALLY INTEGRATED POWERMODULE (TIPM) DIDN'T SEND OUT A OUTPUTRESPONSE

TO DOOR LOCKS EVEN THOUGH IT SHOWEDINPUT FROM DOOR MODULES AND SWITCHES. ORDEREDNEW TOTALLY INTEGRATED POWER MODULE. FOR THISCONCERN. UNABLE TO DUPLICATE CUSTOMERSCONCERN OF DOORS LOCKING AND NOT BEING ABLETO OPEN DOORS FROM INSIDE OR STARTING CONCERNNOTED ON EMAILS). INSTALLED TIPM FOR POORRESPONSE (REQUESTED AND ORDERED BY TECHADVISOR). AFTER REPLACEMENT, ALL KEY FOBSWORKING PROPERLY. NO FURTHER REPAIRS NEEDEDAT THIS TIME. CUSTOMER STATES: 62970 INTERMITTENT FOBIK FAILURE VERIFIEDCUSTOMER CONCERN. UPON UNLOCKING VEHICLE WITHFOBIK, VEHICLE WOULD NOT UNLOCK. USING RKETESTER, PUSHED UNLOCK ON FOBIK WHILE STANDINGNEXT TO VEHICLE. VEHICLE DID NOT UNLOCK ANDTESTER DID NOT PICK UP FOBIK BUTTON PUSH.PUSHED MANY TIMES AND VEHICLE UNLOCKEDINTERMITTENTLY. FOBIK FAILING INTERNALLY.ALSO FOBIK

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3D4PG5FVX[redacted]	**Year**	2010	**Body**	JCDP49 - DODGE JOURNEY SXT (LHD/FWD)
Build Date	06/07/2010	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	617711	**In Service Date**	07/07/2010
Claim Type	W - Warranty	**Repair Date**	01/18/2013
Claim Status	Paid	**Mileage (Miles)**	62,970

Expense

Labor	$150.15	**Sublet**	$533.40	**Part**	$0.00	**Total Paid**	$683.55

Dealer Information

Code	61339	**Name**	JACK POWELL CHRYSLER DODGE	**Zone**	71	LOS ANGELES
Address	1625 AUTO PARKWAY SOUTH , ESCONDIDO, CA 92029					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	09500512	Manifold, two piece intake ; 3.5 liter engine - Upper			04593649AD	PLENUM	1	X	291.20	$65.69
A	09500512	Manifold, two piece intake ; 3.5 liter engine - Upper			04892293AC	ARM	1		242.20	$65.69
A	09800117	Arm, valve rocker ; 3.5 liter engine-Left/Front head - One or All	K4	LOOSE	04593649AD	PLENUM	1	X	291.20	$84.46
A	09800117	Arm, valve rocker ; 3.5 liter engine-Left/Front head - One or All	K4	LOOSE	04892293AC	ARM	1		242.20	$84.46

RO Narratives

(RO) Customer Concern:

COMPLETE OIL AND FILTER CHANGE. LUBE ALL FITTINGS AS APPLICABLE. CHECK ALL FLUID LEVELS AND TIRE PRESSURE. CUSTOMER STATES VEHICLE DOOR LOCKS ARE INTERMITTENTLY NOT UNLOCKING. VEHICLE PREVIOUSLY INSPECTED FOR STATED CONCERN. REFER TO WORKORDER 614854. TOTALLY INTEGRATED POWER MODULEWAS ON ORDER AND NOW IN STOCK. PLEASE CHECK AND ADVISE. CUSTOMER STATES VEHICLE REMOTE FOBIK INTERMITTENTLY INOPERATIVE. CUSTOMER HAD ONE REMOTE REPLACED DURING PREVIOUS INSPECTION. REFER TO WORKORDER 614854. PLEASE CHECK AND ADVISEFOR CUSTOMER STATED CONCERN. CUSTOMER STATES VEHICLE HAS LOUD TICKING NOISE PRESENT DURING OPERATION. CUSTOMER IN PAST HAD MANIFOLD REPLACED FOR SIMILAR NOISE. REFER TO WORKORDER 596881. PLEASE CHECK AND ADVISE. Perform courtsey multi-point vehicle inspection. INSPECT TIRE PRESSURE POST SERVICE QUALITY CONTROL ALL VEHICLES WILL BE ROAD TESTED TO ASSURE ALL REPAIRS ARE PERFORMED SUCCESSFULLY. VEHICLE RENTAL PROVIDED TO CLIENT

(RO) Cause:

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(RO) Correction:

62970 MAINTENANCE CHANGED OIL AND FILTER LOF COMPLETED 62970 TIPM INTERMITTENTLY INOP REFER TO RO617711 FOR DIAGNOSTIC (TESTED DOOR LOCKOPERATION FROM INSIDE SWITCHES FOUND THATINTERMITTENTLY THE TOTALLY INTEGRATED POWERMODULE (TIPM) DIDN'T SEND OUT A OUTPUTRESPONSE TO DOOR LOCKS EVEN THOUGH IT SHOWEDINPUT FROM DOOR MODULES AND SWITCHES. ORDEREDNEW

TOTALLY INTEGRATED POWER MODULE. FOR THISCONCERN. UNABLE TO DUPLICATE CUSTOMERSCONCERN OF DOORS LOCKING AND NOT BEING ABLETO OPEN DOORS FROM INSIDE OR STARTING CONCERNNOTED ON EMAILS). INSTALLED TIPM FOR POORRESPONSE (REQUESTED AND ORDERED BY TECHADVISOR). AFTER REPLACEMENT, ALL KEY FOBSWORKING PROPERLY. NO FURTHER REPAIRS NEEDEDAT THIS TIME. CUSTOMER STATES: 62970 INTERMITTENT FOBIK FAILURE VERIFIEDCUSTOMER CONCERN. UPON UNLOCKING VEHICLE WITHFOBIK, VEHICLE WOULD NOT UNLOCK. USING RKETESTER, PUSHED UNLOCK ON FOBIK WHILE STANDINGNEXT TO VEHICLE. VEHICLE DID NOT UNLOCK ANDTESTER DID NOT PICK UP FOBIK BUTTON PUSH.PUSHED MANY TIMES AND VEHICLE UNLOCKEDINTERMITTENTLY. FOBIK FAILING INTERNALLY.ALSO FOBIK

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3D4PG5FVX[redacted]	**Year**	2010	**Body**	JCDP49 - DODGE JOURNEY SXT (LHD/FWD)
Build Date	06/07/2010	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	617711	**In Service Date**	07/07/2010
Claim Type	M - Mopar	**Repair Date**	01/18/2013
Claim Status	Paid	**Mileage (Miles)**	62,970

Expense

Labor	$28.15	**Sublet**	$123.20	**Part**	$0.00	**Total Paid**	$151.35

Dealer Information

Code	61339	**Name**	JACK POWELL CHRYSLER DODGE			**Zone**	71	LOS ANGELES
Address	1625 AUTO PARKWAY SOUTH , ESCONDIDO, CA 92029						

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08804401	Transmitter, Integrated Key FOB ; Transmitter key-one or more	UP	UNABLE TO PROGRAM	56046707AE	TRANSMTR	1	X	123.20	$28.15

RO Narratives

(RO) Customer Concern:

COMPLETE OIL AND FILTER CHANGE. LUBE ALL FITTINGS AS APPLICABLE. CHECK ALL FLUID LEVELS AND TIRE PRESSURE. CUSTOMER STATES VEHICLE DOOR LOCKS ARE INTERMITTENTLY NOT UNLOCKING. VEHICLE PREVIOUSLY INSPECTED FOR STATED CONCERN. REFER TO WORKORDER 614854. TOTALLY INTEGRATED POWER MODULEWAS ON ORDER AND NOW IN STOCK. PLEASE CHECK AND ADVISE. CUSTOMER STATES VEHICLE REMOTE FOBIK INTERMITTENTLY INOPERATIVE. CUSTOMER HAD ONE REMOTE REPLACED DURING PREVIOUS INSPECTION. REFER TO WORKORDER 614854. PLEASE CHECK AND ADVISEFOR CUSTOMER STATED CONCERN. CUSTOMER STATES VEHICLE HAS LOUD TICKING NOISE PRESENT DURING OPERATION. CUSTOMER IN PAST HAD MANIFOLD REPLACED FOR SIMILAR NOISE. REFER TO WORKORDER 596881. PLEASE CHECK AND ADVISE. Perform courtsey multi-point vehicle inspection. INSPECT TIRE PRESSURE POST SERVICE QUALITY CONTROL ALL VEHICLES WILL BE ROAD TESTED TO ASSURE ALL REPAIRS ARE PERFORMED SUCCESSFULLY. VEHICLE RENTAL PROVIDED TO CLIENT

(RO) Cause:

.

(RO) Correction:

62970 MAINTENANCE CHANGED OIL AND FILTER LOF COMPLETED 62970 TIPM INTERMITTENTLY INOP REFER TO RO617711 FOR DIAGNOSTIC (TESTED DOOR LOCKOPERATION FROM INSIDE SWITCHES FOUND THATINTERMITTENTLY THE TOTALLY INTEGRATED POWERMODULE (TIPM) DIDN'T SEND OUT A OUTPUTRESPONSE TO DOOR LOCKS EVEN THOUGH IT SHOWEDINPUT FROM DOOR MODULES AND SWITCHES. ORDEREDNEW TOTALLY INTEGRATED POWER MODULE. FOR THISCONCERN. UNABLE TO DUPLICATE CUSTOMERSCONCERN OF DOORS LOCKING AND NOT BEING ABLETO OPEN DOORS FROM INSIDE OR STARTING CONCERNNOTED ON EMAILS). INSTALLED TIPM FOR POORRESPONSE (REQUESTED AND ORDERED BY TECHADVISOR). AFTER REPLACEMENT, ALL KEY FOBSWORKING PROPERLY. NO FURTHER REPAIRS NEEDEDAT THIS TIME. CUSTOMER STATES: 62970 INTERMITTENT FOBIK FAILURE VERIFIEDCUSTOMER CONCERN. UPON UNLOCKING VEHICLE WITHFOBIK, VEHICLE WOULD NOT UNLOCK. USING RKETESTER, PUSHED UNLOCK ON FOBIK WHILE STANDINGNEXT TO VEHICLE. VEHICLE DID NOT UNLOCK ANDTESTER DID NOT PICK UP FOBIK BUTTON PUSH.PUSHED MANY TIMES AND VEHICLE UNLOCKEDINTERMITTENTLY. FOBIK FAILING INTERNALLY.ALSO FOBIK

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	3D4PH1FG5[redacted]	**Year**	2011	**Body**	JCEE49 - DODGE JOURNEY MAINSTREET (AWD)
Build Date	12/08/2010	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	037196	**In Service Date**	06/24/2011
Claim Type	W - Warranty	**Repair Date**	01/22/2013
Claim Status	Paid	**Mileage (Miles)**	22,125

Expense

Labor	$82.39	**Sublet**	$90.86	**Part**	$0.00	**Total Paid**	$173.25

Dealer Information

Code	64754	**Name**	S & S AUTO SALES INC	**Zone**	32	NEW YORK
Address	WEST MAIN ST ROAD , MALONE, NY 12953					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	23410106	Latch, Door ; 4D sedan-Wagon-Rear door-Right or left	07	BINDS, STICKS, OR SEIZED	04589914AD	LATCH	1	X	90.86	$61.79
B	18190294	Module, Body Control (BCM) ; Flash Program Body Control Module and Reconfigure Vehicle - Powernet	FM	FLASH MODULE						$20.60

RO Narratives

(RO) Customer Concern:

Customer States passenger rear door will not open Customer states rrt 11-082- flash program bcm and reconfigure vehicle

(RO) Cause:

faulty door latch open on vip

(RO) Correction:

tech removed door panel and replaced latch. tested and returned to customer tech flashed bcm with new software. tested and returned to customer

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3D4PG5FV2 [redacted]	**Year**	2010	**Body**	JCDP49 - DODGE JOURNEY SXT (LHD/FWD)
Build Date	02/17/2010	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	384161	**In Service Date**	04/08/2010
Claim Type	S - Safety (Recalls)	**Repair Date**	02/13/2013
Claim Status	Paid	**Mileage (Miles)**	15,915

Expense

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

Dealer Information

Code	64793	**Name**	ANCHORAGE CHRYSLER CENTER INC	**Zone**	70	PHOENIX
Address	2601 EAST 5TH AVENUE , ANCHORAGE, AK 99501					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08K37182	Customer Satisfaction Notification K37 ; Inspect for DTC's and Reprogram ORC Module	UC	UNCODABLE (NARRATIVE REQUIRED)						$19.58

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES RIGHT FRONT DOOR WILL NOT OPEN FROM THE INSIDE OR OUTSIDE - CHECK AND ADVISE PERFORM RECALL K37

(RO) Cause:

VERIFIED COMPLAINT, RIGHT FRONT DOOR DOES NOT OPEN FROM EITHER SIDE. CONNECTED WI-TECH AND CHECKED FOR DTC'S, FOUND NONE PERTAINING TO CONCERN. CHECKED LINKAGE AT INNER DOOR PANEL, FOUND IT TO BE INTACT. ADVISE THERE SUBLET TO BODY SHOP FOR REPAIR RECALL

(RO) Correction:

CONNECTED WI-TECH, CHECKED FOR DTC'S, FOUND NONE PERTAINING TO RECALL. PERFORMED FLASH ON ORC WITH PART# 56054711AD. FLASH WAS SUCCESSFUL. REPAIR COMPLETE. CUSTOMER IN RENTAL VEHICLE COVERED BY CHRYSLER

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3D4PG5FV2[redacted]	**Year**	2010	**Body**	JCDP49 - DODGE JOURNEY SXT (LHD/FWD)
Build Date	02/17/2010	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	038416	**In Service Date**	04/08/2010
Claim Type	W - Warranty	**Repair Date**	02/13/2013
Claim Status	Paid	**Mileage (Miles)**	15,915

Expense

Labor	$0.00	**Sublet**	$87.29	**Part**	$222.75	**Total Paid**	$310.04

Dealer Information

Code	64793	**Name**	ANCHORAGE CHRYSLER CENTER INC	**Zone**	70	PHOENIX
Address	2601 EAST 5TH AVENUE , ANCHORAGE, AK 99501					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	23001040	Door ; Front - Right			04589694AD	LATCH	1	X	87.29	$0.00
A	23410104	Latch, Door ; 4D sedan-Vans-Wagons-Front door-Right or left	07	BINDS, STICKS, OR SEIZED	04589694AD	LATCH	1	X	87.29	$0.00
A	97756555	Sublet Repair			04589694AD	LATCH	1	X	87.29	$222.75

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES RIGHT FRONT DOOR WILL NOT OPEN FROM THE INSIDE OR OUTSIDE - CHECK AND ADVISE PERFORM RECALL K37

(RO) Cause:

VERIFIED COMPLAINT, RIGHT FRONT DOOR DOES NOT OPEN FROM EITHER SIDE. CONNECTED WI-TECH AND CHECKED FOR DTC'S, FOUND NONE PERTAINING TO CONCERN. CHECKED LINKAGE AT INNER DOOR PANEL, FOUND IT TO BE INTACT. ADVISE THERE SUBLET TO BODY SHOP FOR REPAIR RECALL

(RO) Correction:

CONNECTED WI-TECH, CHECKED FOR DTC'S, FOUND NONE PERTAINING TO RECALL. PERFORMED FLASH ON ORC WITH PART# 56054711AD. FLASH WAS SUCCESSFUL. REPAIR COMPLETE. CUSTOMER IN RENTAL VEHICLE COVERED BY CHRYSLER

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3D4PG5FVX[redacted]	**Year**	2010	**Body**	JCDP49 - DODGE JOURNEY SXT (LHD/FWD)
Build Date	06/07/2010	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	619446	**In Service Date**	07/07/2010
Claim Type	F - Service Contract	**Repair Date**	02/25/2013
Claim Status	Paid	**Mileage (Miles)**	65,468

Expense

Labor	$112.60	**Sublet**	$99.05	**Part**	$175.00	**Total Paid**	$294.57

Dealer Information

Code	61339	**Name**	JACK POWELL CHRYSLER DODGE	**Zone**	71	LOS ANGELES
Address	1625 AUTO PARKWAY SOUTH , ESCONDIDO, CA 92029					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08904502	Wiring harness, door ; Front-Right or left	X2	SPLIT, CUT OR TORN	68056750AA	WIRING	1	X	47.11	$56.30
A	08904502	Wiring harness, door ; Front-Right or left	X2	SPLIT, CUT OR TORN	04795997AE	WIRING	1		51.94	$56.30
A	08904503	Wiring harness, door ; Front-Right or left			68056750AA	WIRING	1	X	47.11	$56.30
A	08904503	Wiring harness, door ; Front-Right or left			04795997AE	WIRING	1		51.94	$56.30
A	95400041	Loaner Car ; Loaner Car			68056750AA	WIRING	1	X	47.11	$175.00
A	95400041	Loaner Car ; Loaner Car			04795997AE	WIRING	1		51.94	$175.00

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES VEHICLE RIGHT FRONTDOOR WIRING HARNESS HAS COME LOOSE AND IS PULLING OUT FROM THE DOOR. CUSTOMER NOTED TAPE AROUND THE HARNESS THAT MAYBE PART OF THE HARNESS OR USED TO HOLD HARNESS IN PLACE HAS COME LOOSE TOO. PLEASE CHECK AND ADVISE. Moved to: 619446C Line: A Moved to: 619446C Line: B Moved to: 619446C Line: C Moved to: 619446C Line: D VEHICLE RENTAL PROVIDED TO CLIENT SHIPPING CHARGE CUSTOMER STATES VEHICLE HAS A COOLANT SMELL PRESENT FROM ENGINE COMPARTMENT. PLEASE CHECK AND ADVISE. Perform courtsey multi-point vehicle inspection. INSPECT TIRE PRESSURE POST SERVICE QUALITY CONTROL ALL VEHICLES WILL BE ROAD TESTED TO ASSURE ALL REPAIRS ARE PERFORMED SUCCESSFULLY.

(RO) Cause:

NA

(RO) Correction:

65468 VERIFIED CUSTOMER'S CONCERN. DOORWIRING HARNESS IS LOOSE (DRIVER AND PASSENGERFRONT DOORS). UPON INSPECTION, FOUND THATBOTH HARNESS LOCKING TABS TO SECURE HARNESSIN VEHICLE BODY

ARE BROKEN AND WILL NOT STAYIN PLACE. REPLACED FRONT LEFT AND RIGHT DOORHARNESS. VERIFIED THAT HARNESS STAYS INPLACE. CUSTOMER STATES: Moved to: 619446C Line: A SPLIT RO Moved to: 619446C Line: B SPLIT RO Moved to: 619446C Line: C SPLIT RO Moved to: 619446C Line: D SPLIT RO VEHICLE RENTAL PROVIDED TO CLIENT RENTAL VEHICLE VEHICLE RENTAL PROVIDED TO CLIENT SUBLET REPAIRS 65468 SHIPPING CHARGE TO PREVENT RENTALOVERAGE DURING SERVICE. CUSTOMER STATES: 65468 PRESSURE TESTED COOLING SYSTEM. NOLEAKS FOUND. CHECKED FOR SIGNS OF COOLANTLOOK AND NOTHING FOUND. CANNOT DUPLICATECUSTOMER'S CONCERN. CUSTOMER STATES: 65468 SUGGEST REAR BRAKES, AT 3MM, SUGGESTAIR FILTER. Perform courtsey multi-point vehicle inspection. Check Window Washer Fluid- Meets Standard Check Automatic Transmission Fluid - Meets Standard Check Brake Fluid - MeetsStandard Check Power Steering Fluid - Meets Standard Check Coolant Reservoir Level - Meets Standard Check Oil - Service Recommended Inspect Engine Air Filter- Service Recommended Inspect Drive Belts - Meets Standard Check Lights and Horn - Meets Standard Check Windshield Wiper Blades - Meets Standard Inspect Front Brakes - Meets Standard - 7MM Inspect Rear Brakes - Service Recommended - 3MMInspect Brake Lines and Hydraulic System - Meets Standard Inspect Suspension and Steering System - Meets Standard Inspect Cooling System Protection - Meets Standard Inspect for Oil Leaks - Meets Standard Inspect A/C and Heating System - Meets Standard Inspect Fuel Hoses Pipes and Fittings - Meets Standard Inspect Exhaust System and Check for Leakage - Meets Standard Check Battery - Meets Standard Check Tire Pressure - Other - 32PSI Inspect Tires/Measure Tire Tread - Meets Standard - 8/32ND ALL AROUND Perform courtsey multi-point vehicle inspection. CHECK WINDOW WASHER FLUIDCHECK AUTOMATIC TRANSMISSION FLUID CHECK BRAKE FLUID CHECK POWER STEERING FLUID CHECK COOLANT RESERVOIR LEVEL CHECK OIL INSPECT ENGINE AIR FILTERINSPECT DRIVE BELTS CHECK LIGHTS AND HORN CHECK WINDSHIELD WIPER BLADES INSPECT FRONT BRAKES INSPECT REAR BRAKES INSPECT BRAKE LINES AND HYDRAULIC SYSTEM INSPECT SUSPENSION AND STEERING SYSTEM INSPECT COOLING SYSTEM - PROTE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3D4PH1FG5[redacted]	**Year**	2011	**Body**	JCEE49 - DODGE JOURNEY MAINSTREET (AWD)
Build Date	12/08/2010	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	037773	**In Service Date**	06/24/2011
Claim Type	W - Warranty	**Repair Date**	03/28/2013
Claim Status	Paid	**Mileage (Miles)**	23,750

Expense

Labor	$48.06	**Sublet**	$126.91	**Part**	$0.00	**Total Paid**	$174.97

Dealer Information

Code	64754	**Name**	S & S AUTO SALES INC	**Zone**	32	NEW YORK
Address	WEST MAIN ST ROAD , MALONE, NY 12953					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	21010336	Shifter, automatic transmission ; Floor Console mounted	07	BINDS, STICKS, OR SEIZED	04766410AD	SHIFTER	1	X	126.91	$48.06

RO Narratives

(RO) Customer Concern:

Customer States shifter seems to stick Customer States when using passive entry feature only drivers door unlocks it use to unlock all doors Customer States customer smells gas coming from the vehicle

(RO) Cause:

shifter assy is binding between neutral and drive settings for the locking system were changed to just drivers door unlock TECH CHECKED FOR LEAKS AND FOR THE SMELL OF GASOLINE

(RO) Correction:

tech replaced shigter assy selector moves correct now tech changed locking system by going into the settings on the radio screen and changed it to unlock all doors TECH DID NOT FIND ANY LEAKS OR THE SMELL OF GASOLINE EVERYTHING IS GOOD AND RETURNED TO CUSTOMER.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	3D4PG5FV6[redacted]	**Year**	2010	**Body**	JCDP49 - DODGE JOURNEY SXT (LHD/FWD)
Build Date	03/17/2010	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	522221	**In Service Date**	05/10/2010
Claim Type	W - Warranty	**Repair Date**	04/18/2013
Claim Status	Paid	**Mileage (Miles)**	41,731

Expense

Labor	$234.29	**Sublet**	$91.98	**Part**	$0.00	**Total Paid**	$326.27

Dealer Information

Code	09861	**Name**	GRIFFIN MOTORS COMPANY	**Zone**	35	WASHINGTON
Address	11031 PERRY HIGHWAY , MEADVILLE, PA 16335					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	09950100	Valves	ML	CHECK ENGINE/SERVICE ENGINE SO	04318001AC	CLEANER	1		6.30	$234.29
A	09950100	Valves	ML	CHECK ENGINE/SERVICE ENGINE SO	53022277AA	RETAINER	8	X	6.72	$234.29
A	09950100	Valves	ML	CHECK ENGINE/SERVICE ENGINE SO	05174566AA	CLEANER	1		41.72	$234.29
A	09950100	Valves	ML	CHECK ENGINE/SERVICE ENGINE SO	05183546AA	CLEANER	1		23.80	$234.29
A	09950100	Valves	ML	CHECK ENGINE/SERVICE ENGINE SO	53022277AA	RETAINER	8		6.72	$234.29
A	09950100	Valves	ML	CHECK ENGINE/SERVICE ENGINE SO	53022277AA	RETAINER	8		6.72	$234.29

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES CEL IS ON. VERIFIED CEL IS ON FOR CYL #5 MISFIRE. RAN INTAKE CLEANER INTO INTAKE TO SEE IF THAT WOULD HELP STICKY VALVE. IT DID NOT HELP. REMOVED UPPER INTAKE AND PERFORMED CYL. LEAKAGE TEST. CYL. #5 IS 5% AND 175PSI COMPRESSION. EXCHANGED COIL AND SPARK PLUG FROM CYL #5 AND REROAD TESTED. STILL CYL #5 MISFIRE. EXHAUST VALVES WILL NEED CLEANED AND ROTATED. (05-7648 GKELTZ-) PER ROW ONE EXHAUST VALVES WILL NEED CLEANED AND ROTATED. CEL IS ON CODE P0305. EXHAUST VALVE STICKING. CLEANED ALL VALVES AND ROTATED. ROADTESTED AND ENGINE STARTED TO MISS. CEL CAME ON AGAIN. SCANNED FOUND FAULT CODE P0305. REMOVED VALVE COVER AND #5 CYL VALVE SPRINGS. SPRAYED CLEANER AND ROTATED WITH DRILL. BOTH VALVES. SPRAYED PENITRATING OIL ON VALVES WHILE ROTATING INSTALLED VALVE COVER AND PLENUIM. RAN ENGINE AND ROADTESETD. RUNNING GOOD. NO CODED RETURNED. (05-7648 GKELTZ-)

(RO) Cause:

NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	3C4PDCEG3 [redacted]	**Year**	2012	**Body**	JCDX49 - DODGE JOURNEY R/T (FWD/LHD)
Build Date	01/21/2012	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	347179	**In Service Date**	05/14/2012
Claim Type	W - Warranty	**Repair Date**	04/30/2013
Claim Status	Paid	**Mileage (Miles)**	12,275

Expense

Labor	$27.94	**Sublet**	$27.37	**Part**	$0.00	**Total Paid**	$55.31

Dealer Information

Code	60426	**Name**	RUSS DARROW CHRYSLER, JEEP, DODGE	**Zone**	51	CHICAGO
Address	3502 LANCASTER DR , MADISON, WI 53718					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	23421504	Handle, door outside ; 4D sedan-Van-Front door-Right or left	K4	LOOSE	1RH64KRAAE	HANDLE	1	X	27.37	$27.94

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES PASSENGER DOOR HANDLE PULLED OFF-

(RO) Cause:

INSTALLED NEW HANDLE, RETURNED DEFECTIVEPART. CLIPS FAILED.

(RO) Correction:

HANDLE, DOOR OUTSIDE, REPLACE, FRONT RIGHT

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3C4PDCEG3[redacted]	**Year**	2012	**Body**	JCDX49 - DODGE JOURNEY R/T (FWD/LHD)
Build Date	01/21/2012	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	348499	**In Service Date**	05/14/2012
Claim Type	W - Warranty	**Repair Date**	05/30/2013
Claim Status	Paid	**Mileage (Miles)**	14,459

Expense

Labor	$27.94	**Sublet**	$47.18	**Part**	$0.00	**Total Paid**	$75.12

Dealer Information

Code	60426	**Name**	RUSS DARROW CHRYSLER, JEEP, DODGE	**Zone**	51	CHICAGO
Address	3502 LANCASTER DR , MADISON, WI 53718					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	23421504	Handle, door outside ; 4D sedan-Van-Front door-Right or left	FC	Fastener Broken or Cracked	1RH64KRAAE	HANDLE	1	X	27.37	$27.94
A	23421504	Handle, door outside ; 4D sedan-Van-Front door-Right or left	FC	Fastener Broken or Cracked	1RH66KRAAD	CAP	1		19.81	$27.94

RO Narratives

(RO) Customer Concern:

OWNER NOTES RIGHT FRONT OUTSIDE DOOR HANDLE FELL OFF.

(RO) Cause:

CLIPS FAILED, INSTALLED NEW DOOR HANDLE.BOTH PARTS.

(RO) Correction:

HANDLE, DOOR OUTSIDE, REPLACE, FRONT RIGHT

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3C4PDCBG1[redacted]	Year	2013	Body	JCDE49 - DODGE JOURNEY SXT (FWD)
Build Date	08/23/2012	Plant	TOLUCA ASSEMBLY PLANT	Coverage Code	536

Claim Information

Claim #	127755	In Service Date	12/31/2012
Claim Type	W - Warranty	Repair Date	06/20/2013
Claim Status	Paid	Mileage (Miles)	5,910

Expense

Labor	$289.46	Sublet	$483.42	Part	$0.00	Total Paid	$772.88

Dealer Information

Code	44911	Name	LONE STAR DODGE CHRYSLER JEEP	Zone	63	DALLAS
Address	1309 SOUTH PACIFIC STREET , MINEOLA, TX 75773					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	23341114	Regulator, window rear ; 4D-Sedan-Electric-Right or left			68103380AA	PANEL	1		78.47	$62.58
A	23341114	Regulator, window rear ; 4D-Sedan-Electric-Right or left			68043738AA	REGULATOR	1		95.76	$62.58
A	23341114	Regulator, window rear ; 4D-Sedan-Electric-Right or left			04589914AD	LATCH	1	X	93.87	$62.58
A	23341114	Regulator, window rear ; 4D-Sedan-Electric-Right or left			05076868AC	W/STRIP	1		83.09	$62.58
A	23341114	Regulator, window rear ; 4D-Sedan-Electric-Right or left			05076876AC	W/STRIP	1		8.68	$62.58
A	23341114	Regulator, window rear ; 4D-Sedan-Electric-Right or left			04589050AA	STRIKER	1		11.41	$62.58
A	23341114	Regulator, window rear ; 4D-Sedan-Electric-Right or left			04589152AA	MOTOR	1		25.13	$62.58
A	23341114	Regulator, window rear ; 4D-Sedan-Electric-Right or left			05076860AE	W/STRIP	1		65.17	$62.58
A	23341114	Regulator, window rear ; 4D-Sedan-Electric-Right or left			06104123AA	SCREW	2		7.28	$62.58
A	23341114	Regulator, window rear ; 4D-Sedan-Electric-Right or left			06509508AA	SCREW	3		10.92	$62.58
A	23341114	Regulator, window rear ; 4D-Sedan-Electric-Right or left			06508642AA	SCREW	1		3.64	$62.58
A	23410106	Latch, Door ; 4D sedan-Wagon-Rear door-Right or left	07	BINDS, STICKS, OR SEIZED	68103380AA	PANEL	1		78.47	$70.41
A	23410106	Latch, Door ; 4D sedan-Wagon-Rear door-Right or left	07	BINDS, STICKS,	68043738AA	REGULATOR	1		95.76	$70.41

				OR SEIZED						
A	23410106	Latch, Door ; 4D sedan-Wagon-Rear door-Right or left	07	BINDS, STICKS, OR SEIZED	04589914AD	LATCH	1	X	93.87	$70.41
A	23410106	Latch, Door ; 4D sedan-Wagon-Rear door-Right or left	07	BINDS, STICKS, OR SEIZED	05076868AC	W/STRIP	1		83.09	$70.41
A	23410106	Latch, Door ; 4D sedan-Wagon-Rear door-Right or left	07	BINDS, STICKS, OR SEIZED	05076876AC	W/STRIP	1		8.68	$70.41
A	23410106	Latch, Door ; 4D sedan-Wagon-Rear door-Right or left	07	BINDS, STICKS, OR SEIZED	04589050AA	STRIKER	1		11.41	$70.41
A	23410106	Latch, Door ; 4D sedan-Wagon-Rear door-Right or left	07	BINDS, STICKS, OR SEIZED	04589152AA	MOTOR	1		25.13	$70.41
A	23410106	Latch, Door ; 4D sedan-Wagon-Rear door-Right or left	07	BINDS, STICKS, OR SEIZED	05076860AE	W/STRIP	1		65.17	$70.41
A	23410106	Latch, Door ; 4D sedan-Wagon-Rear door-Right or left	07	BINDS, STICKS, OR SEIZED	06104123AA	SCREW	2		7.28	$70.41
A	23410106	Latch, Door ; 4D sedan-Wagon-Rear door-Right or left	07	BINDS, STICKS, OR SEIZED	06509508AA	SCREW	3		10.92	$70.41
A	23410106	Latch, Door ; 4D sedan-Wagon-Rear door-Right or left	07	BINDS, STICKS, OR SEIZED	06508642AA	SCREW	1		3.64	$70.41
A	23410400	Striker, door / liftgate / decklid latch			68103380AA	PANEL	1		78.47	$39.12
A	23410400	Striker, door / liftgate / decklid latch			68043738AA	REGULATOR	1		95.76	$39.12
A	23410400	Striker, door / liftgate / decklid latch			04589914AD	LATCH	1	X	93.87	$39.12
A	23410400	Striker, door / liftgate / decklid latch			05076868AC	W/STRIP	1		83.09	$39.12
A	23410400	Striker, door / liftgate / decklid latch			05076876AC	W/STRIP	1		8.68	$39.12
A	23410400	Striker, door / liftgate / decklid latch			04589050AA	STRIKER	1		11.41	$39.12
A	23410400	Striker, door / liftgate / decklid latch			04589152AA	MOTOR	1		25.13	$39.12
A	23410400	Striker, door / liftgate / decklid latch			05076860AE	W/STRIP	1		65.17	$39.12
A	23410400	Striker, door / liftgate / decklid latch			06104123AA	SCREW	2		7.28	$39.12
A	23410400	Striker, door / liftgate / decklid latch			06509508AA	SCREW	3		10.92	$39.12
A	23410400	Striker, door / liftgate / decklid latch			06508642AA	SCREW	1		3.64	$39.12
A	23510905	Weatherstrip, door opening on body ; Rear-Right or left			68103380AA	PANEL	1		78.47	$15.65
A	23510905	Weatherstrip, door opening on body ; Rear-Right or left			68043738AA	REGULATOR	1		95.76	$15.65
A	23510905	Weatherstrip, door opening on body ; Rear-			04589914AD	LATCH	1	X	93.87	$15.65

		Right or left								
A	23510905	Weatherstrip, door opening on body ; Rear-Right or left			05076868AC	W/STRIP	1		83.09	$15.65
A	23510905	Weatherstrip, door opening on body ; Rear-Right or left			05076876AC	W/STRIP	1		8.68	$15.65
A	23510905	Weatherstrip, door opening on body ; Rear-Right or left			04589050AA	STRIKER	1		11.41	$15.65
A	23510905	Weatherstrip, door opening on body ; Rear-Right or left			04589152AA	MOTOR	1		25.13	$15.65
A	23510905	Weatherstrip, door opening on body ; Rear-Right or left			05076860AE	W/STRIP	1		65.17	$15.65
A	23510905	Weatherstrip, door opening on body ; Rear-Right or left			06104123AA	SCREW	2		7.28	$15.65
A	23510905	Weatherstrip, door opening on body ; Rear-Right or left			06509508AA	SCREW	3		10.92	$15.65
A	23510905	Weatherstrip, door opening on body ; Rear-Right or left			06508642AA	SCREW	1		3.64	$15.65
A	23511012	Weatherstrip/seal, door opening on door ; Rear-Right or left			68103380AA	PANEL	1		78.47	$23.47
A	23511012	Weatherstrip/seal, door opening on door ; Rear-Right or left			68043738AA	REGULATOR	1		95.76	$23.47
A	23511012	Weatherstrip/seal, door opening on door ; Rear-Right or left			04589914AD	LATCH	1	X	93.87	$23.47
A	23511012	Weatherstrip/seal, door opening on door ; Rear-Right or left			05076868AC	W/STRIP	1		83.09	$23.47
A	23511012	Weatherstrip/seal, door opening on door ; Rear-Right or left			05076876AC	W/STRIP	1		8.68	$23.47
A	23511012	Weatherstrip/seal, door opening on door ; Rear-Right or left			04589050AA	STRIKER	1		11.41	$23.47
A	23511012	Weatherstrip/seal, door opening on door ; Rear-Right or left			04589152AA	MOTOR	1		25.13	$23.47
A	23511012	Weatherstrip/seal, door opening on door ; Rear-Right or left			05076860AE	W/STRIP	1		65.17	$23.47
A	23511012	Weatherstrip/seal, door opening on door ; Rear-Right or left			06104123AA	SCREW	2		7.28	$23.47
A	23511012	Weatherstrip/seal, door opening on door ; Rear-Right or left			06509508AA	SCREW	3		10.92	$23.47
A	23511012	Weatherstrip/seal, door opening on door ; Rear-Right or left			06508642AA	SCREW	1		3.64	$23.47
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68103380AA	PANEL	1		78.47	$78.23
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68043738AA	REGULATOR	1		95.76	$78.23

A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			04589914AD	LATCH	1	X	93.87	$78.23
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			05076868AC	W/STRIP	1		83.09	$78.23
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			05076876AC	W/STRIP	1		8.68	$78.23
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			04589050AA	STRIKER	1		11.41	$78.23
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			04589152AA	MOTOR	1		25.13	$78.23
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			05076860AE	W/STRIP	1		65.17	$78.23
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			06104123AA	SCREW	2		7.28	$78.23
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			06509508AA	SCREW	3		10.92	$78.23
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			06508642AA	SCREW	1		3.64	$78.23

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES PASSENGER REAR DOOR WILL NOT OPEN/UNLUCK QUALITY CARE MULTI POINT INSPECTION RAPID RESPONSE TRANSMITTAL 13-011

(RO) Cause:

DOOR WAS STUCK SHUT REMOVED DOOR PANEL TO GET DOOR OPEN REMOVED DOOR OFF HINGES TO GET TO DOOR STRIKERT TO CUT THE INSPECTION

(RO) Correction:

DOOR OFF OF THE STRIKER DUE TO LATCH INTERNALLY PERFORM QUALITY CARE MULTI POINT INSPECTION COMPLETED RRT AS REQUESTED

(RO) Technical Notes:

REMOVE DOOR FROM HINGES TO CUT DOOR OFF STRIKER

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3C4PDCBG1[redacted]	**Year**	2013	**Body**	JCDE49 - DODGE JOURNEY SXT (FWD)
Build Date	08/23/2012	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	027755	**In Service Date**	12/31/2012
Claim Type	W - Warranty	**Repair Date**	06/20/2013
Claim Status	Paid	**Mileage (Miles)**	5,910

Expense

Labor	$15.65	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$15.65

Dealer Information

Code	44911	**Name**	LONE STAR DODGE CHRYSLER JEEP	**Zone**	63	DALLAS
Address	1309 SOUTH PACIFIC STREET , MINEOLA, TX 75773					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	181906K1	Module, Powertrain Control (PCM) ; Module, Powertrain Control (PCM) - Reprogram	FM	FLASH MODULE						$15.65

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3C4PDCBG[redacted]	Year	2013	Body	JCDE49 - DODGE JOURNEY SXT (FWD)
Build Date	08/23/2012	Plant	TOLUCA ASSEMBLY PLANT	Coverage Code	536

Claim Information

Claim #	A27755	In Service Date	12/31/2012
Claim Type	W - Warranty	Repair Date	06/20/2013
Claim Status	Paid	Mileage (Miles)	5,910

Expense

Labor	$0.00	Sublet	$0.00	Part	$62.00	Total Paid	$62.00

Dealer Information

Code	44911	Name	LONE STAR DODGE CHRYSLER JEEP	Zone	63	DALLAS
Address	1309 SOUTH PACIFIC STREET , MINEOLA, TX 75773					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	23001044	Door ; Rear - Right	1D	GAP - WIDE, NARROW, OR CONTACT						$0.00
A	23001045	Door ; Rear - Left								$0.00
A	97756555	Sublet Repair								$62.00

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	3C4PDCEG3[redacted]	**Year**	2012	**Body**	JCDX49 - DODGE JOURNEY R/T (FWD/LHD)
Build Date	01/21/2012	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	349372	**In Service Date**	05/14/2012
Claim Type	W - Warranty	**Repair Date**	06/21/2013
Claim Status	Paid	**Mileage (Miles)**	15,842

Expense

Labor	$0.00	**Sublet**	$0.00	**Part**	$61.19	**Total Paid**	$61.19

Dealer Information

Code	60426	**Name**	RUSS DARROW CHRYSLER, JEEP, DODGE	**Zone**	51	CHICAGO
Address	3502 LANCASTER DR , MADISON, WI 53718					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	23421500	Handle, door outside	K4	LOOSE						$0.00
A	97756555	Sublet Repair								$61.19

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES THAT THE DOOR HANDLE CAME OFF AGAIN. RIGHT FRONT... OTHER HALF IN CUP HOLDER.

(RO) Cause:

BODY SHOP INSTALLED HANDLE AND FOUND NO DAMAGE TO DOOR. INV#26455

(RO) Correction:

SUBLET TO BODY SHOP TO HAVE HANDLE INSTALLED, AND DOOR INTERNALS INSPECTED. OUTSIDE, DOOR HANDLE SUBLET REPAIRS

(RO) Technical Notes:

INSTALL DOOR HANDLE

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3C4PDCEG3[redacted]	**Year**	2012	**Body**	JCDX49 - DODGE JOURNEY R/T (FWD/LHD)
Build Date	01/21/2012	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	179597	**In Service Date**	05/14/2012
Claim Type	F - Service Contract	**Repair Date**	07/19/2013
Claim Status	Paid	**Mileage (Miles)**	18,158

Expense

Labor	$0.00	**Sublet**	$0.00	**Part**	$25.00	**Total Paid**	$25.00

Dealer Information

Code	44991	**Name**	DON MILLER DODGE	**Zone**	51	CHICAGO
Address	5822 ODANA ROAD , MADISON, WI 53719					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26860303	Oil and Filter Change - All Intervals	MC	MAINTENANCE CARE						$0.00
A	95260001	Maintenance Allowance ; Fixed Cost Maintenance								$25.00

RO Narratives

(RO) Customer Concern:

PERFORM LUBE, OIL, & FILTER CHANGE. CHECK FLUID LEVELS, BELTS, HOSES, TIRE PSI....., & A/F TEMP.....: TOP OFF FLUIDS SERVICE CONTRACT SALE

(RO) Cause:

NA

(RO) Correction:

COMPLETED LOF 26860303 SALE COMPLETED

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	3C4PDCBG1[redacted]	**Year**	2013	**Body**	JCDE49 - DODGE JOURNEY SXT (FWD)
Build Date	08/23/2012	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	130919	**In Service Date**	12/31/2012
Claim Type	F - Service Contract	**Repair Date**	08/15/2013
Claim Status	Paid	**Mileage (Miles)**	8,110

Expense

Labor	$0.00	**Sublet**	$0.00	**Part**	$25.00	**Total Paid**	$25.00

Dealer Information

Code	44911	**Name**	LONE STAR DODGE CHRYSLER JEEP	**Zone**	63	DALLAS
Address	1309 SOUTH PACIFIC STREET , MINEOLA, TX 75773					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26860303	Fixed Cost Lube, Oil, and Filter	MC	MAINTENANCE CARE						$0.00
A	95260001	Maintenance Allowance ; Fixed Cost Maintenance								$25.00

RO Narratives

(RO) Customer Concern:

CHANGE OIL AND FILTER, CHECKED ALL FLUID LEVELS. CUSTOMER REQUESTS TIRE ROTATION QUALITY CARE MULTI POINT INSPECTION CUSTOMER REQUESTS DIESEL OIL CHANGE POLICY

(RO) Cause:

NORMAL MAINTENANCE INSPECTION CUSTOMER REQUESTS DIESEL OIL CHANGE POLICY

(RO) Correction:

COMPLETED OIL SERVICE COMPLETED AS REQUESTED PERFORM QUALITY CARE MULTI POINT INSPECTION REGISTERED DIESEL OIL CHANGE POLICY FOR CUSTOMER

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	3C4PDCEG3[redacted]	**Year**	2012	**Body**	JCDX49 - DODGE JOURNEY R/T (FWD/LHD)
Build Date	01/21/2012	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	183983	**In Service Date**	05/14/2012
Claim Type	F - Service Contract	**Repair Date**	09/28/2013
Claim Status	Paid	**Mileage (Miles)**	23,626

Expense

Labor	$0.00	**Sublet**	$0.00	**Part**	$25.00	**Total Paid**	$25.00

Dealer Information

Code	44991	**Name**	DON MILLER DODGE	**Zone**	51	CHICAGO
Address	5822 ODANA ROAD , MADISON, WI 53719					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26860303	Oil and Filter Change - All Intervals	MC	MAINTENANCE CARE						$0.00
A	95260001	Maintenance Allowance ; Fixed Cost Maintenance								$25.00

RO Narratives

(RO) Customer Concern:

PERFORM LUBE, OIL, & FILTER CHANGE. CHECK FLUID LEVELS, BELTS, HOSES, TIRE PSI....., & A/F TEMP.....: TOP OFF FLUIDS

(RO) Cause:

NA

(RO) Correction:

COMPLETED LOF 26860303

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	3C4PDCBB6[redacted]	**Year**	2013	**Body**	JCDE49 - DODGE JOURNEY SXT (FWD)
Build Date	11/12/2012	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	378462	**In Service Date**	12/17/2012
Claim Type	F - Service Contract	**Repair Date**	05/28/2014
Claim Status	Paid	**Mileage (Miles)**	14,005

Expense

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

Dealer Information

Code	45148	**Name**	JACKSONVILLE CHRYSLER JEEP DODGE	**Zone**	66	ORLANDO
Address	11101 NURSERY FIELDS DRIVE , JACKSONVILLE, FL 32256					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26860303	Fixed Cost Lube, Oil, and Filter	MC	MAINTENANCE CARE						$0.00
A	95260001	Maintenance Allowance ; Fixed Cost Maintenance								$20.00

RO Narratives

(RO) Customer Concern:

PERFORM MULTI-POINT INSPECTION CUSTOMER REQUESTS OIL AND FILTER CHANGE

(RO) Cause:

NA

(RO) Correction:

30 Point Inspection All PERFORM OIL AND FILTER CHANGE, SERVICE COMPLETED. E

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3C4PDCBB[redacted]	**Year**	2013	**Body**	JCDE49 - DODGE JOURNEY SXT (FWD)
Build Date	11/12/2012	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	378588	**In Service Date**	12/17/2012
Claim Type	W - Warranty	**Repair Date**	05/31/2014
Claim Status	Paid	**Mileage (Miles)**	14,414

Expense

Labor	$253.11	**Sublet**	$600.27	**Part**	$0.00	**Total Paid**	$853.38

Dealer Information

Code	45148	**Name**	JACKSONVILLE CHRYSLER JEEP DODGE	**Zone**	66	ORLANDO
Address	11101 NURSERY FIELDS DRIVE , JACKSONVILLE, FL 32256					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08203401	Telematics/Convergence, UConnect ; module	58	INTERNAL DEFECT	68222278AA	MODULE	1	X	478.50	$75.93
B	08197301	Hub, radio frequency (RFH) wireless control	UC	UNCODABLE (NARRATIVE REQUIRED)	68172580AB	RECEIVER	1	X	121.77	$177.18

RO Narratives

(RO) Customer Concern:

CUST USED TO WHEN USED USED INTERIOR DOOR HANDLE TO OPEN DRIVERS DOOR IT WOULD UNLOCK THAT DOOR ONLY, AND WHEN OPENED PASS FRONT DOOR FROM INSIDE IT WOULD UNLOCK ALL THE DOORS, NOW WHEN TRIES THE DRIVERS DOOR ALL THE DOORS WILL UNLOCK C/S INTERMITTENTLY SOME OR NONE OF THE DOORS WILL UNLOCK FROM THE INSIDE, HAS TRIED BOTH HANDLES AND THE LOCK SWITCH- ES AND EVEN THE REMOTE BUTTON, IT MAY WORK AFTER 2-3 TRIES OR TEN MINUTES LATER C/S INTERMITTENTLY THE DOORS WILL NOT DETECT KEY TO UNLOCK AND WHEN USES THE REMOTE IT STILL WOULD NOT UNLOCK ANY OF DOORS C/S A FEW TIMES THE VEH WAS HARD TO START BUT NOT AT SAME TIME WHEN LOCKS WERE NOT WORKING C/S INTERMITTENTLY THE A/C CHANGES FAN SPEED OR CAN HEAR REA R A/C BLOWING HARDER CUST CALLED AND ADDED CONCERN TO CHK BLUETOOTH AS PHONE WILL NOT PAIR

(RO) Cause:

0 0 0 0

(RO) Correction:

08197301 Hub, Radio Frequency (RFH) - Test and replace SEE OTHER LINE SEE RFH 0 08203401 Telematics/convergence - Test and replace module

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3C4PDCBG6[redacted]	**Year**	2014	**Body**	JCDE49 - DODGE JOURNEY SXT (FWD)
Build Date	10/14/2013	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	743730	**In Service Date**	04/23/2014
Claim Type	W - Warranty	**Repair Date**	06/09/2014
Claim Status	Paid	**Mileage (Miles)**	856

Expense

Labor	$355.42	**Sublet**	$318.50	**Part**	$0.00	**Total Paid**	$673.92

Dealer Information

Code	56440	**Name**	WITHNELL DODGE	**Zone**	70	PHOENIX
Address	2650 COMMERCIAL SE , SALEM, OR 97302					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	23341008	Regulator, window front ; 4D sedan-Van-Wagon-Electric-Right or left			04589914AD	LATCH	1	X	95.34	$74.82
A	23341008	Regulator, window front ; 4D sedan-Van-Wagon-Electric-Right or left			68103380AA	PANEL	1		82.04	$74.82
A	23341008	Regulator, window front ; 4D sedan-Van-Wagon-Electric-Right or left			68103384AA	CABLE	1		15.47	$74.82
A	23341008	Regulator, window front ; 4D sedan-Van-Wagon-Electric-Right or left			68043738AA	REGULATOR	1		95.76	$74.82
A	23341008	Regulator, window front ; 4D sedan-Van-Wagon-Electric-Right or left			68067481AC	CABLE	1		26.18	$74.82
A	23341008	Regulator, window front ; 4D sedan-Van-Wagon-Electric-Right or left			06508642AA	SCREW	1		3.71	$74.82
A	23410106	Latch, Door ; 4D sedan-Wagon-Rear door-Right or left	11	BROKEN OR CRACKED	04589914AD	LATCH	1	X	95.34	$84.18
A	23410106	Latch, Door ; 4D sedan-Wagon-Rear door-Right or left	11	BROKEN OR CRACKED	68103380AA	PANEL	1		82.04	$84.18
A	23410106	Latch, Door ; 4D sedan-Wagon-Rear door-Right or left	11	BROKEN OR CRACKED	68103384AA	CABLE	1		15.47	$84.18
A	23410106	Latch, Door ; 4D sedan-Wagon-Rear door-Right or left	11	BROKEN OR CRACKED	68043738AA	REGULATOR	1		95.76	$84.18
A	23410106	Latch, Door ; 4D sedan-Wagon-Rear door-Right or left	11	BROKEN OR CRACKED	68067481AC	CABLE	1		26.18	$84.18

A	23410106	Latch, Door ; 4D sedan-Wagon-Rear door-Right or left	11	BROKEN OR CRACKED	06508642AA	SCREW	1		3.71	$84.18
A	23411306	Link / cable, outside handle to latch ; 4D sedan-Wagon-Rear door-Right or left			04589914AD	LATCH	1	X	95.34	$18.71
A	23411306	Link / cable, outside handle to latch ; 4D sedan-Wagon-Rear door-Right or left			68103380AA	PANEL	1		82.04	$18.71
A	23411306	Link / cable, outside handle to latch ; 4D sedan-Wagon-Rear door-Right or left			68103384AA	CABLE	1		15.47	$18.71
A	23411306	Link / cable, outside handle to latch ; 4D sedan-Wagon-Rear door-Right or left			68043738AA	REGULATOR	1		95.76	$18.71
A	23411306	Link / cable, outside handle to latch ; 4D sedan-Wagon-Rear door-Right or left			68067481AC	CABLE	1		26.18	$18.71
A	23411306	Link / cable, outside handle to latch ; 4D sedan-Wagon-Rear door-Right or left			06508642AA	SCREW	1		3.71	$18.71
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			04589914AD	LATCH	1	X	95.34	$177.71
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68103380AA	PANEL	1		82.04	$177.71
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68103384AA	CABLE	1		15.47	$177.71
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68043738AA	REGULATOR	1		95.76	$177.71
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68067481AC	CABLE	1		26.18	$177.71
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			06508642AA	SCREW	1		3.71	$177.71

RO Narratives

(RO) Customer Concern:

C/S PASSENGER SIDE REAR DOOR IS INOP.CAN NOT BE OPEN FROM INSIDE EITHER WITH DOOR HANDLE.

(RO) Cause:

F

(RO) Correction:

LATCH, DOOR/LIFTGATE-Replace (B)LINK, OUTSIDE HANDLE TO LATCH-Replace (C) REGULATOR, FRONT DOOR GLASS-Replace (B) DIAGNOSIS WITH REPAIR LATCH, DOOR/LIFTGATE-Replace (B) LINK, OUTSIDE HANDLE TO LATCH-Replace (C) REGULATOR, FRONT DOOR GLASS-Replace (B) DIAGNOSIS WITH REPAIR

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3C4PDCBG6[redacted]	**Year**	2014	**Body**	JCDE49 - DODGE JOURNEY SXT (FWD)
Build Date	10/14/2013	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	743731	**In Service Date**	04/23/2014
Claim Type	W - Warranty	**Repair Date**	06/09/2014
Claim Status	Paid	**Mileage (Miles)**	856

Expense

Labor	$0.00	**Sublet**	$0.00	**Part**	$125.00	**Total Paid**	$125.00

Dealer Information

Code	56440	**Name**	WITHNELL DODGE	**Zone**	70	PHOENIX
Address	2650 COMMERCIAL SE , SALEM, OR 97302					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	23341008	Regulator, window front ; 4D sedan-Van-Wagon-Electric-Right or left								$0.00
A	23410106	Latch, Door ; 4D sedan-Wagon-Rear door-Right or left	11	BROKEN OR CRACKED						$0.00
A	23411306	Link / cable, outside handle to latch ; 4D sedan-Wagon-Rear door-Right or left								$0.00
A	85434343	Goodwill Authorization ; Goodwill Authorization								$0.00
A	95400141	Loaner Car ; Standard Line Vehicles								$125.00

RO Narratives

(RO) Customer Concern:

C/S PASSENGER SIDE REAR DOOR IS INOP.CAN NOT BE OPEN FROM INSIDE EITHER WITH DOOR HANDLE.

(RO) Cause:

F

(RO) Correction:

LATCH, DOOR/LIFTGATE-Replace (B)LINK, OUTSIDE HANDLE TO LATCH-Replace (C) REGULATOR, FRONT DOOR GLASS-Replace (B) DIAGNOSIS WITH REPAIR LATCH, DOOR/LIFTGATE-Replace (B) LINK, OUTSIDE HANDLE TO LATCH-Replace (C) REGULATOR, FRONT DOOR GLASS-Replace (B) DIAGNOSIS WITH REPAIR

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3C4PDCBB6[redacted]	**Year**	2013	**Body**	JCDE49 - DODGE JOURNEY SXT (FWD)
Build Date	11/12/2012	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	379950	**In Service Date**	12/17/2012
Claim Type	W - Warranty	**Repair Date**	06/12/2014
Claim Status	Paid	**Mileage (Miles)**	14,654

Expense

Labor	$16.87	**Sublet**	$7.26	**Part**	$0.00	**Total Paid**	$24.13

Dealer Information

Code	45148	**Name**	JACKSONVILLE CHRYSLER JEEP DODGE	**Zone**	66	ORLANDO
Address	11101 NURSERY FIELDS DRIVE , JACKSONVILLE, FL 32256					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08804410	Transmitter, Integrated Key FOB ; Battery one or all keys	BV	Battery Discharged	05066241AB	BATTERY	2	X	7.26	$16.87

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3C4PDCBB6[redacted]	**Year**	2013	**Body**	JCDE49 - DODGE JOURNEY SXT (FWD)
Build Date	11/12/2012	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	388652	**In Service Date**	12/17/2012
Claim Type	W - Warranty	**Repair Date**	08/26/2014
Claim Status	Paid	**Mileage (Miles)**	18,204

Expense

Labor	$25.31	**Sublet**	$27.23	**Part**	$50.00	**Total Paid**	$102.54

Dealer Information

Code	45148	**Name**	JACKSONVILLE CHRYSLER JEEP DODGE	**Zone**	66	ORLANDO
Address	11101 NURSERY FIELDS DRIVE , JACKSONVILLE, FL 32256					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08141803	Sensor, wheel speed-Anti-lock brakes ; Front-Left	14	BURNED OR BURNED OUT	05085823AC	SENSOR	1	X	27.23	$25.31
A	95400141	Loaner Car ; Standard Line Vehicles			05085823AC	SENSOR	1	X	27.23	$50.00

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES WHEN COMING TO LOW SPEED STOP OVER THE WEEKEND VEHICLE STARTED HARSH VIBRATION. ABS AND TRACTION CONTROL LIGHTS CAME ON AND STAYED ON. VEHICLE FELT LIKE BRAKES STAYED ENGAGED. CHECK AND ADVISE CUSTOMER STATES STILL HAVING INTERMITTENT DOOR LOCK ISSUES. VEHICLE DOES NOT RECOGNIZE FOB OR KEYLESS ENTRY. CUSTOMER STATES AIR CONDITIONER COMING ON BY ITSELF AT TIME CHECK AND ADVISE PERFORM LOF

(RO) Cause:

LF WHEEL SPEED SENSOR IS FAULTY. CHECKED FOR RELATED DTC'S.NONE PRESENT.CHECKED FOR TSB'S AND FOUND RELATED STAR CASES DUE TO FREQUENCY AND LEARNED KEYS INSIDE VEHICLE. SEE ATTATCHED STAR CASE PRINT OUT'S. PERFORMED AC PERFORMANCE TEST AND CHECK FOR ANY RELATED ISSUE

(RO) Correction:

REPLACED LF WHEEL SPEED SENSOR. NO TROUBLE FOUND. NO ACTION TAKEN AT THIS TIME CAN NOT DUPLICATE CONCERN PERFORMED

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3C4PDCBB6[redacted]	**Year**	2013	**Body**	JCDE49 - DODGE JOURNEY SXT (FWD)
Build Date	11/12/2012	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	A88652	**In Service Date**	12/17/2012
Claim Type	F - Service Contract	**Repair Date**	08/26/2014
Claim Status	Paid	**Mileage (Miles)**	18,204

Expense

Labor	$0.00	**Sublet**	$0.00	**Part**	$30.00	**Total Paid**	$30.00

Dealer Information

Code	45148	**Name**	JACKSONVILLE CHRYSLER JEEP DODGE	**Zone**	66	ORLANDO
Address	11101 NURSERY FIELDS DRIVE , JACKSONVILLE, FL 32256					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26860303	Fixed Cost Lube, Oil, and Filter	MC	MAINTENANCE CARE						$0.00
A	95260001	Maintenance Allowance ; Fixed Cost Maintenance								$30.00

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3C4PDCBB6[redacted]	**Year**	2013	**Body**	JCDE49 - DODGE JOURNEY SXT (FWD)
Build Date	11/12/2012	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	A49446	**In Service Date**	12/17/2012
Claim Type	W - Warranty	**Repair Date**	09/29/2014
Claim Status	Paid	**Mileage (Miles)**	18,862

Expense

Labor	$52.76	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$52.77

Dealer Information

Code	45572	**Name**	JACKSONVILLE CHRYSLER JEEP DODGE	**Zone**	66	ORLANDO
Address	9600 ATLANTIC BLVD , JACKSONVILLE, FL 32225					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	1819029N	Module, Body Control (BCM) ; Module, Body Control (BCM) - Reprogram / Reconfigure Powernet Vehicle	FM	FLASH MODULE						$17.59
B	18192790	Steering Column Control Module ; Module, Steering Column Control (SCCM) - Reprogram	FM	FLASH MODULE						$17.59
C	18600795	Amplifier ; Module, Amplifier - Inspect	FM	FLASH MODULE						$17.59

RO Narratives

(RO) Customer Concern:

Doors intermently wont unlock using dr sad door lock contro l or key fob Sometimes it will from the passenger sad but no t always (ElectricalNon PCM Flashes Concern) Customer states AC in rear will come on on its own (General Concern 1) (General Concern 2) Software Flash for ABS (Flash Software 1) Software Flash for PCM (Flash Software 2) Software Flash for BCM (Flash Software 3) Software Flash for SCCM (Flash Software 4) Software Flash for AMP (Flash Software 5)

(RO) Cause:

0 THIS FLASH IS FOR DIESEL ONLY. PCM NEEDS REFLASH PER 18-029-13 REFLASHED BCM PER 08-047-13, STEERING COLLUMN CONTROL MODULE NEEDS REFLASH. AMPLIFIER NEEDS TO BE REFLASHED

(RO) Correction:

0 NOT REQUIRED. REFLASHED PCM TO LATEST SOFTWARE. LOP 181906V4-0.2 HRS, FC-FM. REFLASHED NEW BCM TO LATEST SOFTWARE. 1819029N-0.2 HRS, FC-FM. REFLASHED SCCM PER 08-010-14. LOP 18192790-0.2 HRS, FC-FM. REFLASHED AMP PER 08-032-13. LOP 18600795-0.2 HRS, FC-FM.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3C4PDCBB6[redacted]	**Year**	2013	**Body**	JCDE49 - DODGE JOURNEY SXT (FWD)
Build Date	11/12/2012	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	049446	**In Service Date**	12/17/2012
Claim Type	W - Warranty	**Repair Date**	09/29/2014
Claim Status	Paid	**Mileage (Miles)**	18,862

Expense

Labor	$52.76	**Sublet**	$202.95	**Part**	$0.00	**Total Paid**	$255.71

Dealer Information

Code	45572	**Name**	JACKSONVILLE CHRYSLER JEEP DODGE	**Zone**	66	ORLANDO
Address	9600 ATLANTIC BLVD , JACKSONVILLE, FL 32225					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08190201	Module, body control ; All others	58	INTERNAL DEFECT	68170747AD	MODULE	1	X	202.95	$35.17
B	181906V4	Module, Powertrain Control (PCM) ; Module, Powertrain Control (PCM) - Reprogram	FM	FLASH MODULE						$17.59

RO Narratives

(RO) Customer Concern:

Doors intermently wont unlock using dr sad door lock contro l or key fob Sometimes it will from the passenger sad but no t always (ElectricalNon PCM Flashes Concern) Customer states AC in rear will come on on its own (General Concern 1) (General Concern 2) Software Flash for ABS (Flash Software 1) Software Flash for PCM (Flash Software 2) Software Flash for BCM (Flash Software 3) Software Flash for SCCM (Flash Software 4) Software Flash for AMP (Flash Software 5)

(RO) Cause:

0 THIS FLASH IS FOR DIESEL ONLY. PCM NEEDS REFLASH PER 18-029-13 REFLASHED BCM PER 08-047-13, STEERING COLLUMN CONTROL MODULE NEEDS REFLASH. AMPLIFIER NEEDS TO BE REFLASHED

(RO) Correction:

0 NOT REQUIRED. REFLASHED PCM TO LATEST SOFTWARE. LOP 181906V4-0.2 HRS, FC-FM. REFLASHED NEW BCM TO LATEST SOFTWARE. 1819029N-0.2 HRS, FC-FM. REFLASHED SCCM PER 08-010-14. LOP 18192790-0.2 HRS, FC-FM. REFLASHED AMP PER 08-032-13. LOP 18600795-0.2 HRS, FC-FM.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	3C4PDCEG8[redacted]	**Year**	2015	**Body**	JCDX49 - DODGE JOURNEY R/T (FWD)
Build Date	04/29/2015	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	PREPNV	**In Service Date**	09/25/2015
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	06/03/2015
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$94.17	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$94.17

Dealer Information

Code	63975	**Name**	MILOSCH DODGE, INC	**Zone**	42	DETROIT
Address	677 SOUTH LAPEER ROAD , LAKE ORION, MI 48362					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$94.17

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	3C4PDCAB0[redacted]	**Year**	2015	**Body**	JCDH49 - DODGE JOURNEY SE (FWD)
Build Date	05/07/2015	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	047398	**In Service Date**	07/27/2015
Claim Type	S - Safety (Recalls)	**Repair Date**	11/05/2015
Claim Status	Paid	**Mileage (Miles)**	4,191

Expense

Labor	$18.71	**Sublet**	$14.42	**Part**	$0.00	**Total Paid**	$33.13

Dealer Information

Code	60515	**Name**	HEMET CHRYSLER DODGE JEEP RAM	**Zone**	71	LOS ANGELES	
Address	240 CARRIAGE CIR , HEMET, CA 92545						

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	09R32182	Safety Recall R32 - Engine Beauty Cover ; Cover, Engine - Modify and Install Retaining Fastener	UC	UNCODABLE (NARRATIVE REQUIRED)	CBTDR321AA	COVER	1	X	7.49	$18.71
A	09R32182	Safety Recall R32 - Engine Beauty Cover ; Cover, Engine - Modify and Install Retaining Fastener	UC	UNCODABLE (NARRATIVE REQUIRED)	04318031	ADHESIVE	1		6.93	$18.71

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3C4PDCAB2 [redacted]	**Year**	2013	**Body**	JCDH49 - DODGE JOURNEY SE (FWD)
Build Date	07/31/2012	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	861120	**In Service Date**	09/20/2012
Claim Type	S - Safety (Recalls)	**Repair Date**	12/30/2015
Claim Status	Paid	**Mileage (Miles)**	102,669

Expense

Labor	$63.91	**Sublet**	$18.41	**Part**	$0.00	**Total Paid**	$82.32

Dealer Information

Code	68679	**Name**	GRIFFIN C-D-J	**Zone**	66	ORLANDO
Address	961 E US HWY 74 , ROCKINGHAM, NC 28379					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	09R32182	Safety Recall R32 - Engine Beauty Cover ; Cover, Engine - Modify and Install Retaining Fastener	UC	UNCODABLE (NARRATIVE REQUIRED)	CBTDR321AA	COVER	1	X	7.49	$15.98
B	08R61182	Safety Recall R61 - Antilock Brake System Module ; Inspect, Clean, and Grease ABS Module Connector Inludes Heat Shrink (2.0L and 2.4L Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	04778569	TUBE	1	X	1.05	$47.93
B	08R61182	Safety Recall R61 - Antilock Brake System Module ; Inspect, Clean, and Grease ABS Module Connector Inludes Heat Shrink (2.0L and 2.4L Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	04641780	STRAP	5		7.70	$47.93
B	08R61182	Safety Recall R61 - Antilock Brake System Module ; Inspect, Clean, and Grease ABS Module Connector Inludes Heat Shrink (2.0L and 2.4L Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	00000NPN		1		2.17	$47.93

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	3C4PDCAB0[redacted]	**Year**	2015	**Body**	JCDH49 - DODGE JOURNEY SE (FWD)
Build Date	05/07/2015	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	050155	**In Service Date**	07/27/2015
Claim Type	W - Warranty	**Repair Date**	01/22/2016
Claim Status	Paid	**Mileage (Miles)**	4,192

Expense

Labor	$18.71	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$18.71

Dealer Information

Code	60515	**Name**	HEMET CHRYSLER DODGE JEEP RAM	**Zone**	71	LOS ANGELES
Address	240 CARRIAGE CIR , HEMET, CA 92545					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	21570140	TCM Quick Learn ; 40TE, 41TE, 62TE transaxles only	UC	UNCODABLE (NARRATIVE REQUIRED)						$18.71

RO Narratives

(RO) Customer Concern:

CENTURY MAINTENANCE PLAN 1ST SERVICE PERFORM 23 POINT VEHICLE INSPECTION, PERFORM TIRE PRESSURE INSPECTION MANDATED BY THE STATE OF CALIFORNIA. PERFORM COU TSEY EXTERIOR VEHICLE WASH. CUSTOMER STATES REAR CHILD LOCKS, WHEN IN UNLOCK POSITION STILL WILL NOT OPEN DOOR, CK AND ADVISE CUSTOMER STATES WHEN COMING TO A STOP THEN ACCELERATES TRANSMISSION CLUNKS, CK AND ADVISE

(RO) Cause:

NA

(RO) Correction:

COMPLETED COMPLETED INSPECTION FOUND NO MALFUNCTION WITH CHILD LOCKS AT THIS TIME PERFORMED TCM QUICK LEARN 21570140

(RO) Technical Notes:

DECEL AND THEN ACCEL A CLUNK NOISE TCM REPROGRAM

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	3C4PDCGB3[redacted]	**Year**	2015	**Body**	JCDR49 - DODGE JOURNEY CROSSROAD (FWD)
Build Date	01/28/2015	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	051509	**In Service Date**	03/02/2015
Claim Type	S - Safety (Recalls)	**Repair Date**	02/03/2016
Claim Status	Paid	**Mileage (Miles)**	7,371

Expense

Labor	$49.24	**Sublet**	$3.22	**Part**	$0.00	**Total Paid**	$52.46

Dealer Information

Code	68426	**Name**	THOMSON MOTOR CENTRE	**Zone**	66	ORLANDO
Address	2158 WASHINGTON RD NE , THOMSON, GA 30824					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08R61182	Safety Recall R61 - Antilock Brake System Module ; Inspect, Clean, and Grease ABS Module Connector Inludes Heat Shrink (2.0L and 2.4L Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	04778569	TUBE	1	X	1.05	$49.24
A	08R61182	Safety Recall R61 - Antilock Brake System Module ; Inspect, Clean, and Grease ABS Module Connector Inludes Heat Shrink (2.0L and 2.4L Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	05013781AA	GREASE	1		2.17	$49.24

RO Narratives

(RO) Customer Concern:

QUICK SERVICE WI ADVISOR MULTIPOINT INSPECTION *ENGINE COOLING RENTAL

(RO) Cause:

NA

(RO) Correction:

08R61182 - 08R61182 07303006 - 07303006; 07400601 - 07400601

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3C4PDCGB3[redacted]	**Year**	2015	**Body**	JCDR49 - DODGE JOURNEY CROSSROAD (FWD)
Build Date	01/28/2015	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	051509	**In Service Date**	03/02/2015
Claim Type	W - Warranty	**Repair Date**	02/03/2016
Claim Status	Paid	**Mileage (Miles)**	7,371

Expense

Labor	$106.68	**Sublet**	$156.24	**Part**	$35.00	**Total Paid**	$297.92

Dealer Information

Code	68426	**Name**	THOMSON MOTOR CENTRE	**Zone**	66	ORLANDO
Address	2158 WASHINGTON RD NE , THOMSON, GA 30824					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	07303006	Hose, radiator upper/inlet ; 2.0-2.4 liter engine	65	LEAKS	05058394AG	HOSE	1	X	54.67	$106.68
A	07303006	Hose, radiator upper/inlet ; 2.0-2.4 liter engine	65	LEAKS	68003582AB	ADAPTER	1		69.93	$106.68
A	07303006	Hose, radiator upper/inlet ; 2.0-2.4 liter engine	65	LEAKS	68163849AB	ANTIFREEZ	2		31.64	$106.68
A	07400601	Adaptor/Package, coolant ; 2.0-2.4 liter engine			05058394AG	HOSE	1	X	54.67	$0.00
A	07400601	Adaptor/Package, coolant ; 2.0-2.4 liter engine			68003582AB	ADAPTER	1		69.93	$0.00
A	07400601	Adaptor/Package, coolant ; 2.0-2.4 liter engine			68163849AB	ANTIFREEZ	2		31.64	$0.00
A	85434343	Goodwill Authorization ; Goodwill Authorization			05058394AG	HOSE	1	X	54.67	$0.00
A	85434343	Goodwill Authorization ; Goodwill Authorization			68003582AB	ADAPTER	1		69.93	$0.00
A	85434343	Goodwill Authorization ; Goodwill Authorization			68163849AB	ANTIFREEZ	2		31.64	$0.00
A	95400141	Loaner Car ; Standard Line Vehicles			05058394AG	HOSE	1	X	54.67	$35.00
A	95400141	Loaner Car ; Standard Line Vehicles			68003582AB	ADAPTER	1		69.93	$35.00
A	95400141	Loaner Car ; Standard Line Vehicles			68163849AB	ANTIFREEZ	2		31.64	$35.00

RO Narratives

(RO) Customer Concern:
QUICK SERVICE WI ADVISOR MULTIPOINT INSPECTION *ENGINE COOLING RENTAL

(RO) Cause:
NA

(RO) Correction:
08R61182 - 08R61182 07303006 - 07303006; 07400601 - 07400601

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	3D4PG5FV2[redacted]	**Year**	2010	**Body**	JCDP49 - DODGE JOURNEY SXT (LHD/FWD)
Build Date	08/18/2009	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	964980	**In Service Date**	02/16/2010
Claim Type	F - Service Contract	**Repair Date**	04/13/2016
Claim Status	Paid	**Mileage (Miles)**	83,666

Expense

Labor	$18.74	**Sublet**	$105.63	**Part**	$70.00	**Total Paid**	$100.71

Dealer Information

Code	26943	**Name**	SOUTHFIELD CHRYSLER DODGE JEEP RAM	**Zone**	42	DETROIT
Address	28100 TELEGRAPH ROAD , SOUTHFIELD, MI 48034					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08805401	Switch and bezel, front door ; Driver side or center, switch may include; Power Lock / Power Mirror switches where applicable	14	BURNED OR BURNED OUT	04602533AF	SWITCH	1	X	105.63	$18.74
A	95400041	Loaner Car ; Loaner Car			04602533AF	SWITCH	1	X	105.63	$70.00

RO Narratives

(RO) Customer Concern:

Customer states BOTH REAR DOORS AND LIFTGATE IS INOP WHEN LO CKING AND UNLOCKING WITH KEY FOB AND MASTER SWITCH (Electric al Concern) RENTAL CAR REIMBURSEMENT

(RO) Cause:

INTERNAL FAILURE

(RO) Correction:

REPLACED MASTER WINDOW SWITCH UNDER MVP $100 DEDUCT.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3D4PG5FV2[redacted]	**Year**	2010	**Body**	JCDP49 - DODGE JOURNEY SXT (LHD/FWD)
Build Date	08/18/2009	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	965692	**In Service Date**	02/16/2010
Claim Type	F - Service Contract	**Repair Date**	04/21/2016
Claim Status	Paid	**Mileage (Miles)**	84,012

Expense

Labor	$46.85	**Sublet**	$73.78	**Part**	$105.00	**Total Paid**	$230.06

Dealer Information

Code	26943	**Name**	SOUTHFIELD CHRYSLER DODGE JEEP RAM	**Zone**	42	DETROIT
Address	28100 TELEGRAPH ROAD , SOUTHFIELD, MI 48034					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08191403	Module, door control ; Left, front	14	BURNED OR BURNED OUT	05026861AE	MODULE	1	X	73.78	$46.85
A	95400041	Loaner Car ; Loaner Car			05026861AE	MODULE	1	X	73.78	$105.00

RO Narratives

(RO) Customer Concern:

(Multi-point inspection according to maintenance interval) Customer states FRONT PASSENGER DOORS DONT UNLOCK BOTH BACK DOORS DONT UNLOCK AND TRUNK (Electrical Concern) Customer states VEHICLE IS IDLING FOR LONG TIME WHILE STARTI NG (Engine Concern) RENTAL CAR REIMBURSEMENT

(RO) Cause:

PREVENTATIVE MAINTENANCE INTERNAL FAILURE OF DRIVER DOOR MODULE DETECT NO PROBLEMS WITH THE IDLING

(RO) Correction:

16 Point Inspection All REPLACED DRIVERS DOOR MODULE AND TESTED OK AT THIS TIME UNDER MVP DEDUCT PAID ON RO#964980

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3D4PG5FV[redacted]	**Year**	2010	**Body**	JCDP49 - DODGE JOURNEY SXT (LHD/FWD)
Build Date	08/18/2009	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	969808	**In Service Date**	02/16/2010
Claim Type	F - Service Contract	**Repair Date**	06/02/2016
Claim Status	Paid	**Mileage (Miles)**	86,011

Expense

Labor	$0.00	**Sublet**	$0.00	**Part**	$35.00	**Total Paid**	$35.00

Dealer Information

Code	26943	**Name**	SOUTHFIELD CHRYSLER DODGE JEEP RAM	**Zone**	42	DETROIT
Address	28100 TELEGRAPH ROAD , SOUTHFIELD, MI 48034					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26860303	Oil and Filter Change - All Intervals	MC	MAINTENANCE CARE						$0.00
A	95400042	Loaner Car ; First Day Rental								$35.00

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3C4PDCGB3[redacted]	**Year**	2015	**Body**	JCDR49 - DODGE JOURNEY CROSSROAD (FWD)
Build Date	01/28/2015	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	057454	**In Service Date**	03/02/2015
Claim Type	W - Warranty	**Repair Date**	06/13/2016
Claim Status	Paid	**Mileage (Miles)**	10,849

Expense

Labor	$16.41	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$16.41

Dealer Information

Code	68426	**Name**	THOMSON MOTOR CENTRE	**Zone**	66	ORLANDO
Address	2158 WASHINGTON RD NE , THOMSON, GA 30824					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	181906HR	Module, Powertrain Control (PCM) ; Module, Powertrain Control (PCM) - Reprogram	RF							$16.41

RO Narratives

(RO) Customer Concern:

WI ADVISOR MULTIPOINT INSPECTION 5 QUART OIL AND FILTER CHANGE QUICK TIRE ROTATION FLASH UPDATE COMPUTER

(RO) Cause:

NA

(RO) Correction:

181906HR - 181906HR

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3C4PDCGB3[redacted]	**Year**	2015	**Body**	JCDR49 - DODGE JOURNEY CROSSROAD (FWD)
Build Date	01/28/2015	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	057454	**In Service Date**	03/02/2015
Claim Type	F - Service Contract	**Repair Date**	06/14/2016
Claim Status	Paid	**Mileage (Miles)**	10,850

Expense

Labor	$0.00	**Sublet**	$0.00	**Part**	$30.00	**Total Paid**	$30.00

Dealer Information

Code	68426	**Name**	THOMSON MOTOR CENTRE	**Zone**	66	ORLANDO
Address	2158 WASHINGTON RD NE , THOMSON, GA 30824					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26860303	Maintenance	MC	MAINTENANCE CARE						$0.00
A	95260001	Maintenance Allowance ; Fixed Cost Maintenance								$30.00

RO Narratives

(RO) Customer Concern:

WI ADVISOR MULTIPOINT INSPECTION 5 QUART OIL AND FILTER CHANGE QUICK TIRE ROTATION FLASH UPDATE COMPUTER

(RO) Cause:

NA

(RO) Correction:

181906HR - 181906HR

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	3C4PDCAB2[redacted]	**Year**	2013	**Body**	JCDH49 - DODGE JOURNEY SE (FWD)
Build Date	07/31/2012	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	928380	**In Service Date**	09/20/2012
Claim Type	M - Mopar	**Repair Date**	07/07/2016
Claim Status	Paid	**Mileage (Miles)**	117,783

Expense

Labor	$104.38	**Sublet**	$350.00	**Part**	$0.00	**Total Paid**	$454.38

Dealer Information

Code	68679	**Name**	GRIFFIN C-D-J	**Zone**	66	ORLANDO
Address	961 E US HWY 74 , ROCKINGHAM, NC 28379					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08050102	Generator/Alternator ; 2.0-2.4 liter engine	K4	LOOSE	04801490AC	ALTERNATR	1	X	350.00	$104.38

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	3D4PG5FV2[redacted]	**Year**	2010	**Body**	JCDP49 - DODGE JOURNEY SXT (LHD/FWD)
Build Date	08/18/2009	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	974053	**In Service Date**	02/16/2010
Claim Type	M - Mopar	**Repair Date**	07/20/2016
Claim Status	Paid	**Mileage (Miles)**	88,290

Expense

Labor	$46.85	**Sublet**	$392.00	**Part**	$175.00	**Total Paid**	$613.85

Dealer Information

Code	26943	**Name**	SOUTHFIELD CHRYSLER DODGE JEEP RAM	**Zone**	42	DETROIT
Address	28100 TELEGRAPH ROAD , SOUTHFIELD, MI 48034					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08190601	Module, powertrain/engine control (PCM-ECM) ; All other engines	18	CIRCUIT OPEN	R5150244AD	MODULE	1	X	392.00	$46.85
A	95400141	Loaner Car ; Standard Line Vehicles			R5150244AD	MODULE	1	X	392.00	$175.00

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES INTERM WHEN ON A INCLINE TRAC LIGHT COMES AND VEHICLE BEGINS TO SLIDE DOWN. CCUSTOMER STATES INTERM VEHICLE WON'T START. PERFORM 16 POINT INSPECTION RENTAL CAR REIMBURSEMENT CUST STATES DOOR LOCKS INOP-SEE HISTORY CUSTOMER STATES INTERM DOORS WON'T UNLOCK. CUSTOMER STATES PIECE LOOSE NOT INSTALLED ON STORAGE.

(RO) Cause:

CANNOT DUPLICATE AT THIS TIME INTERNAL FAILURE. MAINTENANCE CANNOT DUPLICATE AT THIS TIME INSPECTED

(RO) Correction:

NO PROBLEM FOUND. REPLACED PCM AND PROGRAMMED UNDER MVP $100 DEDUCT. PERFORM 16 POINT INSPECTION NO PROBLEM FOUND.N J6 CANNOT DUPLICATE Wind Noise/Water Leak Diagnosis All

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CCUSTOMER STATES INTERM VEHICLE WON'T START.

(Claim) Cause:

INTERNAL FAILURE.

(Claim) Correction:

REPLACED PCM AND PROGRAMMED UNDER MVP $100 DEDUCT.

Warranty Claim Report

Vehicle Information

VIN	3D4PG5FV2[redacted]	**Year**	2010	**Body**	JCDP49 - DODGE JOURNEY SXT (LHD/FWD)
Build Date	08/18/2009	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	974912	**In Service Date**	02/16/2010
Claim Type	F - Service Contract	**Repair Date**	08/02/2016
Claim Status	Paid	**Mileage (Miles)**	88,294

Expense

Labor	$262.34	**Sublet**	$718.20	**Part**	$175.00	**Total Paid**	$1,198.63

Dealer Information

Code	26943	**Name**	SOUTHFIELD CHRYSLER DODGE JEEP RAM	**Zone**	42	DETROIT
Address	28100 TELEGRAPH ROAD , SOUTHFIELD, MI 48034					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08890102	TIPM totally integrated power module/PDC power distribution center ; Module	UC	UNCODABLE (NARRATIVE REQUIRED)	04692305AI	MODULE	1	X	718.20	$28.11
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			04692305AI	MODULE	1	X	718.20	$234.23
A	95400041	Loaner Car ; Loaner Car			04692305AI	MODULE	1	X	718.20	$175.00

RO Narratives

(RO) Customer Concern:

Customer states PASSENGER FRT AND BOTH REAR DOORS WONT UNLOC K SEE HIST (Electrical Concern) RENTAL CAR REIMBURSEMENT

(RO) Cause:

INTERNAL FAILURE

(RO) Correction:

INSPECTED TIPM DUE TO DOOR LOCKS INTERN WORKING TESTED AND FOUND THAT TIPM WAS NOT SENDING SIGNAL OUT TO CLUSTER OPENED STAR CASE AND WAS ADVISED TO REPLACE TIPM AND RESTORE VEHICLE CONFIGURATION PERFORMED AND TESTED DOOR LOCKS OK AT THIS TIME

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

Customer states PASSENGER FRT AND BOTH REAR DOORS WONT UNLOC K SEE HIST (Elect Customer states PASSENGER FRT AND BOTH REAR DOORS WONT UNLOC K SEE HIST (Elect

(Claim) Cause:

INTERNAL FAILURE INTERNAL FAILURE

(Claim) Correction:

INSPECTED TIPM DUE TO DOOR LOCKS INTERN WORKING TESTED AND FOUND THAT TIPM WAS INSPECTED TIPM DUE TO DOOR LOCKS INTERN WORKING TESTED AND FOUND THAT TIPM WAS

Warranty Claim Report

Vehicle Information

VIN	3D4PG5FV2[redacted]	**Year**	2010	**Body**	JCDP49 - DODGE JOURNEY SXT (LHD/FWD)
Build Date	08/18/2009	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	977555	**In Service Date**	02/16/2010
Claim Type	F - Service Contract	**Repair Date**	08/16/2016
Claim Status	Paid	**Mileage (Miles)**	88,917

Expense

Labor	$74.95	**Sublet**	$168.00	**Part**	$70.00	**Total Paid**	$223.03

Dealer Information

Code	26943	**Name**	SOUTHFIELD CHRYSLER DODGE JEEP RAM	**Zone**	42	DETROIT
Address	28100 TELEGRAPH ROAD , SOUTHFIELD, MI 48034					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08050123	Generator/Alternator ; 3.5 liter engine	14	BURNED OR BURNED OUT	R5033759AC	ALTERNATR	1	X	168.00	$74.95
A	95400041	Loaner Car ; Loaner Car			R5033759AC	ALTERNATR	1	X	168.00	$70.00

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES LOUD NOISE HEARD WHEN FIRST STARTING. TOW IN.CHECK AND ADVISE.BATTERY LOW. RENTAL CAR REIMBURSEMENT PERFORM 16 POINT INSPECTION

(RO) Cause:

INTERNAL FAILURE MAINTENANCE

(RO) Correction:

REPLACED ALTERNATOR AND TESTED OK AT THIS TIME COVERED BY ADDED CARE WITH 100 DED PERFORM 16 POINT INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES LOUD NOISE HEARD WHEN FIRST STARTING. TOW IN.CHECK AND ADVISE.

(Claim) Cause:

INTERNAL FAILURE

(Claim) Correction:

REPLACED ALTERNATOR AND TESTED OK AT THIS TIME COVERED BY ADDED CARE WITH 100

Warranty Claim Report

Vehicle Information

VIN	3C4PDCGB3[redacted]	**Year**	2015	**Body**	JCDR49 - DODGE JOURNEY CROSSROAD (FWD)
Build Date	01/28/2015	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	061802	**In Service Date**	03/02/2015
Claim Type	W - Warranty	**Repair Date**	08/18/2016
Claim Status	Paid	**Mileage (Miles)**	13,516

Expense

Labor	$76.55	**Sublet**	$0.00	**Part**	$70.00	**Total Paid**	$146.55

Dealer Information

Code	26341	**Name**	MILTON RUBEN CHRYSLER JEEP	**Zone**	66	ORLANDO
Address	3518 WASHINGTON ROAD , AUGUSTA, GA 30907					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	0894BJF2	Ground	5W	BROKEN SPLICE IN HARNESS						$76.55
A	95400141	Loaner Car ; Standard Line Vehicles								$70.00

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3C4PDCGB3[redacted]	**Year**	2015	**Body**	JCDR49 - DODGE JOURNEY CROSSROAD (FWD)
Build Date	01/28/2015	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	064160	**In Service Date**	03/02/2015
Claim Type	W - Warranty	**Repair Date**	08/30/2016
Claim Status	Paid	**Mileage (Miles)**	13,921

Expense

Labor	$34.02	**Sublet**	$151.20	**Part**	$175.00	**Total Paid**	$360.22

Dealer Information

Code	26341	**Name**	MILTON RUBEN CHRYSLER JEEP	**Zone**	66	ORLANDO
Address	3518 WASHINGTON ROAD , AUGUSTA, GA 30907					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08190201	Module, body control ; All others	58	INTERNAL DEFECT	68226576AB	MODULE	1	X	151.20	$34.02
A	95400141	Loaner Car ; Standard Line Vehicles			68226576AB	MODULE	1	X	151.20	$175.00

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	3C4PDCGB3[redacted]	**Year**	2015	**Body**	JCDR49 - DODGE JOURNEY CROSSROAD (FWD)
Build Date	01/28/2015	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	065008	**In Service Date**	03/02/2015
Claim Type	W - Warranty	**Repair Date**	09/07/2016
Claim Status	Paid	**Mileage (Miles)**	13,991

Expense

Labor	$127.59	**Sublet**	$222.60	**Part**	$105.00	**Total Paid**	$455.19

Dealer Information

Code	26341	**Name**	MILTON RUBEN CHRYSLER JEEP	**Zone**	66	ORLANDO
Address	3518 WASHINGTON ROAD , AUGUSTA, GA 30907					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08191005	Module, anti-lock brake control ; All others	58	INTERNAL DEFECT	68194693AE	MODULE	1	X	222.60	$127.59
A	95400141	Loaner Car ; Standard Line Vehicles			68194693AE	MODULE	1	X	222.60	$105.00

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	3D4PG5FV2[redacted]	**Year**	2010	**Body**	JCDP49 - DODGE JOURNEY SXT (LHD/FWD)
Build Date	08/18/2009	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	980278	**In Service Date**	02/16/2010
Claim Type	M - Mopar	**Repair Date**	09/14/2016
Claim Status	Paid	**Mileage (Miles)**	90,257

Expense

Labor	$121.80	**Sublet**	$189.00	**Part**	$70.00	**Total Paid**	$380.80

Dealer Information

Code	26943	**Name**	SOUTHFIELD CHRYSLER DODGE JEEP RAM	**Zone**	42	DETROIT
Address	28100 TELEGRAPH ROAD , SOUTHFIELD, MI 48034					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08750125	Starter ; 3.5 liter engine	18	CIRCUIT OPEN	04608800AE	STARTER	1	X	189.00	$121.80
A	95400141	Loaner Car ; Standard Line Vehicles			04608800AE	STARTER	1	X	189.00	$70.00

RO Narratives

(RO) Customer Concern:

Customer states VEHICLE IS A NO START BUT THE LIGHTS ARE WOR KING FINE PERFORM 16 POINT INSPECTION RENTAL CAR REIMBURSEMENT SERVICE CONTRACT / GOODWILL TSD PLACE MOPAR STARTER FROM RO# 951137, BAD STARTER 78529 MILES,11/20/15

(RO) Cause:

SEE ADD JOB FOR REPAIRS MAINTENANCE INTERNAL FAILURE

(RO) Correction:

Electronic Engine Control Diagnosis All PERFORM 16 POINT INSPECTION REPLACED STARTER AND TESTED OK AT THIS TIME

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

PLACE MOPAR STARTER FROM RO# 951137, BAD STARTER 78529 MILES,11/20/15

(Claim) Cause:

INTERNAL FAILURE

(Claim) Correction:

REPLACED STARTER AND TESTED OK AT THIS TIME

Warranty Claim Report

Vehicle Information

VIN	3C4PDDGG9[redacted]	**Year**	2017	**Body**	JCER49 - DODGE JOURNEY CROSSROAD (AWD)
Build Date	08/15/2016	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	560

Claim Information

Claim #	PREPNV	**In Service Date**	01/09/2017
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	09/22/2016
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$95.52	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$95.52

Dealer Information

Code	45581	**Name**	CORWIN DODGE OF SPRINGFIELD	**Zone**	74	DENVER
Address	1025 W SUNSHINE ST , SPRINGFIELD, MO 65807					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$95.52

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	3D4PG5FV2[redacted]	**Year**	2010	**Body**	JCDP49 - DODGE JOURNEY SXT (LHD/FWD)
Build Date	08/18/2009	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	981059	**In Service Date**	02/16/2010
Claim Type	F - Service Contract	**Repair Date**	09/28/2016
Claim Status	Paid	**Mileage (Miles)**	90,629

Expense

Labor	$206.12	**Sublet**	$579.39	**Part**	$175.00	**Total Paid**	$895.27

Dealer Information

Code	26943	**Name**	SOUTHFIELD CHRYSLER DODGE JEEP RAM	**Zone**	42	DETROIT
Address	28100 TELEGRAPH ROAD , SOUTHFIELD, MI 48034					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	09500511	Manifold, two piece intake ; 3.5 liter engine - Lower	UC	UNCODABLE (NARRATIVE REQUIRED)	04593649AD	PLENUM	1	X	565.60	$206.12
A	09500511	Manifold, two piece intake ; 3.5 liter engine - Lower	UC	UNCODABLE (NARRATIVE REQUIRED)	04591827AC	GASKET	1		13.79	$206.12
A	95400041	Loaner Car ; Loaner Car			04593649AD	PLENUM	1	X	565.60	$175.00
A	95400041	Loaner Car ; Loaner Car			04591827AC	GASKET	1		13.79	$175.00

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

Customer states VEHICLE STALED OUT 4 TIMES TODAYTOOK 20 MINS FOR VEHICLE TO ST

(Claim) Cause:

INTERNAL FAILURE

(Claim) Correction:

REPLACED INTAKE MANIFOLD UNDER MVP $100 DEDUCT.

Warranty Claim Report

Vehicle Information

VIN	3C4PDCGB3[redacted]	**Year**	2015	**Body**	JCDR49 - DODGE JOURNEY CROSSROAD (FWD)
Build Date	01/28/2015	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	065586	**In Service Date**	03/02/2015
Claim Type	W - Warranty	**Repair Date**	09/30/2016
Claim Status	Paid	**Mileage (Miles)**	14,077

Expense

Labor	$68.05	**Sublet**	$0.00	**Part**	$140.00	**Total Paid**	$208.05

Dealer Information

Code	26341	**Name**	MILTON RUBEN CHRYSLER JEEP	**Zone**	66	ORLANDO
Address	3518 WASHINGTON ROAD , AUGUSTA, GA 30907					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85419001	Instrument Cluster,Trouble Not Found ; Cluster (CCN)	UC	UNCODABLE (NARRATIVE REQUIRED)						$68.05
A	95400141	Loaner Car ; Standard Line Vehicles								$140.00

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

CLUSTER WAS FLICKERING AND ALL THE LIGHTS WOULD COME ON SLER CAIR 2489316174 RICH PIZZINO HIS # 248-931-6174 SAID LEAVE THE CUSTOMER IN A RENTAL FOR A FEW DAYS WHILE TRYING TO DUPLICATE THIS CONCERN ~~CUSTOMER SAYS THE CLUSTER FLICKERS AND ALL THE LIGHTS COME ON SEE CHRYSLER CAIR 2489316174 RICH PIZZINO HIS # 248-931-6174 SAID LEAVE THE CUSTOMER IN A RENTAL FOR A FEW DAYS WHILE TRYING TO DUPLICATE THIS CONCERN

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3D4PG5FV2[redacted]	**Year**	2010	**Body**	JCDP49 - DODGE JOURNEY SXT (LHD/FWD)
Build Date	08/18/2009	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	983238	**In Service Date**	02/16/2010
Claim Type	M - Mopar	**Repair Date**	10/25/2016
Claim Status	Paid	**Mileage (Miles)**	91,489

Expense

Labor	$468.45	**Sublet**	$205.03	**Part**	$350.00	**Total Paid**	$1,023.48

Dealer Information

Code	26943	**Name**	SOUTHFIELD CHRYSLER DODGE JEEP RAM	**Zone**	42	DETROIT
Address	28100 TELEGRAPH ROAD , SOUTHFIELD, MI 48034					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08750125	Starter ; 3.5 liter engine	18	CIRCUIT OPEN	04608800AE	STARTER	1	X	189.00	$121.80
A	08750125	Starter ; 3.5 liter engine	18	CIRCUIT OPEN	05102407AA	WIRING	1		16.03	$121.80
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			04608800AE	STARTER	1	X	189.00	$346.65
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			05102407AA	WIRING	1		16.03	$346.65
A	95400141	Loaner Car ; Standard Line Vehicles			04608800AE	STARTER	1	X	189.00	$350.00
A	95400141	Loaner Car ; Standard Line Vehicles			05102407AA	WIRING	1		16.03	$350.00

RO Narratives

(RO) Customer Concern:

Customer states VEHICLE WOULDNT START WOULD JUST CLICK AFTER WAITING FOR AN HOUR VEHICLE WOULD START (ElectricalNon PCM Flashes Concern) (Multi-point inspection according to maintenance interval) CSC FIRST DAY RENTAL

(RO) Cause:

INTERNAL FAILURE PREVENTATIVE MAINTENANCE RENTAL

(RO) Correction:

INSPECTED VEHICLE STARTED VEHICLE MULTIPLE TIMES CHECKED ALL WIRING AND SOFTWARE UPDATES CONTACTED STAR NO NEW INFO FOR VEHICLE ISSUE THAT WE HAVENT FIXED ALL READY REPLACED STARTER AGAIN PER STAR CENTER ALSO ADDED A REDUNDANT GROUND FROM ENGINE BLOCK TO FRAME TESTED MULTIPLE TIMES OK AT THIS TIME 16 POINT INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

Customer states VEHICLE WOULDNT START WOULD JUST CLICK AFTER WAITING FOR AN HO Customer states VEHICLE WOULDNT START WOULD JUST CLICK AFTER WAITING FOR AN HO

(Claim) Cause:

INTERNAL FAILURE INTERNAL FAILURE

(Claim) Correction:

INSPECTED VEHICLE STARTED VEHICLE MULTIPLE TIMES CHECKED ALL WIRING AND SOFTWA INSPECTED VEHICLE STARTED VEHICLE MULTIPLE TIMES CHECKED ALL WIRING AND SOFTWA

Warranty Claim Report

Vehicle Information

VIN	3C4PDCGB3[redacted]	**Year**	2015	**Body**	JCDR49 - DODGE JOURNEY CROSSROAD (FWD)
Build Date	01/28/2015	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	065157	**In Service Date**	03/02/2015
Claim Type	F - Service Contract	**Repair Date**	12/13/2016
Claim Status	Paid	**Mileage (Miles)**	17,727

Expense

Labor	$0.00	**Sublet**	$0.00	**Part**	$30.00	**Total Paid**	$30.00

Dealer Information

Code	68426	**Name**	THOMSON MOTOR CENTRE	**Zone**	66	ORLANDO
Address	2158 WASHINGTON RD NE , THOMSON, GA 30824					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26860303	Maintenance	MC	MAINTENANCE CARE						$0.00
A	95260001	Maintenance Allowance ; Fixed Cost Maintenance								$30.00

RO Narratives

(RO) Customer Concern:

MOPAR EXPRESS LANE OIL CHANGE MOPAR EXPRESS LANE INSPECTION

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3C4PDDBGX[redacted]	**Year**	2016	**Body**	JCEE49 - DODGE JOURNEY SXT (AWD)
Build Date	08/14/2015	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	560

Claim Information

Claim #	106465	**In Service Date**	09/14/2016
Claim Type	W - Warranty	**Repair Date**	01/10/2017
Claim Status	Paid	**Mileage (Miles)**	5,264

Expense

Labor	$19.03	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$19.03

Dealer Information

Code	24132	**Name**	JIM SMOLICH MOTORS INC	**Zone**	70	PHOENIX
Address	1865 NORTH EAST HIGHWAY 20 , BEND, OR 97701					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	181906ZM	Module, Powertrain Control (PCM) ; Module, Powertrain Control (PCM) - Reprogram	RF							$19.03

RO Narratives

(RO) Customer Concern:
MISCELLANEOUS MAINTENANCE OR REPAIRS

(RO) Cause:
NA

(RO) Correction:
181906ZM - 181906ZM

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
MISC MAIN

(Claim) Cause:
CODE P0735

(Claim) Correction:

PERFORMED PCM FLASH

Warranty Claim Report

Vehicle Information

VIN	3D4PG5FV2[redacted]	**Year**	2010	**Body**	JCDP49 - DODGE JOURNEY SXT (LHD/FWD)
Build Date	08/18/2009	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	992501	**In Service Date**	02/16/2010
Claim Type	F - Service Contract	**Repair Date**	01/12/2017
Claim Status	Paid	**Mileage (Miles)**	95,213

Expense

Labor	$1,255.45	**Sublet**	$518.18	**Part**	$0.00	**Total Paid**	$1,704.72

Dealer Information

Code	26943	**Name**	SOUTHFIELD CHRYSLER DODGE JEEP RAM	**Zone**	42	DETROIT
Address	28100 TELEGRAPH ROAD , SOUTHFIELD, MI 48034					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	21000509	Transmission, Remove and install for recondition ; 62TE - 3.5 liter engine			RL078723AD	VALVE BOD	1	X	324.80	$534.03
A	21000509	Transmission, Remove and install for recondition ; 62TE - 3.5 liter engine			68010495AA	ODRIV PKG	1		9.24	$534.03
A	21000509	Transmission, Remove and install for recondition ; 62TE - 3.5 liter engine			68272621AB	TRANS KIT	1		148.40	$534.03
A	21000509	Transmission, Remove and install for recondition ; 62TE - 3.5 liter engine			68055894AA	FLUID	8		29.23	$534.03
A	21000509	Transmission, Remove and install for recondition ; 62TE - 3.5 liter engine			05010884AD	SEALER	1		6.51	$534.03
A	21340256	Transaxle ; Group A Repair (3 - Highly Skilled)	19	CLUTCH DEFECT	RL078723AD	VALVE BOD	1	X	324.80	$412.24
A	21340256	Transaxle ; Group A Repair (3 - Highly Skilled)	19	CLUTCH DEFECT	68010495AA	ODRIV PKG	1		9.24	$412.24
A	21340256	Transaxle ; Group A Repair (3 - Highly Skilled)	19	CLUTCH DEFECT	68272621AB	TRANS KIT	1		148.40	$412.24
A	21340256	Transaxle ; Group A Repair (3 - Highly Skilled)	19	CLUTCH DEFECT	68055894AA	FLUID	8		29.23	$412.24
A	21340256	Transaxle ; Group A Repair (3 - Highly Skilled)	19	CLUTCH DEFECT	05010884AD	SEALER	1		6.51	$412.24
A	21340656	Transaxle ; Group E Repair (Includes Group D) (3 - Highly Skilled)			RL078723AD	VALVE BOD	1	X	324.80	$309.18
A	21340656	Transaxle ; Group E Repair (Includes Group			68010495AA	ODRIV PKG	1		9.24	$309.18

		D) (3 - Highly Skilled)								
A	21340656	Transaxle ; Group E Repair (Includes Group D) (3 - Highly Skilled)			68272621AB	TRANS KIT	1		148.40	$309.18
A	21340656	Transaxle ; Group E Repair (Includes Group D) (3 - Highly Skilled)			68055894AA	FLUID	8		29.23	$309.18
A	21340656	Transaxle ; Group E Repair (Includes Group D) (3 - Highly Skilled)			05010884AD	SEALER	1		6.51	$309.18

RO Narratives

(RO) Customer Concern:

Customer states ENGINE REV WHILE DRIVING AT E WAY SPEEDS HAP PEN TWICE RPMS REV HIGH SLOW ACCELERATION STRUGGLE TO GAIN SPEED (Automatic Transmission Concern) 16 POINT INSPECTION

(RO) Cause:

OVERDRIVE PISTON RETAINER ORFICE BLEW OUT OF THE BACKSIDE OF THE RETAINER CAUSING LOSS OF PRESSURE ALLOWED TO THE OVERDRIVE CLUTCH BURNING UP THE OVERDRIVE CLUTCH, CLUTCH DEBRIS THROUGHOU THE TRANS PLUGGING UP VALVE BODY SWITCH VALVES PREVENTATIVE MAINTENANCE

(RO) Correction:

R&R 62TE TRANS 3.5 LITER ENGINE, PERFORMED GROUP A REPAIR CLEANED/INSPECTD AND REPLACED ALL UNDERDRIVE, OVERDRIVE 2-4 AND L/R CLUTCHES AND SEALS, PERFORMED GROUP E REPAIR CLEANE, INSPECTED AND REPALCED ALL UNDERDRIVE COMPUNDER CLUCTEHS/PISTONS AND SEALS. $1OO DEDUCTABLE 16 POINT INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

Customer states ENGINE REV WHILE DRIVING AT E WAY SPEEDS HAP PEN TWICE RPMS RE Customer states ENGINE REV WHILE DRIVING AT E WAY SPEEDS HAP PEN TWICE RPMS RE Customer states ENGINE REV WHILE DRIVING AT E WAY SPEEDS HAP PEN TWICE RPMS RE

(Claim) Cause:

OVERDRIVE PISTON RETAINER ORFICE BLEW OUT OF THE BACKSIDE OF THE RETAINER CAUS OVERDRIVE PISTON RETAINER ORFICE BLEW OUT OF THE BACKSIDE OF THE RETAINER CAUS OVERDRIVE PISTON RETAINER ORFICE BLEW OUT OF THE BACKSIDE OF THE RETAINER CAUS

(Claim) Correction:

R&R 62TE TRANS 3.5 LITER ENGINE, PERFORMED GROUP A REPAIR CLEANED/INSPECTD AND R&R 62TE TRANS 3.5 LITER ENGINE, PERFORMED GROUP A REPAIR CLEANED/INSPECTD AND R&R 62TE TRANS 3.5 LITER ENGINE, PERFORMED GROUP A REPAIR CLEANED/INSPECTD AND

Warranty Claim Report

Vehicle Information

VIN	3C4PDDBGX[redacted]	**Year**	2016	**Body**	JCEE49 - DODGE JOURNEY SXT (AWD)
Build Date	08/14/2015	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	560

Claim Information

Claim #	108318	**In Service Date**	09/14/2016
Claim Type	W - Warranty	**Repair Date**	02/15/2017
Claim Status	Paid	**Mileage (Miles)**	6,205

Expense

Labor	$1,027.40	**Sublet**	$369.81	**Part**	$0.00	**Total Paid**	$1,397.21

Dealer Information

Code	24132	**Name**	JIM SMOLICH MOTORS INC	**Zone**	70	PHOENIX
Address	1865 NORTH EAST HIGHWAY 20 , BEND, OR 97701					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	21000512	Transmission, Remove and install for recondition ; 62TE - 3.6 liter engine			68010495AA	ODRIV PKG	1		8.75	$399.55
A	21000512	Transmission, Remove and install for recondition ; 62TE - 3.6 liter engine			68225794AA	CLUTCH PK	1		9.52	$399.55
A	21000512	Transmission, Remove and install for recondition ; 62TE - 3.6 liter engine			04659993AC	HUB	1		33.39	$399.55
A	21000512	Transmission, Remove and install for recondition ; 62TE - 3.6 liter engine			04864936AD	SHAFT PKG	1		39.55	$399.55
A	21000512	Transmission, Remove and install for recondition ; 62TE - 3.6 liter engine			04800082AA	BEARING	1		7.49	$399.55
A	21000512	Transmission, Remove and install for recondition ; 62TE - 3.6 liter engine			04431612	RETAINER	1		6.23	$399.55
A	21000512	Transmission, Remove and install for recondition ; 62TE - 3.6 liter engine			04431611	PISTON	1		28.14	$399.55
A	21000512	Transmission, Remove and install for recondition ; 62TE - 3.6 liter engine			04659871	SEAL	1		7.91	$399.55

A	21000512	Transmission, Remove and install for recondition ; 62TE - 3.6 liter engine			04659391AB	SEAL	1		4.83	$399.55
A	21000512	Transmission, Remove and install for recondition ; 62TE - 3.6 liter engine			06501702	RING	1		1.89	$399.55
A	21000512	Transmission, Remove and install for recondition ; 62TE - 3.6 liter engine			04659056	SEAL	2		16.66	$399.55
A	21000512	Transmission, Remove and install for recondition ; 62TE - 3.6 liter engine			06033158	O RING	1		11.97	$399.55
A	21000512	Transmission, Remove and install for recondition ; 62TE - 3.6 liter engine			05017518AB	HUB	1		81.62	$399.55
A	21000512	Transmission, Remove and install for recondition ; 62TE - 3.6 liter engine			04446543	SEAL	3		10.08	$399.55
A	21000512	Transmission, Remove and install for recondition ; 62TE - 3.6 liter engine			05010884AD	SEALER	1		6.51	$399.55
A	21000512	Transmission, Remove and install for recondition ; 62TE - 3.6 liter engine			68018555AA	FILT PKG	1		20.65	$399.55
A	21000512	Transmission, Remove and install for recondition ; 62TE - 3.6 liter engine			68218058AC	OIL	1		36.05	$399.55
A	21000512	Transmission, Remove and install for recondition ; 62TE - 3.6 liter engine			68218057AB	FLUID	3		20.37	$399.55
A	21000512	Transmission, Remove and install for recondition ; 62TE - 3.6 liter engine			04531678AB	DISC	2		14.28	$399.55
A	21000512	Transmission, Remove and install for recondition ; 62TE - 3.6 liter engine			04659053	PLATE	1	X	3.92	$399.55
A	21000564	Transmission, Remove and install for recondition ; All wheel drive			68010495AA	ODRIV PKG	1		8.75	$171.23
A	21000564	Transmission, Remove and install for			68225794AA	CLUTCH PK	1		9.52	$171.23

		recondition ; All wheel drive								
A	21000564	Transmission, Remove and install for recondition ; All wheel drive			04659993AC	HUB	1		33.39	$171.23
A	21000564	Transmission, Remove and install for recondition ; All wheel drive			04864936AD	SHAFT PKG	1		39.55	$171.23
A	21000564	Transmission, Remove and install for recondition ; All wheel drive			04800082AA	BEARING	1		7.49	$171.23
A	21000564	Transmission, Remove and install for recondition ; All wheel drive			04431612	RETAINER	1		6.23	$171.23
A	21000564	Transmission, Remove and install for recondition ; All wheel drive			04431611	PISTON	1		28.14	$171.23
A	21000564	Transmission, Remove and install for recondition ; All wheel drive			04659871	SEAL	1		7.91	$171.23
A	21000564	Transmission, Remove and install for recondition ; All wheel drive			04659391AB	SEAL	1		4.83	$171.23
A	21000564	Transmission, Remove and install for recondition ; All wheel drive			06501702	RING	1		1.89	$171.23
A	21000564	Transmission, Remove and install for recondition ; All wheel drive			04659056	SEAL	2		16.66	$171.23
A	21000564	Transmission, Remove and install for recondition ; All wheel drive			06033158	O RING	1		11.97	$171.23
A	21000564	Transmission, Remove and install for recondition ; All wheel drive			05017518AB	HUB	1		81.62	$171.23
A	21000564	Transmission, Remove and install for recondition ; All wheel drive			04446543	SEAL	3		10.08	$171.23
A	21000564	Transmission, Remove and install for recondition ; All wheel drive			05010884AD	SEALER	1		6.51	$171.23
A	21000564	Transmission, Remove and			68018555AA	FILT PKG	1		20.65	$171.23

		install for recondition ; All wheel drive								
A	21000564	Transmission, Remove and install for recondition ; All wheel drive			68218058AC	OIL	1		36.05	$171.23
A	21000564	Transmission, Remove and install for recondition ; All wheel drive			68218057AB	FLUID	3		20.37	$171.23
A	21000564	Transmission, Remove and install for recondition ; All wheel drive			04531678AB	DISC	2		14.28	$171.23
A	21000564	Transmission, Remove and install for recondition ; All wheel drive			04659053	PLATE	1	X	3.92	$171.23
A	21340456	Transaxle ; Group C Repair (Included in Group A and B) (3 - Highly Skilled)	3K	INPUT/OUTPUT SHAFT FAILED	68010495AA	ODRIV PKG	1		8.75	$456.62
A	21340456	Transaxle ; Group C Repair (Included in Group A and B) (3 - Highly Skilled)	3K	INPUT/OUTPUT SHAFT FAILED	68225794AA	CLUTCH PK	1		9.52	$456.62
A	21340456	Transaxle ; Group C Repair (Included in Group A and B) (3 - Highly Skilled)	3K	INPUT/OUTPUT SHAFT FAILED	04659993AC	HUB	1		33.39	$456.62
A	21340456	Transaxle ; Group C Repair (Included in Group A and B) (3 - Highly Skilled)	3K	INPUT/OUTPUT SHAFT FAILED	04864936AD	SHAFT PKG	1		39.55	$456.62
A	21340456	Transaxle ; Group C Repair (Included in Group A and B) (3 - Highly Skilled)	3K	INPUT/OUTPUT SHAFT FAILED	04800082AA	BEARING	1		7.49	$456.62
A	21340456	Transaxle ; Group C Repair (Included in Group A and B) (3 - Highly Skilled)	3K	INPUT/OUTPUT SHAFT FAILED	04431612	RETAINER	1		6.23	$456.62
A	21340456	Transaxle ; Group C Repair (Included in Group A and B) (3 - Highly Skilled)	3K	INPUT/OUTPUT SHAFT FAILED	04431611	PISTON	1		28.14	$456.62
A	21340456	Transaxle ; Group C Repair (Included in Group A and B) (3 - Highly Skilled)	3K	INPUT/OUTPUT SHAFT FAILED	04659871	SEAL	1		7.91	$456.62
A	21340456	Transaxle ; Group C Repair (Included in Group A and B) (3 - Highly Skilled)	3K	INPUT/OUTPUT SHAFT FAILED	04659391AB	SEAL	1		4.83	$456.62

A	21340456	Transaxle ; Group C Repair (Included in Group A and B) (3 - Highly Skilled)	3K	INPUT/OUTPUT SHAFT FAILED	06501702	RING	1		1.89	$456.62
A	21340456	Transaxle ; Group C Repair (Included in Group A and B) (3 - Highly Skilled)	3K	INPUT/OUTPUT SHAFT FAILED	04659056	SEAL	2		16.66	$456.62
A	21340456	Transaxle ; Group C Repair (Included in Group A and B) (3 - Highly Skilled)	3K	INPUT/OUTPUT SHAFT FAILED	06033158	O RING	1		11.97	$456.62
A	21340456	Transaxle ; Group C Repair (Included in Group A and B) (3 - Highly Skilled)	3K	INPUT/OUTPUT SHAFT FAILED	05017518AB	HUB	1		81.62	$456.62
A	21340456	Transaxle ; Group C Repair (Included in Group A and B) (3 - Highly Skilled)	3K	INPUT/OUTPUT SHAFT FAILED	04446543	SEAL	3		10.08	$456.62
A	21340456	Transaxle ; Group C Repair (Included in Group A and B) (3 - Highly Skilled)	3K	INPUT/OUTPUT SHAFT FAILED	05010884AD	SEALER	1		6.51	$456.62
A	21340456	Transaxle ; Group C Repair (Included in Group A and B) (3 - Highly Skilled)	3K	INPUT/OUTPUT SHAFT FAILED	68018555AA	FILT PKG	1		20.65	$456.62
A	21340456	Transaxle ; Group C Repair (Included in Group A and B) (3 - Highly Skilled)	3K	INPUT/OUTPUT SHAFT FAILED	68218058AC	OIL	1		36.05	$456.62
A	21340456	Transaxle ; Group C Repair (Included in Group A and B) (3 - Highly Skilled)	3K	INPUT/OUTPUT SHAFT FAILED	68218057AB	FLUID	3		20.37	$456.62
A	21340456	Transaxle ; Group C Repair (Included in Group A and B) (3 - Highly Skilled)	3K	INPUT/OUTPUT SHAFT FAILED	04531678AB	DISC	2		14.28	$456.62
A	21340456	Transaxle ; Group C Repair (Included in Group A and B) (3 - Highly Skilled)	3K	INPUT/OUTPUT SHAFT FAILED	04659053	PLATE	1	X	3.92	$456.62

RO Narratives

(RO) Customer Concern:

MISCELLANEOUS MAINTENANCE OR REPAIRS

(RO) Cause:

NA

(RO) Correction:

21340456 - 21340456; 21000512 - 21000512; 21000564 - 21000564

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES IF YOU GO OVER 55 MPH FEELS LIKE IT IS SLIPING IN 5TH GEAR ENG INE REVS NO SPEED GAIN

(Claim) Cause:

INSEPCTED VEHICLE HAS CODE P0735 GEAR RATIONE RROR IN 5TH STORED TEST DROVE VE HICLE SHIFTS SUDDENLY TO 3D GEAR AT TIMES SUSPECT ISSUE WITH OVERDRIVE VLUTCH PISTON NEED TO DISASSEMBLE TRANS TO INSPECT.

(Claim) Correction:

REMOVED TRANS AND DISASSEMBLED FOUND OVERDRIVE CLUTCH PLATES DAMAGED ALSO THRU ST WASHER UNDER THE UNDERDRIVE CLUTCHES COMPLETLY DESTROYED. RUINED THE INPUT SHAFT HOUSING AS WELL. REPLACED AND REBUILT INPUT CLUTCH ASSEMBLY WITH NEW COM PONENTS REASSEMBLED TRANSMISSION AND REISNTALLED. FILLED WITH FLUID, CLEARED C ODES AND PERFOMRED TRANS QUICKLEARN PROCEDURE.

Warranty Claim Report

Vehicle Information

VIN	3C4PDDGG2[redacted]	**Year**	2016	**Body**	JCER49 - DODGE JOURNEY CROSSROAD (AWD)
Build Date	08/25/2015	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	560

Claim Information

Claim #	050921	**In Service Date**	10/05/2016
Claim Type	W - Warranty	**Repair Date**	11/09/2017
Claim Status	Paid	**Mileage (Miles)**	11,474

Expense

Labor	$65.51	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$65.51

Dealer Information

Code	60651	**Name**		**Zone**	32 NEW YORK
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85410901	Engine Mechanical, Trouble Not Found ; Unusual Engine Noise	UC	UNCODABLE (NARRATIVE REQUIRED)						$65.51

RO Narratives

(RO) Customer Concern:

Customer states noise in engine last for about 10 min. Customer states has fob issues, auto may or may not work, some times car will start on its own. Customer states has low speed wobble in front end

(RO) Cause:

inspect pulleys, fluid levels ok, star several times, found no abnormal noises. ok no codes, does not have remote start car can not start on its own, scann for codes none found, slight tire wear, needs rotation and balance

(RO) Correction:

no problems found at this time no problems found at this time rotate and balance

(RO) Technical Notes:

NOISE AT FIRST START UP

GCS Narratives

(Claim) Customer Concern:

NOISE AT START UP BUZZING TYPE NOISE

(Claim) Cause:

START VEHICLE OK, REMOVE BELT AND TEST EACH PULLEY OK REINSTALL BELT STARTED S EVERAL MORE TIMES, OK CHECK FLUID LEVELS OK

(Claim) Correction:
NO PROBLEMS FOUND AT THIS TIME

Warranty Claim Report

Vehicle Information

VIN	3C4PDCAB4[redacted]	**Year**	2018	**Body**	JCDH49 - DODGE JOURNEY SE (FWD)
Build Date	11/18/2017	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	560

Claim Information

Claim #	PREPNV	**In Service Date**	12/13/2017
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	12/08/2017
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$89.66	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$89.66

Dealer Information

Code	65870	**Name**	TRI-COUNTY CHRYSLER PRODUCTS	**Zone**	42	DETROIT
Address	1290 HEBRON ROAD , HEATH, OH 43056					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$89.66

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	3C4PDCGGX[redacted]	**Year**	2017	**Body**	JCDR49 - DODGE JOURNEY CROSSROAD (FWD)
Build Date	06/13/2017	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	560

Claim Information

Claim #	429401	**In Service Date**	08/14/2017
Claim Type	W - Warranty	**Repair Date**	12/29/2017
Claim Status	Paid	**Mileage (Miles)**	6,536

Expense

Labor	$258.44	**Sublet**	$125.58	**Part**	$0.00	**Total Paid**	$384.02

Dealer Information

Code	41458	**Name**	SOUTHTOWN DODGE INC	**Zone**	51	CHICAGO
Address	7127 S LINDBERGH BLVD , ST. LOUIS, MO 63125					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	23410106	Latch, Door ; 4D sedan-Wagon-Rear door-Right or left	07	BINDS, STICKS, OR SEIZED	04589050AB	STRIKER	1		15.89	$101.13
A	23410106	Latch, Door ; 4D sedan-Wagon-Rear door-Right or left	07	BINDS, STICKS, OR SEIZED	04589914AE	LATCH	1	X	109.69	$101.13
A	23410400	Striker, door/liftgate/decklid/top			04589050AB	STRIKER	1		15.89	$134.84
A	23410400	Striker, door/liftgate/decklid/top			04589914AE	LATCH	1	X	109.69	$134.84
A	23410402	Striker, door/liftgate/decklid/top ; Front or rear door-Right or left			04589050AB	STRIKER	1		15.89	$22.47
A	23410402	Striker, door/liftgate/decklid/top ; Front or rear door-Right or left			04589914AE	LATCH	1	X	109.69	$22.47

RO Narratives

(RO) Customer Concern:

Customer States right rear door will not latch Check and advise Towed in (General Concern 1) (Multi-point inspection according to maintenance interval)

(RO) Cause:

VERIFIED CUSTOMER CONCERN OF PASS REAR DOOR WILL NOT LATCH OR UNLATCH AT TIMES. DOOR IS STUCK CLOSED AT THIS TIME. TRIED TO RELEASE THE DOOR LATCH THROUGH THE WINDOW SLOT WITH SCREW DRIVER WITH NO SUCCESS. REMOVED OUTER DOOR HANDLE AND TRIED TO RELEASE THE DOOR LATCH WITH NO SUCCESS. REMOVED THE RETAINING SCREWS FOR THE DOOR TRIM PANEL AND PULLED THE TOP OF THE TRIM PANEL BACK ENOUGH TO ACCESS THE DOOR MODULE ACCESS PANEL FINALLY WAS ABLE TO MANUALLY RELEASE THE DOOR LATCH WITH A LONG PICK THROUGH THE DOOR MODULE ACCESS PANEL. ONCE THE DOOR WAS OPEN I REMOVED THE TRIM PANEL FULLY AND INSPECTED THE DOOR LATCH, HANDLE RELEASE CABLES AND THE

STRIKER. THE DOOR LATCH IS BINDING INTERNALLY AND THE STRIKER IS BENT A LITTLE FROM THE DOOR BEING SLAMMED ON IT. NEED TO REPLACE LATCH AND STRIKER CHECK FOR NEEDED MAINTENANCE OR REPAIRS AND ADVISE AS NEEDED

(RO) Correction:

REPLACED RIGHT REAR DOOR LATCH AND STRIKER. VERIFIED REPAIR LIST FINDINGS HERE

(RO) Technical Notes:

FORCIBLY OPEN DOOR WITH SEIZED LATCH TO GAIN ACCESS

GCS Narratives

(Claim) Customer Concern:

Customer States right rear door will not latch Check and advise Towed in (Gene Customer States right rear door will not latch Check and advise Towed in (Gene Customer States right rear door will not latch Check and advise Towed in (Gene

(Claim) Cause:

VERIFIED CUSTOMER CONCERN OF PASS REAR DOOR WILL NOT LATCH OR UNLATCH AT TIMES VERIFIED CUSTOMER CONCERN OF PASS REAR DOOR WILL NOT LATCH OR UNLATCH AT TIMES VERIFIED CUSTOMER CONCERN OF PASS REAR DOOR WILL NOT LATCH OR UNLATCH AT TIMES

(Claim) Correction:

REPLACED RIGHT REAR DOOR LATCH AND STRIKER. VERIFIED REPAIR REPLACED RIGHT REAR DOOR LATCH AND STRIKER. VERIFIED REPAIR REPLACED RIGHT REAR DOOR LATCH AND STRIKER. VERIFIED REPAIR

Warranty Claim Report

Vehicle Information

VIN	3C4PDCGGX[redacted]	**Year**	2017	**Body**	JCDR49 - DODGE JOURNEY CROSSROAD (FWD)
Build Date	06/13/2017	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	560

Claim Information

Claim #	429731	**In Service Date**	08/14/2017
Claim Type	W - Warranty	**Repair Date**	01/10/2018
Claim Status	Paid	**Mileage (Miles)**	6,633

Expense

Labor	$157.32	**Sublet**	$27.93	**Part**	$0.00	**Total Paid**	$185.25

Dealer Information

Code	41458	**Name**	SOUTHTOWN DODGE INC	**Zone**	51	CHICAGO
Address	7127 S LINDBERGH BLVD , ST. LOUIS, MO 63125					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	23411306	Link / cable, outside handle to latch ; 4D sedan-Wagon-Rear door-Right or left	UC	UNCODABLE (NARRATIVE REQUIRED)	68067481AC	CABLE	1	X	27.93	$101.13
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68067481AC	CABLE	1	X	27.93	$56.19

RO Narratives

(RO) Customer Concern:

Customer States passenger wont open Same issue as before (Ge neral Concern 1) 27 POINT INSPECTION

(RO) Cause:

TRIED SEVERAL TIMES TO VERIFY CONCERN OF PASS REAR DOOR WILL NOT OPEN. DOOR IS OPERATING AS DESIGNED. NO TSB OR STAR CASES RELLATED TO THE CONCERN. CONTACTED STAR ONLINE CASE NUMBER 1763178. ASKED IF THERE WERE ANY OTHER SIMILAR CASES THAT THEY HAD SEEN. WAS ADVISED THAT COULD BE POSSIBLE MOISTURE IN THE DOOR HANDLE RELEASE CABLES THAT IS FREEZING CAUSING THE CABLE TO BIND AND NOT FULLY RELEASE THE LATCH. AFTER THE VEHICLE SAT ALL NIGHTN OUTSIDE IN BELOW FREEZINGF TEMPS I VERIFIED CONCERN OF PASS REAR DOOR WILL NOT OPEN OR LATCH AT TIMES. ONLY SEEMS TO HAPPEN AFTER VEHICLE SITS IN THE FREEZING COLD OVERNIGHT. I REMOVED THE PASS REAR DOOR TRIM AND MODULE AND INSPECTED THE LATCH AND RELEASE CABLES. REMOVED CABLES AND INSPECTED. FOUND EXTERIOR DOOR HANDLE RELEASE CABLE BINDING BECAUSE OF FROZEN MOISTURE IN THE CABLE. WHEN I ORDERED THE PART THERE WAS A TECH TIP TO CONTACT AN ENGINEER WHEN THIS CONCERN IS PRESENT. I CALLED THE ENGINEER AND HE VERIFIED THERE WAS A QUALITY CONTROL PROBLEM WITH THE EXTERIOR RELEASE CABLE AND TO REPLACE IT BUT ALSO TO SEND PICTURES OF THE OLD ONE MOUNTED IN THE VEHICLE. TOOK AND SENT PICTURES OF OLD CABLE TO ENGINEERS EMAIL. CHECK FOR NEEDED MAINTENANCE OR REPAIRS AND ADVISE AS NEEDED

(RO) Correction:

REPLACED THE PASS REAR EXTERIOR DOOR HANDLE RELEASE CABLE VERIFIED REPAIR LIST FINDINGS HERE

(RO) Technical Notes:

WATER INTRUSION IN FREEZING TEMPERATURES CAUSING INOPERATION

GCS Narratives

(Claim) Customer Concern:

Customer States passenger wont open Same issue as before (Ge neral Concern 1) Customer States passenger wont open Same issue as before (Ge neral Concern 1)

(Claim) Cause:

TRIED SEVERAL TIMES TO VERIFY CONCERN OF PASS REAR DOOR WILL NOT OPEN. DOOR IS TRIED SEVERAL TIMES TO VERIFY CONCERN OF PASS REAR DOOR WILL NOT OPEN. DOOR IS

(Claim) Correction:

REPLACED THE PASS REAR EXTERIOR DOOR HANDLE RELEASE CABLE VERIFIED REPAIR REPLACED THE PASS REAR EXTERIOR DOOR HANDLE RELEASE CABLE VERIFIED REPAIR

Warranty Claim Report

Vehicle Information

VIN	3C4PDCGGX[redacted]	**Year**	2017	**Body**	JCDR49 - DODGE JOURNEY CROSSROAD (FWD)
Build Date	06/13/2017	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	560

Claim Information

Claim #	431994	**In Service Date**	08/14/2017
Claim Type	W - Warranty	**Repair Date**	01/27/2018
Claim Status	Paid	**Mileage (Miles)**	7,302

Expense

Labor	$44.95	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$44.95

Dealer Information

Code	41458	**Name**	SOUTHTOWN DODGE INC	**Zone**	51	CHICAGO
Address	7127 S LINDBERGH BLVD , ST. LOUIS, MO 63125					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	181902CS	Module, Body Control (BCM) ; Module, Body Control (BCM) - Reprogram and Reconfigure Vehicle	CC	SENDING UNITS/SENSORS						$44.95

RO Narratives

(RO) Customer Concern:

(Multi-point inspection according to maintenance interval) Customer States headlights flickertsb to flash bam for this issue (General Concern 1)

(RO) Cause:

CHECK FOR NEEDED MAINTENANCE OR REPAIRS AND ADVISE AS NEEDED TSB

(RO) Correction:

LIST FINDINGS HERE REPROGRAMED AND RECONFIGURED VEHICLE 18-19-02-CS CURRENT PART #68275340AB TO AC

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

Customer States headlights flickertsb to flash bam for this issue (General Con

(Claim) Cause:

08-097-17 UPDATES AVAILABLE...

(Claim) Correction:
REPROGRAMED AND RECONFIGURED VEHICLE 18-19-02-CS CURRENT PART #68275340AB TO A

Warranty Claim Report

Vehicle Information

VIN	3C4PDCAB4[redacted]	**Year**	2018	**Body**	JCDH49 - DODGE JOURNEY SE (FWD)
Build Date	11/18/2017	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	560

Claim Information

Claim #	126402	**In Service Date**	12/13/2017
Claim Type	W - Warranty	**Repair Date**	05/10/2018
Claim Status	Paid	**Mileage (Miles)**	10,228

Expense

Labor	$0.00	**Sublet**	$0.00	**Part**	$392.80	**Total Paid**	$392.80

Dealer Information

Code	45266	**Name**	BILL HARRIS CHRYSLER DODGE JEEP OFASHLAND, INC.	**Zone**	42	DETROIT
Address	2100 BANEY RD S , ASHLAND, OH 44805					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	23700101	Basic paint preparation ; paint preparation								$0.00
A	23702101	Panel, hood ; Complete - Monotone	P5	PEELING						$0.00
A	97756555	Sublet Repair								$392.80

RO Narratives

(RO) Customer Concern:

PAINT CHIPS ON HOOD DROP OFF JOURNEY FOR WARRANTY PAINT CONCERN, TAKE VEHICLE TO OSGAR'S (99-SHOP TIME-)

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

PAINT CHIPS ON HOOD

(Claim) Cause:

HOOD HAS MULTIPLE SPOTS THAT PAINT IS CHIPPING OFF

(Claim) Correction:
REFINISH HOOD