

**CHERWELL REPORT**

**VEHICLE**

<b>VIN</b>		<b>Model Year</b>	2017	<b>Body</b>	41	ALFA GIULIA QUADRIFOGLIO RWD
<b>Built Date</b>	09/22/2016	<b>Mileage (Miles)</b>	108	<b>MDH</b>	09220	
<b>Engine</b>	EED	EED				
<b>Transmission</b>	DFV					
<b>Emmission</b>	50 State Emissions					

**GENERAL**

<b>STAR Case ID</b>		<b>Case Status</b>	Closed				
<b>Application Group</b>	331 - DRIVEABILITY CORE GROUP						
<b>Component Group</b>	9GA - GENERATOR						
<b>Primary System</b>	18 - VEHICLE PERFORMANCE	<b>Sub System</b>	9CG - CHARGING SYSTEM	<b>Area of Failure</b>	UNCODABLE (WRITE IN ECCI CASE)		
<b>Customer Complaint / Reason for contact</b>	MIL ON						
<b>Created Date</b>	12/29/2016	<b>Created By</b>	T7774B0	<b>Updated Date</b>	12/29/2016	<b>Updated By</b>	T5211FW

**ATTACHMENTS**

File Path	Uploaded By	Date Uploaded
Screenshot_2016-12-20-16-43-19.png	CSDAdmin	06/07/2018
doc06019620161229102053.pdf	CSDAdmin	05/29/2018
Screenshot_2016-12-20-16-43-10.png	CSDAdmin	06/07/2018
Screenshot_2016-12-20-16-43-15.png	CSDAdmin	06/07/2018
Gas Engine Diag Form.pdf	CSDAdmin	06/07/2018

**CONTACT**

<b>Dealer</b>	69263	Alfa Romeo of Greenwich	<b>Phone</b>		
<b>Address</b>	321 W Putnam Ave				
<b>City</b>	Greenwich	<b>State</b>	CT	<b>ZIP</b>	06830
<b>Dealer Zone</b>	32	<b>County</b>			
<b>Technician Name</b>	Christopher Grande	<b>Technician TID/SID</b>	S985650	<b>Technician Email</b>	
<b>Training Level</b>		<b>Contact Via SMS</b>		<b>Contact Via Email</b>	

**CASE SUMMARY**

<b>Customer Waiting</b>	No	<b>Repair Attempts</b>	1	<b>Days In Shop</b>	2
<b>Initial Concern</b>	Vehicle stalled out after a cooling off period of about 4 hours following a road test in perking lot, ambient temp 19degF. Check engine light came on. The vehicle had a full tank of premium fuel added before the road tests from the same filling staton we use with all of our deaer cars.				
<b>Duplicated</b>	Yes	<b>Repairs Parts and Tests</b>	During visit with T/A, we found the voltage read by WiTech is low, despite a good battery. Voltage drop tests were performed. Battery at rest 12.35V Voltage during crank at battery 10.65V At idle after 10 minutes: Battery 13.08V Junction 13.28V Alternator 13.28V WiTech reading 12.83V I followed the wiring diagram and performed voltage drop tests, see the attached pictures. Voltage drop of 0.1Vd to 0.2Vd at connector BCM C3 when wiggled. Reworked pins, applied Stabilant contact enhancer, and added a piece of felt buffer tape about 2mm thick to hold connector tight, see pictures. I repeated the same procedure for the large inline connector as well at the BCM. After this repair, WiTech now reads 13.01V while the battery is 13.10. Please note, WiTech does not seem to have the correct parameters under Data tab of any control module to see bussed in or out control module voltage, the Data is empty in all control modules. Erased all faults, topped up battery again, and will continue to monitor over time, as this is our demo. Please note, screen shots of faults sent. WiTech currently is missing information under Data, so there is missing information. In addition, vehicle scan reports are not working, we think this may be an in-dealer issue we are working on. This STAR is for informational and quality control purposes as requested by the T/A.-Chris G.		
<b>DTC1</b>	U1713	<b>DTC2</b>	U1714	<b>DTC3</b>	P030
				<b>DTC4</b>	P031
<b>Information Sent</b>					

Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No	RO Number	73024
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## RESOLUTION

<b>Description</b>	Ok Chris, thanks for that info. I agree. If we have a low or too high voltage situation in the system, modules will lose their mind and do strange things. Since the T/A has been there and has come to a conclusion, and the vehicle is operating as designed, its probably best to close the ticket for now as stated. Please do so when you get time and I'll document things on my end for future reference if needed. Thanks Chris. Frank.
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## WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
032238	06/17/2019		19396	04/03/2018	PAID
073024	06/17/2019		91	12/19/2016	PAID
073024	06/17/2019		91	12/19/2016	REJECTED
073326	06/17/2019		272	01/06/2017	PAID
073326	06/17/2019		272	01/06/2017	REJECTED
074778	06/17/2019		1577	03/29/2017	PAID
074778	06/17/2019		1577	03/29/2017	REJECTED
074778	06/17/2019		1577	03/29/2017	SUSPENDED
084121	06/17/2019		23212	05/24/2018	PAID
084121	06/17/2019		23212	05/24/2018	REJECTED
084121	06/17/2019		23212	05/24/2018	SUSPENDED
084653	06/17/2019		24064	06/15/2018	PAID
084653	06/17/2019		24064	06/15/2018	REJECTED
084653	06/17/2019		24064	06/15/2018	SUSPENDED
085964	06/17/2019		27715	08/17/2018	PAID
086409	06/17/2019		28226	09/07/2018	PAID
086409	06/17/2019		28226	09/07/2018	REJECTED
086409	06/17/2019		28226	09/07/2018	SUSPENDED
087140	06/17/2019		29474	10/08/2018	PAID
087140	06/17/2019		29474	10/08/2018	REJECTED
087140	06/17/2019		29474	10/08/2018	SUSPENDED
73024A	06/17/2019		91	12/19/2016	PAID
73024A	06/17/2019		91	12/19/2016	REJECTED
PREPNV	06/17/2019		0	12/22/2016	PAID

## CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
<b>Dealer States</b>	Vehicle stalled out after a cooling off period of about 4 hours following a road test in perking lot, ambient temp 19degF. Check engine light came on. The vehicle had a full tank of premium fuel added before the road tests from the same filling staton we use with all of our dealer cars.	S98565O	12/29/2016
<b>Agent States</b>	Please resubmit this ticket to the primary group 08- Electrical. Be sure to fill out all necessary forms and reports and then attach them to the ticket	T7774B0	12/29/2016
<b>Agent States</b>	Please resubmit this ticket to the primary group 08-Electrical. Be sure to fill out all necessary forms and reports and then attach them to the ticket.	T4756RH	12/29/2016
<b>Dealer States</b>	I submitted this to 08 Electrical, and it was returned asking me to submit to 18 Engine Performance.	S98565O	12/29/2016
<b>Agent States</b>	Christopher, I am forwarding this case for review. An agent will be in touch shortly. -Brett	T7774B0	12/29/2016

<b>Dealer/Agent</b>	<b>Detail</b>	<b>Modified By</b>	<b>Last Modified Date</b>
<b>Dealer States</b>	Vehicle stalled out after a cooling off period of about 4 hours following a road test in parking lot, ambient temp 19degF. Check engine light came on. The vehicle had a full tank of premium fuel added before the road tests from the same filling station we use with all of our dealer cars.	T7774B0	12/29/2016
<b>Agent States</b>	Hi Christopher. I have been asked to assist you with this one. Thanks for all the screen shots, very helpful. Unfortunately the codes you listed do not populate in tech connect so I can't research anything and have no idea where to start on this. If you can get me scan, configuration, and loss of comm. reports for the vehicle when your system is back up, I'm sure I can help in some way. The codes will at least need to be stored for me to have an idea what's happening. Active conditions at the time of the reports would be much better. Frank.	T5211FW	12/29/2016
<b>Dealer States</b>	Frank, the TA was here the day after it happened and all the codes were Stored. Unfortunately, I ran into the same obstacles you did: no information and WiTech data isn't available for a large majority of parameters at this time. The rep and I agreed this seemed to be as a result of low voltage issues, as the U codes indicate loss of communication. After the repairs as listed above and several more road tests, the issue has not reoccurred and there have not been additional faults stored. Since this is our dealer demo car, I will see it frequently to monitor if the issue reoccurs. I think we are OK to document and close for now if OK with you?	S98565O	12/29/2016
<b>Agent States</b>	Ok Chris, thanks for that info. I agree. If we have a low or too high voltage situation in the system, modules will lose their mind and do strange things. Since the T/A has been there and has come to a conclusion, and the vehicle is operating as designed, it's probably best to close the ticket for now as stated. Please do so when you get time and I'll document things on my end for future reference if needed. Thanks Chris. Frank.	T5211FW	12/29/2016
<b>Agent States</b>	Repaired voltage drop due to loose connector at BCM. Technician Closure Requested	T5211FW	12/29/2016

# CHERWELL REPORT

## VEHICLE

VIN		Model Year	2017	Body	41	ALFA GIULIA QUADRIFOGLIO RWD
Built Date	09/21/2016	Mileage (Miles)	389	MDH	09210	
Engine	EED	EED				
Transmission		DFV				
Emmission	50 State Emissions					

## GENERAL

STAR Case ID		Case Status	Closed				
Application Group	331 - DRIVEABILITY CORE GROUP						
Component Group	8AV - SENSOR, (ANY)						
Primary System	18 - VEHICLE PERFORMANCE	Sub System	18C - IGNITION CONTROLS	Area of Failure	UNCODABLE (WRITE IN ECCI CASE)		
Customer Complaint / Reason for contact	DIE OUT / STALLS						
Created Date	02/02/2017	Created By	T2350JB	Updated Date	02/08/2017	Updated By	T2415EB

## ATTACHMENTS

File Path	Uploaded By	Date Uploaded
DUPLICATE1_H7519199.pdf	CSDAdmin	03/03/2019
H7519199.pdf	CSDAdmin	06/20/2018
Alfa.pdf	CSDAdmin	06/20/2018
H7519199 Gas Engine Diag Form.pdf	CSDAdmin	06/20/2018

## CONTACT

Dealer	69142	Ed Morse Alfa Romeo FIAT	Phone		
Address	11024 Causeway Blvd				
City	Brandon	State	FL	ZIP	33511
Dealer Zone	66	County			
Technician Name	Matthew Johnson	Technician TID/SID	S40967M	Technician Email	
Training Level		Contact Via SMS		Contact Via Email	

## CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	2
Initial Concern	-				
Duplicated	Yes	Repairs Parts and Tests	NO REPAIRS ATTEMPTED YET. CONTACTING STAR AS REQUESTED BEFORE REPAIR/DIAGNOSIS. ATTACHED SCAN REPORT.		
DTC1	DTC2	DTC3	DTC4		
Information Sent					
Scan Tool Software Version	Last TechConnect Search	Vehicle Off Road or Tow-in	Yes	RO Number	32118

## RESOLUTION

Description

## CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Matt how much fuel is in the car? Normal stop when the car misbehaves? Do you happen to have the scan tool in the car when it misbehaves? No worries if you do not. Curious to see if any faults stay active after it happens. Jacob	T2350JB	02/02/2017
Dealer States	-	T2350JB	02/02/2017
Dealer States	C/S VEHICLE SHUTS OFF/REDUCED POWER WHEN COMING TO A STOP - UNDER 2000 RPMS	T2350JB	02/02/2017

<i>Dealer/Agent</i>	<i>Detail</i>	<i>Modified By</i>	<i>Last Modified Date</i>
<b>Agent States</b>	System produced an error when I sent the last response. If you can see this send me an email, jacob.bayes@fcagroup.com	T2350JB	02/02/2017
<b>Agent States</b>	Thanks Matt. Any idea if this happens after the remote start is being used? Jacob	T2350JB	02/02/2017
<b>Dealer States</b>	REPLIED VIA EMAIL	T2350JB	02/02/2017
<b>Agent States</b>	Thanks Matt. Check the C3 bcm connectors for voltage drop. Jacob	T2350JB	02/03/2017
<b>Agent States</b>	From tech in email due to ecci issues; " Vehicle has just over half a tank of gas currently. I have not road tested vehicle yet, wanted to make initial contact/scan vehicle before doing so. I will drive the vehicle and let you know what we're looking at., Tried to update the case, it didn't seem to update. I WILL CONTACT CUSTOMER TO SEE IF HE UTILIZES REMOTE START FEATURE. I HAVE PUT 16 MILES ON THE VEHICLE IN MIXED DRIVING SCENARIOS OVER TWO KEY CYCLES, HAVE NOT DUPLICATED CONDITION."	T2350JB	02/03/2017
<b>Agent States</b>	Thanks Matt. I was misinformed about the bcm C3 as well. It is actually the C1. Jacob	T2350JB	02/03/2017
<b>Dealer States</b>	Started vehicle with remote start and test drove, concern has still not been duplicated.	T2350JB	02/03/2017
<b>Dealer States</b>	Voltage drop checked across C1 BCM circuit, no trouble found. Vehicle tested in all drive modes, with use of both automatic and paddle shift features, vehicle does not stall. Customer does not utilize remote start feature. Chassis Domain Control Module updated to latest calibration. Vehicle is being released to customer due to length of time with no repair; customer to report back if any issues present and exact parameters in which they do.	T2350JB	02/08/2017
<b>Agent States</b>	Thank you Matt. Jacob	T2350JB	02/08/2017
<b>Agent States</b>	Customer concern not duplicated	T2415EB	02/08/2017

# CHERWELL REPORT

## VEHICLE

VIN		Model Year	2017	Body	41	ALFA GIULIA TI AWD
Built Date	11/21/2016	Mileage (Miles)	17	MDH	11210	
Engine	EC2	EC2				
Transmission		DFW				
Emmission	50 State Emissions					

## GENERAL

STAR Case ID		Case Status	Closed				
Application Group	391 - ELECTRICAL CORE GROUP						
Component Group	8CJ - CABLES, BATTERY						
Primary System	08 - ELECTRICAL	Sub System	08D - BATTERY SYSTEM	Area of Failure	UNCODABLE (WRITE IN ECCI CASE)		
Customer Complaint / Reason for contact	INOPERATIVE						
Created Date	02/13/2017	Created By	T8379TS	Updated Date	02/23/2017	Updated By	T8379TS

## ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Configuration Report2.pdf	CSDAdmin	05/22/2018
Vehicle Scan Report.pdf	CSDAdmin	05/22/2018
Vehicle Scan Report2.pdf	CSDAdmin	05/22/2018
Vehicle Scan Report1.pdf	CSDAdmin	06/20/2018
ZACCJABTXGPE37466 Configuration Report.pdf	CSDAdmin	05/22/2018

## CONTACT

Dealer	69145	Alfa Romeo And FIAT of North Miami	Phone		
Address	13110 Biscayne Blvd				
City	North Miami	State	FL	ZIP	33181
Dealer Zone	66	County			
Technician Name	Gutemberg Pereira De Araujo	Technician TID/SID	S18163M	Technician Email	
Training Level		Contact Via SMS		Contact Via Email	

## CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	2
Initial Concern	VEHICLE NOT WORK PROPERLY LIKE START REMOTE AND TIME DRIVE BUCK AND TURN OFF AT TIMES NO CHECK ENGINE ON DASH BUD ACTIVE DTC ON WITECK				
Duplicated	Yes	Repairs Parts and Tests	0		
DTC1		DTC2		DTC3	
DTC4					
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	214639

## RESOLUTION

Description

## WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
150000	01/28/2019		82	03/13/2017	PAID
152870	01/28/2019		1083	04/10/2017	PAID
152870	01/28/2019		1083	04/10/2017	SUSPENDED
152871	01/28/2019		1094	04/11/2017	REJECTED
18306A	01/28/2019		9176	03/30/2018	PAID

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
218306	01/28/2019		9176	03/30/2018	PAID
218306	01/28/2019		9176	03/30/2018	REJECTED
547758	01/28/2019		10812	04/04/2018	PAID
547758	01/28/2019		10812	04/04/2018	REJECTED
556453	01/28/2019		16895	08/06/2018	PAID
556453	01/28/2019		16895	08/06/2018	REJECTED
556453	01/28/2019		16895	08/06/2018	SUSPENDED
558727	01/28/2019		18265	09/06/2018	PAID
558727	01/28/2019		18265	09/06/2018	REJECTED
558727	01/28/2019		18265	09/06/2018	SUSPENDED
561019	01/28/2019		19887	10/08/2018	PAID
PREPNV	01/28/2019		0	02/13/2017	PAID

## CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Hello Gutemberg. I am not finding ay reports attached, could you please try re-sending them? Thanks. If you could also send a configuration report, that would be great also. Any other systems not working, like the radio? What do you mean by ..."time drive buck and turn off at times.." ? Please clarify. -Tim S	T8379TS	02/13/2017
Dealer States	VEHICLE NOT WORK PROPERLY LIKE START REMOTE AND TIME DRIVE BUCK AND TURN OFF AT TIMES NO CHECK ENGINE ON DASH BUD ACTIVE DTC ON WITECK	T8379TS	02/13/2017
Dealer States	I SEND REPORT AGAIN INCLUDE CONFIGURATION .TIME DRIVE VEHICLE CUT OF POWER AND ENGINE STOP NOT BECOUSE START STOP MODE, WE HAVE OFF .. AND SHOW LIKE THIS TIME 20 DTC I AM ATCHED PICTURE AND NO CHECK ENGINE ON DASH ADVISER PLEASE LET ME NO IF YOU HAVE THE SCANNER REPORT IF NOT SENT ANY EMAIL I EMAIL TO YOU DIRECTLE ALSO THE FUTURE LIKE REMOTE START NOT WORK TO THANK YOU	T8379TS	02/13/2017
Agent States	Hello Gutemberg. My email is Timothy.Stephens@FCAGroup.com Please send them there, thanks. -Tim	T8379TS	02/13/2017
Agent States	Hello again Gutemberg. I have attached the scan report you sent. I see a couple things that could be happeneing here. We have some missing message codes in the amp. disconnect the connector for the amplifier, and inspect inside it carefully for any sign of water intrusion or corrosion. If you find any moisture, we are going to need you to water leak test the vehicle and send me a picture of exactly where the water is coming in. -Tim S	T8379TS	02/14/2017
Dealer States	I SEND TO YOU ALREAD THANK YOU	T8379TS	02/14/2017
Agent States	Hello again Gutemberg. Could you please provide an update? If this vehicle is repaired, please note what fixed it and close the ticket. If not repaired, please provide an update within the next 48 hours, otherwise we will close this case. Once closed, you can reply back on here within 15 days if you still need assistance, and we will re-open the case. Thanks. -Tim S.	T8379TS	02/15/2017
Agent States	Hello Gutemberg. thanks for the update. Could you please attach a configuration report, and an updated scan report so I can see clearly what is going on with it right now? Thanks. -Tim S	T8379TS	02/16/2017
Dealer States	NOW ONLY THE REMOTE START NOT WORK AND HEVE A CODE C141C-86 VIDEO AMERA PRIVATE CAN COMMUNICATION FAILERE -SGNAL INVALID	T8379TS	02/16/2017
Dealer States	good morning this is mi update from this case ... after check amp no signal from corrosion or wet bud I clean connectors any way. after that I check bcm connectors and cleaner after that I take the speedometer of and clean and radio of and clean and hub under the dash top radio and clean .... after I clean the hub test drive again and vehicle not stop this time the collision sensor start work and only 3 DTCS left now AMP u2003-87 LBSS FRONT LEFT BLIND SPOT SENSOR ...U2004-87 LBSS FRONT RIGHT BLIND SPOT SENSOR MISSING MESSAGE AND U2005-87 I WIT NOUW WHAT NEXT BECOUSE I DONT SEE ANY BLIND SOPT ON FRONT VEHICLE SPEC AND THE SENSOR FOR ASSIST WORK FRONT AND BACK... THANK YOU	T8379TS	02/16/2017
Dealer States	I SEND TO YOU REPORT AFTER AND BEFORE SO WE HAVE ISSUE NOW ONLY ON REMOTE START ALL OTHER PROBLEEN SOLVE ONLY 4 DTC THANK YOU	T8379TS	02/16/2017
Agent States	Hello again Gutemberg. I am going to check my email here and give you a call shortly. -Tim S	T8379TS	02/16/2017

<b>Dealer/Agent</b>	<b>Detail</b>	<b>Modified By</b>	<b>Last Modified Date</b>
<b>Agent States</b>	Hello Gutemberg. Sorry we were having some technical difficulties here yesterday and still today, but I will give you a call about 1:00. Thanks. -Tim S	T8379TS	02/17/2017
<b>Dealer States</b>	Any upgrade we have that unit sold	T8379TS	02/17/2017
<b>Agent States</b>	hello, attaching documents.	T8379TS	02/17/2017
<b>Agent States</b>	*called Technician* Hello I will try calling you back here, I lost the call for some reason. -Tim	T8379TS	02/17/2017
<b>Agent States</b>	*called technician back* Advised Gutemberg, will research front blind spot sensors and call back later. -Tim S	T8379TS	02/17/2017
<b>Agent States</b>	Gutemberg, Timothy is off today. He will respond on Monday. Thanks, Leon	T2797LF	02/18/2017
<b>Dealer States</b>	GOOD MORNING WE WAITH ON ANSWER THANK YOU	T2797LF	02/18/2017
<b>Dealer States</b>	HI TIMOTHY ANITHING ? WE NEED DELIVERY VEHICLE PLEASE LET US NO THANK YOU	T8379TS	02/20/2017
<b>Agent States</b>	Hello I am going to call you here right now. -Tim S	T8379TS	02/20/2017
<b>Agent States</b>	*called technician, was not available, will try back in around 20 min*	T8379TS	02/20/2017
<b>Agent States</b>	*called technician.* Advised to perform reconfigure and proxy alignment. My direct extension here is [REDACTED] at 1-800-850-7827 -Tim	T8379TS	02/20/2017
<b>Agent States</b>	*gutemberg called in* Vehicle stalled on test drive, lights came on. Technician will send an updated scan report and video from his phone. tech wiggled positive battery cable and then vehicle re-started. Advised to inspect all cable connections at PDC -Tim	T8379TS	02/22/2017
<b>Agent States</b>	*called technician* Vehicle is repaired and delivered. Technician found loose power cable to PDC, tightened connection, cleared codes and vehicle works as designed. -Tim S	T8379TS	02/23/2017

# CHERWELL REPORT

## VEHICLE

VIN		Model Year	2017	Body	41	ALFA GIULIA TI AWD
Built Date	11/25/2016	Mileage (Miles)	142	MDH	11250	
Engine	EC2	EC2				
Transmission		DFW				
Emmission	50 State Emissions					

## GENERAL

STAR Case ID		Case Status	Closed				
Application Group	331 - DRIVEABILITY CORE GROUP						
Component Group	9FI - MODULE, POWERTRAIN CONTROL (ANY)						
Primary System	18 - VEHICLE PERFORMANCE	Sub System	9CB - ELECTRONIC CONTROL MODULES	Area of Failure	UNCODABLE (WRITE IN ECCI CASE)		
Customer Complaint / Reason for contact	DIE OUT / STALLS						
Created Date	02/15/2017	Created By	T4306MB	Updated Date	03/02/2017	Updated By	T4306MB

## ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Vehicle Scan Report3.pdf	CSDAdmin	06/20/2018
Vehicle Scan Report.pdf	CSDAdmin	06/20/2018
Vehicle Scan Report.pdf	CSDAdmin	06/20/2018
Configuration Report.pdf	CSDAdmin	06/20/2018
ECU Details Report.pdf	CSDAdmin	06/20/2018
Vehicle Scan Report.pdf	CSDAdmin	06/20/2018
Vehicle Scan Report 2.pdf	CSDAdmin	06/20/2018
Vehicle Scan Report.pdf	CSDAdmin	06/20/2018
Gas Engine Diag Form.pdf	CSDAdmin	06/20/2018

## CONTACT

Dealer	69041	Bob-Boyd Alfa Romeo FIAT	Phone		
Address	5665 Scarborough Blvd				
City	Columbus	State	OH	ZIP	43232
Dealer Zone	42	County			
Technician Name	Rodney Russell	Technician TID/SID	S03506L	Technician Email	
Training Level		Contact Via SMS		Contact Via Email	

## CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	2
Initial Concern	died while driving - message start stop failure came up , also one time while driving etc failure came on				
Duplicated	Yes	Repairs Parts and Tests	checked codes		
DTC1		DTC2		DTC3	
DTC4					
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
RO Number	361719				

## RESOLUTION

Description

## CONVERSATION (CLAIMS)

<i>Dealer/Agent</i>	<i>Detail</i>	<i>Modified By</i>	<i>Last Modified Date</i>
<b>Agent States</b>	Rodney, please inspect the AMP connectors for water intrusion and corrosion. Please advise your findings. - Mike B -	T4306MB	02/15/2017
<b>Dealer States</b>	died while driving - message start stop failure came up , also one time while driving etc failure came on	T4306MB	02/15/2017
<b>Agent States</b>	Rodney, I will research this concern and reply shortly.	T4306MB	02/15/2017
<b>Dealer States</b>	amp connectors are good , clean and no water intrusion	T4306MB	02/15/2017
<b>Agent States</b>	Rodney, can you test the battery and the charging system with the GR8 tester. Does the battery appear to have been replaced? - Mike B -	T4306MB	02/15/2017
<b>Agent States</b>	Rodney, could you please update this case with the other VIN's that this similar problem is occurring with? Thanks. - Mike -	T4306MB	02/15/2017
<b>Dealer States</b>	battery doesn't seem to have been replaced , T/A was here today we looked at this car and 2 others , ou can clear the codes let it sit then drive , check codes again you will have codes again in all three cars , no all of the codes are the same but most are. Usually 11 to 20 codes varies from time to time , I'll check the battery first thing in the morning.	T4306MB	02/15/2017
<b>Dealer States</b>	I put scan reports in for them	T4306MB	02/15/2017
<b>Agent States</b>	Ok thank you. I am forwarding them to Engineering to investigate.	T4306MB	02/15/2017
<b>Agent States</b>	Rodney, I'm pretty sure it's 800CCA for our market. - Mike B -	T4306MB	02/16/2017
<b>Dealer States</b>	what do we test the battery at , 680 cca or 800 cca , it does not list cca just 800a (EN2) , I tested it at 800 EN	T4306MB	02/16/2017
<b>Dealer States</b>	im testing the batteries on all these cars , the original one's battery failed	T4306MB	02/16/2017
<b>Dealer States</b>	updated the gr8 and tested at the battery not the jump ports , passed after an hour of charging , charging system checks ok	T4306MB	02/16/2017
<b>Agent States</b>	Ok, do the codes still set with the battery fully charged? Can you try performing a Proxi Alignment also and see if that resolves anything. Thanks. - Mike B -	T4306MB	02/16/2017
<b>Agent States</b>	Rodney, yes try that and let's see if that does anything to resolve any of the codes. - Mike -	T4306MB	02/16/2017
<b>Dealer States</b>	proxy alignment comes back good , do we want to try a restore proxy configuration	T4306MB	02/16/2017
<b>Dealer States</b>	tried it codes came back , just got a new one in and has the same codes discovered during the prep	T4306MB	02/16/2017
<b>Agent States</b>	Rodney, could you update the case with that VIN also, thanks.	T4306MB	02/16/2017
<b>Agent States</b>	Thank you. Engineering is investigating, I will contact you if a resolution is found. - Mike B -	T4306MB	02/16/2017
<b>Dealer States</b>	sent scan report	T4306MB	02/16/2017
<b>Dealer States</b>	ok thanks	T4306MB	02/16/2017
<b>Agent States</b>	No problem, you're welcome.	T4306MB	02/16/2017
<b>Agent States</b>	Rodney, I am going to contact you by phone shortly. Do you have a better # to reach you on then the Dealer line? - Mike B -	T4306MB	02/20/2017
<b>Dealer States</b>	anything from engineering	T4306MB	02/20/2017
<b>Dealer States</b>	██████████	T4306MB	02/20/2017
<b>Agent States</b>	Rodney, I am about to go to lunch, I will contact you afterwards.	T4306MB	02/20/2017
<b>Agent States</b>	Ok, me too, then I have a short conference call at 1pm, I will contact you after that.	T4306MB	02/20/2017
<b>Dealer States</b>	im on lunch from 12 to 1	T4306MB	02/20/2017
<b>Dealer States</b>	this scan report was after we cleared it last week put it outside and pulled it in the shop today	T4306MB	02/20/2017
<b>Agent States</b>	Ok thanks. I have forwarded the Scan Reports to Engineering(GS). I will contact you when more information is available. - Mike B -	T4306MB	02/20/2017
<b>Dealer States</b>	sent scan report	T4306MB	02/20/2017
<b>Agent States</b>	Spoke to Rodney on 2/20. Updating case with notes from discussion. There has also been two other symptoms, each experienced only once. First, during one road test, a message in the instrument cluster display said 'ETC Failure,' however, no drivability issues were experienced. When the vehicle was shut-off and restarted the message was gone, and has not been seen again. Secondly, the engine has stalled once. The stall occurred as the customer was driving out of the dealer parking lot, this happened when the throttle was applied after a coast down from a	T4306MB	02/22/2017

<b>Dealer/Agent</b>	<b>Detail</b>	<b>Modified By</b>	<b>Last Modified Date</b>
	slow parking lot speed. The vehicle did not come to a complete stop prior to the stall, and a message in the display said 'Start/Stop Failure.'		
<b>Agent States</b>	Thanks for the update. Advised Rodney that we are looking into the SOF data, and also how to retrieve the IBS software #.	T4306MB	02/23/2017
<b>Dealer States</b>	the original one that stalled just did it again while a salesman was driving it , they took it and put gas in it , started it up was driving away at about 3 mph and it stalled start stop failure message appeared , start the car again start to go stalled again same thing , started a third time it was fine , the one ending in 488 I pulled in to monitor it on a test drive when I stopped in the service lane it acted one time like it was going to stall but didn't .	T4306MB	02/23/2017
<b>Dealer States</b>	upload the latest scan report on 283 end vin	T4306MB	02/23/2017
<b>Dealer States</b>	to clarify what I need to monitor , I have in the pcm is battery voltage adc (+30), control module voltage(adc), control module voltage(+15), Battery charge status (reads in percentage).In the bcm I have battery charge staus (which is not reading anything like it does in Pcm), battery current level (reads in Ah ) , battery state of function (reads in Minutes),battery state of health (reads in Ah ) , battery temp. I figure the battery state of charge out of the pcm is one of the right ones but have questions on the other	T4306MB	02/23/2017
<b>Dealer States</b>	did several start stop functions state of charge was always between 78 and 80% when we stopped and started back up state of function was at 105 (min) when we stopped and started back up was at 95 another time but that was after reconnecting the pod	T4306MB	02/23/2017
<b>Agent States</b>	Thanks for the update Rodney. I will contact you shortly, we are researching. - Mike B -	T4306MB	02/23/2017
<b>Agent States</b>	Ok Rodney, I will call you in the morning. - Mike -	T4306MB	02/23/2017
<b>Dealer States</b>	ill be out of here after 4:30	T4306MB	02/23/2017
<b>Agent States</b>	[outbound]Rodney please open a STAR Case on each of the Gulia's that you have sent us Vehicle Scan Reports on. This way we can communicate about each vehicle on separate cases to avoid confusion. On this vehicle, I would like for you to check the Remote Battery Positive Jump Post, let's verify that there is good connection of the lugs to the post, also the wiring diagram indicates there is an 80 amp fuse integral to the post assembly, please check that the fuse is seated properly. If everything is good there, I recommend clearing the DTC's and then top-off the fuel tank again to see if we can duplicate another stall. - Mike B -	T4306MB	02/24/2017
<b>Agent States</b>	Rodney, are you using Internet Explorer 9 or 10? These are the preferred browsers for DealerCONNECT/TechCONNECT. Using Chrome, or Edge can cause some issues. Does the system show the VIN's or other identifying information about the cases it says you have open? - Mike B -	T4306MB	02/27/2017
<b>Dealer States</b>	I cant open any more cases , someone opened cases for some of the other cars that does not show for me in dealer connect so I cant close them , also the car with vin ending in 283 has been sold	T4306MB	02/27/2017
<b>Dealer States</b>	I never created the cases , the only reason I know they exist is because my t/a told me about them , I had this problem before and it was not on my end	T4306MB	02/27/2017
<b>Agent States</b>	Rodney, I'll try and find someone to look into the concern with T/C. Did the customer already take delivery of this vehicle (283)? - Mike -	T4306MB	02/27/2017
<b>Agent States</b>	[outbound] Spoke to Rodney, this vehicle has been sold and delivered. - Mike B -	T4306MB	02/28/2017
<b>Dealer States</b>	yes on Saturday when I wasn't here	T4306MB	02/28/2017
<b>Agent States</b>	car sold	T4306MB	03/02/2017

# CHERWELL REPORT

## VEHICLE

VIN		Model Year	2017	Body	41	ALFA GIULIA TI RWD
Built Date	12/05/2016	Mileage (Miles)	600	MDH	12050	
Engine	EC2	EC2				
Transmission		DFW				
Emmission	50 State Emissions					

## GENERAL

STAR Case ID		Case Status	Closed				
Application Group	331 - DRIVEABILITY CORE GROUP						
Component Group	8AG - MODULE, (ANY)						
Primary System	08 - ELECTRICAL	Sub System	08M - ELECTRONIC CONTROL MODULES	Area of Failure	UNCODABLE (WRITE IN ECCI CASE)		
Customer Complaint / Reason for contact	INOPERATIVE						
Created Date	02/17/2017	Created By	T6035RM	Updated Date	03/01/2017	Updated By	T6035RM

## ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Configuration Report.pdf	CSDAdmin	05/22/2018
Vehicle Health Report.pdf	CSDAdmin	05/22/2018
Vehicle Scan Report.pdf	CSDAdmin	05/22/2018

## CONTACT

Dealer	69150	Alfa Romeo And FIAT of Burlingame	Phone		
Address	2 California Dr				
City	Burlingame	State	CA	ZIP	94010
Dealer Zone	71	County			
Technician Name	John Tran	Technician TID/SID	S58452P	Technician Email	
Training Level		Contact Via SMS		Contact Via Email	

## CASE SUMMARY

Customer Waiting	Repair Attempts	Days In Shop	0		
Initial Concern	Alfa Romeo Giulia is down at dealer. Contact is Service Advisor John. Technician is Damian. Phone Number is: 6 Vehicle was towed in - stalled while driving down highway. Check Engine Lamp and Electronic Throttle Lamp on. Vehicle has 20-22 codes related to low battery voltage.				
Duplicated	Repairs Parts and Tests				
DTC1	DTC2	DTC3	DTC4		
Information Sent					
Scan Tool Software Version	Last TechConnect Search	Vehicle Off Road or Tow-in	No	RO Number	

## RESOLUTION

**Description** TS closing case. Vehicle is operating as designed at this time.

## WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
017633	10/26/2020		9728	09/20/2017	PAID
017938	10/26/2020		10926	10/16/2017	PAID
019741	10/26/2020		20020	05/02/2018	PAID
021612	10/26/2020		31164	11/19/2018	PAID
040708	10/26/2020		62699	10/20/2020	PAID

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECEIVED	STATUS
A19741	10/26/2020		20020	05/02/2018	PAID
PREPNV	10/26/2020		0	01/27/2017	PAID

## CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	TS called DLR and spoke to SA John and tech Damian and as per conversation, the vehicle had a CEL and throttle light come on for the customer while driving on the highway and vehicle was in limp mode. Advised at this time to send a vehicle scan and configuration report to my email and I will call him back on Monday. Redi	T6035RM	02/17/2017
Dealer States	Alfa Romeo Giulia is down at dealer. Contact is Service Advisor John. Technician is Damian. Phone Number is: [REDACTED] Vehicle was towed in - stalled while driving down highway. Check Engine Lamp and Electronic Throttle Lamp on. Vehicle has 20-22 codes related to low battery voltage.	T6035RM	02/17/2017
Agent States	TS called DLR and LVM for any SA to call me back or tech Damian to call me back. Redi M	T6035RM	02/20/2017
Agent States	TS uploaded reports to case.	T6035RM	02/20/2017
Agent States	TS called DLR and LVM for SA John to call me back.	T6035RM	02/21/2017
Agent States	Tech Damian cell phone is [REDACTED]. TS called tech Damian and as per conversation, advised tech to clear DTCs and verify which codes come back, and to get with customer on other than the CEL being on was there any other drivability concerns with the vehicle.	T6035RM	02/21/2017
Agent States	TS called tech Damien and as per conversation, tech has cleared DTCs vehicle has been starting and operating as designed with no DTCs coming back. TS called DLR and spoke to SA John and as per conversation. Customer was on the freeway and while driving there was loss of power and customer was able to get off of the freeway. CEL turned on and once customer got to traffic light and stopped, eventually light turned green and vehicle was barely accelerating. Customer then pulled vehicle into shoulder and shut the vehicle off and turned the vehicle back on and CEL was still on but vehicle drove fine to the customer's house. After restarting the vehicle at the house the CEL was still on. Customer did not feel safe and towed the vehicle to dealership. Once vehicle arrived DLR found to be operating as designed, but had the CEL on with stored codes. Currently no DTCs have returned.	T6035RM	02/22/2017
Agent States	TS has called both tech and SA yesterday and left voicemails to call me back, have got no response from either tech or DLR.	T6035RM	02/24/2017
Agent States	TS called tech Damien and as per conversation, TA Wally has recommended to charge the vehicles battery for 2 hours, and retest. Vehicle is currently in the body shop getting the rear bumper getting fixed. Tech will charge the battery after the vehicle is finished from body shop.	T6035RM	02/24/2017
Agent States	TS called tech Damian, and LVM for him to call me back.	T6035RM	02/27/2017
Agent States	TS called tech Damian, and LVM for him to call me back.	T6035RM	02/27/2017
Agent States	TS called tech Damian and as per conversation, tech has charged the battery, and no further concerns are present. Vehicle is back at body shop and getting the front bumper is getting repaired from shipping/lot damage before sale was made. TA Wally was in at the DLR and has stated to tech to release vehicle.	T6035RM	02/28/2017
Agent States	Looked at this vehicle today. The tech had already erased all the DTCs and had driven the vehicle to see if any of the DTCs would return. None of the DTCs returned. From the Scan report I had the dealership charge the battery. I took a voltage drop of the 3 B+ wires from the battery to the BCM and none of them had over .1 volts. No further action necessary at this time.	T0577WS	02/28/2017
Agent States	TS closing case. Vehicle is operating as designed at this time.	T6035RM	03/01/2017

# CHERWELL REPORT

## VEHICLE

VIN		Model Year	2017	Body	41	ALFA GIULIA TI AWD
Built Date	11/25/2016	Mileage (Miles)	868	MDH	11250	
Engine	EC2	EC2				
Transmission		DFW				
Emmission	50 State Emissions					

## GENERAL

STAR Case ID		Case Status	Closed				
Application Group	291 - TRANS CORE GROUP						
Component Group	9FI - MODULE, POWERTRAIN CONTROL (ANY)						
Primary System	18 - VEHICLE PERFORMANCE	Sub System	9CB - ELECTRONIC CONTROL MODULES	Area of Failure	UNCODABLE (WRITE IN ECCI CASE)		
Customer Complaint / Reason for contact	DIE OUT / STALLS						
Created Date	02/27/2017	Created By	T4306MB	Updated Date	03/13/2017	Updated By	T4306MB

## ATTACHMENTS

File Path	Uploaded By	Date Uploaded
NTF Check Sheet.pdf	CSDAdmin	06/20/2018
printCustomReport.pdf	CSDAdmin	06/20/2018

## CONTACT

Dealer	69316	Ken Pollock Alfa Romeo	Phone		
Address	290 Mundy Street				
City	Wilkes Barre	State	PA	ZIP	18702
Dealer Zone	35	County			
Technician Name	William Breen	Technician TID/SID	S70032E	Technician Email	
Training Level		Contact Via SMS		Contact Via Email	

## CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	2
Initial Concern	custom report attached per request				
Duplicated	No	Repairs Parts and Tests	none		
DTC1	DTC2	DTC3	DTC4		
Information Sent					
Scan Tool Software Version	Last TechConnect Search	Vehicle Off Road or Tow-in	Yes	RO Number	151151

## RESOLUTION

Description

## CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	[inbound] Bill has called STAR. Twice on Saturday this vehicle stalled. The first time the customer had just started the car and drove to the end of their 400' driveway, when the customer went to accelerate the engine stalled. It restarted without issue and drove fine until later in the day, when the engine stalled after filling the fuel tank. It restarted without issue. The customer does not like the Stop/Start feature and drives the vehicle with the Stop/Start deactivated. The customer drove the vehicle on Sunday without issues, and brought the vehicle to the dealer today. Bill has pulled DTC's and only found a bunch of communication codes, no powertrain DTC's were set. He has cleared the codes, and the communication codes come back after every key cycle. I advised Bill to attach, or share the Vehicle Scan Report, and Freeze Frame Report if available. You can share with T4306MB my email is [REDACTED] thanks. I advised that the communication codes are most likely not related to the engine stalling. The dealer has not been able to duplicate	T4306MB	02/27/2017

<b>Dealer/Agent</b>	<b>Detail</b>	<b>Modified By</b>	<b>Last Modified Date</b>
	the stalling condition; I recommended setting up a flight recorder to catch a recording during the condition. Tech will update if the concern duplicates. - Mike B -		
<b>Dealer States</b>	stalled 2x on sat 2/25/17	T4306MB	02/27/2017
<b>Dealer States</b>	custom report attached per request	T4306MB	02/27/2017
<b>Dealer States</b>	2/28/17 3:55PM...service mgr r/tested vehicle approx. another 20 miles on 3 separate occasions on 2/27 without any incident. owner opted to take car. I advised them that when filling fuel tank, don't overfill system by trying to top off tank and to let us know of any other issues asap. As of this writing, everything is ok.	T4306MB	02/28/2017
<b>Agent States</b>	Thank you for the update.	T4306MB	02/28/2017
<b>Agent States</b>	[outbound]Left msg for Bill to return my call at 1-866-799-1695 Ext [REDACTED] - Mike B -	T4306MB	03/02/2017
<b>Agent States</b>	[outbound] Spoke to Bill and advised that Engineering is sending Scott to the dealer on Tuesday 3/7, he should be there in the morning. Bill advised that the service department is currently operating out of the Volvo dealer at 339 Highway 315, Pittston, PA 18640. - No response necessary. - Mike B -	T4306MB	03/06/2017
<b>Agent States</b>	Field engineers came & gathered data	T4306MB	03/13/2017

# CHERWELL REPORT

## VEHICLE

VIN		Model Year	2017	Body	41	ALFA GIULIA TI AWD
Built Date	11/25/2016	Mileage (Miles)	913	MDH	11250	
Engine	EC2	EC2				
Transmission		DFW				
Emmission	50 State Emissions					

## GENERAL

STAR Case ID		Case Status	Closed				
Application Group	391 - ELECTRICAL CORE GROUP						
Component Group	8AG - MODULE, (ANY)						
Primary System	08 - ELECTRICAL	Sub System	08M - ELECTRONIC CONTROL MODULES	Area of Failure	UNCODABLE (WRITE IN ECCI CASE)		
Customer Complaint / Reason for contact	INOPERATIVE						
Created Date	03/28/2017	Created By	T3437MT	Updated Date	03/29/2017	Updated By	T3437MT

## ATTACHMENTS

File Path	Uploaded By	Date Uploaded
VIP-Summary.pdf	CSDAdmin	09/22/2018
Pre-Write.pdf	CSDAdmin	09/22/2018

## CONTACT

Dealer	23153	Westbury Jeep Chrysler Dodge, Inc.	Phone		
Address	Jericho Tpke				
City	Jericho	State	NY	ZIP	11753
Dealer Zone	32	County			
Technician Name	Jovany Reyes	Technician TID/SID	S27422M	Technician Email	
Training Level		Contact Via SMS		Contact Via Email	

## CASE SUMMARY

Customer Waiting	Repair Attempts	Days In Shop	0		
Initial Concern	Customer Comments: Customer states Vehicle stalling while driving RRT 1: Customer Comments: 17-022: 2017 GA REMOTE START INOPERATIVE				
Duplicated	Repairs Parts and Tests				
DTC1	DTC2	DTC3	DTC4		
Information Sent					
Scan Tool Software Version	Last TechConnect Search	Vehicle Off Road or Tow-in	No	RO Number	

## RESOLUTION

Description Star case opened refer to case ID: [REDACTED]

## CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Called and left voicemail message for SA Jovany: Please have technician open a star case for that we may assist. Thanks, Maureen	T3437MT	03/28/2017
Dealer States	Customer Comments: Customer states Vehicle stalling while driving RRT 1: Customer Comments: 17-022: 2017 GA REMOTE START INOPERATIVE	T3437MT	03/28/2017
Agent States	Star case opened refer to case ID: [REDACTED]	T3437MT	03/29/2017

# CHERWELL REPORT

## VEHICLE

VIN		Model Year	2017	Body	41	ALFA GIULIA RWD
Built Date	12/12/2016	Mileage (Miles)	1259	MDH	12120	
Engine	EC2	EC2				
Transmission		DFW				
Emmission	50 State Emissions					

## GENERAL

STAR Case ID		Case Status	Closed		
Application Group	331 - DRIVEABILITY CORE GROUP				
Component Group	9FI - MODULE, POWERTRAIN CONTROL (ANY)				
Primary System	18 - VEHICLE PERFORMANCE	Sub System	9CB - ELECTRONIC CONTROL MODULES	Area of Failure	FLASH MODULE
Customer Complaint / Reason for contact	MIL ON				
Created Date	04/04/2017	Created By	T4306MB	Updated Date	04/07/2017
				Updated By	T4306MB

## ATTACHMENTS

File Path	Uploaded By	Date Uploaded
pdf	CSDAdmin	06/07/2018
1.1 All Data report.pdf	CSDAdmin	06/07/2018
Gas Engine Diag Form.pdf	CSDAdmin	06/07/2018
ZARFAEBN3H7532462-1.2.pdf	CSDAdmin	05/31/2018

## CONTACT

Dealer	69107	Alfa Romeo And FIAT of Scottsdale	Phone	4806463807	
Address	16301 N 78th Street				
City	Scottsdale	State	AZ	ZIP	85260
Dealer Zone	70	County			
Technician Name	Derrick Parm	Technician TID/SID	S56242B	Technician Email	
Training Level		Contact Via SMS		Contact Via Email	

## CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	2
Initial Concern	Check engine lamp on. Contacting Alfa Support as directed, Attn Leon. Has misfire codes, full tank of fuel (as indicated on gauge) Attempting to contact customer for additional information, but data suggests that it set at low speed parking lot maneuver, sounds familiar to the fuel rail replacement, and with no low rail pressure codes, I don't think it ran low on fuel.				
Duplicated	Yes	Repairs Parts and Tests	None at this time		
DTC1		DTC2		DTC3	
DTC4					
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	213818

## RESOLUTION

**Description** [outbound] Advise Derrick that the upcoming flash should resolve this issue, and that releasing the vehicle is ok. - Mike B -

## WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
020560	05/11/2021		30003	05/05/2020	PAID
020560	05/11/2021		30003	05/05/2020	REJECTED

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
020560	05/11/2021	██████████	30003	05/05/2020	SUSPENDED
105323	05/11/2021	██████████	37912	03/27/2021	PAID
105323	05/11/2021	██████████	37912	03/27/2021	REJECTED
105323	05/11/2021	██████████	37912	03/27/2021	SUSPENDED
10532A	05/11/2021	██████████	37912	03/27/2021	REJECTED
105411	05/11/2021	██████████	38330	04/13/2021	REJECTED
213818	05/11/2021	██████████	1259	04/04/2017	PAID
214650	05/11/2021	██████████	3285	06/27/2017	PAID
215544	05/11/2021	██████████	5826	10/03/2017	PAID
216849	05/11/2021	██████████	9618	03/05/2018	PAID
219945	05/11/2021	██████████	17092	12/12/2018	PAID
223103	05/11/2021	██████████	26122	10/04/2019	PAID
PREPNV	05/11/2021	██████████	0	02/13/2017	PAID

## CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	Check engine lamp on. Contacting Alfa Support as directed, Attn Leon. Has misfire codes, full tank of fuel (as indicated on gauge) Attempting to contact customer for additional information , but data suggests that it set at low speed parking lot maneuver, sounds familiar to the fuel rail replacement , and with no low rail pressure codes, I don't think it ran low on fuel.	S56242B	04/04/2017
Agent States	[outbound] Contacted Derrick regarding the running conditions. There are no associated misfires, or rough running related to the DTC setting. I advised that there will be a flash coming to resolve this code setting erroneously. I advised that if any other symptoms are encountered to update the case, or reopen the case if it's closed and let us know. - Mike B -	T4306MB	04/04/2017
Dealer States	there was a flash update available for other issues and the RRT. We performed both and are returning to customer pending the upcoming flash	S56242B	04/04/2017
Dealer States	ok just a sec. SO customer stated that the check engine lamp illuminated after an overnight soak and ran rough for 1-2 min.	S56242B	04/04/2017
Agent States	Derrick, I have sent that latest update to Engineering for their review. If the customer is going to leave the vehicle overnight, I recommend cold starting it with the WiTech connected and the misfire screen up. Hopefully if the concern duplicates you'll be able to see what cylinder(s) are misfiring. - Mike b -	T4306MB	04/04/2017
Dealer States	we are keeping overnight	S56242B	04/04/2017
Agent States	Ok let me know what you see in the morning. I have a meeting in the morning with Engineering, I will discuss this case and contact you afterwards for follow-up. - Mike B -	T4306MB	04/04/2017
Dealer States	ok, this is the information from the customer I tried to use the remote-start yesterday evening. The car started, but turned off as soon as I got in with a message on the screen saying it turned off due to low fuel despite two bars on the gas gauge. The car started up fine with the push button I then drove to the gas station and filled it up. I usually drive in Dynamic, but turned it into Advanced Efficiency for that drive. I got home no problem. Car started up right away this AM but it within a seconds I noticed that it sounded to me like one cylinder was not firing and the car was rhythmically rocking. The engine light on the tach went on along with a blinking red warning light at the bottom of the central multifunction display. I drove for about 2-3 min max and pulled over at the next gas station. I shut the car down and restarted and the engine sounded normal and there was no shaking. The engine light on the tach remained illuminated but the blinking red light on the center console went out. I brought the car straight to you. Hope that is helpful.	S56242B	04/05/2017
Dealer States	This morning I started the care cold and ran for 15 -20 seconds and placed in reverse, added throttle to back up, the car moved back and when let off the throttle and applying brake it missed ,shuddered , acted like it was dying, caught its self and idled. Then it did it once more pulling back into the parking spot. after 1 min or so of run time it's fine. No codes set. you can not monitor misfire as it is not available, you can not produce a data recording as the system does not support it, it says vehicle unsupported in wi tech for data recordings. Its acting just like the one we put the fuel rail in.	S56242B	04/05/2017
Agent States	Derrick, thank you for that update. I will contact you after Engineering has some time to review. - Mike B -	T4306MB	04/05/2017
Dealer States	Any word?	S56242B	04/05/2017

<i>Dealer/Agent</i>	<i>Detail</i>	<i>Modified By</i>	<i>Last Modified Date</i>
<b>Agent States</b>	Derrick, I have not heard anything yet. I will see if I can get a response. - Mike -	T4306MB	04/05/2017
<b>Dealer States</b>	new report uploaded 1.2	S56242B	04/06/2017
<b>Agent States</b>	Thanks Derrick. - Mike B -	T4306MB	04/06/2017
<b>Dealer States</b>	no misfire this AM. the fuel level has dropped one bar. so this stumble stall misfire could be the purge solenoid. The flash is suppose to remedy this. Ill explain this to the customer. The customer wants the car back. so we are returning to customer . We can not wait any longer.	S56242B	04/07/2017
<b>Agent States</b>	[outbound] Spoke to Derrick and advised I would inquire whether Engineering has any other requests. - Mike B -	T4306MB	04/07/2017
<b>Agent States</b>	[outbound] Advise Derrick that the upcoming flash should resolve this issue, and that releasing the vehicle is ok. - Mike B -	T4306MB	04/07/2017
<b>Agent States</b>	repair not available	T4306MB	04/07/2017

# CHERWELL REPORT

## VEHICLE

VIN		Model Year	2017	Body	41	ALFA GIULIA TI RWD
Built Date	11/23/2016	Mileage (Miles)	2458	MDH	11230	
Engine	EC2	EC2				
Transmission		DFW				
Emmission	50 State Emissions					

## GENERAL

STAR Case ID		Case Status	Closed				
Application Group	331 - DRIVEABILITY CORE GROUP						
Component Group	9FI - MODULE, POWERTRAIN CONTROL (ANY)						
Primary System	18 - VEHICLE PERFORMANCE	Sub System	9CB - ELECTRONIC CONTROL MODULES	Area of Failure	FLASH MODULE		
Customer Complaint / Reason for contact	DIE OUT / STALLS						
Created Date	04/13/2017	Created By	T2797LF	Updated Date	04/13/2017	Updated By	T2797LF

## CONTACT

Dealer	69156	Allen Samuels Alfa Romeo FIAT	Phone		
Address	2301 W Loop 340				
City	Waco	State	TX	ZIP	76711
Dealer Zone	63	County			
Technician Name	Michael Giacometti	Technician TID/SID	S92067E	Technician Email	
Training Level		Contact Via SMS		Contact Via Email	

## CASE SUMMARY

Customer Waiting	No	Repair Attempts	3	Days In Shop	2
Initial Concern	stalls after filling with fuel then restarts				
Duplicated	Yes	Repairs Parts and Tests	have done repairs before still has problem		
DTC1		DTC2		DTC3	
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	004846

## RESOLUTION

Description	Call to the dealership - spoke to the service manager Angel. Advised that there will be a flash update available soon that includes a modified purge strategy to resolve this concern. Angel to advise the customer. Thanks, Leon
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## WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
004554	03/12/2019		1569	03/23/2017	PAID
004554	03/12/2019		1569	03/23/2017	REJECTED
004554	03/12/2019		1569	03/23/2017	SUSPENDED
005182	03/12/2019		3957	05/11/2017	PAID
005182	03/12/2019		3957	05/11/2017	REJECTED
005182	03/12/2019		3957	05/11/2017	SUSPENDED
005377	03/12/2019		4231	09/06/2017	PAID
005377	03/12/2019		4231	09/06/2017	REJECTED
005377	03/12/2019		4231	09/06/2017	SUSPENDED
009770	03/12/2019		4545	04/30/2018	PAID
042839	03/12/2019		7053	06/18/2018	PAID
042839	03/12/2019		7053	06/18/2018	REJECTED

<b>CLAIM#</b>	<b>CREATED DATE</b>	<b>VIN</b>	<b>MILLAGE</b>	<b>DATE RECIEVED</b>	<b>STATUS</b>
042839	03/12/2019	██████████	7053	06/18/2018	SUSPENDED
042924	03/12/2019	██████████	7104	06/22/2018	PAID
042924	03/12/2019	██████████	7104	06/22/2018	REJECTED
042924	03/12/2019	██████████	7104	06/22/2018	SUSPENDED
044122	03/12/2019	██████████	10369	08/21/2018	PAID
047559	03/12/2019	██████████	17345	02/22/2019	PAID
A09770	03/12/2019	██████████	47545	04/30/2018	PAID
A09770	03/12/2019	██████████	47545	04/30/2018	REJECTED
A42924	03/12/2019	██████████	7104	06/22/2018	PAID
A44122	03/12/2019	██████████	10369	08/21/2018	PAID
B44122	03/12/2019	██████████	10369	08/21/2018	PAID
C44122	03/12/2019	██████████	10369	08/21/2018	PAID
C44122	03/12/2019	██████████	10369	08/21/2018	SUSPENDED
D44122	03/12/2019	██████████	10369	08/21/2018	PAID
D44122	03/12/2019	██████████	10369	08/21/2018	SUSPENDED
E44122	03/12/2019	██████████	10369	08/21/2018	PAID
PREPNV	03/12/2019	██████████	0	02/09/2017	PAID

### CONVERSATION (CLAIMS)

<b>Dealer/Agent</b>	<b>Detail</b>	<b>Modified By</b>	<b>Last Modified Date</b>
<b>Dealer States</b>	stalls after filling with fuel then restarts	S92067E	04/13/2017
<b>Agent States</b>	Call to the dealership - spoke to the service manager Angel. Advised that there will be a flash update available soon that includes a modified purge strategy to resolve this concern. Angel to advise the customer. Thanks, Leon	T2797LF	04/13/2017
<b>Agent States</b>	waiting on software release	T2797LF	04/13/2017

# CHERWELL REPORT

## VEHICLE

VIN		Model Year	2017	Body	41	ALFA GIULIAAWD
Built Date	12/12/2016	Mileage (Miles)	24	MDH	12120	
Engine	EC2	EC2				
Transmission		DFW				
Emmission	50 State Emissions					

## GENERAL

STAR Case ID		Case Status	Closed				
Application Group	191 - A/C & ENGINE CORE GROUP						
Component Group	8AG - MODULE, (ANY)						
Primary System	08 - ELECTRICAL	Sub System	08M - ELECTRONIC CONTROL MODULES	Area of Failure	UNCODABLE (WRITE IN ECCI CASE)		
Customer Complaint / Reason for contact	INOPERATIVE						
Created Date	04/17/2017	Created By	T6035RM	Updated Date	04/17/2017	Updated By	T6035RM

## CONTACT

Dealer	69139	Bob Ross Alfa Romeo FIAT	Phone		
Address	91 Loop Rd				
City	Centerville	State	OH	ZIP	45459
Dealer Zone	42	County			
Technician Name	Tyler Daum	Technician TID/SID	S807840	Technician Email	
Training Level		Contact Via SMS		Contact Via Email	

## CASE SUMMARY

Customer Waiting	Repair Attempts	Days In Shop	0		
Initial Concern	Dealer and STAR have advised that they are waiting for a software update in regards to stalling after fueling up. Can you please advise ETA of the flash update.				
Duplicated		Repairs Parts and Tests			
DTC1	DTC2	DTC3		DTC4	
Information Sent					
Scan Tool Software Version	Last TechConnect Search	Vehicle Off Road or Tow-in	No	RO Number	

## RESOLUTION

Description	There is no ETA on flash for customer concern of vehicle running rough after fuel fill. Tech is currently working with STAR for assistance. TS closing case.
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## CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	There is no ETA on flash for customer concern of vehicle running rough after fuel fill. Tech is currently working with STAR for assistance. TS closing case.	T6035RM	04/17/2017
Dealer States	Dealer and STAR have advised that they are waiting for a software update in regards to stalling after fueling up. Can you please advise ETA of the flash update.	T6035RM	04/17/2017

# CHERWELL REPORT

## VEHICLE

VIN		Model Year	2017	Body	41	ALFA GIULIA TI RWD
Built Date	02/02/2017	Mileage (Miles)	962	MDH	02020	
Engine	EC2	EC2				
Transmission	DFW					
Emmission	50 State Emissions					

## GENERAL

STAR Case ID		Case Status	Closed				
Application Group	331 - DRIVEABILITY CORE GROUP						
Component Group	9JA - TANK, FUEL (ANY)						
Primary System	18 - VEHICLE PERFORMANCE	Sub System	9CQ - FUEL DELIVERY SYSTEM - GAS / DIESEL	Area of Failure	UNCODABLE (WRITE IN ECCI CASE)		
Customer Complaint / Reason for contact	DIE OUT / STALLS						
Created Date	04/21/2017	Created By	T2797LF	Updated Date	04/26/2017	Updated By	T2797LF

## ATTACHMENTS

File Path	Uploaded By	Date Uploaded
H7538440 gas diag form.pdf	CSDAdmin	05/29/2018

## CONTACT

Dealer	69066	Towbin FIAT Alfa Romeo	Phone		
Address	260 N Gibson Rd				
City	Henderson	State	NV	ZIP	89014
Dealer Zone	70	County			
Technician Name	Brian Olson	Technician TID/SID	S88915M	Technician Email	
Training Level		Contact Via SMS		Contact Via Email	

## CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	2
Initial Concern	Vehicle was shaking bad and stalled out twice, then when running would not accelerate over 17 miles per hour. Running ok now, but feels like a lag on acceleration now.				
Duplicated	Yes	Repairs Parts and Tests	Check and no codes in either the ECM or TCM. Had some codes in other nodules, like the false codes that are still present with remote starts. The ECM flash has already been done. One thing to note I found that should be changed. In the bulletin routine for the ECM flash it states to run the "phonic wheel replaced" procedure after flashing, that is incorrect. It should be run the "control unit reprogrammed" procedure, that way it resets the air unit values also and then it runs through the phonic wheel relearn also. I stated that because I remember when this was flashed I did the phonic wheel relearn instead of the reprogrammed routine, so I don't know if that could be related to the customer's concern. I also saw a power limiter disable function available and am curious what that is meant for? Any other recommendations to try to correct the concern of the lag?		
DTC1	DTC2	DTC3	DTC4		
Information Sent					
Scan Tool Software Version	Last TechConnect Search	Vehicle Off Road or Tow-in	No	RO Number	34392

## RESOLUTION

Description	Brian, I agree with the fuel concern. Make sure all modules are up to date. FYI - there is a flash update due in a week or two. Thanks, Leon
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## CONVERSATION (CLAIMS)

<b>Dealer/Agent</b>	<b>Detail</b>	<b>Modified By</b>	<b>Last Modified Date</b>
<b>Dealer States</b>	Vehicle was shaking bad and stalled out twice, then when running would not accelerate over 17 miles per hour. Running ok now, but feels like a lag on acceleration now.	S88915M	04/21/2017
<b>Agent States</b>	Brian, all of the technicians that have completed the ECM flash have used the phonic wheel replaced procedure after flashing without a problem. Please go ahead and do the phonic wheel replaced as explained in service bulletin 18-030-17. What was the fuel level in the vehicle when the customer experienced the shaking, stalling and reduced power? What is the fuel level now. Get as much information about the driving conditions when the concern was present (cold start, accelerating from a stop, cruising at a steady speed, braking, turning, hot restart, other) Thanks, Leon	T2797LF	04/21/2017
<b>Dealer States</b>	Leon, I did the phonic wheel procedure when I flashed it, but I just commented about the control unit reprogrammed in case the values for the air unit would cause any issues. We called the owner and found out she put 89 octane in at her last fill up which was the day before her issue, so we advised her of premium only. The tank is at 3/8 right now, so if it's filled with 91 now it should improve. It was a cold start when her problem occurred also.	S88915M	04/21/2017
<b>Agent States</b>	Brian, I agree with the fuel concern. Make sure all modules are up to date. FYI - there is a flash update due in a week or two. Thanks, Leon	T2797LF	04/22/2017
<b>Agent States</b>	Advised customer of proper fuel requirements.	T2797LF	04/26/2017

# CHERWELL REPORT

## VEHICLE

VIN		Model Year	2017	Body	41	ALFA GIULIA TI AWD
Built Date	11/29/2016	Mileage (Miles)	1240	MDH	11290	
Engine	EC2	EC2				
Transmission		DFW				
Emmission	50 State Emissions					

## GENERAL

STAR Case ID		Case Status	Closed				
Application Group	331 - DRIVEABILITY CORE GROUP						
Component Group	9FI - MODULE, POWERTRAIN CONTROL (ANY)						
Primary System	18 - VEHICLE PERFORMANCE	Sub System	9CB - ELECTRONIC CONTROL MODULES	Area of Failure	UNCODABLE (WRITE IN ECCI CASE)		
Customer Complaint / Reason for contact	DIE OUT / STALLS						
Created Date	05/01/2017	Created By	T4306MB	Updated Date	05/02/2017	Updated By	T4306MB

## ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Vehicle Scan Report.pdf	CSDAdmin	05/29/2018
DUPLICATE1_Vehicle Scan Report.pdf	CSDAdmin	03/03/2019

## CONTACT

Dealer	64777	Bob & Chuck Eddy Chrysler Dodge	Phone		
Address	4850 Mahoning Avenue				
City	Austintown	State	OH	ZIP	44515
Dealer Zone	42	County			
Technician Name	Keith Fink	Technician TID/SID	S86682B	Technician Email	
Training Level		Contact Via SMS		Contact Via Email	

## CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	2
Initial Concern	stalling or has stalled				
Duplicated	Yes	Repairs Parts and Tests	none. wait for star		
DTC1	DTC2	DTC3	DTC4		
Information Sent					
Scan Tool Software Version	Last TechConnect Search	Vehicle Off Road or Tow-in	No	RO Number	08087

## RESOLUTION

Description	[outbound] Spoke to Keith to follow-up on this concern. Vehicle sat overnight in the shop and started without any misfires. Vehicle seems to be repaired. - Mike B -
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## WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
	09/27/2019		3000	12/21/2017	PAID
08087A	09/27/2019		1242	05/01/2017	PAID
	09/27/2019		3000	12/21/2017	PAID
	09/27/2019		3000	12/21/2017	REJECTED
	09/27/2019		3000	12/21/2017	SUSPENDED
493969	09/27/2019		18599	01/04/2019	PAID
494546	09/27/2019		19646	01/16/2019	PAID

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
494546	09/27/2019		19646	01/16/2019	REJECTED
497491	09/27/2019		20010	03/11/2019	PAID
497491	09/27/2019		20010	03/11/2019	REJECTED
497491	09/27/2019		20010	03/11/2019	SUSPENDED
500692	09/27/2019		23052	04/30/2019	REJECTED
531389	09/27/2019		15	01/27/2017	PAID
780617	09/27/2019		13777	08/01/2018	PAID
C80617	09/27/2019		13777	08/01/2018	PAID

## CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	stalling or has stalled	S86682B	05/01/2017
Agent States	Keith, thanks for opening up a ticket with us. It sounds like the customer encountered a stall condition. Do you know the conditions at the time of the stall? - Mike B -	T4306MB	05/01/2017
Dealer States	all i was told that was while driving but my manager said the way they described it, it sounded like one from a few weeks ago. so most likely first start pulling out of garage or parking lot. i will try to get more info. on the other one they said a flash was going to be available to correct this problem, and this vehicle does have a revised flash.	S86682B	05/01/2017
Agent States	Keith, there may be a chance that the latest flash could resolve the issue. The most likely scenario we would expect is that the customer was leaving the gas station after a fill-up. - Mike B -	T4306MB	05/01/2017
Dealer States	still haven't got ahold of customer. i'll do the flash and test drive it.	S86682B	05/01/2017
Dealer States	called the customer myself. he said he pulled out of his driveway, it shuddered a bit, CEL came on and was flashing and when he tried to go up a grade it acted as if it wanted to stall. customer took it home and had it towed.	S86682B	05/01/2017
Agent States	Ok Keith, are there any DTC's active or stored? Please attach a Vehicle Scan Report to the case for review, thanks. After saving/attaching the scan report, I would flash the PCM and see if you can duplicate the condition. - Mike B -	T4306MB	05/01/2017
Dealer States	i sent another scan report, its showing two now on my side. one other thing with this car, stop/start is inop. i cant find any info on the system. no codes in any modules now after i updated the PCM, and nothing related to stop/start	S86682B	05/01/2017
Agent States	Keith, check the battery state of charge data. I see in the Freeze Frame data that the state of charge is 68%, if that value drops below 65% the Start/Stop will be inhibited. Check and see if the WiTECH shows an inhibit screen for the Stop/Start system. - Mike B -	T4306MB	05/01/2017
Dealer States	ok. value was at 55%. going to charge it then test drive again. thank you	S86682B	05/01/2017
Agent States	You're welcome. Let me know if it continues to act-up. Thanks. - Mike -	T4306MB	05/01/2017
Dealer States	charged battery till at 72%, test drove, stop/start working perfectly. car drives great now.	S86682B	05/02/2017
Agent States	Keith, did the engine start and run ok at the initial start-up? - Mike B -	T4306MB	05/02/2017
Dealer States	yes it did	S86682B	05/02/2017
Agent States	Ok that's good. Engineering wasn't certain if the flash was going to resolve this case. - Mike -	T4306MB	05/02/2017
Dealer States	so far so good. put about 10 miles on it without an issue	S86682B	05/02/2017
Agent States	[outbound] Spoke to Keith to follow-up on this concern. Vehicle sat overnight in the shop and started without any misfires. Vehicle seems to be repaired. - Mike B -	T4306MB	05/02/2017
Agent States	flash update	T4306MB	05/02/2017

# CHERWELL REPORT

## VEHICLE

VIN		Model Year	2017	Body	41	ALFA GIULIA TI RWD
Built Date	11/25/2016	Mileage (Miles)	2678	MDH	11250	
Engine	EC2	EC2				
Transmission		DFW				
Emmission	50 State Emissions					

## GENERAL

STAR Case ID		Case Status	Closed				
Application Group	331 - DRIVEABILITY CORE GROUP						
Component Group	9FI - MODULE, POWERTRAIN CONTROL (ANY)						
Primary System	18 - VEHICLE PERFORMANCE	Sub System	9CB - ELECTRONIC CONTROL MODULES	Area of Failure	FLASH MODULE		
Customer Complaint / Reason for contact	DIE OUT / STALLS						
Created Date	05/03/2017	Created By	T4306MB	Updated Date	05/08/2017	Updated By	T4306MB

## ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Scan Report H7530862.pdf	CSDAdmin	06/05/2018
NTF Check Sheet H7530862.pdf	CSDAdmin	06/05/2018
Config Report H7530862.pdf	CSDAdmin	05/29/2018
Gas Engine Diag Form H7530862.pdf	CSDAdmin	06/05/2018

## CONTACT

Dealer	69066	Towbin FIAT Alfa Romeo	Phone		
Address	260 N Gibson Rd				
City	Henderson	State	NV	ZIP	89014
Dealer Zone	70	County			
Technician Name	Brian Olson	Technician TID/SID	S88915M	Technician Email	
Training Level		Contact Via SMS		Contact Via Email	

## CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	2
Initial Concern	Customer states vehicle lost power then stalled during a right turn in an intersection. Only happened once.				
Duplicated	No	Repairs Parts and Tests	Checked and found no related codes for any stall or performance concern. Did find another ECM flash is available per 18-030-17 Rev. A but that update is only for listed code concerns. Could not perform a full road test due to a tire concern, only drove on lot, and was not advised of fuel level when concern happened. Customer also requested us to check for any other updates and has the HVAC update also. Since there is no concern from the customer I would need your authorization to do this update.		
DTC1		DTC2		DTC3	
DTC4					
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
RO Number	34621				

## RESOLUTION

Description	Ok Brian, if anything comes up you can reopen this case within 15 days. Otherwise this case can be referenced indefinitely. Thanks. - Mike
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## WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
004780	12/09/2020	[REDACTED]	1769	03/18/2017	PAID
005180	12/09/2020	[REDACTED]	1769	04/06/2017	PAID
007617	12/09/2020	[REDACTED]	9551	09/19/2017	PAID
[REDACTED]	12/09/2020	[REDACTED]	15044	02/15/2018	PAID
011907	12/09/2020	[REDACTED]	21794	10/22/2018	PAID
012640	12/09/2020	[REDACTED]	20718	07/23/2018	PAID
032774	12/09/2020	[REDACTED]	16	01/26/2017	PAID
034621	12/09/2020	[REDACTED]	2678	04/29/2017	PAID
123418	12/09/2020	[REDACTED]	900	03/01/2017	PAID
224358	12/09/2020	[REDACTED]	32029	01/30/2020	PAID
225259	12/09/2020	[REDACTED]	33702	05/07/2020	PAID
226303	12/09/2020	[REDACTED]	36250	08/28/2020	PAID
226303	12/09/2020	[REDACTED]	36250	08/28/2020	REJECTED
648210	12/09/2020	[REDACTED]	21845	05/03/2019	PAID
A04780	12/09/2020	[REDACTED]	1769	03/18/2017	PAID
A07617	12/09/2020	[REDACTED]	9551	09/19/2017	PAID
[REDACTED]	12/09/2020	[REDACTED]	15044	02/15/2018	PAID
A12640	12/09/2020	[REDACTED]	20718	07/23/2018	PAID
B07617	12/09/2020	[REDACTED]	9551	09/19/2017	PAID
B12640	12/09/2020	[REDACTED]	20718	07/23/2018	PAID
C07617	12/09/2020	[REDACTED]	9551	09/19/2017	PAID
PREPNV	12/09/2020	[REDACTED]	0	01/27/2017	PAID

## CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	Customer states vehicle lost power then stalled during a right turn in an intersection. Only happened once.	S88915M	05/03/2017
Dealer States	Scan and configuration reports added to ticket.	S88915M	05/03/2017
Agent States	Brian, there's not much to go on for this concern. Since the customer encountered this condition during a turn, it would be nice to know the fuel level when this occurred. What is the fuel level at right now? Please attach the vehicle scan report to the case, thanks. Also, after saving a copy of the current scan report, go ahead and perform the flash related to 18-030-17 REV. A. - Mike B -	T4306MB	05/03/2017
Dealer States	The report was attached already and I will see if we can get the level info from the customer. Current level is 5/8 full on cluster gauge.	S88915M	05/03/2017
Agent States	Brian, I am not seeing the ECU Summary Info which shows the current flash part #'s. - Mike B -	T4306MB	05/03/2017
Dealer States	I attached it again, just in case it didn't go through the first time.	S88915M	05/03/2017
Agent States	Brian, thank you, it's there now. I recommend flashing the PCM and see if the concern can be duplicated afterwards. - Mike -	T4306MB	05/03/2017
Dealer States	Drove after flashed, I think they're experiencing the stop/start being active, but just with bad pedal timing. I noticed if I come to a complete stop only briefly and go to accelerate again there is a slight delay if the engine has just turned off. There was even an instance where I was already on the gas pedal for a moment before it restarted. Other than that it is driving ok. We will speak with the customer about it to be sure they are aware of the stop/start functions.	S88915M	05/03/2017
Agent States	Ok Brian, it sounds like maybe they just need to get used to the Stop/Start system. Let me know if you determine there is an issue. Thanks. - Mike -	T4306MB	05/04/2017
Agent States	Brian, I see there was a stored P0815 in the TCM at the time the Scan Report was run. Did this code return? Did you verify the upshift switch was functional? - Mike -	T4306MB	05/05/2017
Dealer States	No it didn't return and it did work when I used it. I've seen this a couple times in other cars, but it's always been stored and the switch was working.	S88915M	05/05/2017

<i>Dealer/Agent</i>	<i>Detail</i>	<i>Modified By</i>	<i>Last Modified Date</i>
<b>Agent States</b>	Brian, thanks for the update. Has the vehicle been returned to the customer, or are you holding it to drive again? - Mike B -	T4306MB	05/05/2017
<b>Dealer States</b>	Waiting for the owner to come pick up the vehicle.	S88915M	05/05/2017
<b>Agent States</b>	Ok Brian, if anything comes up you can reopen this case within 15 days. Otherwise this case can be referenced indefinitely. Thanks. - Mike -	T4306MB	05/08/2017
<b>Agent States</b>	Flashed ECM and told customer about the start/stop operations.	T4306MB	05/08/2017

## CHERWELL REPORT

### VEHICLE

VIN		Model Year	2017	Body	41	ALFA GIULIAAWD
Built Date	12/12/2016	Mileage (Miles)	1171	MDH	12120	
Engine	EC2	EC2				
Transmission		DFW				
Emmission	50 State Emissions					

### GENERAL

STAR Case ID		Case Status	Closed				
Application Group	331 - DRIVEABILITY CORE GROUP						
Component Group	9FI - MODULE, POWERTRAIN CONTROL (ANY)						
Primary System	18 - VEHICLE PERFORMANCE	Sub System	9CB - ELECTRONIC CONTROL MODULES	Area of Failure	FLASH MODULE		
Customer Complaint / Reason for contact	MIL ON						
Created Date	05/04/2017	Created By	T2797LF	Updated Date	05/05/2017	Updated By	T2797LF

### ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Vehicle Scan Report.pdf	CSDAdmin	06/07/2018
Gas Engine Diag Form.pdf	CSDAdmin	05/29/2018

### CONTACT

Dealer	69263	Alfa Romeo of Greenwich	Phone		
Address	321 W Putnam Ave				
City	Greenwich	State	CT	ZIP	06830
Dealer Zone	32	County			
Technician Name	Christopher Grande	Technician TID/SID	S985650	Technician Email	
Training Level		Contact Via SMS		Contact Via Email	

### CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	2		
Initial Concern	C/S check engine light came on, car lost power and stalled.						
Duplicated	Yes	Repairs Parts and Tests	Performed ECM flash 18-030-17 REV A for P0363 misfire fuel disabled. Performed HVAC flash 24-002-17 for client satisfaction to prevent comebacks. Verified battery & charged for low voltage codes. Followed DTC-based diagnostics for P0186 downshift circuit fault in TCM. Paddles work according to wiTech data, but faults return. Pin test SCCM/paddles 0.2 ohms on signal return, 1.1 ohms to ground with 0.02 Vdrop with power applied. Trans connectors OK, no cross continuity. Applied stabilant and wiggled connectors and harnesses to verify faults have not become active. Cleared all faults and road test again, faults have not returned after stabilant applied. Returned to client for long term verification of repairs. STAR case for informational purposes only, vehicle repaired at this time.				
DTC1	P0363	DTC2	P0816	DTC3	c1200	DTC4	
Information Sent							
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	Yes	RO Number	75656

### RESOLUTION

Description	Christopher, please test the battery with your GR8 tester. Inspect the battery disconnect to insure that it is fully engaged. Inspect the connections at the remote jump post - under the hood - cowl area. Advise what is found. Thanks, Leon P0363-00-MISFIRE DETECTED - FUELING DISABLED
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### CONVERSATION (CLAIMS)

<i>Dealer/Agent</i>	<i>Detail</i>	<i>Modified By</i>	<i>Last Modified Date</i>
<b>Dealer States</b>	C/S check engine light came on, car lost power and stalled.	S98565O	05/04/2017
<b>Agent States</b>	Christopher, please test the battery with your GR8 tester. Inspect the battery disconnect to insure that it is fully engaged. Inspect the connections at the remote jump post - under the hood - cowl area. Advise what is found. Thanks, Leon P0363-00-MISFIRE DETECTED - FUELING DISABLED	T2797LF	05/04/2017
<b>Agent States</b>	ECM flash, battery charge, TCM wiring check & add stabilant.	T2797LF	05/05/2017

# CHERWELL REPORT

## VEHICLE

VIN		Model Year	2017	Body	41	ALFA GIULIA TI RWD
Built Date	12/15/2016	Mileage (Miles)	3086	MDH	12150	
Engine	EC2		EC2			
Transmission			DFW			
Emmission	50 State Emissions					

## GENERAL

STAR Case ID		Case Status	Closed		
Application Group	491 - BODY/CHASSIS CORE GROUP				
Component Group	8AG - MODULE, (ANY)				
Primary System	08 - ELECTRICAL	Sub System	08M - ELECTRONIC CONTROL MODULES	Area of Failure	PROGRAMMING REQUIRED
Customer Complaint / Reason for contact	INOPERATIVE				
Created Date	05/09/2017	Created By	T7012KR	Updated Date	05/12/2017
				Updated By	T7012KR

## CONTACT

Dealer	69244	The Collection Alfa Romeo	Phone		
Address	200 Bird Road				
City	Coral Gables	State	FL	ZIP	33146
Dealer Zone	66	County			
Technician Name	David Munoz	Technician TID/SID	S06894M	Technician Email	
Training Level		Contact Via SMS		Contact Via Email	

## CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	2	
Initial Concern	vehicle stalled out					
Duplicated	Yes	Repairs Parts and Tests	performed ecu update			
DTC1		DTC2		DTC3		
DTC4						
Information Sent						
Scan Tool Software Version		Last TechConnect Search	Vehicle Off Road or Tow-in	No	RO Number	717118

## RESOLUTION

Description	Called and spoke with David. After the ECU update the concern was no longer present. The vehicle has been released to the customer and is completed. Thank you, Ken R.
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## CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	vehicle stalled out	S06894M	05/09/2017
Agent States	Hello David. Did this occur before or after the ECU updates? Are there any codes set for the vehicle? Please attaché a vehicle scan and configuration report to this ticket. Ken R.	T7012KR	05/09/2017
Agent States	Hello David. Did this occur before or after the ECU updates? Are there any codes set for the vehicle? Please attaché ½ a vehicle scan and configuration report to this ticket. Ken R.	T7012KR	05/09/2017
Dealer States	before update had to release vehicle and there were no codes related	S06894M	05/10/2017
Agent States	Ok David. Will the customer be returning to have the vehicle inspected? Ken R.	T7012KR	05/10/2017
Dealer States	inspected for what ?	S06894M	05/10/2017
Agent States	The stalling condition or is it believed that this is no longer a concern. Ken R.	T7012KR	05/10/2017
Agent States	Called and spoke with David. After the ECU update the concern was no longer present. The vehicle has been released to the customer and is completed. Thank you, Ken R.	T7012KR	05/11/2017
Agent States	performing ecu update. Technician requested closure	T7012KR	05/12/2017

**CHERWELL REPORT**

**VEHICLE**

<b>VIN</b>		<b>Model Year</b>	2017	<b>Body</b>	41	ALFA GIULIA AWD
<b>Built Date</b>	01/25/2017	<b>Mileage (Miles)</b>	1593	<b>MDH</b>	01250	
<b>Engine</b>	EC2	EC2				
<b>Transmission</b>	DFW					
<b>Emmission</b>	50 State Emissions					

**GENERAL**

<b>STAR Case ID</b>		<b>Case Status</b>	Closed				
<b>Application Group</b>	191 - A/C & ENGINE CORE GROUP						
<b>Component Group</b>	9FI - MODULE, POWERTRAIN CONTROL (ANY)						
<b>Primary System</b>	18 - VEHICLE PERFORMANCE	<b>Sub System</b>	9CB - ELECTRONIC CONTROL MODULES	<b>Area of Failure</b>	UNCODABLE (WRITE IN ECCI CASE)		
<b>Customer Complaint / Reason for contact</b>	MIL ON						
<b>Created Date</b>	05/17/2017	<b>Created By</b>	T4306MB	<b>Updated Date</b>	05/31/2017	<b>Updated By</b>	T4306MB

**CONTACT**

<b>Dealer</b>	69069	Safford Alfa Romeo of Tysons Corner	<b>Phone</b>		
<b>Address</b>	8448 Leesburg Pike				
<b>City</b>	Vienna	<b>State</b>	VA	<b>ZIP</b>	22182
<b>Dealer Zone</b>	35	<b>County</b>			
<b>Technician Name</b>	Jon Goodrich	<b>Technician TID/SID</b>	S04346M	<b>Technician Email</b>	
<b>Training Level</b>		<b>Contact Via SMS</b>		<b>Contact Via Email</b>	

**CASE SUMMARY**

<b>Customer Waiting</b>	<b>Repair Attempts</b>	<b>Days In Shop</b>	0
<b>Initial Concern</b>	Perform DTC Inspection		
<b>Duplicated</b>	<b>Repairs Parts and Tests</b>		
<b>DTC1</b>	<b>DTC2</b>	<b>DTC3</b>	<b>DTC4</b>
<b>Information Sent</b>			
<b>Scan Tool Software Version</b>	<b>Last TechConnect Search</b>	<b>Vehicle Off Road or Tow-in</b>	No <b>RO Number</b>

**RESOLUTION**

**Description** Case closed.

**CONVERSATION (CLAIMS)**

<b>Dealer/Agent</b>	<b>Detail</b>	<b>Modified By</b>	<b>Last Modified Date</b>
<b>Agent States</b>	[outbound] Vehicle Flagging Project. Contacted Dealer and spoke to the tech. The tech has already flashed the ECM so we're not sure of the actual DTC's. Jon stated that he's had a few of these cars that cut-out and stall, setting a P0299. He has been flashing the ECM's and the condition seems to be resolved. There are DTC's listed for the ECM on the VIP Summary that are not listed in Service Info, and the technician does not recall the vehicle having the codes listed in the VIP Summary. I have asked for Jon to open a STAR Case for any of these vehicles that come in for service - besides recalls and RRT's. - Mike B -	T4306MB	05/17/2017
<b>Dealer States</b>	Perform DTC Inspection	T4306MB	05/17/2017
<b>Agent States</b>	Case closed.	T4306MB	05/31/2017

# CHERWELL REPORT

## VEHICLE

VIN		Model Year	2017	Body	41	ALFA GIULIA TI RWD
Built Date	11/28/2016	Mileage (Miles)	3179	MDH	11280	
Engine	EC2		EC2			
Transmission			DFW			
Emmission	50 State Emissions					

## GENERAL

STAR Case ID		Case Status	Closed		
Application Group	331 - DRIVEABILITY CORE GROUP				
Component Group	9FI - MODULE, POWERTRAIN CONTROL (ANY)				
Primary System	18 - VEHICLE PERFORMANCE	Sub System	9CB - ELECTRONIC CONTROL MODULES	Area of Failure	FLASH MODULE
Customer Complaint / Reason for contact	SERVICE BULLETINS / RECALLS / RRT				
Created Date	05/20/2017	Created By	T4520J1	Updated Date	05/30/2017
				Updated By	T2797LF

## CONTACT

Dealer	69318	Jim Ellis Alfa Romeo Atlanta	Phone		
Address	5855 Peachtree Industrial Blvd.				
City	Atlanta	State	GA	ZIP	30341
Dealer Zone	66	County			
Technician Name	Donald Downs	Technician TID/SID	S780611	Technician Email	
Training Level		Contact Via SMS		Contact Via Email	

## CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	2
Initial Concern	ENGINE STALLED SHORTLY AFTER REFUELING.				
Duplicated	Yes	Repairs Parts and Tests	SOFTWARE UPDATE FOR ECM		
DTC1	DTC2	DTC3		DTC4	
Information Sent					
Scan Tool Software Version	Last TechConnect Search	Vehicle Off Road or Tow-in	No	RO Number	

## RESOLUTION

Description	The STAR center has received your Technical assistance request. One of our Giulia agents will reach out to you shortly. Reassign T2797LF.
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## WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
	06/19/2019		3180	05/19/2017	PAID
	06/19/2019		3477	06/26/2017	PAID
	06/19/2019		3477	06/26/2017	REJECTED
	06/19/2019		5270	08/04/2017	PAID
	06/19/2019		5270	08/04/2017	REJECTED
	06/19/2019		5885	09/15/2017	PAID
	06/19/2019		5885	09/15/2017	REJECTED
	06/19/2019		10710	02/19/2018	PAID
101149	06/19/2019		15873	08/04/2018	PAID
101629	06/19/2019		17526	11/10/2018	PAID
A00651	06/19/2019		10710	02/19/2018	PAID
PREPNV	06/19/2019		0	02/07/2017	PAID

**CONVERSATION (CLAIMS)**

<i>Dealer/Agent</i>	<i>Detail</i>	<i>Modified By</i>	<i>Last Modified Date</i>
<b>Dealer States</b>	ENGINE STALLED SHORTLY AFTER REFUELING.	S78061I	05/20/2017
<b>Agent States</b>	The STAR center has received your Technical assistance request. One of our Giulia agents will reach out to you shortly. Reassign T2797LF.	T4520J1	05/20/2017
<b>Agent States</b>	ECM SOFTWARE UPDATE	T2797LF	05/30/2017

# CHERWELL REPORT

## VEHICLE

VIN		Model Year	2017	Body	41	ALFA GIULIA TI RWD
Built Date	11/29/2016	Mileage (Miles)	1685	MDH	11290	
Engine	EC2	EC2				
Transmission	DFW					
Emmission	50 State Emissions					

## GENERAL

STAR Case ID		Case Status	Closed				
Application Group	191 - A/C & ENGINE CORE GROUP						
Component Group	9FI - MODULE, POWERTRAIN CONTROL (ANY)						
Primary System	18 - VEHICLE PERFORMANCE	Sub System	9CB - ELECTRONIC CONTROL MODULES	Area of Failure	FLASH MODULE		
Customer Complaint / Reason for contact	DIE OUT / STALLS						
Created Date	05/22/2017	Created By	T4306MB	Updated Date	05/23/2017	Updated By	T4306MB

## ATTACHMENTS

File Path	Uploaded By	Date Uploaded
H7531158.pdf	CSDAdmin	06/07/2018
Gas Engine Diag Form.pdf	CSDAdmin	05/29/2018

## CONTACT

Dealer	69142	Ed Morse Alfa Romeo FIAT	Phone		
Address	11024 Causeway Blvd				
City	Brandon	State	FL	ZIP	33511
Dealer Zone	66	County			
Technician Name	Matthew Johnson	Technician TID/SID	S40967M	Technician Email	
Training Level		Contact Via SMS		Contact Via Email	

## CASE SUMMARY

Customer Waiting	No	Repair Attempts	2	Days In Shop	2		
Initial Concern	C/S vehicle lost power while driving, would not accelerate over 35MPH, C/S Check engine light on, C/S vehicle is idling rough, C/S after filling vehicle with fuel, vehicle is stalling, C/S ETC light is coming on.						
Duplicated	Yes	Repairs Parts and Tests	No repair/diagnosis completed yet, Vehicle scan report attached, Vehicle was in for similar complaints previously.				
DTC1	P0087	DTC2	P2299	DTC3	DTC4		
Information Sent							
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No	RO Number	33589

## RESOLUTION

Description	[outbound] Matthew has called regarding this vehicle. I advised that the flash related to Service Bulletin 18-030-17 should resolve all of these issues with the exception of the P2299. We discussed that the customer may be covering both pedals while braking. This case can be reopened within 15 days if any further issues. Otherwise, this case can be referenced indefinitely. - Mike B -
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## CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	C/S vehicle lost power while driving, would not accelerate over 35MPH, C/S Check engine light on, C/S vehicle is idling rough, C/S after filling vehicle with fuel, vehicle is stalling, C/S ETC light is coming on.	S40967M	05/22/2017
Agent States	[outbound] Matthew has called regarding this vehicle. I advised that the flash related to Service Bulletin 18-030-17 should resolve all of these issues with the exception of the P2299. We discussed that the customer may be covering both pedals while braking. This case can be	T4306MB	05/22/2017

<i>Dealer/Agent</i>	<i>Detail</i>	<i>Modified By</i>	<i>Last Modified Date</i>
	reopened within 15 days if any further issues. Otherwise, this case can be referenced indefinitely. - Mike B -		
<b>Agent States</b>	ECM Flash update	T4306MB	05/23/2017

# CHERWELL REPORT

## VEHICLE

VIN		Model Year	2017	Body	41	ALFA GIULIA TI RWD
Built Date	02/24/2017	Mileage (Miles)	1429	MDH	02240	
Engine	EC2		EC2			
Transmission	DFW					
Emmission	50 State Emissions					

## GENERAL

STAR Case ID		Case Status	Closed		
Application Group	331 - DRIVEABILITY CORE GROUP				
Component Group	9FI - MODULE, POWERTRAIN CONTROL (ANY)				
Primary System	18 - VEHICLE PERFORMANCE	Sub System	9CB - ELECTRONIC CONTROL MODULES	Area of Failure	FLASH MODULE
Customer Complaint / Reason for contact	MIL ON				
Created Date	05/22/2017	Created By	T4306MB	Updated Date	05/23/2017
				Updated By	T4306MB

## ATTACHMENTS

File Path	Uploaded By	Date Uploaded
ECU UPDATE.pdf	CSDAdmin	06/07/2018
alfa dtc report 719386.pdf	CSDAdmin	05/29/2018

## CONTACT

Dealer	69244	The Collection Alfa Romeo	Phone		
Address	200 Bird Road				
City	Coral Gables	State	FL	ZIP	33146
Dealer Zone	66	County			
Technician Name	David Munoz	Technician TID/SID	S06894M	Technician Email	
Training Level		Contact Via SMS		Contact Via Email	

## CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	2
Initial Concern	after fuel fill up vehicle stalled out				
Duplicated	Yes	Repairs Parts and Tests	there is a ecu update		
DTC1	DTC2	DTC3	DTC4		
Information Sent					
Scan Tool Software Version	Last TechConnect Search	Vehicle Off Road or Tow-in	No	RO Number	719386

## RESOLUTION

Description	David, thank you for opening a case. Please flash the PCM per Service Bulletin 18-030-17. This should resolve this issue. If anything comes up you can reopen this case within 15 days. Otherwise, this case can be referenced indefinitely. Thank you. - Mike B -
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## CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	after fuel fill up vehicle stalled out	S06894M	05/22/2017
Agent States	David, thank you for opening a case. Please flash the PCM per Service Bulletin 18-030-17. This should resolve this issue. If anything comes up you can reopen this case within 15 days. Otherwise, this case can be referenced indefinitely. Thank you. - Mike B -	T4306MB	05/22/2017
Agent States	performed ecu update	T4306MB	05/23/2017

**CHERWELL REPORT**

**VEHICLE**

<b>VIN</b>		<b>Model Year</b>	2017	<b>Body</b>	41	ALFA GIULIA RWD
<b>Built Date</b>	12/15/2016	<b>Mileage (Miles)</b>	1185	<b>MDH</b>	12150	
<b>Engine</b>	EC2		EC2			
<b>Transmission</b>			DFW			
<b>Emmission</b>	50 State Emissions					

**GENERAL**

<b>STAR Case ID</b>		<b>Case Status</b>	Closed
<b>Application Group</b>	331 - DRIVEABILITY CORE GROUP		
<b>Component Group</b>	9FI - MODULE, POWERTRAIN CONTROL (ANY)		
<b>Primary System</b>	18 - VEHICLE PERFORMANCE	<b>Sub System</b>	9CB - ELECTRONIC CONTROL MODULES
<b>Customer Complaint / Reason for contact</b>			<b>Area of Failure</b> FLASH MODULE
<b>Created Date</b>	05/23/2017	<b>Created By</b>	T4306MB
		<b>Updated Date</b>	05/23/2017
		<b>Updated By</b>	T4306MB

**ATTACHMENTS**

File Path	Uploaded By	Date Uploaded
alfa report 719616.pdf	CSDAdmin	05/31/2018

**CONTACT**

<b>Dealer</b>	69244	The Collection Alfa Romeo	<b>Phone</b>		
<b>Address</b>	200 Bird Road				
<b>City</b>	Coral Gables	<b>State</b>	FL	<b>ZIP</b>	33146
<b>Dealer Zone</b>	66	<b>County</b>			
<b>Technician Name</b>	David Munoz	<b>Technician TID/SID</b>	S06894M	<b>Technician Email</b>	
<b>Training Level</b>		<b>Contact Via SMS</b>		<b>Contact Via Email</b>	

**CASE SUMMARY**

<b>Customer Waiting</b>	No	<b>Repair Attempts</b>	1	<b>Days In Shop</b>	2
<b>Initial Concern</b>	c/s upon cold start up vehicle miss fire and stalls out				
<b>Duplicated</b>	Yes	<b>Repairs Parts and Tests</b>	performed ecu and hvac update cleared code then test drove and scanned again no codes return that are related		
<b>DTC1</b>		<b>DTC2</b>		<b>DTC3</b>	
<b>Information Sent</b>					
<b>Scan Tool Software Version</b>		<b>Last TechConnect Search</b>		<b>Vehicle Off Road or Tow-in</b>	No
				<b>RO Number</b>	719616

**RESOLUTION**

<b>Description</b>	David, if I understand correctly you have flashed the PCM to the latest, which would relate to Service Bulletin 18-030-17 Rev A.? Has the vehicle stalled since the PCM was flashed? We would expect that the flash would resolve concerns similar to this. If the stalling condition is duplicated after the flash, please attach a new scan report so we can verify that the flash took. - Mike B -
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**CONVERSATION (CLAIMS)**

Dealer/Agent	Detail	Modified By	Last Modified Date
<b>Dealer States</b>	c/s upon cold start up vehicle miss fire and stalls out	S06894M	05/23/2017
<b>Agent States</b>	David, if I understand correctly you have flashed the PCM to the latest, which would relate to Service Bulletin 18-030-17 Rev A.? Has the vehicle stalled since the PCM was flashed? We would expect that the flash would resolve concerns similar to this. If the stalling condition is duplicated after the flash, please attach a new scan report so we can verify that the flash took. - Mike B -	T4306MB	05/23/2017
<b>Agent States</b>	performed ecu update t correct issue	T4306MB	05/23/2017

# CHERWELL REPORT

## VEHICLE

VIN		Model Year	2017	Body	41	ALFA GIULIA RWD
Built Date	01/17/2017	Mileage (Miles)	382	MDH	01170	
Engine	EC2	EC2				
Transmission	DFW					
Emmission	50 State Emissions					

## GENERAL

STAR Case ID		Case Status	Closed		
Application Group	491 - BODY/CHASSIS CORE GROUP				
Component Group	8AG - MODULE, (ANY)				
Primary System	08 - ELECTRICAL	Sub System	08M - ELECTRONIC CONTROL MODULES	Area of Failure	PROGRAMMING REQUIRED
Customer Complaint / Reason for contact	WON'T MEET CUSTOMER REQUIREMENTS				
Created Date	05/25/2017	Created By	T3065KM	Updated Date	05/25/2017
				Updated By	T3065KM

## ATTACHMENTS

File Path	Uploaded By	Date Uploaded
alfa report 719949.pdf	CSDAdmin	05/29/2018

## CONTACT

Dealer	69244	The Collection Alfa Romeo	Phone		
Address	200 Bird Road				
City	Coral Gables	State	FL	ZIP	33146
Dealer Zone	66	County			
Technician Name	David Munoz	Technician TID/SID	S06894M	Technician Email	
Training Level		Contact Via SMS		Contact Via Email	

## CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	2
Initial Concern	vehicle missed fire and then stalled out and mil light came on then turned back off				
Duplicated	Yes	Repairs Parts and Tests	performed ecu update , vehicle has much improvement also was a waiter so release vehicle to customer		
DTC1		DTC2		DTC3	
DTC4					
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	719949

## RESOLUTION

Description

## CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	vehicle missed fire and then stalled out and mil light came on then turned back off	S06894M	05/25/2017
Agent States	performed ecu update. I contacted David and he stated that an ecu update was completed to correct the issue and the vehicle has been released to the customer. At heis time we can go ahead and close the ticket. If more assistance is needed you can open this ticket within 15 days or open a new ticket and reference this one. Thank you. Kevin M. Technician requests closure	T3065KM	05/25/2017

# CHERWELL REPORT

## VEHICLE

VIN		Model Year	2017	Body	41	ALFA GIULIA TI RWD
Built Date	12/15/2016	Mileage (Miles)	896	MDH	12150	
Engine	EC2		EC2			
Transmission			DFW			
Emmission	50 State Emissions					

## GENERAL

STAR Case ID		Case Status	Closed		
Application Group	331 - DRIVEABILITY CORE GROUP				
Component Group	9FI - MODULE, POWERTRAIN CONTROL (ANY)				
Primary System	18 - VEHICLE PERFORMANCE	Sub System	9CB - ELECTRONIC CONTROL MODULES	Area of Failure	FLASH MODULE
Customer Complaint / Reason for contact	DIE OUT / STALLS				
Created Date	05/27/2017	Created By	T4520J1	Updated Date	05/31/2017
				Updated By	T2797LF

## ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Gas Engine Diag Form h7533211.pdf	CSDAdmin	05/31/2018

## CONTACT

Dealer	69039	Orange Coast Alfa Romeo And FIAT	Phone		
Address	2524 Harbor Blvd				
City	Costa Mesa	State	CA	ZIP	92626
Dealer Zone	71	County			
Technician Name	Scott Henson	Technician TID/SID	S74550K	Technician Email	
Training Level		Contact Via SMS		Contact Via Email	

## CASE SUMMARY

Customer Waiting	Yes	Repair Attempts	1	Days In Shop	2
Initial Concern	Guest states that vehicle stalled while driving				
Duplicated	Yes	Repairs Parts and Tests	I have contacted my local Tech Assistant and his statement is to reset adaptives, relearn throttle body and fill vehicle with fresh premium fuel. I also want to explore a ECM update as I see one available. Would this be along the lines of what the STAR center would advise? No active or stored DTCs were found in ECM at this time		
DTC1		DTC2		DTC3	
DTC4					
Information Sent					
Scan Tool Software Version	Last TechConnect Search	Vehicle Off Road or Tow-in	No	RO Number	83401

## RESOLUTION

**Description** ?At this time, all Giulia-trained agents are busy assisting other customers. The next available agent will call you momentarily.?

## CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	Guest states that vehicle stalled while driving	S74550K	05/27/2017
Agent States	?At this time, all Giulia-trained agents are busy assisting other customers. The next available agent will call you momentarily.?	T4520J1	05/27/2017
Agent States	cleared all adaptive memory and flashed ECM with latest update.	T2797LF	05/31/2017

# CHERWELL REPORT

## VEHICLE

VIN		Model Year	2017	Body	41	ALFA GIULIA RWD
Built Date	03/24/2017	Mileage (Miles)	206	MDH	03240	
Engine	EC2	EC2				
Transmission	DFW					
Emmission	50 State Emissions					

## GENERAL

STAR Case ID		Case Status	Closed				
Application Group	331 - DRIVEABILITY CORE GROUP						
Component Group	9FI - MODULE, POWERTRAIN CONTROL (ANY)						
Primary System	18 - VEHICLE PERFORMANCE	Sub System	9CB - ELECTRONIC CONTROL MODULES	Area of Failure	FLASH MODULE		
Customer Complaint / Reason for contact	DIE OUT / STALLS						
Created Date	05/30/2017	Created By	T4306MB	Updated Date	05/30/2017	Updated By	T4306MB

## ATTACHMENTS

File Path	Uploaded By	Date Uploaded
configuration report..pdf	CSDAdmin	06/07/2018
scan report.pdf	CSDAdmin	06/07/2018
H7545759 Gas Engine Diag Form.pdf	CSDAdmin	05/31/2018

## CONTACT

Dealer	69082	Rick Case Alfa Romeo FIAT	Phone		
Address	3500 Weston Rd				
City	Davie	State	FL	ZIP	33331
Dealer Zone	66	County			
Technician Name	Rayad Mohammed	Technician TID/SID	S726971	Technician Email	
Training Level		Contact Via SMS		Contact Via Email	

## CASE SUMMARY

Customer Waiting	Yes	Repair Attempts	1	Days In Shop	2
Initial Concern	Car has shut down while driving. Car stalled and needed to start the car again.				
Duplicated	Yes	Repairs Parts and Tests	IM CURRENTLY CHARGING THE BATTERY SINCE THIS IS A NEW VEHICLE AND WOULD YOU RECOMMEND FOR ME TO PERFORM THE PCM SOFTWARE UPDATE FOR T.S.B 18-030-17 REV.A.?		
DTC1		DTC2		DTC3	
Information Sent					
Scan Tool Software Version	Last TechConnect Search	Vehicle Off Road or Tow-in	No	RO Number	224381

## RESOLUTION

Description: You're welcome.

## CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	Car has shut down while driving. Car stalled and needed to start the car again.	S726971	05/30/2017
Agent States	Rayad, yes please perform flash for Service Bulletin 18-030-17 and see if the concern duplicates. By chance was the fuel tank topped-off just prior to the stall? - Mike B -	T4306MB	05/30/2017
Dealer States	VEHICLE'S GAS LEVEL IS CURRENTLY @ 3/4 TANK.	S726971	05/30/2017

<i>Dealer/Agent</i>	<i>Detail</i>	<i>Modified By</i>	<i>Last Modified Date</i>
<b>Agent States</b>	Ok, I recommend seeing if it act-up after the flash. There was an improvement in purge strategy that may resolve this issue. - Mike B -	T4306MB	05/30/2017
<b>Dealer States</b>	THANK YOU MIKE.	S72697I	05/30/2017
<b>Agent States</b>	You're welcome.	T4306MB	05/30/2017
<b>Agent States</b>	PERFORMED T.S.B 18-030-17 REV.A. RECHARGED BATTERY.	T4306MB	05/30/2017

**CHERWELL REPORT**

**VEHICLE**

<b>VIN</b>		<b>Model Year</b>	2017	<b>Body</b>	41	ALFA GIULIA TI RWD
<b>Built Date</b>	11/22/2016	<b>Mileage (Miles)</b>	810	<b>MDH</b>	11220	
<b>Engine</b>	EC2		EC2			
<b>Transmission</b>	DFW					
<b>Emmission</b>	50 State Emissions					

**GENERAL**

<b>STAR Case ID</b>		<b>Case Status</b>	Closed				
<b>Application Group</b>	331 - DRIVEABILITY CORE GROUP						
<b>Component Group</b>	9FI - MODULE, POWERTRAIN CONTROL (ANY)						
<b>Primary System</b>	18 - VEHICLE PERFORMANCE	<b>Sub System</b>	9CB - ELECTRONIC CONTROL MODULES	<b>Area of Failure</b>	FLASH MODULE		
<b>Customer Complaint / Reason for contact</b>	MIL ON						
<b>Created Date</b>	05/30/2017	<b>Created By</b>	T4306MB	<b>Updated Date</b>	05/31/2017	<b>Updated By</b>	T4306MB

**CONTACT**

<b>Dealer</b>	69211	Larry H. Miller Alfa Romeo And	<b>Phone</b>		
<b>Address</b>	W. Wetmore Rd				
<b>City</b>	Tucson	<b>State</b>	AZ	<b>ZIP</b>	85705
<b>Dealer Zone</b>	70	<b>County</b>			
<b>Technician Name</b>	Jason Rowe	<b>Technician TID/SID</b>	S97650C	<b>Technician Email</b>	
<b>Training Level</b>		<b>Contact Via SMS</b>		<b>Contact Via Email</b>	

**CASE SUMMARY**

<b>Customer Waiting</b>	No	<b>Repair Attempts</b>	1	<b>Days In Shop</b>	2
<b>Initial Concern</b>	vehicle died in middle of intersection, throttle light came on, turned off vehicle, restarted and then everything is fine.				
<b>Duplicated</b>	Yes	<b>Repairs Parts and Tests</b>	ecm software is out of date. need to update ecm and test drive.		
<b>DTC1</b>	ecm	<b>DTC2</b>	p2299	<b>DTC3</b>	
<b>Information Sent</b>					
<b>Scan Tool Software Version</b>		<b>Last TechConnect Search</b>		<b>Vehicle Off Road or Tow-in</b>	No
				<b>RO Number</b>	212776

**RESOLUTION**

<b>Description</b>	Jason, it seems like the flash may have resolved this one. There was an improvement to the purge solenoid strategy to help prevent stumbling shortly after a fuel fill-up. If anything comes up you can reopen this case within 15 days. Otherwise, this case can be referenced indefinitely. Thanks. - Mike B -
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**CONVERSATION (CLAIMS)**

<b>Dealer/Agent</b>	<b>Detail</b>	<b>Modified By</b>	<b>Last Modified Date</b>
<b>Dealer States</b>	vehicle died in middle of intersection, throttle light came on, turned off vehicle, restarted and then everything is fine.	S97650C	05/30/2017
<b>Agent States</b>	Jason, please attach a vehicle scan report to this case prior to flashing the ECM. After saving a copy of the scan report, please flash the ECM as outlined in Service Bulletin 18-030-17 and attempt to duplicate the condition. Also please check the current fuel level and advise if the tank was just filled. Thank you. - Mike B -	T4306MB	05/30/2017
<b>Dealer States</b>	customer said they filled up with gas, drove about 15 miles and then it stalled out. drove home, vehicle sat over night and then next morning started vehicle, drove for about 1 mile and throttle light came on but did not stall out.. Im unable to send u a before scan report, customer came by and wanted to drive the vehicle after the software update. we have put over 25 miles on it after the software update and vehicle is at normal operation with no fault codes at this time. customer will be leaving vehicle with us later this afternoon for more testing tomorrow .	S97650C	05/30/2017
<b>Agent States</b>	Ok, let me know if the condition duplicates. - Mike B -	T4306MB	05/30/2017

<b>Dealer/Agent</b>	<b>Detail</b>	<b>Modified By</b>	<b>Last Modified Date</b>
<b>Dealer States</b>	I TEST DROVE VEHICLE OVER 65 MILES AFTER SOFTWARE UPDATE TO ECM AND VEHICLE IS AT NORMAL OPERATION AFTER SOFTWARE UPDATE. UNABLE TO DUPLICATE CUSTOMERS CONCERN AFTER FLASH. SEEMS LIKE FLASH TOOK CARE OF ISSUE. NO FAULT CODES IN MODULES.	S97650C	05/31/2017
<b>Agent States</b>	Jason, it seems like the flash may have resolved this one. There was an improvement to the purge solenoid strategy to help prevent stumbling shortly after a fuel fill-up. If anything comes up you can reopen this case within 15 days. Otherwise, this case can be referenced indefinitely. Thanks. - Mike B -	T4306MB	05/31/2017
<b>Agent States</b>	software flash to ecm	T4306MB	05/31/2017

# CHERWELL REPORT

## VEHICLE

VIN		Model Year	2017	Body	41	ALFA GIULIA TI RWD
Built Date	02/21/2017	Mileage (Miles)	608	MDH	02210	
Engine	EC2	EC2				
Transmission	DFW					
Emmission	50 State Emissions					

## GENERAL

STAR Case ID		Case Status	Closed				
Application Group	331 - DRIVEABILITY CORE GROUP						
Component Group	9FI - MODULE, POWERTRAIN CONTROL (ANY)						
Primary System	18 - VEHICLE PERFORMANCE	Sub System	9CB - ELECTRONIC CONTROL MODULES	Area of Failure	FLASH MODULE		
Customer Complaint / Reason for contact	RUNS ROUGH						
Created Date	06/01/2017	Created By	T2797LF	Updated Date	06/05/2017	Updated By	T2797LF

## ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Vehicle Scan Report.pdf	CSDAdmin	06/07/2018
InkedInkedVehicles with drivability issues - questions_LI.jpg	CSDAdmin	06/07/2018
Vehicles with drivability issues - questions..JPG	CSDAdmin	06/07/2018
Configuration Report.pdf	CSDAdmin	06/07/2018
Gas Engine Diag Form.pdf	CSDAdmin	05/30/2018

## CONTACT

Dealer	69334	Alfa Romeo of Central Florida	Phone		
Address	525 S. Lake Destiny Drive				
City	Orlando	State	FL	ZIP	32810
Dealer Zone	66	County			
Technician Name	Raymond Orin	Technician TID/SID	S90991M	Technician Email	
Training Level		Contact Via SMS		Contact Via Email	

## CASE SUMMARY

Customer Waiting	Yes	Repair Attempts	1	Days In Shop	2
Initial Concern	Customer states engine runs rough and stalls at traffic light.				
Duplicated	Yes	Repairs Parts and Tests	Vehicle Scan.		
DTC1	DTC2	DTC3	DTC4		
Information Sent					
Scan Tool Software Version	Last TechConnect Search	Vehicle Off Road or Tow-in	No	RO Number	24160

## RESOLUTION

Description Raymond, I will review with engineering and advise ASAP. Thanks again, Leon

## CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	Customer states engine runs rough and stalls at traffic light.	S90991M	06/01/2017
Dealer States	Submitted for factory information. Customer concern resolved with ECM flash.	S90991M	06/01/2017
Agent States	Raymond, thanks for the information. I have attached a short list of questions. Can you please answer the questions to help engineering with determining the root cause of this concern. Thanks, Leon	T2797LF	06/01/2017
Dealer States	Completed relevant info and attached. Thank you.	S90991M	06/01/2017

<i>Dealer/Agent</i>	<i>Detail</i>	<i>Modified By</i>	<i>Last Modified Date</i>
<b>Agent States</b>	Raymond, I will review with engineering and advise ASAP. Thanks again, Leon	T2797LF	06/01/2017
<b>Agent States</b>	ECM Flash	T2797LF	06/05/2017

# CHERWELL REPORT

## VEHICLE

VIN		Model Year	2017	Body	41	ALFA GIULIA RWD
Built Date	01/16/2017	Mileage (Miles)	2526	MDH	01160	
Engine	EC2	EC2				
Transmission	DFW					
Emmission	50 State Emissions					

## GENERAL

STAR Case ID		Case Status	Closed		
Application Group	331 - DRIVEABILITY CORE GROUP				
Component Group	9FI - MODULE, POWERTRAIN CONTROL (ANY)				
Primary System	18 - VEHICLE PERFORMANCE	Sub System	9CB - ELECTRONIC CONTROL MODULES	Area of Failure	FLASH MODULE
Customer Complaint / Reason for contact	DIE OUT / STALLS				
Created Date	06/17/2017	Created By	T6000JW	Updated Date	06/19/2017
				Updated By	T2797LF

## ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Gas Engine Diag Form.pdf	CSDAdmin	05/31/2018
configuration report.pdf	CSDAdmin	06/07/2018
scan report.pdf	CSDAdmin	06/07/2018

## CONTACT

Dealer	69082	Rick Case Alfa Romeo FIAT	Phone	
Address	3500 Weston Rd			
City	Davie	State	FL	ZIP
Dealer Zone	66	County		
Technician Name	Rayad Mohammed	Technician TID/SID	S726971	Technician Email
Training Level		Contact Via SMS		Contact Via Email

## CASE SUMMARY

Customer Waiting	Yes	Repair Attempts	1	Days In Shop	2
Initial Concern	vehicle stalls especially after refueling.				
Duplicated	Yes	Repairs Parts and Tests	NEED PERMISSION TO PERFORM ECM UPDATE FOR T.S.B 18-030-17 REV.B.		
DTC1		DTC2		DTC3	
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	224776

## RESOLUTION

Description | Rayad, please proceed with the flash update per 18-030-17 REV B. Thanks, Leon

## CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	vehicle stalls especially after refueling.	S726971	06/17/2017
Agent States	Rayad, this vehicle is involved in the Fast Feed back program. STAR is sending this ticket to the Alfa restriction team, The special agents attached to this special group are not in the office until 8:00 am Monday and will contact you then- Thank you, Jim W	T6000JW	06/17/2017
Agent States	Rayad, please proceed with the flash update per 18-030-17 REV B. Thanks, Leon	T2797LF	06/19/2017
Dealer States	THANK YOU SIR.	S726971	06/19/2017

<i>Dealer/Agent</i>	<i>Detail</i>	<i>Modified By</i>	<i>Last Modified Date</i>
<b>Agent States</b>	PCM UPDATE.	T2797LF	06/19/2017

# CHERWELL REPORT

## VEHICLE

VIN		Model Year	2017	Body	41	ALFA GIULIA TI AWD
Built Date	04/03/2017	Mileage (Miles)	2244	MDH	04030	
Engine	EC2		EC2			
Transmission			DFW			
Emmission	50 State Emissions					

## GENERAL

STAR Case ID		Case Status	Closed		
Application Group	331 - DRIVEABILITY CORE GROUP				
Component Group	9FI - MODULE, POWERTRAIN CONTROL (ANY)				
Primary System	18 - VEHICLE PERFORMANCE	Sub System	9CB - ELECTRONIC CONTROL MODULES	Area of Failure	FLASH MODULE
Customer Complaint / Reason for contact	RUNS ROUGH				
Created Date	06/19/2017	Created By	T4306MB	Updated Date	06/27/2017
				Updated By	T4306MB

## ATTACHMENTS

File Path	Uploaded By	Date Uploaded
gy alfamGas Engine Diag Form.pdf	CSDAdmin	06/07/2018
gy alfa [REDACTED] Vehicle Scan Report[555].pdf	CSDAdmin	05/31/2018

## CONTACT

Dealer	23170	Brown's Jeep Chrysler Dodge	Phone	6315694690	
Address	483 Route 112				
City	Patchogue	State	NY	ZIP	11772
Dealer Zone	32	County			
Technician Name	Andres Coronel	Technician TID/SID	S66828M	Technician Email	
Training Level		Contact Via SMS		Contact Via Email	

## CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	2
Initial Concern	c/ vehicle feels like its going to stall when turning/ feels shuttering				
Duplicated	Yes	Repairs Parts and Tests	none. Found the ECM out of date. Will send a vehicle scan report.		
DTC1		DTC2		DTC3	
DTC4					
Information Sent		Last TechConnect Search		Vehicle Off Road or Tow-in	No
Scan Tool Software Version				RO Number	14789F

## RESOLUTION

Description: Andres, please flash the ECM and advise if the condition duplicates afterward. Thanks. - Mike B -

## CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	c/ vehicle feels like its going to stall when turning/ feels shuttering	S66828M	06/19/2017
Agent States	Andres, please flash the ECM and advise if the condition duplicates afterward. Thanks. - Mike B -	T4306MB	06/19/2017
Dealer States	flashed ecm test drove vehicle, can not duplicate	S66828M	06/20/2017
Agent States	ecm software update	T4306MB	06/27/2017

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