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

Repair Order Detailed [redacted] For VIN: [redacted]

VIN	[redacted]	**Model Year**	2018	**Body**	JCDH49	DODGE JOURNEY SE (FWD)	
Built Date	12/16/2017	**Market**	U	US	**Plant**	8481	TOLUCA ASSEMBLY PLANT
Color	PAU	GRANITO LUCENTE (GRANITE CRYSTAL)					
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE			**Serial #**	[redacted]	
Transmission	DFF	4-SPEED AUTOMATIC VLP TRANSMISSION			**Serial #**	[redacted]	

Report #	[redacted]	**System Key**	390821974	**Report Version**	2	**Open Date**	01/11/2018
Close Date	01/11/2018	**Narrative Date**	02/17/2018	**Category**	0	**Mileage**	13
MDH	121607	**Engine Built Date**	01/01/0001	**Built Date**	12/16/2017	**Advisor**	55 CODY BERNDT
Dealer	60072	SAWICKI MOTOR SALES INC					
Dealer Address	700 EAST SOUTH STREET						
Dealer City	FREEPORT			**State**	IL	**Zip**	610329679

Complaint: NEW CAR PREP/ROAD READY TECH PERFORMED NEW CAR PREP AND ROAD READY TEST DRIVE (05-9076 MDONSELMAN-) INSTALLATION OF NITROGEN FILL TO ALL TIRES INCLUDING SPARE (05-9076 MDONSELMAN-) TECH REPLACED CONVENTION COMPRESSED AIR IN ALL TIRES WITH NITROGEN. REPLACED VALVE STEM CAPS WITH NITROGEN FILL CAPS

Cause:

Correction:

LOP Information

LOP	LOP Description
85900040	Special Services ; New Vehicle Prep ; Road Ready ; Basic Prep
059076	Brake System ; Wheel cylinder

Part Information is not available

Repair Order Detailed [redacted] 2 For VIN: [redacted]

VIN	[redacted]	**Model Year**	2018	**Body**	JCEX49	DODGE JOURNEY GT (AWD)	
Built Date	06/13/2017	**Market**	U	US	**Plant**	8481	TOLUCA ASSEMBLY PLANT
Color	PW3	WHITE					
Engine	ERB	3.6L V6 VVT ENGINE			**Serial #**	[redacted]	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			**Serial #**	[redacted]	

Report #	[redacted]	**System Key**	391244667	**Report Version**	1	**Open Date**	01/11/2018
Close Date	01/16/2018	**Narrative Date**	01/17/2018	**Category**	0	**Mileage**	9,169
MDH	061314	**Engine Built Date**	07/27/2017	**Built Date**	06/13/2017	**Advisor**	742 Ken Skender
Dealer	82702	PRODUCT QUALITY RESEARCH CENTE					
Dealer Address	2021 EXECUTIVE HILLS BLVD.				CIMS 400-00-03		
Dealer City	AUBURN HILLS			**State**	MI	**Zip**	483262944

Complaint: 10K Maintenance

Cause: Scheduled Maintenance

Correction: changed oil 349 filter, 6QTS of 5W-20 rotated tires fronts straight back, rears crossed to front checked tire air pressure set to recommended pressure

LOP Information

LOP	LOP Description
26240401	Maintenance ; Maintenance Company Car ; Tire Rotation ; Rotate at the first sign of irregular wear, even if it occurs before the oil indicator system turns on.
26240101	Maintenance ; Maintenance Company Car ; Oil and Filter Change (Use at Every Interval) ; Gasoline Engines - Company Car Program

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68191349AC	FILTER -ENGINE OIL	1	$9.66	No	01/01/0001
04761872PB	OIL -5W20	6	$5.18	No	

Repair Order Detailed [redacted] For VIN: [redacted]

VIN	[redacted]	***Model Year***	2018	***Body***	JCDR49	DODGE JOURNEY CROSSROAD (FWD)	
Built Date	12/13/2017	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PF2	SPITFIRE ORANGE CLEAR COAT					
Engine	ERB	3.6L V6 VVT ENGINE			***Serial #***	K[redacted]	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			***Serial #***	K[redacted]	

Report #	[redacted]	***System Key***	392366316	***Report Version***	1	***Open Date***	01/25/2018
Close Date	01/27/2018	***Narrative Date***	01/29/2018	***Category***	0	***Mileage***	14
MDH	121323	***Engine Built Date***	01/01/0001	***Built Date***	12/13/2017	***Advisor***	92954
Dealer	26828	NAPLETON'S MID RIVERS CHRYSLER					
Dealer Address	4951 VETERANS MEMORIAL PKWY						
Dealer City	SAINT PETERS			***State***	MO	***Zip***	633761652

Complaint: PRE DELIVERY INSPECTION THEFT GUARD VIN ETCH

Cause: PDI

Correction: PRE DELIVERY INSPECTION THEFT GUARD VIN ETCH

LOP Information is not available

Part Information is not available

Repair Order Detailed [redacted] 2 For VIN: [redacted]

VIN	[redacted]	**Model Year**	2018	**Body**	JCEH49	DODGE JOURNEY SE (AWD)	
Built Date	12/21/2017	**Market**	U	US	**Plant**	8481	TOLUCA ASSEMBLY PLANT
Color	PAU	GRANITO LUCENTE (GRANITE CRYSTAL)					
Engine	ERB	3.6L V6 VVT ENGINE			**Serial #**	[redacted]	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			**Serial #**	[redacted]	

Report #	[redacted]	**System Key**	393028938	**Report Version**	1	**Open Date**	01/30/2018
Close Date	01/30/2018	**Narrative Date**	02/02/2018	**Category**	0	**Mileage**	8
MDH	122116	**Engine Built Date**	01/01/0001	**Built Date**	12/21/2017	**Advisor**	4534
Dealer	44530	DIEHL AUTOMOTIVE					
Dealer Address	258 PITTSBURGH RD						
Dealer City	BUTLER			**State**	PA	**Zip**	160023952

Complaint: NEW VEHICLE PRE-DELIVERY INSPECTION. INCLUDES PENNSYLVANIA STATE INSPECTION STATE INSPECTION

Cause: PDI

Correction: NEW VEHICLE PRE-DELIVERY INSPECTION. INCLUDES PENNSYLVANIA STATE INSPECTION STATE INSPECTION

LOP Information is not available

Part Information is not available

Repair Order Detailed [redacted] 5 For VIN: [redacted]

VIN	[redacted]	**Model Year**	2018	**Body**	JCEX49	DODGE JOURNEY GT (AWD)	
Built Date	06/13/2017	**Market**	U	US	**Plant**	8481	TOLUCA ASSEMBLY PLANT
Color	PW3	WHITE					
Engine	ERB	3.6L V6 VVT ENGINE			**Serial #**	[redacted]	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			**Serial #**	[redacted]	

Report #	[redacted]	**System Key**	393983259	**Report Version**	1	**Open Date**	01/22/2018
Close Date	02/12/2018	**Narrative Date**	02/13/2018	**Category**	0	**Mileage**	9,607
MDH	061314	**Engine Built Date**	07/27/2017	**Built Date**	06/13/2017	**Advisor**	742 Ken Skender
Dealer	82702	PRODUCT QUALITY RESEARCH CENTE					
Dealer Address	2021 EXECUTIVE HILLS BLVD.				CIMS 400-00-03		
Dealer City	AUBURN HILLS			**State**	MI	**Zip**	483262944

Complaint: Driveability *customer States, Wont Start, Vehicle Wont Manually Start - Only Will Start Using Automatic Start Feature when cold temps brake pedal would not depress like it was locked has been fine since temps warmed up

Cause: Daniel put the vehicle in the cold chamber and verified the condition Daniel performed various tests and determined the vacuum hose check valves are the issue

Correction: Replaced the brake booster vacuum hose harness and booster check valve Vehicle sat outside overnight in 9 degrees and had no brake pedal hardness and started normally

LOP Information

LOP	LOP Description
05601001	Brake System ; Power brake/booster/ABS pump/vacuum line ; Hose, power brake vacuum
05600501	Brake System ; Power brake/booster/ABS pump/vacuum line ; Valve, power brake check - Vacuum Pressure Sensor

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
05179921AA	GROMMET -BRAKE BOOSTER CHECK VALVE	1	$2.38	No	01/01/0001
05154997AE	HOSE -VACUUM	1	$32.48	No	
04723391	VALVE -BRAKE BOOSTER CHECK	1	$21.56	No	01/01/0001

Repair Order Detailed [redacted] 6 For VIN: [redacted]

VIN	[redacted]	**Model Year**	2018	**Body**	JCEH49	DODGE JOURNEY SE (AWD)	
Built Date	12/21/2017	**Market**	U	US	**Plant**	8481	TOLUCA ASSEMBLY PLANT
Color	PAU	GRANITO LUCENTE (GRANITE CRYSTAL)					
Engine	ERB	3.6L V6 VVT ENGINE			**Serial #**	[redacted]	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			**Serial #**	[redacted]	

Report #	[redacted]	**System Key**	395148494	**Report Version**	1	**Open Date**	02/02/2018
Close Date	02/20/2018	**Narrative Date**	02/22/2018	**Category**	0	**Mileage**	8
MDH	122116	**Engine Built Date**	01/01/0001	**Built Date**	12/21/2017	**Advisor**	4295
Dealer	44530	DIEHL AUTOMOTIVE					
Dealer Address	258 PITTSBURGH RD						
Dealer City	BUTLER			**State**	PA	**Zip**	160023952

Complaint: TRANSPORT DAMAGE

Cause: ROOR RAILS SCUFFED TRANSPORTATION DAMAGE

Correction: LUGGAGE RACK-Replace (C) LUGGAGE RACK-Replace (C)

LOP Information

LOP	LOP Description
23061012	Body ; Exterior - Roof Rack/Luggage Rack/Spare Tire Carrier ; Luggage rack ; Side rail-one or both
23061000	Body ; Exterior - Roof Rack/Luggage Rack/Spare Tire Carrier ; Luggage rack

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
5116319AC	RAIL -ROOF	1	$137.51	No	
5116318AC	RAIL -ROOF	1	$137.51	No	
05116319AC	RAIL -ROOF	1	$137.51	No	01/01/0001
05116318AC	RAIL -ROOF	1	$137.51	No	01/01/0001

Repair Order Detailed [redacted] 7 For VIN: [redacted]

VIN	[redacted]	***Model Year***	2018	***Body***	JCER49	DODGE JOURNEY CROSSROAD (AWD)	
Built Date	02/08/2018	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PAU	GRANITO LUCENTE (GRANITE CRYSTAL)					
Engine	ERB	3.6L V6 VVT ENGINE			***Serial #***	K[redacted]	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			***Serial #***	K[redacted]	

Report #	[redacted]	***System Key***	398706692	***Report Version***	1	***Open Date***	03/17/2018
Close Date	03/20/2018	***Narrative Date***	03/25/2018	***Category***	0	***Mileage***	15
MDH	020800	***Engine Built Date***	01/01/0001	***Built Date***	02/08/2018	***Advisor***	184244
Dealer	59564	LITHIA CHRYSLER JEEP DODGE RAM					
Dealer Address	4540 GRUMMAN DR.						
Dealer City	MEDFORD			***State***	OR	***Zip***	975049165

Complaint: NEW CAR PREP COMPLETE PERMAPLATE APPEARANCE PROTECTION AND NEW CARDETAIL

Cause:

Correction: 5 PREP NEW CAR NEW CAR PREP 5 NCD COMPLETED 210 COMPLETE PERMAPLATE APPEARANCE PROTECTION ANDNEW CARDETAIL DETAIL MATERIALS COMPLETE PERMAPLATE APPEARANCE PROTECTION AND NEW CARDETAIL MM

LOP Information is not available

Part Information is not available

Repair Order Detailed [redacted] 4 For VIN: [redacted]

VIN	[redacted]	**Model Year**	2018	**Body**	JCDH49	DODGE JOURNEY SE (FWD)	
Built Date	10/13/2017	**Market**	U	US	**Plant**	8481	TOLUCA ASSEMBLY PLANT
Color	PRM	REDLINE 2 COAT PEARL					
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE			**Serial #**	[redacted]	
Transmission	DFF	4-SPEED AUTOMATIC VLP TRANSMISSION			**Serial #**	[redacted]	

Report #	[redacted]	**System Key**	399549537	**Report Version**	2	**Open Date**	03/29/2018
Close Date	03/29/2018	**Narrative Date**	04/14/2018	**Category**	0	**Mileage**	4,898
MDH	101301	**Engine Built Date**	01/02/2018	**Built Date**	10/13/2017	**Advisor**	618 JAMES JOHNSON
Dealer	45572	JACKSONVILLE CHRYSLER JEEP DOD					
Dealer Address	9600 ATLANTIC BLVD						
Dealer City	JACKSONVILLE			**State**	FL	**Zip**	322258230

Complaint: (Multi-point inspection according to maintenance interval) Customer States rear view camera 12 v charger and mirror pow er not there advise (ElectricalNon PCM Flashes Concern)

Cause: VERIFIED NO POWER AT POWER OUTLET TESTED ALL FUSES FOUND BLOWN FUSE F102 20 AMP MICRO FUSE

Correction: A MULTI-POINT INSPECTION HAS BEEN PERFORMED ON YOUR VEHCILE. THIS INSPECTION COVERS SAFETY ITEMS AND FLUID CONDITIONS ON YOUR VEHICLE. PLEASE SEE THE ATTACHED VEHICLE CHECKUP COPY FOR YOUR RESULTS. REMOVED AND REPLACED FUSE. CHECKED OPERATION OF POWER O OUTLET. WORKING NOW

LOP Information

LOP	LOP Description
08950901	Electrical System ; PDC/Fuse Block/Fuses ; Fuse, Power Outlet

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CH68100746-AB	FUSE -MICRO	1	$1.32	No	
68100746AB	FUSE -MICRO	1	$1.32	No	01/01/0001

Repair Order Detailed [redacted] 2 For VIN: [redacted]

VIN	[redacted]	**Model Year**	2018	**Body**	JCDH49	DODGE JOURNEY SE (FWD)	
Built Date	10/13/2017	**Market**	U	US	**Plant**	8481	TOLUCA ASSEMBLY PLANT
Color	PRM	REDLINE 2 COAT PEARL					
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE			**Serial #**	[redacted]	
Transmission	DFF	4-SPEED AUTOMATIC VLP TRANSMISSION			**Serial #**	[redacted]	

Report #	1[redacted]	**System Key**	400319188	**Report Version**	1	**Open Date**	04/05/2018
Close Date	04/05/2018	**Narrative Date**	04/06/2018	**Category**	0	**Mileage**	5,162
MDH	101301	**Engine Built Date**	01/02/2018	**Built Date**	10/13/2017	**Advisor**	591 ALYSSA MARIE JOY
Dealer	45572	JACKSONVILLE CHRYSLER JEEP DOD					
Dealer Address	9600 ATLANTIC BLVD						
Dealer City	JACKSONVILLE			**State**	FL	**Zip**	322258230

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

Cause:

Correction: OEM Oil & Filter Change 2.4L 14/18 A MULTI-POINT INSPECTION HAS BEEN PERFORMED ON YOUR VEHCILE. THIS INSPECTION COVERS SAFETY ITEMS AND FLUID CONDITIONS ON YOUR VEHICLE. PLEASE SEE THE ATTACHED VEHICLE CHECKUP COPY FOR YOUR RESULTS.

LOP Information

LOP	LOP Description
1418	Air & Fuel system

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CH68055890-AA	OIL -5W20	5	$2.11	No	
CH4892339-AA	FILTER -ENGINE OIL	1	$9.38	No	

Repair Order Detailed [redacted]7 For VIN: [redacted]

VIN	[redacted]	***Model Year***	2018	***Body***	JCDR49	DODGE JOURNEY CROSSROAD (FWD)	
Built Date	03/04/2018	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PX8	BLACK CLEAR COAT					
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE			***Serial #***	1[redacted]	
Transmission	DFF	4-SPEED AUTOMATIC VLP TRANSMISSION			***Serial #***	K[redacted]	

Report #	[redacted]7	***System Key***	400537219	***Report Version***	1	***Open Date***	03/30/2018
Close Date	04/05/2018	***Narrative Date***	04/09/2018	***Category***	0	***Mileage***	11
MDH	030408	***Engine Built Date***	01/01/0001	***Built Date***	03/04/2018	***Advisor***	1021
Dealer	45605	LARRY H. MILLER DODGE RAM FIAT					
Dealer Address	4220 E 22ND ST						
Dealer City	TUCSON			***State***	AZ	***Zip***	857115337

Complaint: PRE DELIVERY SERVICE DRVR WINDOW INOP

Cause: E

Correction: 5 pdi completed PRE DELIVERY SERVICE 5 the failed part is master windoe switch hasintermal electrical failure replaced windowswitch working as designed Switch, power window single - Test and ReplaceRear - Right (1 - Semi-Skilled)

LOP Information

LOP	*LOP Description*
08807806	Electrical System ; Switches, IP/Center Stack/Module/WIN/Keyless Entry ; Switch, power window single ; Rear - Right

Part(s) Information

Part Number	*Part Description*	*Part Quantity*	*Part Cost*	*Failed*	*Part Return Date*
68307001AB	SWITCH -FRONT DOOR	1	$122.47	No	

Repair Order Detailed [redacted] For VIN: [redacted]

VIN	[redacted]	**Model Year**	2018	**Body**	JCDH49	DODGE JOURNEY SE (FWD)	
Built Date	12/16/2017	**Market**	U	US	**Plant**	8481	TOLUCA ASSEMBLY PLANT
Color	PAU	GRANITO LUCENTE (GRANITE CRYSTAL)					
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE			**Serial #**	[redacted]	
Transmission	DFF	4-SPEED AUTOMATIC VLP TRANSMISSION			**Serial #**	[redacted]	

Report #	[redacted]	**System Key**	401344404	**Report Version**	1	**Open Date**	04/05/2018
Close Date	04/13/2018	**Narrative Date**	04/16/2018	**Category**	0	**Mileage**	486
MDH	121607	**Engine Built Date**	03/28/2018	**Built Date**	12/16/2017	**Advisor**	53 JOSH LIEN
Dealer	60715	Burtness Chrysler Dodge Jeep R					
Dealer Address	1421 WEST MAIN STREET						
Dealer City	WHITEWATER			**State**	WI	**Zip**	531901551

Complaint: CHECK ENGINE LIGHT CAME ON AND WAS FLASHING, CUSTOM SHUT VEHICLE OFF AND TURNED BACK ON, C HECK ENGINE LIGHT STILL ON BUT NOT FLASHING A T THIS TIME ---------- PCM CODE P219A BANK 1 AIR FUEL RATIO IMBALANE CE. CLEAR CODE-TEST DRIVE AND CODE CAME BACK. PINPOINT TEST SMOKE TEST INTAKE, NO LEAKS FOU ND, OXYGEN SENSORS UPSTREAM AND DOWN STREAM N OT RESPONDING. REPLACED BOTH OXYGEN SENSORS, (50- TONY-) VEHICLE WAS SOLD WITH NO RADIO ANTENNA ---------- INSTALLED ANTENNA TO VEHICLE ([redacted] STORY CONTINUATION ON WARRANTY LINE #1 ---------- CHECK SPARK PLUG GAP, GOOD. CHECK COMPRESSION AND ALL CYLINDERS IN SPEC. CLEAR CODE AND RE TEST DRIVE. CODE DOES NOT RE APPEAR. NOTE ALL INJECTORS 12.8-12.9 OHMS, COMPRESSIO N ON EACH CYLINDER 225 PSI. ([redacted]-)

Cause:

Correction:

LOP Information

LOP	LOP Description
25017027	Emission System ; Emission Controls ; Sensor, oxygen ; 2.0-2.4 liter engine upstream
25017026	Emission System ; Emission Controls ; Sensor, oxygen ; 2.0-2.4 liter engine downstream

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
5149171AA	SENSOR -OXYGEN	2	$67.97	No	
05149171AA	SENSOR -OXYGEN	2	$135.94	No	01/01/0001

Repair Order Detailed [redacted]7 For VIN: [redacted]

VIN	[redacted]	***Model Year***	2018	***Body***	JCDH49	DODGE JOURNEY SE (FWD)	
Built Date	10/12/2017	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PAU	GRANITO LUCENTE (GRANITE CRYSTAL)					
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE			***Serial #***	[redacted]	
Transmission	DFF	4-SPEED AUTOMATIC VLP TRANSMISSION			***Serial #***	[redacted]	

Report #	2[redacted]	***System Key***	404753939	***Report Version***	1	***Open Date***	05/15/2018
Close Date	05/15/2018	***Narrative Date***	05/16/2018	***Category***	0	***Mileage***	7,920
MDH	101217	***Engine Built Date***	12/26/2017	***Built Date***	10/12/2017	***Advisor***	998330 ALEX WERNY
Dealer	60510	JTS CHRYSLER DODGE JEEP RAM FI					
Dealer Address	4838 SUNSET BLVD						
Dealer City	LEXINGTON			***State***	SC	***Zip***	290729253

Complaint: PERFORM WORLD CLASS INSPECTION PERFORM TIRE ROTATION CUSTOMER REQUEST OIL AND FILTER CHANGE

Cause: MAINT MAINTENANCE DRAIN OIL AND REPLACED OIL FILTER

Correction: PERFORMED WORLD CLASS INSPECTION MAINTENANCES. TIRE ROTATION COMPLETE COMPLETE

LOP Information is not available

Part(s) Information

Part Number	*Part Description*	*Part Quantity*	*Part Cost*	*Failed*	*Part Return Date*
CH68055890-AA	OIL -5W20	6	$2.35	No	
CH4892339-BA	FILTER -ENGINE OIL	1	$7.75	No	

Repair Order Detailed [redacted] For VIN: [redacted]

VIN	[redacted]	***Model Year***	2018	***Body***	JCER49	DODGE JOURNEY CROSSROAD (AWD)	
Built Date	02/08/2018	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PAU	GRANITO LUCENTE (GRANITE CRYSTAL)					
Engine	ERB	3.6L V6 VVT ENGINE			***Serial #***	K[redacted]	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			***Serial #***	K[redacted]	

Report #	8[redacted]	***System Key***	404917088	***Report Version***	1	***Open Date***	05/02/2018
Close Date	05/15/2018	***Narrative Date***	05/17/2018	***Category***	0	***Mileage***	169
MDH	020800	***Engine Built Date***	04/30/2018	***Built Date***	02/08/2018	***Advisor***	163 BALDRIDGE;DANIEL
Dealer	66012	COAST AUTO CENTER INC					
Dealer Address	530 CHETCO AVE						
Dealer City	BROOKINGS			***State***	OR	***Zip***	974158011

Complaint: Customer states---LINES ON BACK UP CAMERA DON'T TURN WHEN VEHICLE TURNS

Cause: INSPECTION FOUND VEHICLE NOT EQUIPED WITH THAT OPTION

Correction: CUSTOMER ADVISED

LOP Information

LOP	*LOP Description*
95400141	Special Services ; Loaner ; Loaner Car ; Standard Line Vehicles
85418803	Special Services ; Diagnostic LOP ; Security/Convenience Systems,Trouble Not Found ; Park Assist / Blind Spot System / Backup Camera

Part Information is not available

Repair Order Detailed [redacted] 9 For VIN: [redacted]

VIN	[redacted]	**Model Year**	2018	**Body**	JCER49	DODGE JOURNEY CROSSROAD (AWD)	
Built Date	09/19/2017	**Market**	U	US	**Plant**	8481	TOLUCA ASSEMBLY PLANT
Color	PBX	JAZZ BLUE PEARL COAT					
Engine	ERB	3.6L V6 VVT ENGINE			**Serial #**	K[redacted]	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			**Serial #**	K[redacted]	

Report #	4[redacted]	**System Key**	405436415	**Report Version**	10	**Open Date**	05/22/2018
Close Date	06/04/2018	**Narrative Date**	06/05/2018	**Category**	0	**Mileage**	4,814
MDH	091902	**Engine Built Date**	10/31/2017	**Built Date**	09/19/2017	**Advisor**	1168 BRANDY BROWN
Dealer	25034	DISHMAN DODGE RAM CHRYSLER JEE					
Dealer Address	EAST 7700 SPRAGUE AVENUE						
Dealer City	SPOKANE			**State**	WA	**Zip**	992122935

Complaint: (Multi-point inspection according to maintenance interval) CHECK NO UCONNECT TIRE TREAD DEPTH GREEN RECALL U49

Cause: INSPECTED AND PERFORMED PHONE CALL, COULD NOT HEAR EITHER PARTY CHECKED FOR UPDATES NONE FOUND NO TSB'S NEED TO ORDER RADIO

Correction: COMPLETED INSPECTION FILLED OUT INSPECTION FORM AND REPORTED RESULTS REPLACED RADIO AND RECHECKED OPERATION. INSPECTED AND UPDATED PCM SOFTWARE

LOP Information

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

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
Z8342287AC	RADIO -MULTI MEDIA	1	$0.00	No	01/01/0001

Repair Order Detailed [redacted]8 For VIN: [redacted]

VIN	[redacted]	***Model Year***	2018	***Body***	JCDH49	DODGE JOURNEY SE (FWD)	
Built Date	12/16/2017	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PAU	GRANITO LUCENTE (GRANITE CRYSTAL)					
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE			***Serial #***	[redacted]	
Transmission	DFF	4-SPEED AUTOMATIC VLP TRANSMISSION			***Serial #***	[redacted]	

Report #	1[redacted]	***System Key***	406540514	***Report Version***	9	***Open Date***	05/30/2018
Close Date	06/27/2018	***Narrative Date***	06/28/2018	***Category***	0	***Mileage***	3,668
MDH	121622	***Engine Built Date***	02/26/2018	***Built Date***	12/16/2017	***Advisor***	7045 JOSHUA SCOTT KE
Dealer	44721	BENNETT CHRY-PLYM-DODGE-JEEP L					
Dealer Address	1491 HWY 40 E						
Dealer City	KINGSLAND			***State***	GA	***Zip***	315486507

Complaint: C/S THE BACK UP CAMERA GUIDELINES ARE BACKWARDS IN RELATION TO THE VEHICLE RECALL U49 FLASH PCM

Cause: RECALL

Correction: RECOMMEND VEHICLE TO COME BACK IN AND GATHER INFORMATION TO ORDER RADIO FLASHED PCM PER RECALL GUIDELINES RECALL COMPLETED

LOP Information

LOP	*LOP Description*
18U49182	Software Flash ; Recall U4x ; Safety Recall U49 - Reprogram Powertrain Control Module ; Inspect and Reprogram Powertrain Control Module

Part Information is not available

Repair Order Detailed [redacted] For VIN: [redacted]

VIN	[redacted]	***Model Year***	2018	***Body***	JCDE49	DODGE JOURNEY SXT (FWD)	
Built Date	10/28/2017	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PF2	SPITFIRE ORANGE CLEAR COAT					
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE			***Serial #***	[redacted]	
Transmission	DFF	4-SPEED AUTOMATIC VLP TRANSMISSION			***Serial #***	[redacted]	

Report #	[redacted]	***System Key***	406540644	***Report Version***	2	***Open Date***	05/29/2018
Close Date	05/30/2018	***Narrative Date***	06/04/2018	***Category***	0	***Mileage***	14
MDH	102819	***Engine Built Date***	01/01/0001	***Built Date***	10/28/2017	***Advisor***	6131
Dealer	44725	TOWBIN DODGE LLC					
Dealer Address	275 AUTO MALL DRIVE						
Dealer City	HENDERSON			***State***	NV	***Zip***	890146707

Complaint: PERFORM RECALL U49 REPROGRAM PCM

Cause:

Correction: 14 RECALL U49 Safety Recall U49 / NHTSA18V-332 Reprogram Powertrain Control Modulelop#Inspect and Reprogram PCM 18-U4-91-82With New Software Flashing from current partnumber 68239180AC to targeted part number68239180AG clear the codes RECALL U49-REPROGRAM PCM

LOP Information

LOP	*LOP Description*
18U49182	Software Flash ; Recall U4x ; Safety Recall U49 - Reprogram Powertrain Control Module ; Inspect and Reprogram Powertrain Control Module

Part Information is not available

Repair Order Detailed [redacted]0 For VIN: [redacted]

VIN	[redacted]	***Model Year***	2018	***Body***	JCDR49	DODGE JOURNEY CROSSROAD (FWD)	
Built Date	11/28/2017	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PRM	REDLINE 2 COAT PEARL					
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE			***Serial #***	13[redacted]	
Transmission	DFF	4-SPEED AUTOMATIC VLP TRANSMISSION			***Serial #***	K2[redacted]	

Report #	[redacted]0	***System Key***	406738931	***Report Version***	1	***Open Date***	05/29/2018
Close Date	05/29/2018	***Narrative Date***	06/01/2018	***Category***	0	***Mileage***	10
MDH	112808	***Engine Built Date***	01/01/0001	***Built Date***	11/28/2017	***Advisor***	3569
Dealer	44771	GRIFFIN'S HUB CHRYSLER JEEP DO					
Dealer Address	5700 S 27TH ST						
Dealer City	MILWAUKEE			***State***	WI	***Zip***	532214129

Complaint: U49 RECALL

Cause: U49 RECALL

Correction: 10 20 INSPECTED PCM SOFTWARE LEVEL ANDUPDATED PCM AS PER U49 RECALL U49 RECALL

LOP Information

LOP	*LOP Description*
18U49182	Software Flash ; Recall U4x ; Safety Recall U49 - Reprogram Powertrain Control Module ; Inspect and Reprogram Powertrain Control Module

Part Information is not available

Repair Order Detailed [redacted] For VIN: [redacted]

VIN	[redacted]	***Model Year***	2018	***Body***	JCDR49	DODGE JOURNEY CROSSROAD (FWD)	
Built Date	11/25/2017	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PW3	WHITE					
Engine	ERB	3.6L V6 VVT ENGINE			***Serial #***	K[redacted]	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			***Serial #***	K[redacted]	

Report #	[redacted]	***System Key***	406969682	***Report Version***	1	***Open Date***	05/29/2018
Close Date	05/30/2018	***Narrative Date***	06/04/2018	***Category***	0	***Mileage***	16
MDH	112521	***Engine Built Date***	01/01/0001	***Built Date***	11/25/2017	***Advisor***	6131
Dealer	44725	TOWBIN DODGE LLC					
Dealer Address	275 AUTO MALL DRIVE						
Dealer City	HENDERSON			***State***	NV	***Zip***	890146707

Complaint: PERFORM RECALL U49 REPROGRAM PCM

Cause:

Correction: 16 PCM FLASH tsb:Safety Recall U49 --Reprogram Powertrain Control Modulelop:Inspect and Reprogram PCM 18-U4-91-82 0.2hours With New Software Current Part Number:68352951AB New Part Number: 68352951AC RECALL U49-REPROGRAM PCM

LOP Information

LOP	*LOP Description*
18U49182	Software Flash ; Recall U4x ; Safety Recall U49 - Reprogram Powertrain Control Module ; Inspect and Reprogram Powertrain Control Module

Part Information is not available

Repair Order Detailed [redacted] For VIN: [redacted]

VIN	[redacted]	***Model Year***	2018	***Body***	JCDR49	DODGE JOURNEY CROSSROAD (FWD)	
Built Date	04/26/2018	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PX8	BLACK CLEAR COAT					
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE			***Serial #***	1[redacted]	
Transmission	DFF	4-SPEED AUTOMATIC VLP TRANSMISSION			***Serial #***	K[redacted]	

Report #	3[redacted]	***System Key***	407529893	***Report Version***	1	***Open Date***	06/06/2018
Close Date	06/06/2018	***Narrative Date***	06/07/2018	***Category***	0	***Mileage***	5
MDH	042607	***Engine Built Date***	01/01/0001	***Built Date***	04/26/2018	***Advisor***	01 DODSON;KAREN R.
Dealer	64979	Blackwell Chrysler Dodge Jeep					
Dealer Address	4874 RIVERSIDE DR						
Dealer City	DANVILLE			***State***	VA	***Zip***	245415530

Complaint: Recall #: U49, Launch Date: 05/29/2018 - REPROGRAM POWERTRAIN CONTROL MODULE

Cause:

Correction: Recall #: U49, Launch Date: 05/29/2018 - REPROGRAM POWERTRAIN CONTROL MODULE Inspect and Reprogram PCM 18-U4-91-82 0.2 hours With New Software

LOP Information

LOP	*LOP Description*
18U49182	Software Flash ; Recall U4x ; Safety Recall U49 - Reprogram Powertrain Control Module ; Inspect and Reprogram Powertrain Control Module
05292018	Brake System

Part Information is not available

Repair Order Detailed [redacted]0 For VIN: [redacted]

VIN	[redacted]	***Model Year***	2018	***Body***	JCER49	DODGE JOURNEY CROSSROAD (AWD)	
Built Date	02/11/2018	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					
Engine	ERB	3.6L V6 VVT ENGINE			***Serial #***	K[redacted]	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			***Serial #***	K[redacted]	

Report #	2[redacted]	***System Key***	408115428	***Report Version***	1	***Open Date***	05/29/2018
Close Date	06/11/2018	***Narrative Date***	06/13/2018	***Category***	0	***Mileage***	12
MDH	021105	***Engine Built Date***	01/01/0001	***Built Date***	02/11/2018	***Advisor***	000977 AARON TOLLIVE
Dealer	43101	RAINIER DODGE INC					
Dealer Address	2550 CARRIAGE LOOP DRIVE						
Dealer City	OLYMPIA			***State***	WA	***Zip***	985021101

Complaint: PERFORM RECALL U49 REPROGRAM PCM

Cause:

Correction: COMPLETED SAFETY RECALLREPROGRAM PCM SOFTWARE 18-U4-91-82 .2

LOP Information

LOP	*LOP Description*
18U49182	Software Flash ; Recall U4x ; Safety Recall U49 - Reprogram Powertrain Control Module ; Inspect and Reprogram Powertrain Control Module

Part Information is not available

Repair Order Detailed [redacted] For VIN: [redacted]

VIN	[redacted]	***Model Year***	2018	***Body***	JCDR49	DODGE JOURNEY CROSSROAD (FWD)	
Built Date	12/13/2017	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PF2	SPITFIRE ORANGE CLEAR COAT					
Engine	ERB	3.6L V6 VVT ENGINE			***Serial #***	K[redacted]	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			***Serial #***	K[redacted]	

Report #	[redacted]	***System Key***	408559373	***Report Version***	1	***Open Date***	06/14/2018
Close Date	06/15/2018	***Narrative Date***	06/18/2018	***Category***	0	***Mileage***	891
MDH	121323	***Engine Built Date***	05/14/2018	***Built Date***	12/13/2017	***Advisor***	92954
Dealer	26828	NAPLETON'S MID RIVERS CHRYSLER					
Dealer Address	4951 VETERANS MEMORIAL PKWY						
Dealer City	SAINT PETERS			***State***	MO	***Zip***	633761652

Complaint: U49 RECALL CHECK FRO TRANSMISSION UPDATES, CUSTOMER STATES SHIFTING ROUGH AND CLUNKING NOISE CUSTOMER STATES BACK UP CAMERA IS NOT CLEAR, CHECK FOR UPDATES. MAY HAVE TO RETURN IF NO UPDATE AVAILABLE

Cause:

Correction: 18U49182 .2 HOURS PERFORMU49 RECALL TRANSMISSION RELEARN TO SEE IF IT RESOLVES ISSUE GENERIC LABOR NO INSPECTIONS NEEDED

LOP Information

LOP	*LOP Description*
18U49182	Software Flash ; Recall U4x ; Safety Recall U49 - Reprogram Powertrain Control Module ; Inspect and Reprogram Powertrain Control Module

Part Information is not available

Repair Order Detailed [redacted]4 For VIN: [redacted]

VIN	[redacted]	***Model Year***	2018	***Body***	JCDR49	DODGE JOURNEY CROSSROAD (FWD)	
Built Date	11/28/2017	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PRM	REDLINE 2 COAT PEARL					
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE			***Serial #***	13[redacted]	
Transmission	DFF	4-SPEED AUTOMATIC VLP TRANSMISSION			***Serial #***	K2[redacted]	

Report #	[redacted]4	***System Key***	409259054	***Report Version***	1	***Open Date***	06/16/2018
Close Date	06/20/2018	***Narrative Date***	06/22/2018	***Category***	0	***Mileage***	35
MDH	112808	***Engine Built Date***	01/01/0001	***Built Date***	11/28/2017	***Advisor***	3695
Dealer	44771	GRIFFIN'S HUB CHRYSLER JEEP DO					
Dealer Address	5700 S 27TH ST						
Dealer City	MILWAUKEE			***State***	WI	***Zip***	532214129

Complaint: CHECK ENGINE LIGHT IS ON BUCKS AND JERKS WHEN DRIVING

Cause: SENSOR FAILURE

Correction: 35 FOUND ACTIVE CODE P03365. TEST ANDREPLACED CAM POSTION SENSOR 2 Sensor, Cam position - Test and Replace All other engines (1 - Semi-Skilled) SENSOR, CAMSHAFT POSITION-Replace (A)

LOP Information

LOP	*LOP Description*
08157910	Electrical System ; Cam/Crank Sensor ; Sensor, Cam position ; All other engines

Part(s) Information

Part Number	*Part Description*	*Part Quantity*	*Part Cost*	*Failed*	*Part Return Date*
68080819AC	SENSOR -CAMSHAFT	1	$42.00	No	

Repair Order Detailed [redacted] For VIN: [redacted]

VIN	[redacted]	**Model Year**	2018	**Body**	JCDR49	DODGE JOURNEY CROSSROAD (FWD)	
Built Date	11/25/2017	**Market**	U	US	**Plant**	8481	TOLUCA ASSEMBLY PLANT
Color	PW3	WHITE					
Engine	ERB	3.6L V6 VVT ENGINE			**Serial #**	K[redacted]	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			**Serial #**	K[redacted]	

Report #	[redacted]	**System Key**	409455458	**Report Version**	1	**Open Date**	06/22/2018
Close Date	01/01/0001	**Narrative Date**	06/25/2018	**Category**	0	**Mileage**	147
MDH	112521	**Engine Built Date**	06/21/2018	**Built Date**	11/25/2017	**Advisor**	5091
Dealer	44725	TOWBIN DODGE LLC					
Dealer Address	275 AUTO MALL DRIVE						
Dealer City	HENDERSON			**State**	NV	**Zip**	890146707

Complaint:

Cause:

Correction: 147 cant duplicate concern check for dtcbut there is none at this time for radio thencheck for radio updates and there is none atthis time and tried to duplicate concern butcouldnt at this time 147 setting were put on the lowestsettings i turn the brightness higher andproblem solve 147 installed red alert on inspection foundblue red alert was installed instead of red.replace to red and now red alert workingproperly

LOP Information is not available

Part Information is not available

Repair Order Detailed [redacted]9 For VIN: [redacted]

VIN	[redacted]	***Model Year***	2018	***Body***	JCER49	DODGE JOURNEY CROSSROAD (AWD)	
Built Date	09/19/2017	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PBX	JAZZ BLUE PEARL COAT					
Engine	ERB	3.6L V6 VVT ENGINE			***Serial #***	K[redacted]	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			***Serial #***	K[redacted]	

Report #	[redacted]	***System Key***	409642095	***Report Version***	7	***Open Date***	06/25/2018
Close Date	07/03/2018	***Narrative Date***	07/07/2018	***Category***	0	***Mileage***	6,589
MDH	091902	***Engine Built Date***	10/31/2017	***Built Date***	09/19/2017	***Advisor***	40 LARRY DIXON
Dealer	25034	DISHMAN DODGE RAM CHRYSLER JEE					
Dealer Address	EAST 7700 SPRAGUE AVENUE						
Dealer City	SPOKANE			***State***	WA	***Zip***	992122935

Complaint: CHECK AND ADVISE RADIO GOES BLANK WHILE DRIVING THEN COMES BACK 5 MIN LATER

Cause: WAS NEC TO ANALYSE RADIO OPERATION SCANNED SYSTEM HAD NO CODES LOGGED PERFORMED A BULLETIN SEARCH NOTHING CAME UP FOR THIS VEHICLE CHECKED ALL RADIO OPERATION IT APPEARS TO BE OPERATING AS DESIGNED AT THIS TIME DID A SCAN REPORT AND STARTED A TECH LINE CASE [redacted] AND FILLED OUT THE NPF FORM AND RADIO FORM AND ATTACHED THEM TO CASE AND SENT OFF TO CHYSLER

Correction: THEY RECOMMENDED GIVING THE VEHICLE TO CUSTOMER AND HAVE THE, COME BACK WHEN IT IS ACTING UP AGAIN IF IT DOES

LOP Information is not available

Part Information is not available

Repair Order Detailed [redacted]0 For VIN: [redacted]

VIN	[redacted]	***Model Year***	2018	***Body***	JCDR49	DODGE JOURNEY CROSSROAD (FWD)	
Built Date	11/28/2017	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PRM	REDLINE 2 COAT PEARL					
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE			***Serial #***	13[redacted]	
Transmission	DFF	4-SPEED AUTOMATIC VLP TRANSMISSION			***Serial #***	K2[redacted]	

Report #	[redacted]0	***System Key***	410007903	***Report Version***	1	***Open Date***	06/23/2018
Close Date	06/26/2018	***Narrative Date***	06/28/2018	***Category***	0	***Mileage***	40
MDH	112808	***Engine Built Date***	01/01/0001	***Built Date***	11/28/2017	***Advisor***	6621
Dealer	44771	GRIFFIN'S HUB CHRYSLER JEEP DO					
Dealer Address	5700 S 27TH ST						
Dealer City	MILWAUKEE			***State***	WI	***Zip***	532214129

Complaint: ON A TEST DRIVE,,, CUSTOMER SAID MIL LIGHT IS ON AND RUNS ROUGH, SEEHISTORY 3RD TIME INSPECT TIRES,FLUID LEVELS,BELTS,HOSES,BLADES & BULBS

Cause: INTERNAL DEFECT

Correction: 40 FOUND ACTIVE CODE P0365 TESTING FOUNDNO PROBLEMS WITH CAM SENSOR #2, FURTHERTESTING FOUND NO 5 VOLT REFERENCE SIGNAL ONCIRCUIT F856 AT SENSOR CAM #1. TRACED WIRINGTO NO POWER FROM INTELLIGENT MODULE. REPLACEDINTELLIGENT MODULE, CLEARED CODES AND TESTDROVE. NO CODES RETURNED TEST AND REPLACE INTELLEGENT MODULE. 40 INSPECT TIRES, FLUID LEVELS, BELTS,HOSES, BLADES, AND BULBS. THANK YOU FOR YOURBUSINESS!!! INSPECT TIRES,FLUID LEVELS,BELTS,HOSES,BLADES& BULBS INSPECT TIRES,FLUID LEVELS,BELTS,HOSES,BLADES & BULBS

LOP Information

LOP	***LOP Description***
08890301	Electrical System ; TIPM/PDC/IPM/Module ; Module, intelligent power ; Interior

Part(s) Information

Part Number	***Part Description***	***Part Quantity***	***Part Cost***	***Failed***	***Part Return Date***
68143317AF	MODULE -INTELLIGENT POWER	1	$327.60	No	

Repair Order Detailed [redacted] For VIN: [redacted]

VIN	[redacted]	**Model Year**	2018	**Body**	JCDH49	DODGE JOURNEY SE (FWD)	
Built Date	12/16/2017	**Market**	U	US	**Plant**	8481	TOLUCA ASSEMBLY PLANT
Color	PAU	GRANITO LUCENTE (GRANITE CRYSTAL)					
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE			**Serial #**	[redacted]	
Transmission	DFF	4-SPEED AUTOMATIC VLP TRANSMISSION			**Serial #**	[redacted]	

Report #	[redacted]	**System Key**	410078215	**Report Version**	1	**Open Date**	04/17/2018
Close Date	06/21/2018	**Narrative Date**	06/28/2018	**Category**	0	**Mileage**	1,472
MDH	121607	**Engine Built Date**	03/28/2018	**Built Date**	12/16/2017	**Advisor**	53 JOSH LIEN
Dealer	60715	Burtness Chrysler Dodge Jeep R					
Dealer Address	1421 WEST MAIN STREET						
Dealer City	WHITEWATER			**State**	WI	**Zip**	531901551

Complaint: CHECK ENGINE LIGHT CAME BACK ON BUT DOES NOT HAVE DRIVABILITY ISSUES AT THIS TIME ---------- MADE A STAR CASE[redacted], GAVE CUSTOMER HER V EHICLE BACK ON AND RETURNED WITH 1404 MILES, PENDING CODE OF P219A AIR FULE IMBALANCE. PER FORMED CYLINDER LEAK DOWN TEST AND PASSED, A DVISED TO SMOKE TEST AND CHECK FOR A MANIFOLD LEAK OR VACUUM LEAK-PASSED, PERFORMED COMPRE SSION TEST ADN ALL CYL AT 225 PSI. WITH ENGIN E LIGHT CLEARED INTERMITTANTLY AT IDLE IN THE SHOP WOULD HAVE CYL 4 MUISFIRE COUNTERS BUT W ILL NOT TRIGGER THE CHECK ENGINE LIGHT. ([redacted]-) CONTINUATION OF REPAIR #1 ---------- STAR ADVISED TO CHECK PIN FITMENT AT INJ COIL S-FITMENT IS GOOD AND NO LOOSE/SPREAD TERMINA LS, SWAPPED COILS, SPARK PLUGS AGAIN AND RAND OMLY STILL CYL 4 MISFRE COUNTERS WHEN TEST DR IVING BUT DOES NOT TRIGGER CHECK ENGINE LIGHT PERFORMED FLIGHT RECORDING AND ATTACHED TO WI TECH FOR STAR TO LOOK AT, READING WERE NORMAL AT THAT TIME, STAR ADVISED TO DRIVE VEHICLE ATLEAST AT 50MPH UNTIL THE LIGHT TRIGGERS AND THEN BEGIN RECORDING. ([redacted]) CONTINUATION OF REPAIR #1 ---------- HAD SHOP MANAGER TEST DRIVE VEHICLE WHEN HE C OULD TO TRY TO GET CHECK ENGINE LIGHT TO COME ON. WITH WI TECH INSTALLED ON ANOTHER LIKE V EHICLE ON THE LOT MONITORED INJ PULSE WIDTH A ND WAS THE SAME AS CUSTOMERS, PROBLEM IS TRYN G TO GET LIGHT TO TRIGGER AND AT SAME TIME CA TCH THE FLIGHT RECORDING TO MONITOR THE CYL 4 PULSE WIDTH TO FIND OUT EXACTLY WHAT IS GOIN G ON, AT THIS POINT RANDOMLY DRIVING TO TRY T O GET CHECK ENGINE LIGHT. ([redacted]) CONTINUATION ON REPAIR #1 ---------- VEHICLE NOW HAS 1472 MILES. SPOKE TO TABATHA ON 6/20/2018 AND STATED SHE WILL BE PICKING T HE VEHILCE ON 6/21/2018. AT THIS POINT CLOSIN G THE STAR CASE AND CUSTOEMR STATED SHE WOULD DRIVE THE VEHICLE UNTIL THE CHECK ENGINE LIG HT CAME BACK ON. WE PUT 77 MILES ON THE VEHICLE ([redacted])

Cause:

Correction:

LOP Information

LOP	LOP Description
85411003	Special Services ; Diagnostic LOP ; Engine Driveability, Trouble Not Found ; Engine Runs Rough/Rough Idle
1404	Air & Fuel system

Part Information is not available

Repair Order Detailed [redacted]82 For VIN: [redacted]

VIN	[redacted]	***Model Year***	2018	***Body***	JCDH49	DODGE JOURNEY SE (FWD)	
Built Date	03/06/2018	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PRM	REDLINE 2 COAT PEARL					
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE			***Serial #***	[redacted]	
Transmission	DFF	4-SPEED AUTOMATIC VLP TRANSMISSION			***Serial #***	[redacted]	

Report #	[redacted]	***System Key***	410886473	***Report Version***	1	***Open Date***	07/05/2018
Close Date	07/05/2018	***Narrative Date***	07/07/2018	***Category***	0	***Mileage***	1,341
MDH	030612	***Engine Built Date***	07/02/2018	***Built Date***	03/06/2018	***Advisor***	DS1 DAVID SMITH
Dealer	26875	CRAIG & LANDRETH CHRYSLER, JEE					
Dealer Address	6424 W HIGHWAY 146						
Dealer City	CRESTWOOD			***State***	KY	***Zip***	400149575

Complaint: GENERAL CONCERN

Cause:

Correction: TEST DROVE AND FOUND TIRES OUT OF ROUND

LOP Information is not available

Part Information is not available

Repair Order Detailed [redacted]40 For VIN: [redacted]

VIN	[redacted]	***Model Year***	2018	***Body***	JCDR49	DODGE JOURNEY CROSSROAD (FWD)	
Built Date	10/24/2017	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PW3	WHITE					
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE			***Serial #***	12[redacted]	
Transmission	DFF	4-SPEED AUTOMATIC VLP TRANSMISSION			***Serial #***	K2[redacted]	

Report #	[redacted]40	***System Key***	411351627	***Report Version***	2	***Open Date***	07/06/2018
Close Date	07/10/2018	***Narrative Date***	07/13/2018	***Category***	0	***Mileage***	2,056
MDH	102413	***Engine Built Date***	04/23/2018	***Built Date***	10/24/2017	***Advisor***	5060
Dealer	43389	EARNHARDT CHRYSLER JEEP DODGE					
Dealer Address	1521 E DRIVERS WAY						
Dealer City	GILBERT			***State***	AZ	***Zip***	852970402

Complaint: Recall / CSN 1 [U49: Safety Recall U49 - Reprogram Powertrain Control Module**] ALTERNATE TRANSPORTATION IS NOT COVERED UNDER FCA WARRANTY. ALTERNATE TRANSPORTATION WAS PROVIDED THIS SERVICE VISIT AS A GOODWILL GESTURE FOR CUSTOMER SATISFACTION FROM EARNHARDT CJDR. (ENTERPRISE RAC SUBLET) CUSTOMER SIGNATURE_____

Cause: F F

Correction: 2056 PERFORM U49 020 Safety Recall U49 - Reprogram Powertrain Control Module - Reprogram Inspect and Reprogram Powertrain Control Module ALTERNATE TRANSPORTATION IS NOT COVERED UNDER FCA WARRANTY. ALTERNATE TRANSPORTATION WAS PROVIDED THIS SERVICE VISIT AS A GOODWILL GESTURE FOR CUSTOMER SATISFACTION FROM EARNHARDT CJDR. (ENTERPRISE RAC SUBLET) CUSTOMER SIGNATURE_____ RENTAL ALTERNATE TRANSPORTATION IS NOT COVERED UNDER FCA WARRANTY. ALTERNATE TRANSPORTATION WAS PROVIDED THIS SERVICE VISIT AS A GOODWILL GESTURE FOR CUSTOMER SATISFACTION FROM EARNHARDT CJDR. (ENTERPRISE RAC SUBLET) CUSTOMER SIGNATURE_____SUBLET REPAIRS

LOP Information is not available

Part Information is not available

Repair Order Detailed [redacted] For VIN: [redacted]

VIN	[redacted]	***Model Year***	2018	***Body***	JCEX49	DODGE JOURNEY GT (AWD)	
Built Date	05/23/2018	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PAU	GRANITO LUCENTE (GRANITE CRYSTAL)					
Engine	ERB	3.6L V6 VVT ENGINE			***Serial #***	[redacted]	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			***Serial #***	[redacted]	

Report #	[redacted]	***System Key***	412557368	***Report Version***	1	***Open Date***	07/11/2018
Close Date	07/17/2018	***Narrative Date***	07/18/2018	***Category***	0	***Mileage***	2
MDH	052302	***Engine Built Date***	01/01/0001	***Built Date***	05/23/2018	***Advisor***	92 KAYLA HAEBLER
Dealer	45651	MARLETTE CHRYSLER DODGE JEEP R					
Dealer Address	3755 S VAN DYKE						
Dealer City	MARLETTE			***State***	MI	***Zip***	484539301

Complaint: SERVICE INSPECTION N/C [redacted]-) NEW VEHICLE PREP ([redacted]-) INSTALL WHEEL LOCKS ([redacted]-)

Cause:

Correction:

LOP Information is not available

Part Information is not available

Repair Order Detailed [redacted] 5 For VIN: [redacted]

VIN	[redacted]	**Model Year**	2018	**Body**	JCDH49	DODGE JOURNEY SE (FWD)	
Built Date	10/13/2017	**Market**	U	US	**Plant**	8481	TOLUCA ASSEMBLY PLANT
Color	PRM	REDLINE 2 COAT PEARL					
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE			**Serial #**	[redacted]	
Transmission	DFF	4-SPEED AUTOMATIC VLP TRANSMISSION			**Serial #**	[redacted]	

Report #	1[redacted]	**System Key**	413102836	**Report Version**	1	**Open Date**	07/21/2018
Close Date	07/21/2018	**Narrative Date**	07/23/2018	**Category**	0	**Mileage**	10,214
MDH	101301	**Engine Built Date**	01/02/2018	**Built Date**	10/13/2017	**Advisor**	637 ANDREW JAMES MAY
Dealer	45572	JACKSONVILLE CHRYSLER JEEP DOD					
Dealer Address	9600 ATLANTIC BLVD						
Dealer City	JACKSONVILLE			**State**	FL	**Zip**	322258230

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

Cause:

Correction: OEM Oil & Filter Change 2.4L 14/18 A MULTI-POINT INSPECTION HAS BEEN PERFORMED ON YOUR VEHCILE. THIS INSPECTION COVERS SAFETY ITEMS AND FLUID CONDITIONS ON YOUR VEHICLE. PLEASE SEE THE ATTACHED VEHICLE CHECKUP COPY FOR YOUR RESULTS.

LOP Information

LOP	LOP Description
1418	Air & Fuel system

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CH68055890-AA	OIL -5W20	6	$2.24	No	
CH4892339-AA	FILTER -ENGINE OIL	1	$9.66	No	

Repair Order Detailed [redacted] 4 For VIN: [redacted]

VIN	[redacted]	**Model Year**	2018	**Body**	JCER49	DODGE JOURNEY CROSSROAD (AWD)	
Built Date	09/19/2017	**Market**	U	US	**Plant**	8481	TOLUCA ASSEMBLY PLANT
Color	PBX	JAZZ BLUE PEARL COAT					
Engine	ERB	3.6L V6 VVT ENGINE				**Serial #**	K[redacted]
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				**Serial #**	K[redacted]

Report #	4[redacted]	**System Key**	413397360	**Report Version**	10	**Open Date**	07/24/2018
Close Date	08/31/2018	**Narrative Date**	09/03/2018	**Category**	0	**Mileage**	7,388
MDH	091902	**Engine Built Date**	10/31/2017	**Built Date**	09/19/2017	**Advisor**	1168 BRANDY BROWN
Dealer	25034	DISHMAN DODGE RAM CHRYSLER JEE					
Dealer Address	EAST 7700 SPRAGUE AVENUE						
Dealer City	SPOKANE			**State**	WA	**Zip**	992122935

Complaint: CUSTOMER STATES RADIO WILL GO BLANK AND COME BACK ON AND BLUETOOTH NOT WORKING RIGHT MOSTLY ON RECEIVING CALLS PO# LUBE OIL FILTER

Cause: FOUND RADIO SCREEN WAS BLACKE STARTED A STAR CASE PERFOMRED REQUEST THEY HAD ME DO ORDERED RADIO MAINTENANCE

Correction: REPLACED RADIO LUBE OIL FILTER CHANGE

LOP Information

LOP	LOP Description
95400142	Special Services ; Loaner ; Loaner Car ; High Line Vehicles
08600270	Electrical System ; Audio ; Radio/Telematics Gateway Module ; Exchange unit

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
Z8342287AC	RADIO -MULTI MEDIA	1	$0.00	No	01/01/0001

Repair Order Detailed [redacted]7 For VIN: [redacted]

VIN	[redacted]	***Model Year***	2018	***Body***	JCDR49	DODGE JOURNEY CROSSROAD (FWD)	
Built Date	06/27/2018	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PBX	JAZZ BLUE PEARL COAT					
Engine	ERB	3.6L V6 VVT ENGINE				***Serial #***	K[redacted]
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				***Serial #***	K[redacted]

Report #	[redacted]7	***System Key***	415050687	***Report Version***	1	***Open Date***	08/01/2018
Close Date	08/03/2018	***Narrative Date***	08/06/2018	***Category***	0	***Mileage***	5
MDH	062718	***Engine Built Date***	01/01/0001	***Built Date***	06/27/2018	***Advisor***	1736
Dealer	60417	BERGSTROM CHRYSLER-JEEP-DODGE-					
Dealer Address	2929 LAWE ST						
Dealer City	KAUKAUNA			***State***	WI	***Zip***	541309556

Complaint: PDI INSPECTION

Cause: pdi

Correction: 5 pdi 100 pdi(1.0) PDI INSPECTION

LOP Information

LOP	*LOP Description*
85900040	Special Services ; New Vehicle Prep ; Road Ready ; Basic Prep

Part Information is not available

Repair Order Detailed [redacted] For VIN: [redacted]

VIN	[redacted]	***Model Year***	2018	***Body***	JCER49	DODGE JOURNEY CROSSROAD (AWD)	
Built Date	02/08/2018	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PAU	GRANITO LUCENTE (GRANITE CRYSTAL)					
Engine	ERB	3.6L V6 VVT ENGINE			***Serial #***	K[redacted]	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			***Serial #***	K[redacted]	

Report #	[redacted]	***System Key***	416028814	***Report Version***	1	***Open Date***	08/08/2018
Close Date	08/12/2018	***Narrative Date***	08/14/2018	***Category***	0	***Mileage***	3,969
MDH	020800	***Engine Built Date***	04/30/2018	***Built Date***	02/08/2018	***Advisor***	979 BARNES;RAINIE
Dealer	26903	KUNES COUNTRY AUTO GROUP OF					
Dealer Address	3200 E. JACKSON						
Dealer City	MACOMB			***State***	IL	***Zip***	614557501

Complaint: Recall #: U49, Launch Date: 05/29/2018 - 14-18MY JC/JF CAN BUS

Cause: U49

Correction: Inspect and Reprogram PCM 18-U4-91-82 0.2 hours With New Software

LOP Information

LOP	*LOP Description*
18U49182	Software Flash ; Recall U4x ; Safety Recall U49 - Reprogram Powertrain Control Module ; Inspect and Reprogram Powertrain Control Module
1418MY	Air & Fuel system
05292018	Brake System

Part Information is not available

Repair Order Detailed [redacted]0 For VIN: [redacted]

VIN	[redacted]	***Model Year***	2018	***Body***	JCDH49	DODGE JOURNEY SE (FWD)	
Built Date	10/12/2017	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PAU	GRANITO LUCENTE (GRANITE CRYSTAL)					
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE			***Serial #***	[redacted]	
Transmission	DFF	4-SPEED AUTOMATIC VLP TRANSMISSION			***Serial #***	[redacted]	

Report #	2[redacted]	***System Key***	416102670	***Report Version***	1	***Open Date***	08/13/2018
Close Date	08/13/2018	***Narrative Date***	08/14/2018	***Category***	0	***Mileage***	11,932
MDH	101217	***Engine Built Date***	12/26/2017	***Built Date***	10/12/2017	***Advisor***	997494 DON EARGLE II
Dealer	60510	JTS CHRYSLER DODGE JEEP RAM FI					
Dealer Address	4838 SUNSET BLVD						
Dealer City	LEXINGTON			***State***	SC	***Zip***	290729253

Complaint: U49 Safety Recall U49 - Reprogram Powertrain Control Module U49 - 14-18MY JCJF CAN BUS (Recall CSN 1) CS HAD AFTERMARKET BU CAMERA INSTALLED BY A FRIEND AND NEEDS IT PROGRAMED TO VEHC SEE INSTRUCTIONS ATTACHED (ElectricalN on PCM Flashes Concern)

Cause: REPROGRAM PCM SOFTWARE ADD XAC SALES CODE TO OPTIONS LIFT AND PROGRAM CONFIGURATION PER CUSTOMER'S REQUEST AND AFTERMARKET CAMERA INSTRUCTIONS

Correction: .2 HRS 18U49182 ADDED AND PROGRAMMED SALES CODE. RADIO NOW ENTERS CAMERA SCREEN "CHECK ALL SURROUNDINGS" BUT DISPLAY IS BLACKOUT ADVISE THERE ARE ACTIVE CONFIG DTCS AND CONFIG WAS RUN TWICE TO VERIFY IT SET PROPERLY. MICROPHONE AND ANTENNA DTCS ACTIV MAY HAVE INSTALLATION OR COMPATABILITY ISSUES WITH AFTERMARKET INSTALLATION

LOP Information

LOP	***LOP Description***
18U49182	Software Flash ; Recall U4x ; Safety Recall U49 - Reprogram Powertrain Control Module ; Inspect and Reprogram Powertrain Control Module
1418MY	Air & Fuel system

Part Information is not available

Repair Order Detailed [redacted]734 For VIN: [redacted]

VIN	[redacted]	***Model Year***	2018	***Body***	JCDR49	DODGE JOURNEY CROSSROAD (FWD)	
Built Date	10/17/2017	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					
Engine	ERB	3.6L V6 VVT ENGINE				***Serial #***	K[redacted]
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				***Serial #***	K[redacted]

Report #	7[redacted]4	***System Key***	417147907	***Report Version***	1	***Open Date***	08/20/2018
Close Date	08/21/2018	***Narrative Date***	08/22/2018	***Category***	0	***Mileage***	261
MDH	101712	***Engine Built Date***	08/16/2018	***Built Date***	10/17/2017	***Advisor***	JS JOSHUA SHAWVER
Dealer	60693	ARIZONA CHRYSLER DODGE JEEP RA					
Dealer Address	1623 THATCHER BOULEVARD						
Dealer City	SAFFORD			***State***	AZ	***Zip***	855463310

Complaint: MISC PERFORM CHRYSLER MULTI POINT INSPECTION

Cause:

Correction:

LOP Information is not available

Part Information is not available

Repair Order Detailed [redacted] For VIN: [redacted]

VIN	[redacted]	**Model Year**	2018	**Body**	JCDR49	DODGE JOURNEY CROSSROAD (FWD)	
Built Date	04/26/2018	**Market**	U	US	**Plant**	8481	TOLUCA ASSEMBLY PLANT
Color	PX8	BLACK CLEAR COAT					
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE			**Serial #**	1[redacted]	
Transmission	DFF	4-SPEED AUTOMATIC VLP TRANSMISSION			**Serial #**	K[redacted]	

Report #	4[redacted]	**System Key**	417311775	**Report Version**	1	**Open Date**	08/20/2018
Close Date	08/22/2018	**Narrative Date**	08/23/2018	**Category**	0	**Mileage**	10
MDH	042607	**Engine Built Date**	01/01/0001	**Built Date**	04/26/2018	**Advisor**	A15 DORSEY;PATRICIA
Dealer	64979	Blackwell Chrysler Dodge Jeep					
Dealer Address	4874 RIVERSIDE DR						
Dealer City	DANVILLE			**State**	VA	**Zip**	245415530

Complaint: Recall #: U86, Launch Date: 08/17/2018 - 2018-2019 MP/M1/JC/RT/KL LOW BRAKE PEDAL

Cause: Recall #: U86, Launch Date: 08/17/2018 - 2018-2019 MP/M1/JC/RT/KL LOW BRAKE PEDAL

Correction: Bleed Brake System 05-U8-61-82 1.1 hours (JC and RT vehicles)

LOP Information

LOP	LOP Description
08172018	Electrical System ; Spark Plug
05U86182	Brake System ; Recall U8x ; Safety Recall U86 - Low Brake Pedal ; Bleed Brake System

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
4318080AD	FLUID -BRAKE	3	$6.97	No	
04318080AD	FLUID -BRAKE	3	$20.92	No	01/01/0001

Repair Order Detailed [redacted]8 For VIN: [redacted]

VIN	[redacted]	**Model Year**	2018	**Body**	JCDH49	DODGE JOURNEY SE (FWD)	
Built Date	06/15/2018	**Market**	U	US	**Plant**	8481	TOLUCA ASSEMBLY PLANT
Color							
Engine					**Serial #**	113[redacted]	
Transmission					**Serial #**	K11[redacted]	

Report #	[redacted]8	**System Key**	417433194	**Report Version**	2	**Open Date**	08/23/2018
Close Date	08/28/2018	**Narrative Date**	08/30/2018	**Category**	0	**Mileage**	1,889
MDH	061523	**Engine Built Date**	07/12/2018	**Built Date**	06/15/2018	**Advisor**	193041
Dealer	45189	DCH CHRYSLER DODGE JEEP RAM FI					
Dealer Address	26845 YNEZ RD						
Dealer City	TEMECULA			**State**	CA	**Zip**	925914695

Complaint:

Cause:

Correction: Camera Verified, rear camera feed isglitchy and cuts out, more noticeable whengoing over bumps, recommend to replace rearback up camera and retest. Radio/Nav/Telematics Concern [Customer States Rear view camera feed glitches and cuts in and out then will work fine for a bit check and advise] INSPECT ELECTRICAL front caser with excessive possitive anglecausing vehicle to pull right . 02000142 150performed wheel alignment , set front andrear toe to spec, set front caster tonegative to compensate for road crown byloosen cradle and re adjust , torque bolts tospec. set front toe and center steeringwheel. road test vehicle , correction wasmade and verified. Alignment Check [CustomerStates vehicle pulls to the right check and advise] PERFORM 4 WHEEL THRUST ANGLE ALIGNMENT - INCL. ROAD TEST BEFORE & AFTER, ADJUST TIRE PRESSURE TO MANUFACTURER SPECIFICATIONS.ADJUST TOE, ADJUSTING CAMBER & CASTER. SOME MODELS MAY REQUIRE ADDL. ADJUSTMENTS AT AN ADDITION COST. PROVIDE PRINT-OUT. 1889 Noise coming thru dash at Hblock/Expansion valve, recommend to recoverrefrigerant and remove and replace expansionvalve and refill refrigerant PARTS ARE ONORDER General Concern #1 [Customer States A low tone humming coming from behind the center dash only at idle check and advise.] CHECK 1889 REMOVED WATER SPOTS FROM PAINT General Concern #2 [Customer States Hard water spots were on vehicle prior to deliveryalso a scuff mark on driver front door and above the passenger frontdoor handle clean and remove all these in perfections] CHECK ALTERNATE TRANSPORTATION PROVIDED DCH COURTESY LOANER LOANER ALTERNATE TRANSPORTATION PROVIDED DCH COURTESY LOANER MISC. SHOP CHARGES CHECK

LOP Information

LOP	LOP Description
08200701	Electrical System ; Media/Navigation/Satellite/Cruise Control/Security/Park Assist/Communications ; ParkView, backup assist ; Camera assembly
02000142	Suspension & Front Axle ; Wheel alignment ; Wheel alignment ; Both front and rear wheel alignment

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
56054158AG	CAMERA -NONE	1	$186.20	No	

Repair Order Detailed [redacted]4 For VIN: [redacted]

VIN	[redacted]	***Model Year***	2018	***Body***	JCDR49	DODGE JOURNEY CROSSROAD (FWD)	
Built Date	11/28/2017	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PRM	REDLINE 2 COAT PEARL					
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE				***Serial #***	13[redacted]
Transmission	DFF	4-SPEED AUTOMATIC VLP TRANSMISSION				***Serial #***	K2[redacted]

Report #	[redacted]4	***System Key***	417599946	***Report Version***	1	***Open Date***	08/23/2018
Close Date	08/25/2018	***Narrative Date***	08/27/2018	***Category***	0	***Mileage***	1,083
MDH	112808	***Engine Built Date***	08/15/2018	***Built Date***	11/28/2017	***Advisor***	3573
Dealer	44771	GRIFFIN'S HUB CHRYSLER JEEP DO					
Dealer Address	5700 S 27TH ST						
Dealer City	MILWAUKEE			***State***	WI	***Zip***	532214129

Complaint: INSTALL BACK UP CAMERA INSTALL REMOTE START GUEST STATES THAT THE CHECK ENGINE LIGHT CAME ON AND THE TRACTION CONTROL LIGHT CAME ON AND VEHICLE WAS RUNNING ROUGH. PLEASE CHECK ANDADVISE INSPECT TIRES,FLUID LEVELS,BELTS,HOSES,BLADES & BULBS

Cause:

Correction: INSTALL BACK UP CAMERA INSTALL BACK UP CAMERA STANDARD INSTALL REMOTE START INSTALLED REMOTE START STANDARD 1083 FOUND STORED CODE P0365. NO PROBLEMSFOUND. PERFORMED CAM CRANK RELEARN AND CLEANCAM ACTUATORS. CLEANED CODES AND DROVE HOME.NO PROBLEMS FOUND NO PROBLEM FOUND AT THIS TIME. INSPECT TIRES,FLUID LEVELS,BELTS,HOSES,BLADES& BULBS INSPECT TIRES,FLUID LEVELS,BELTS,HOSES,BLADES & BULBS

LOP Information is not available

Part Information is not available

Repair Order Detailed [redacted] For VIN: [redacted]

VIN	[redacted]	**Model Year**	2018	**Body**	JCEX49	DODGE JOURNEY GT (AWD)	
Built Date	04/19/2018	**Market**	U	US	**Plant**	8481	TOLUCA ASSEMBLY PLANT
Color	PW3	WHITE					
Engine	ERB	3.6L V6 VVT ENGINE			**Serial #**	[redacted]	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			**Serial #**	[redacted]	

Report #	[redacted]	**System Key**	418454715	**Report Version**	1	**Open Date**	08/23/2018
Close Date	08/30/2018	**Narrative Date**	09/03/2018	**Category**	0	**Mileage**	15
MDH	041921	**Engine Built Date**	01/01/0001	**Built Date**	04/19/2018	**Advisor**	363 GLASPIE;JAY
Dealer	09880	BILL SNETHKAMP INC					
Dealer Address	16400 WOODWARD AVE						
Dealer City	HIGHLAND PARK			**State**	MI	**Zip**	482032818

Complaint: Recall #: U86, Launch Date: 08/17/2018 - 2018-2019 MP/M1/JC/RT/KL LOW BRAKE PEDAL

Cause:

Correction: Recall #: U86, Launch Date: 08/17/2018 - 2018-2019 MP/M1/JC/RT/KL LOW BRAKE PEDAL

LOP Information

LOP	LOP Description
08172018	Electrical System ; Spark Plug
05U86182	Brake System ; Recall U8x ; Safety Recall U86 - Low Brake Pedal ; Bleed Brake System

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
4318080AD	FLUID -BRAKE	3	$5.74	No	
04318080AD	FLUID -BRAKE	3	$17.22	No	01/01/0001

Repair Order Detailed [redacted]5 For VIN: [redacted]

VIN	[redacted]	***Model Year***	2018	***Body***	JCDE49	DODGE JOURNEY SXT (FWD)	
Built Date	06/15/2018	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					
Engine	ERB	3.6L V6 VVT ENGINE				***Serial #***	[redacted]
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				***Serial #***	[redacted]

Report #	[redacted]5	***System Key***	418579388	***Report Version***	1	***Open Date***	08/13/2018
Close Date	08/29/2018	***Narrative Date***	09/03/2018	***Category***	0	***Mileage***	535
MDH	061513	***Engine Built Date***	08/09/2018	***Built Date***	06/15/2018	***Advisor***	600065
Dealer	45605	LARRY H. MILLER DODGE RAM FIAT					
Dealer Address	4220 E 22ND ST						
Dealer City	TUCSON			***State***	AZ	***Zip***	857115337

Complaint: CUSTOMER STATES PASSENGER REAR TIREHAS NAIL PLEASE INSPECT AND ADVISE

Cause: FOUND LEAK IN TIRE

Correction: 0 TIRE REPAIR TIRE REPAIR, PATCH PLUG Tire Repair (includes Mount & Dismount)

LOP Information is not available

Part Information is not available

Repair Order Detailed [redacted]9 For VIN: [redacted]

VIN	[redacted]	***Model Year***	2018	***Body***	JCDR49	DODGE JOURNEY CROSSROAD (FWD)	
Built Date	03/04/2018	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PX8	BLACK CLEAR COAT					
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE			***Serial #***	1[redacted]	
Transmission	DFF	4-SPEED AUTOMATIC VLP TRANSMISSION			***Serial #***	K[redacted]	

Report #	[redacted]9	***System Key***	418579458	***Report Version***	1	***Open Date***	08/30/2018
Close Date	08/30/2018	***Narrative Date***	09/03/2018	***Category***	0	***Mileage***	3,958
MDH	030408	***Engine Built Date***	05/28/2018	***Built Date***	03/04/2018	***Advisor***	600243
Dealer	45605	LARRY H. MILLER DODGE RAM FIAT					
Dealer Address	4220 E 22ND ST						
Dealer City	TUCSON			***State***	AZ	***Zip***	857115337

Complaint: Recall / CSN 1 [U49: Safety Recall U49 - Reprogram Powertrain Control Module**] Exterior Car Wash

Cause: E

Correction: 3958 pcm UPDATE PCM PER U49 LOP 18U49182 Safety Recall U49 - Reprogram Powertrain Control Module - Reprogram Inspect and Reprogram Powertrain Control Module Exterior Car Wash EXTERIOR CAR WASH

LOP Information

LOP	*LOP Description*
18U49182	Software Flash ; Recall U4x ; Safety Recall U49 - Reprogram Powertrain Control Module ; Inspect and Reprogram Powertrain Control Module

Part Information is not available

Repair Order Detailed [redacted] For VIN: [redacted]

VIN	[redacted]	**Model Year**	2018	**Body**	JCDE49	DODGE JOURNEY SXT (FWD)	
Built Date	10/28/2017	**Market**	U	US	**Plant**	8481	TOLUCA ASSEMBLY PLANT
Color	PF2	SPITFIRE ORANGE CLEAR COAT					
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE			**Serial #**	[redacted]	
Transmission	DFF	4-SPEED AUTOMATIC VLP TRANSMISSION			**Serial #**	[redacted]	

Report #	[redacted]	**System Key**	419252314	**Report Version**	2	**Open Date**	09/08/2018
Close Date	09/15/2018	**Narrative Date**	09/17/2018	**Category**	0	**Mileage**	6,988
MDH	102819	**Engine Built Date**	06/07/2018	**Built Date**	10/28/2017	**Advisor**	6189
Dealer	44725	TOWBIN DODGE LLC					
Dealer Address	275 AUTO MALL DRIVE						
Dealer City	HENDERSON			**State**	NV	**Zip**	890146707

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

Cause:

Correction: 6988 performed oil change Change engine oil and filter CUSTOMER REQUEST OIL AND FILTER CHANGE OIL CHANGE COMPLETED THANK YOU!!! LABOR FOR LOF CUSTOMER REQUEST 23 POINTINSPECTION

LOP Information is not available

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68258687AA	OIL -5W20	6	$3.92	No	
4892339BA	FILTER -ENGINE OIL	1	$7.54	No	

Repair Order Detailed [redacted] 86 For VIN: [redacted]

VIN	[redacted]	**Model Year**	2018	**Body**	JCDR49	DODGE JOURNEY CROSSROAD (FWD)	
Built Date	10/24/2017	**Market**	U	US	**Plant**	8481	TOLUCA ASSEMBLY PLANT
Color	PW3	WHITE					
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE			**Serial #**	12[redacted]	
Transmission	DFF	4-SPEED AUTOMATIC VLP TRANSMISSION			**Serial #**	K2[redacted]	

Report #	[redacted]86	**System Key**	419869569	**Report Version**	2	**Open Date**	09/11/2018
Close Date	09/14/2018	**Narrative Date**	09/18/2018	**Category**	0	**Mileage**	4,333
MDH	102413	**Engine Built Date**	04/23/2018	**Built Date**	10/24/2017	**Advisor**	5060
Dealer	43389	EARNHARDT CHRYSLER JEEP DODGE					
Dealer Address	1521 E DRIVERS WAY						
Dealer City	GILBERT			**State**	AZ	**Zip**	852970402

Complaint: C/S BOTH ENGINE AND TRACTION CONTROL LIGHTS WERE ON FOR A FEW DAYS,VEH WOULD NOT GO OVER 40 MPH,JERKED ON ACCEL MULTI POINT VEHICLE INSPECTION ALTERNATE TRANSPORTATION IS NOT COVERED UNDER FCA WARRANTY. ALTERNATE TRANSPORTATION WAS PROVIDED THIS SERVICE VISIT AS A GOODWILL GESTURE FOR CUSTOMER SATISFACTION FROM [redacted]. ([redacted]) CUSTOMER SIGNATURE_____

Cause: F

Correction: 4333 CK ENGINE LIGHT IS ON 60 08157910T.2//OO TIME T.4//RAN DIAG FOR P0340CODE.TESTED WIRING AND PCM.ALL CKS OK.WIGGLEDWIRING AND COULD NOT REPRODUCE ANYISSUE.FOUND GOOD OIL PRESSURE AND OIL WAS ATPROPER LEVEL.REPLACED CAM SENSOR FORINTERMIATNT OPEN CIRCUIT.TEST DROVE AND LIGHTDID NOT RETURN . Sensor, Cam position - Test and Replace All other engines (1 - Semi-Skilled) SENSOR, CAMSHAFT POSITION-Replace (A) MULTI POINT VEHICLE INSPECTION ALTERNATE TRANSPORTATION IS NOT COVERED UNDER FCA WARRANTY. ALTERNATE TRANSPORTATION WAS PROVIDED THIS SERVICE VISIT AS A GOODWILL GESTURE FOR CUSTOMER SATISFACTION FROM [redacted]. (ENTERPRISE RAC SUBLET) CUSTOMER SIGNATURE_____ RENTAL ALTERNATE TRANSPORTATION IS NOT COVERED UNDER FCA WARRANTY. ALTERNATE TRANSPORTATION WAS PROVIDED THIS SERVICE VISIT AS A GOODWILL GESTURE FOR CUSTOMER SATISFACTION FROM EARNHARDT CJDR. (ENTERPRISE RAC SUBLET) CUSTOMER SIGNATURE_____SUBLET REPAIRS

LOP Information

LOP	LOP Description
95400140	Special Services ; Loaner ; Loaner Car ; Competitive Vehicles
85410000	Special Services ; Diagnostic LOP ; Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.
08157910	Electrical System ; Cam/Crank Sensor ; Sensor, Cam position ; All other engines

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68080819AC	SENSOR -CAMSHAFT	1	$49.35	No	

Repair Order Detailed [redacted]7 For VIN: [redacted]

VIN	[redacted]	**Model Year**	2018	**Body**	JCDH49	DODGE JOURNEY SE (FWD)	
Built Date	12/16/2017	**Market**	U	US	**Plant**	8481	TOLUCA ASSEMBLY PLANT
Color	PAU	GRANITO LUCENTE (GRANITE CRYSTAL)					
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE			**Serial #**	[redacted]	
Transmission	DFF	4-SPEED AUTOMATIC VLP TRANSMISSION			**Serial #**	[redacted]	

Report #	[redacted]7	**System Key**	420539468	**Report Version**	2	**Open Date**	09/19/2018
Close Date	09/22/2018	**Narrative Date**	09/24/2018	**Category**	0	**Mileage**	3,593
MDH	121607	**Engine Built Date**	03/28/2018	**Built Date**	12/16/2017	**Advisor**	27
Dealer	27065	Griffin Chrysler Dodge Jeep Ra					
Dealer Address	1121 S MAIN ST						
Dealer City	JEFFERSON			**State**	WI	**Zip**	535492042

Complaint: General Concern #1 [DIAGNOSE CHECK ENGINE LIGHT] LOANER CAR PERFORM RECALL U49 FILLED FUEL TANK

Cause:

Correction: 3391 Inspect for check engine light on.Scan codes P219a Bank1 Air-Fuel Ratioimbalance. Road test verify goes active. Percustomer been at another dealer severaltimes. Search tech connect nothing found.Review service history and diagnostic forcode. Start star case and review previousstar cases on vehicle review what they havealready done. Pull fuel sample verify Lessthan 10% alcohol content. Per star flightrecord vehicle at cruise 55 mph or so tworecordings sent from second road test. Updatepcm for recall and start another flightrecording. Road tested for awhile have notbeen able to get light to come back on. Perstar do running compression check all 4cyclinders close all 4. Injector, Fuel - Test andReplace 2.0-2.4 liter engine-One or all injectors (2 - Skilled) MANIFOLD INTAKE, ONE PIECE perform running and cranking compresson test all ok inspect for fuel sample all ok perform electrical tests for drivability concerrn perform all tests to verify concerns contact star hotline to verify previou dealer repairs run flight recordings INJECTOR, FUEL-Replace (A) MANIFOLD INTAKE, ONE PIECE BARE HEAD REPL LEAK DOWN TEST HOSE, FUEL FLEX-Replace (C) pcm replacement Diagnostic Time rental vehicle while vehicle was down rental vehicle SUBLET BODY SHOP A/C RECHARGE SUBLET REPAIRS 3391 U49 reprogram powertrain controlmodule from #68352950AC to #68352950AD. Cleardtc's and verify part number updated. Recallrepair complete at this time. recall FUEL UP TANK WAS EMPTY INSPECT FOR CUSTOMER CONCERNS

LOP Information

LOP	LOP Description
95400142	Special Services ; Loaner ; Loaner Car ; High Line Vehicles
85410000	Special Services ; Diagnostic LOP ; Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.
18U49182	Software Flash ; Recall U4x ; Safety Recall U49 - Reprogram Powertrain Control Module ; Inspect and Reprogram Powertrain Control Module
14700502	Air & Fuel system ; Rail/Line/Hose ; Hose, fuel ; One
14302001	Air & Fuel system ; Injector/Regulator ; Injector, Fuel ; 2.0-2.4 liter engine-One or all injectors
095001A1	Engine ; Intake manifold ; Manifold, intake, one piece ; 2.0-2.4 liter engine
09350970	Engine ; Cylinder Head/Valve Cover/Block Heater ; Head, ; 4 cylinder engine, compression and leak down test
081906A1	Electrical System ; Modules ; Module, powertrain/engine control (PCM-ECM) ; 2.0-2.4 liter gasoline engine

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
RL891577AC	INJECTOR -FUEL	1	$43.40	No	01/01/0001
NPN		1	$51.71	No	

Repair Order Detailed [redacted]05 For VIN: [redacted]

VIN	[redacted]	***Model Year***	2018	***Body***	JCDR49	DODGE JOURNEY CROSSROAD (FWD)	
Built Date	10/24/2017	***Market***	U	US	***Plant***	8481	TOLUCA ASSEMBLY PLANT
Color	PW3	WHITE					
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE			***Serial #***	12[redacted]	
Transmission	DFF	4-SPEED AUTOMATIC VLP TRANSMISSION			***Serial #***	K2[redacted]	

Report #	[redacted]05	***System Key***	421387657	***Report Version***	1	***Open Date***	09/24/2018
Close Date	09/24/2018	***Narrative Date***	09/27/2018	***Category***	0	***Mileage***	3,430
MDH	102413	***Engine Built Date***	04/23/2018	***Built Date***	10/24/2017	***Advisor***	5060
Dealer	43389	EARNHARDT CHRYSLER JEEP DODGE					
Dealer Address	1521 E DRIVERS WAY						
Dealer City	GILBERT			***State***	AZ	***Zip***	852970402

Complaint: DIAG NOT BOOKED OUT REFER TO RO 1412486

Cause: F

Correction: INFORMATION ONLY

LOP Information is not available

Part Information is not available

Repair Order Detailed [redacted] 1 For VIN: [redacted]

VIN	[redacted]	**Model Year**	2018	**Body**	JCDH49	DODGE JOURNEY SE (FWD)	
Built Date	10/12/2017	**Market**	U	US	**Plant**	8481	TOLUCA ASSEMBLY PLANT
Color	PAU	GRANITO LUCENTE (GRANITE CRYSTAL)					
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE			**Serial #**	[redacted]	
Transmission	DFF	4-SPEED AUTOMATIC VLP TRANSMISSION			**Serial #**	[redacted]	

Report #	2[redacted]	**System Key**	421450451	**Report Version**	1	**Open Date**	09/26/2018
Close Date	09/26/2018	**Narrative Date**	09/27/2018	**Category**	0	**Mileage**	15,050
MDH	101217	**Engine Built Date**	12/26/2017	**Built Date**	10/12/2017	**Advisor**	998300 JENNIFER HOLL
Dealer	60510	JTS CHRYSLER DODGE JEEP RAM FI					
Dealer Address	4838 SUNSET BLVD						
Dealer City	LEXINGTON			**State**	SC	**Zip**	290729253

Complaint: (Change engine oil and filter) (Multi-point inspection according to maintenance interval) (Rotate tires)

Cause: DRAIN OIL AND REPLACED OIL FILTER MAINT TIRES ROTATE

Correction: COMPLETE 2ND NEW CAR OIL CHANGE PERFORMED WORLD CLASS INSPECTION MAINTENANCES. COMPLETE

LOP Information is not available

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CH68055890-AA	OIL -5W20	6	$2.50	No	
CH4892339-BA	FILTER -ENGINE OIL	1	$7.75	No	

Repair Order Detailed [redacted]0 For VIN: [redacted]

VIN	[redacted]	**Model Year**	2018	**Body**	JCDH49	DODGE JOURNEY SE (FWD)	
Built Date	04/30/2018	**Market**	U	US	**Plant**	8481	TOLUCA ASSEMBLY PLANT
Color	PRM	REDLINE 2 COAT PEARL					
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE			**Serial #**	[redacted]	
Transmission	DFF	4-SPEED AUTOMATIC VLP TRANSMISSION			**Serial #**	[redacted]	

Report #	[redacted]0	**System Key**	421635483	**Report Version**	2	**Open Date**	09/27/2018
Close Date	09/28/2018	**Narrative Date**	10/01/2018	**Category**	0	**Mileage**	4,601
MDH	043001	**Engine Built Date**	05/28/2018	**Built Date**	04/30/2018	**Advisor**	997945
Dealer	45454	CLASSIC DODGE CHRYSLER JEEP					
Dealer Address	4984 S I-35 E						
Dealer City	DENTON			**State**	TX	**Zip**	762102343

Complaint: PERFORM 1ST FREE OIL & FILTER CHANGE U49 RECALL SOFTWARE RECALL U86 LOW BRAKE PEDAL

Cause: U49 U86

Correction: 4601 OIL CHANGE PERFORMED DEFAULT PERFORM 1ST FREE OIL & FILTER CHANGE 4601 U49 FLASHED PCM Safety Recall U49 - Reprogram Powertrain Control Module - Reprogram Inspect and Reprogram Powertrain Control Module 4601 U86 BLED HYDRAULIC BRAKE SYSTEM Safety Recall U86 - Low Brake Pedal - Bleed BleedBrake System (2 - Skilled)

LOP Information

LOP	LOP Description
18U49182	Software Flash ; Recall U4x ; Safety Recall U49 - Reprogram Powertrain Control Module ; Inspect and Reprogram Powertrain Control Module
05U86182	Brake System ; Recall U8x ; Safety Recall U86 - Low Brake Pedal ; Bleed Brake System

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68169968PA	OIL -5W20	5	$4.25	No	
4892339BA	FILTER -ENGINE OIL	1	$7.50	No	
4318080AD	FLUID -BRAKE	3	$6.96	No	
04318080AD	FLUID -BRAKE	3	$20.89	No	01/01/0001

Repair Order Detailed [redacted] 3 For VIN: [redacted]

VIN	[redacted]	**Model Year**	2018	**Body**	JCDH49	DODGE JOURNEY SE (FWD)	
Built Date	10/13/2017	**Market**	U	US	**Plant**	8481	TOLUCA ASSEMBLY PLANT
Color	PRM	REDLINE 2 COAT PEARL					
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE			**Serial #**	[redacted]	
Transmission	DFF	4-SPEED AUTOMATIC VLP TRANSMISSION			**Serial #**	[redacted]	

Report #	1[redacted]	**System Key**	421639452	**Report Version**	1	**Open Date**	09/27/2018
Close Date	09/27/2018	**Narrative Date**	09/30/2018	**Category**	0	**Mileage**	14,556
MDH	101301	**Engine Built Date**	01/02/2018	**Built Date**	10/13/2017	**Advisor**	564 DEREK EVERETT VA
Dealer	45572	JACKSONVILLE CHRYSLER JEEP DOD					
Dealer Address	9600 ATLANTIC BLVD						
Dealer City	JACKSONVILLE			**State**	FL	**Zip**	322258230

Complaint: U49 Safety Recall U49 - Reprogram Powertrain Control Module U49 - 14-18MY JCJF CAN BUS (Recall CSN 1) Customer States back up cam not working (ElectricalNon PCM F lashes Concern) PERFORM OIL AND MOPAR FILTER SERVICE WITH 5 QUARTS EACH ADDITIONAL QUARTS EXTRA PLEASE PERFORM A MULTI-POINT INSPECTION. CUSTOMER REQUESTS A TIRE ROTATION.

Cause: Inspect and Reprogram PCM 18-U4-91-82 02 hours With New Software I WAS INFORMED THAT THE OTHER STORE HAD INSTALLED BACK- UP CAMERA

Correction: FLASHED PCM AS PER U49 SAFETY RECALL 18-U4-91-82 68352950AC-AD 0.2 HOURS ADVISE CUSTOMER TO BRING BACK TO OTHER STORE OEM Oil & Filter Change 2.4L 14/18 A MULTI-POINT INSPECTION HAS BEEN PERFORMED ON YOUR VEHCILE. THIS INSPECTION COVERS SAFETY ITEMS AND FLUID CONDITIONS ON YOUR VEHICLE. PLEASE SEE THE ATTACHED VEHICLE CHECKUP COPY FOR YOUR RESULTS. Rotate Tires All

LOP Information

LOP	LOP Description
18U49182	Software Flash ; Recall U4x ; Safety Recall U49 - Reprogram Powertrain Control Module ; Inspect and Reprogram Powertrain Control Module
1418MY	Air & Fuel system
1418	Air & Fuel system

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CH68055890-AA	OIL -5W20	5	$2.25	No	
CH4892339-AA	FILTER -ENGINE OIL	1	$9.66	No	

Repair Order Detailed [redacted] 5 For VIN: [redacted]

VIN	[redacted]	**Model Year**	2018	**Body**	JCER49	DODGE JOURNEY CROSSROAD (AWD)	
Built Date	02/11/2018	**Market**	U	US	**Plant**	8481	TOLUCA ASSEMBLY PLANT
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					
Engine	ERB	3.6L V6 VVT ENGINE				**Serial #**	K[redacted]
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				**Serial #**	K[redacted]

Report #	[redacted]	**System Key**	421751123	**Report Version**	1	**Open Date**	09/25/2018
Close Date	09/27/2018	**Narrative Date**	10/01/2018	**Category**	0	**Mileage**	1,855
MDH	021105	**Engine Built Date**	08/10/2018	**Built Date**	02/11/2018	**Advisor**	000977 AARON TOLLIVE
Dealer	43101	RAINIER DODGE INC					
Dealer Address	2550 CARRIAGE LOOP DRIVE						
Dealer City	OLYMPIA			**State**	WA	**Zip**	985021101

Complaint: CUSTOMER STATES: HANDS FREE DOES NOT WORK MOST THE TIME,THE RADIO SCREEN WILL REBOOTS AND THE BACK UP CAMERA LOOKS

Cause:

Correction: INSPECTED, CAMERA WAS INSTALLED AT CAR TOYS---SEE ATTACHEDINVOICE. TECH PERFORMED VEHICLE RECONFIGURATION ANDRE-TESTED, SEEMS TO BE WORKING FINE. CUSTOMER TO MONITOR.

LOP Information

LOP	LOP Description
85418707	Special Services ; Diagnostic LOP ; Audio, Video and Telematics Components,Trouble Not Found ; Hands Free Mobile (HFM)

Part Information is not available

Repair Order Detailed [redacted] For VIN: [redacted]

VIN	[redacted]	**Model Year**	2018	**Body**	JCEX49	DODGE JOURNEY GT (AWD)	
Built Date	05/23/2018	**Market**	U	US	**Plant**	8481	TOLUCA ASSEMBLY PLANT
Color	PAU	GRANITO LUCENTE (GRANITE CRYSTAL)					
Engine	ERB	3.6L V6 VVT ENGINE			**Serial #**	[redacted]	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			**Serial #**	[redacted]	

Report #	[redacted]	**System Key**	422465057	**Report Version**	1	**Open Date**	10/03/2018
Close Date	10/04/2018	**Narrative Date**	10/07/2018	**Category**	0	**Mileage**	5
MDH	052302	**Engine Built Date**	01/01/0001	**Built Date**	05/23/2018	**Advisor**	92 KAYLA HAEBLER
Dealer	45651	MARLETTE CHRYSLER DODGE JEEP R					
Dealer Address	3755 S VAN DYKE						
Dealer City	MARLETTE			**State**	MI	**Zip**	484539301

Complaint: COMPLETE RECALL U86: SAFETY RECALL U86 - LOW BRAKE PEDAL** RECALL COMPLETED ([redacted]-) SERVICE INSPECTION N/C ([redacted])

Cause:

Correction:

LOP Information

LOP	LOP Description
05U86182	Brake System ; Recall U8x ; Safety Recall U86 - Low Brake Pedal ; Bleed Brake System

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
4318080AD	FLUID -BRAKE	1	$5.74	No	
04318080AD	FLUID -BRAKE	1	$5.74	No	01/01/0001

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