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

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] DODGE JOURNEY SE (FWD)
Build Date	10/23/2017	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	560

Claim Information

Claim #	[redacted]	**In Service Date**	12/18/2017
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	11/14/2017
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$93.92	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$93.92

Dealer Information

Code	66487	**Name**	JAKE SWEENEY CHRYSLER JEEP DODGE, INC.	**Zone**	42	DETROIT
Address	85 W KEMPER RD , CINCINNATI, OH 45246					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$93.92

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - DODGE JOURNEY CROSSROAD (FWD)
Build Date	10/24/2017	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	560

Claim Information

Claim #	[redacted]	**In Service Date**	04/23/2018
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	12/11/2017
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$97.99	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$97.99

Dealer Information

Code	43389	**Name**	EARNHARDT'S GILBERT DODGE INC	**Zone**	70	PHOENIX
Address	1301 NORTH ARIZONA AVENUE , GILBERT, AZ 85233					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$97.99

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] DODGE JOURNEY SE (FWD)
Build Date	12/16/2017	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	560

Claim Information

Claim #	[redacted]	**In Service Date**	03/28/2018
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	01/11/2018
Claim Status	Paid	**Mileage (Miles)**	2

Expense

Labor	$91.29	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$91.29

Dealer Information

Code	60072	**Name**	SAWICKI MOTOR SALES INC	**Zone**	51	CHICAGO
Address	700 EAST SOUTH STREET , FREEPORT, IL 61032					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$91.29

RO Narratives

(RO) Customer Concern:

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

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - DODGE JOURNEY GT (AWD)
Build Date	06/13/2017	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	62

Claim Information

Claim #	[redacted]	**In Service Date**	07/27/2017
Claim Type	W - Warranty	**Repair Date**	01/11/2018
Claim Status	Paid	**Mileage (Miles)**	9,168

Expense

Labor	$38.25	**Sublet**	$40.74	**Part**	$0.00	**Total Paid**	$78.99

Dealer Information

Code	82702	**Name**	PRODUCT QUALITY RESEARCH CENTER	**Zone**	42	DETROIT
Address	2021 EXECUTIVE HILLS BLVD. CIMS 400-00-03, AUBURN HILLS, MI 48326					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26240101	Oil and Filter Change (Use at Every Interval) ; Gasoline Engines - Company Car Program	3N	SCHEDULED MAINTENANCE	04761872PB	OIL	6	X	31.08	$22.95
A	26240101	Oil and Filter Change (Use at Every Interval) ; Gasoline Engines - Company Car Program	3N	SCHEDULED MAINTENANCE	68191349AC	FILTER	1		9.66	$22.95
A	26240401	Tire Rotation ; Rotate at the first sign of irregular wear, even if it occurs before the oil indicator system turns on.			04761872PB	OIL	6	X	31.08	$15.30
A	26240401	Tire Rotation ; Rotate at the first sign of irregular wear, even if it occurs before the oil indicator system turns on.			68191349AC	FILTER	1		9.66	$15.30

RO Narratives

(RO) Customer Concern:

10K Maintenance

(RO) Cause:

Scheduled Maintenance

(RO) 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

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

10K Maintenance

(Claim) Cause:

Scheduled Maintenance

(Claim) 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)

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - DODGE JOURNEY CROSSROAD (FWD)
Build Date	12/13/2017	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	560

Claim Information

Claim #	PREPNV	**In Service Date**	05/14/2018
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	01/24/2018
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$111.49	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$111.49

Dealer Information

Code	26828	**Name**	NAPLETON'S MID RIVERS CHRYSLER	**Zone**	51 CHICAGO
Address	4951 VETERANS MEMORIAL PARKWAY , ST PETERS, MO 63376				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$111.49

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] DODGE JOURNEY SE (AWD)
Build Date	12/21/2017	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	560

Claim Information

Claim #	PREPNV	**In Service Date**	04/16/2018
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	01/30/2018
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$94.31	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$94.31

Dealer Information

Code	44530	**Name**	DIEHL CHRYSLER JEEP DODGE	**Zone**	35	WASHINGTON	
Address	258 PITTSBURGH RD , BUTLER, PA 16002						

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$94.31

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - DODGE JOURNEY GT (AWD)
Build Date	01/11/2018	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	560

Claim Information

Claim #	[redacted]	**In Service Date**	11/21/2018
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	02/03/2018
Claim Status	Paid	**Mileage (Miles)**	1

Expense

Labor	$101.49	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$101.49

Dealer Information

Code	45551	**Name**	AL SERRA CHRYSLER DODGE JEEP RAM	**Zone**	42	DETROIT
Address	6185 S SAGINAW ST , GRAND BLANC, MI 48439					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$101.49

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - DODGE JOURNEY GT (AWD)
Build Date	06/13/2017	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	62

Claim Information

Claim #	[redacted]	**In Service Date**	07/27/2017
Claim Type	W - Warranty	**Repair Date**	02/06/2018
Claim Status	Paid	**Mileage (Miles)**	9,581

Expense

Labor	$15.30	**Sublet**	$56.42	**Part**	$0.00	**Total Paid**	$71.72

Dealer Information

Code	82702	**Name**	PRODUCT QUALITY RESEARCH CENTER	**Zone**	42	DETROIT
Address	2021 EXECUTIVE HILLS BLVD. CIMS 400-00-03, AUBURN HILLS, MI 48326					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	05600501	Valve, power brake check - Vacuum Pressure Sensor	UC	UNCODABLE (NARRATIVE REQUIRED)	05154997AE	HOSE	1	X	32.48	$15.30
A	05600501	Valve, power brake check - Vacuum Pressure Sensor	UC	UNCODABLE (NARRATIVE REQUIRED)	04723391	VALVE	1		21.56	$15.30
A	05600501	Valve, power brake check - Vacuum Pressure Sensor	UC	UNCODABLE (NARRATIVE REQUIRED)	05179921AA	GROMMET	1		2.38	$15.30
A	05601001	Hose, power brake vacuum			05154997AE	HOSE	1	X	32.48	$0.00
A	05601001	Hose, power brake vacuum			04723391	VALVE	1		21.56	$0.00
A	05601001	Hose, power brake vacuum			05179921AA	GROMMET	1		2.38	$0.00

RO Narratives

(RO) Customer Concern:

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

(RO) 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

(RO) 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

(RO) Technical Notes:

DRIVEABILITY *CUSTOMER STATES, WONT START, VEHICLE WONT MANUALLY ST

GCS Narratives

(Claim) Customer Concern:

Driveability *customer States, Won't 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

(Claim) 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.

(Claim) 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

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - DODGE JOURNEY SE (AWD)
Build Date	12/21/2017	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	560

Claim Information

Claim #	[redacted]	**In Service Date**	04/16/2018
Claim Type	T - Transportation	**Repair Date**	02/20/2018
Claim Status	Paid	**Mileage (Miles)**	8

Expense

Labor	$75.45	**Sublet**	$275.02	**Part**	$0.00	**Total Paid**	$350.47

Dealer Information

Code	44530	**Name**	DIEHL CHRYSLER JEEP DODGE	**Zone**	35 WASHINGTON
Address	258 PITTSBURGH RD , BUTLER, PA 16002				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	23061000	Luggage rack			05116318AC	RAIL	1	X	137.51	$28.29
A	23061000	Luggage rack			05116319AC	RAIL	1		137.51	$28.29
A	23061012	Luggage rack ; Side rail-one or both	UC	UNCODABLE (NARRATIVE REQUIRED)	05116318AC	RAIL	1	X	137.51	$47.16
A	23061012	Luggage rack ; Side rail-one or both	UC	UNCODABLE (NARRATIVE REQUIRED)	05116319AC	RAIL	1		137.51	$47.16

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
ROOF RAILS SCUFFED

(Claim) Cause:
ROOF RAILS SCUFFED - TRANSPORTATION DAMAGE

(Claim) Correction:
REPLACE ROOF RAILS

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - DODGE JOURNEY CROSSROAD (FWD)
Build Date	01/27/2018	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	560

Claim Information

Claim #	PREPNV	**In Service Date**	03/14/2018
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	03/05/2018
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$140.98	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$140.98

Dealer Information

Code	60370	**Name**	TATE BRANCH DODGE CHRYSLER JEEP	**Zone**	70	PHOENIX
Address	4123 N LOVINGTON HWY , HOBBS, NM 88240					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$140.98

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] DODGE JOURNEY CROSSROAD (AWD)
Build Date	02/08/2018	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	560

Claim Information

Claim #	PREPNV	**In Service Date**	04/30/2018
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	03/20/2018
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$113.56	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$113.56

Dealer Information

Code	59564	**Name**	LITHIA CHRYSLER JEEP DODGE	**Zone**	70 PHOENIX
Address	4540 GRUMMAN DR. , MEDFORD, OR 97504				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$113.56

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - DODGE JOURNEY SE (FWD)
Build Date	10/13/2017	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	560

Claim Information

Claim #	[redacted]	**In Service Date**	01/02/2018
Claim Type	W - Warranty	**Repair Date**	03/29/2018
Claim Status	Paid	**Mileage (Miles)**	4,898

Expense

Labor	$23.39	**Sublet**	$1.32	**Part**	$0.00	**Total Paid**	$24.71

Dealer Information

Code	45572	**Name**	JACKSONVILLE CHRYSLER JEEP DODGE	**Zone**	66	ORLANDO
Address	9600 ATLANTIC BLVD , JACKSONVILLE, FL 32225					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08950901	Fuse, Power Outlet	UC	UNCODABLE (NARRATIVE REQUIRED)	68100746AB	FUSE	1	X	1.32	$23.39

RO Narratives

(RO) Customer Concern:

(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)

(RO) Cause:

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

(RO) 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

(RO) Technical Notes:

FUSE IS BLOWN

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES REAR VIEW CAMERA 12 V CHARGER AND MIRROR POW | | ER NOT THERE ADVISE (

(Claim) Cause:

VERIFIED NO POWER AT POWER OUTLET. TESTED ALL FUSES. FOUND | | BLOWN FUSE F102 20 AMP MICRO FUSE

(Claim) Correction:

REMOVED AND REPLACED FUSE. CHECKED OPERATION OF POWER O | | OUTLET. WORKING NOW

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] DODGE JOURNEY CROSSROAD (FWD)
Build Date	03/04/2018	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	560

Claim Information

Claim #	PREPNV	**In Service Date**	05/28/2018
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	04/02/2018
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$111.12	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$111.12

Dealer Information

Code	45605	**Name**	LARRY H MILLER DODGE RAM TUCSON	**Zone**	70	PHOENIX
Address	4220 E 22ND ST , TUCSON, AZ 85711					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$111.12

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - DODGE JOURNEY CROSSROAD (FWD)
Build Date	03/04/2018	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	560

Claim Information

Claim #	[redacted]	**In Service Date**	05/28/2018
Claim Type	W - Warranty	**Repair Date**	04/04/2018
Claim Status	Paid	**Mileage (Miles)**	3

Expense

Labor	$22.22	**Sublet**	$122.47	**Part**	$0.00	**Total Paid**	$144.69

Dealer Information

Code	45605	**Name**	LARRY H MILLER DODGE RAM TUCSON	**Zone**	70	PHOENIX
Address	4220 E 22ND ST , TUCSON, AZ 85711					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08807806	Switch, power window single ; Rear - Right	48	GROUNDED OR SHORTED	68307001AB	SWITCH	1	X	122.47	$22.22

RO Narratives

(RO) Customer Concern:

PRE DELIVERY SERVICE DRVR WINDOW INOP

(RO) Cause:

E

(RO) 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)

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

DRVR WINDOW INOP

(Claim) Cause:

THE FAILED PART IS MASTER WINDOW SWITCH HAS INTERNAL ELECTRICAL FAILURE

(Claim) Correction:

REPLACED WINDOW SWITCH WORKING AS DESIGNED

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - DODGE JOURNEY SE (FWD)
Build Date	12/16/2017	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	560

Claim Information

Claim #	[redacted]	**In Service Date**	03/28/2018
Claim Type	W - Warranty	**Repair Date**	04/13/2018
Claim Status	Paid	**Mileage (Miles)**	459

Expense

Labor	$62.68	**Sublet**	$135.94	**Part**	$0.00	**Total Paid**	$198.62

Dealer Information

Code	60715	**Name**		**Zone**	51 CHICAGO
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	25017026	Sensor, oxygen ; 2.0-2.4 liter engine downstream	ML	CHECK ENGINE/SERVICE ENGINE SO	05149171AA	SENSOR	2	X	135.94	$31.34
A	25017027	Sensor, oxygen ; 2.0-2.4 liter engine upstream			05149171AA	SENSOR	2	X	135.94	$31.34

RO Narratives

(RO) Customer Concern:

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 (50- TONY-) 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. (50- TONY-)

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CHECK ENGINE LIGHT CAME ON AND WAS FLASHING, CUSTOMER SHUT VEHICLE OFF AND TUR NED BACK ON AND CHECK ENGINE LIGHT IS STILL ON BUT NOT FLASHING

(Claim) Cause:

FOUND CODE P219A BANK 1 AIR FUEL RATIO IMBALANCE, CLEAR CODE AND TEST DRIVE AN D CODE CAME BACK, PERFORM PPT TEST SMOKE TEST INTAKE, NO LEAKS FOUND, OXYGEN S ENSORS UPSTREAM AND DOWNSTREAM NOT RESPONDING

(Claim) Correction:

REPLACE BOTH OXYGEN SENSORS

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - DODGE JOURNEY CROSSROAD (AWD)
Build Date	02/08/2018	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	560

Claim Information

Claim #	[redacted]	**In Service Date**	04/30/2018
Claim Type	W - Warranty	**Repair Date**	05/14/2018
Claim Status	Paid	**Mileage (Miles)**	169

Expense

Labor	$66.90	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$66.90

Dealer Information

Code	66012	**Name**	COAST AUTO CENTER INC	**Zone**	70	PHOENIX
Address	530 CHETCO AVE , BROOKINGS, OR 97415					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85418803	Security/Convenience Systems,Trouble Not Found ; Park Assist / Blind Spot System / Backup Camera	OD							$66.90

RO Narratives

(RO) Customer Concern:

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

(RO) Cause:

INSPECTION FOUND VEHICLE NOT EQUIPED WITH THAT OPTION

(RO) Correction:

CUSTOMER ADVISED

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

BACK UP CAMERA GRID LINES DON'T TURN WHEN VEHICLE TURNS

(Claim) Cause:

THIS JOURNEY IS NOT EQUIPPED WITH TURNING GRID LINES

(Claim) Correction:

SEARCHED ALL SERVICE INFO AND DISCOVERED THAT VEHICLE IS OPERATING AS EQUIPPED AND DESIGNED

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - DODGE JOURNEY CROSSROAD (AWD)
Build Date	02/08/2018	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	560

Claim Information

Claim #	[redacted]	**In Service Date**	04/30/2018
Claim Type	W - Warranty	**Repair Date**	05/14/2018
Claim Status	Paid	**Mileage (Miles)**	169

Expense

Labor	$0.00	**Sublet**	$0.00	**Part**	$30.00	**Total Paid**	$30.00

Dealer Information

Code	66012	**Name**	COAST AUTO CENTER INC	**Zone**	70	PHOENIX
Address	530 CHETCO AVE , BROOKINGS, OR 97415					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85418803	Security/Convenience Systems,Trouble Not Found ; Park Assist / Blind Spot System / Backup Camera	OD							$0.00
A	95400141	Loaner Car ; Standard Line Vehicles								$30.00

RO Narratives

(RO) Customer Concern:

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

(RO) Cause:

INSPECTION FOUND VEHICLE NOT EQUIPED WITH THAT OPTION

(RO) Correction:

CUSTOMER ADVISED

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

RENTAL CONT

(Claim) Cause:

RENTAL CONT

(Claim) Correction:

RENTAL CONT

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - DODGE JOURNEY SE (FWD)
Build Date	04/30/2018	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	560

Claim Information

Claim #	PREPNV	**In Service Date**	05/28/2018
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	05/18/2018
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$108.25	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$108.25

Dealer Information

Code	45454	**Name**	CLASSIC DODGE CHRYSLER JEEP	**Zone**	63	DALLAS
Address	4984 S I-35 E , DENTON, TX 76210					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$108.25

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - DODGE JOURNEY GT (AWD)
Build Date	01/11/2018	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	560

Claim Information

Claim #	[redacted]	**In Service Date**	11/21/2018
Claim Type	S - Safety (Recalls)	**Repair Date**	05/29/2018
Claim Status	Paid	**Mileage (Miles)**	13

Expense

Labor	$20.30	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$20.30

Dealer Information

Code	45551	**Name**	AL SERRA CHRYSLER DODGE JEEP RAM	**Zone**	42	DETROIT
Address	6185 S SAGINAW ST , GRAND BLANC, MI 48439					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U49182	Safety Recall U49 - Reprogram Powertrain Control Module ; Inspect and Reprogram Powertrain Control Module	UC	UNCODABLE (NARRATIVE REQUIRED)						$20.30

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

TRIM PERFORM RECALL U49

(Claim) Cause:

PCM OLD PART # 68352965AB PCM NEW PART # 68352965AC

(Claim) Correction:

PERFORMED RECALL U49 18-U4-91-82 .2 TECH 193

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - DODGE JOURNEY SXT (FWD)
Build Date	10/28/2017	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	560

Claim Information

Claim #	[redacted]	**In Service Date**	06/07/2018
Claim Type	S - Safety (Recalls)	**Repair Date**	05/29/2018
Claim Status	Paid	**Mileage (Miles)**	14

Expense

Labor	$26.26	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$26.26

Dealer Information

Code	44725	**Name**	TOWBIN DODGE LLC	**Zone**	70	PHOENIX
Address	275 AUTO MALL DRIVE , HENDERSON, NV 89014					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U49182	Safety Recall U49 - Reprogram Powertrain Control Module ; Inspect and Reprogram Powertrain Control Module	UC	UNCODABLE (NARRATIVE REQUIRED)						$26.26

RO Narratives

(RO) Customer Concern:

PERFORM RECALL U49 REPROGRAM PCM

(RO) Cause:

.

(RO) 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

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - DODGE JOURNEY CROSSROAD (FWD)
Build Date	11/28/2017	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	560

Claim Information

Claim #	[redacted]	**In Service Date**	08/15/2018
Claim Type	S - Safety (Recalls)	**Repair Date**	05/29/2018
Claim Status	Paid	**Mileage (Miles)**	10

Expense

Labor	$18.97	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$18.97

Dealer Information

Code	44771	**Name**	GRIFFIN DODGE	**Zone**	51	CHICAGO
Address	N83 W15474 APPLETON AVE , MENOMONEE FALLS, WI 53051					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U49182	Safety Recall U49 - Reprogram Powertrain Control Module ; Inspect and Reprogram Powertrain Control Module	UC	UNCODABLE (NARRATIVE REQUIRED)						$18.97

RO Narratives

(RO) Customer Concern:

U49 RECALL

(RO) Cause:

U49 RECALL

(RO) Correction:

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

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	JCDH49 - DODGE JOURNEY SE (FWD)
Build Date	03/06/2018	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	560

Claim Information

Claim #	[redacted]	**In Service Date**	07/02/2018
Claim Type	S - Safety (Recalls)	**Repair Date**	05/30/2018
Claim Status	Paid	**Mileage (Miles)**	335

Expense

Labor	$19.98	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$19.98

Dealer Information

Code	41906	**Name**	COMMONWEALTH DODGE INC	**Zone**	42	DETROIT
Address	6408 PRESTON HIGHWAY , LOUISVILLE, KY 40219					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U49182	Safety Recall U49 - Reprogram Powertrain Control Module ; Inspect and Reprogram Powertrain Control Module	UC	UNCODABLE (NARRATIVE REQUIRED)						$19.98

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - DODGE JOURNEY CROSSROAD (FWD)
Build Date	11/25/2017	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	560

Claim Information

Claim #	[redacted]	**In Service Date**	06/21/2018
Claim Type	S - Safety (Recalls)	**Repair Date**	05/30/2018
Claim Status	Paid	**Mileage (Miles)**	16

Expense

Labor	$26.26	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$26.26

Dealer Information

Code	44725	**Name**	TOWBIN DODGE LLC	**Zone**	70	PHOENIX
Address	275 AUTO MALL DRIVE , HENDERSON, NV 89014					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U49182	Safety Recall U49 - Reprogram Powertrain Control Module ; Inspect and Reprogram Powertrain Control Module	UC	UNCODABLE (NARRATIVE REQUIRED)						$26.26

RO Narratives

(RO) Customer Concern:

PERFORM RECALL U49 REPROGRAM PCM

(RO) Cause:

.

(RO) 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

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - DODGE JOURNEY CROSSROAD (FWD)
Build Date	10/17/2017	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	560

Claim Information

Claim #	[redacted]	**In Service Date**	08/16/2018
Claim Type	S - Safety (Recalls)	**Repair Date**	05/31/2018
Claim Status	Paid	**Mileage (Miles)**	11

Expense

Labor	$20.12	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$20.12

Dealer Information

Code	60693	**Name**		**Zone**	70 PHOENIX
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U49182	Safety Recall U49 - Reprogram Powertrain Control Module ; Inspect and Reprogram Powertrain Control Module	UC	UNCODABLE (NARRATIVE REQUIRED)						$20.12

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - DODGE JOURNEY SE (FWD)
Build Date	05/16/2018	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	560

Claim Information

Claim #	PREPNV	**In Service Date**	06/11/2018
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	06/05/2018
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$146.54	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$146.54

Dealer Information

Code	27038	**Name**		**Zone**	51 CHICAGO
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$146.54

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - DODGE JOURNEY CROSSROAD (AWD)
Build Date	02/11/2018	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	560

Claim Information

Claim #	[redacted]	**In Service Date**	08/10/2018
Claim Type	S - Safety (Recalls)	**Repair Date**	06/05/2018
Claim Status	Paid	**Mileage (Miles)**	11

Expense

Labor	$22.85	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$22.85

Dealer Information

Code	43101	**Name**	RAINIER DODGE INC	**Zone**	70 PHOENIX
Address	2550 CARRIAGE LOOP DRIVE , OLYMPIA, WA 98502				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U49182	Safety Recall U49 - Reprogram Powertrain Control Module ; Inspect and Reprogram Powertrain Control Module	UC	UNCODABLE (NARRATIVE REQUIRED)						$22.85

RO Narratives

(RO) Customer Concern:

PERFORM RECALL U49 REPROGRAM PCM

(RO) Cause:

NA

(RO) Correction:

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

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - DODGE JOURNEY CROSSROAD (FWD)
Build Date	04/26/2018	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	560

Claim Information

Claim #	[redacted]	**In Service Date**	10/26/2018
Claim Type	S - Safety (Recalls)	**Repair Date**	06/06/2018
Claim Status	Paid	**Mileage (Miles)**	5

Expense

Labor	$18.59	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$18.59

Dealer Information

Code	64979	**Name**	BLACKWELL CHRYSLER JEEP DODGE	**Zone**	35	WASHINGTON	
Address	4874 RIVERSIDE DR , DANVILLE, VA 24541						

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U49182	Safety Recall U49 - Reprogram Powertrain Control Module ; Inspect and Reprogram Powertrain Control Module	UC	UNCODABLE (NARRATIVE REQUIRED)						$18.59

RO Narratives

(RO) Customer Concern:

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

(RO) Cause:

NA

(RO) 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

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - DODGE JOURNEY CROSSROAD (AWD)
Build Date	09/19/2017	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	560

Claim #	418089	**In Service Date**	10/31/2017
Claim Type	W - Warranty	**Repair Date**	06/06/2018
Claim Status	Paid	**Mileage (Miles)**	4,814

Expense

Labor	$45.02	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$45.02

Code	25034	**Name**	DISHMAN DODGE	**Zone**	70	PHOENIX
Address	EAST 7700 SPRAGUE AVENUE , SPOKANE, WA 99212					

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08600270	Radio/Telematics Gateway Module ; Exchange unit	58	INTERNAL DEFECT						$45.02

RO Narratives

(RO) Customer Concern:

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

(RO) Cause:

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

(RO) Correction:

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

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CHECK NO UCONNECT

(Claim) Cause:

INSPECTED AND PERFORMED PHONE CALL, COULD NOT HEAR EITHER PARTY. CHECKED FOR U

(Claim) Correction:

REPLACED RADIO AND RECHECKED OPERATION.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - DODGE JOURNEY CROSSROAD (AWD)
Build Date	09/19/2017	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	560

Claim #	[redacted]	**In Service Date**	10/31/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	06/06/2018
Claim Status	Paid	**Mileage (Miles)**	4,814

Expense

Labor	$22.51	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$22.51

Code	25034	**Name**	DISHMAN DODGE	**Zone**	70	PHOENIX
Address	EAST 7700 SPRAGUE AVENUE , SPOKANE, WA 99212					

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U49182	Safety Recall U49 - Reprogram Powertrain Control Module ; Inspect and Reprogram Powertrain Control Module	UC	UNCODABLE (NARRATIVE REQUIRED)						$22.51

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
RECALL U49

(Claim) Cause:
NA

(Claim) Correction:
INSPECTED AND UPDATED PCM SOFTWARE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - DODGE JOURNEY CROSSROAD (FWD)
Build Date	12/13/2017	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	560

Claim #	[redacted]	**In Service Date**	05/14/2018
Claim Type	S - Safety (Recalls)	**Repair Date**	06/14/2018
Claim Status	Paid	**Mileage (Miles)**	891

Expense

Labor	$22.74	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$22.74

Code	26828	**Name**	NAPLETON'S MID RIVERS CHRYSLER	**Zone**	51 CHICAGO
Address	4951 VETERANS MEMORIAL PARKWAY , ST PETERS, MO 63376				

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U49182	Safety Recall U49 - Reprogram Powertrain Control Module ; Inspect and Reprogram Powertrain Control Module	UC	UNCODABLE (NARRATIVE REQUIRED)						$22.74

RO Narratives

(RO) Customer Concern:

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

(RO) Cause:

.

(RO) Correction:

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

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - DODGE JOURNEY CROSSROAD (FWD)
Build Date	11/28/2017	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	560

Claim #	[redacted]	**In Service Date**	08/15/2018
Claim Type	W - Warranty	**Repair Date**	06/20/2018
Claim Status	Paid	**Mileage (Miles)**	35

Expense

Labor	$18.97	**Sublet**	$42.00	**Part**	$0.00	**Total Paid**	$60.97

Code	44771	**Name**	GRIFFIN DODGE	**Zone**	51	CHICAGO
Address	N83 W15474 APPLETON AVE , MENOMONEE FALLS, WI 53051					

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08157910	Sensor, Cam position ; All other engines	ML	CHECK ENGINE/SERVICE ENGINE SO	68080819AC	SENSOR	1	X	42.00	$18.97

RO Narratives

(RO) Customer Concern:

CHECK ENGINE LIGHT IS ON BUCKS AND JERKS WHEN DRIVING

(RO) Cause:

SENSOR FAILURE

(RO) 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)

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CEL LIGHT IS ON. BUCKS AND JERKS WHEN DRIVING

(Claim) Cause:

INSPECTED AND FOUND ACTIVE CODE P0365 FOR CAM POSITION SENSOR FAULT

(Claim) Correction:

REPLACED CAM POSITION SENSOR 2

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - DODGE JOURNEY SE (FWD)
Build Date	12/16/2017	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	560

Claim #	[redacted]	**In Service Date**	03/28/2018
Claim Type	W - Warranty	**Repair Date**	06/21/2018
Claim Status	Paid	**Mileage (Miles)**	548

Expense

Labor	$699.82	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$699.82

Code	60715	**Name**		**Zone**	51 CHICAGO
Address	, ,				

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85411003	Engine Driveability, Trouble Not Found ; Engine Runs Rough/Rough Idle	UC	UNCODABLE (NARRATIVE REQUIRED)						$699.82

RO Narratives

(RO) Customer Concern:

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. (50- TONY-) 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. (50- TONY-) 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. (50- TONY-) 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 (50- TONY-)

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

ENGINE LIGHT ON P219A

GCS Narratives

(Claim) Customer Concern:

CHECK ENGINE LIGHT CAME BACK ON BUT DOES NOT HAVE DRIVABILITY ISSUE

(Claim) Cause:

NO PROBLEM FOUND

(Claim) Correction:

MADE3 STAR CASE [redacted] CODE P219A AIR FUEL IMBALANCE. CYLINDER LEAK DOWN TEST AND PASS ADVISED TO MAKE TEST AND CHECK FOR MANIFOLD LEAK OR VACUUM LEAKS. PA SSED. PERFORMED COMPRESSION TEST AND ALL CYLINDE3R AT 225 PSI WITH ENGINE LIGH T CLEARED INTERMITTENTLY AT IDEL INT SHOP WOULD HAVE CYLINDER MISFIRE COUNTERS BUT STILL NOT TRIGGER CHECK ENGINE LIGHT CHECKED PIN FIT AT INJECTOR COIL S FITMENT IS GOOD AND NO LOOSE SPREAD TERMINALS SWAPPED COILS SPARK PLUGS AGAIN AND ONLY STILL CYLINDER FOUR MISFIRE COUNTER WHEN TEST COUNTERS WHEN TEST DRI VING BUT DOES NOT TRIGGER CHECK ENGINE LIGHT PERFORMED FLIGHT RECORDING AND AT TACHED TO WITECH FOR STAR TO LOOK AT READING WERE NORMAL AT THIS TIME. STAR AD VISED TO DRIVE VEHICLE AT LEAST AT 50 MPH UNTIL THE LIGHT TRIGGERS AND THEN BE ING RECORDING. HAD SHOP MANAGER TEST DRIVE VEHICLE WHEN HE COULD TO TRY TO GET CHECK ENGINE LIGHT TO COME ON WITH WITECH INSTALLED ON ANOTHER LIKE VEHICLE O N THE LOT MONITORED INJECTOR4 PULSE WITH AND WAS THE SAME. PROBLEM IS TRYING T O GET LIGHT TO TRIGGER AND AT SAME TIME CATCH THE FLIGHT RECORDINGS TO MONITOR THE CYLINDER PULSE WIDTH TO FIND OUT EXACTLY WHAT IS GOING ON . CLOSING STAR CASE AT THIS POINT NO PROBLEM FOUND.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - DODGE JOURNEY CROSSROAD (FWD)
Build Date	11/28/2017	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	560

Claim #	[redacted]	**In Service Date**	08/15/2018
Claim Type	W - Warranty	**Repair Date**	06/26/2018
Claim Status	Paid	**Mileage (Miles)**	38

Expense

Labor	$47.43	**Sublet**	$327.60	**Part**	$0.00	**Total Paid**	$375.03

Code	44771	**Name**	GRIFFIN DODGE	**Zone**	51 CHICAGO
Address	N83 W15474 APPLETON AVE , MENOMONEE FALLS, WI 53051				

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08890301	Module, intelligent power ; Interior	UC	UNCODABLE (NARRATIVE REQUIRED)	68143317AF	MODULE	1	X	327.60	$47.43

RO Narratives

(RO) Customer Concern:

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

(RO) Cause:

INTERNAL DEFECT

(RO) 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

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

MIL LGITH ON AND RUNS ROUGH

(Claim) Cause:

INSPECTED AND FOUND P0365, TRACED WIRING, NO POWER FROM INTELLIGENT MODULE

(Claim) Correction:

REPLACED INTELLIGENT MODULE. TEST DROVE AND NO CODES RETURNED

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - DODGE JOURNEY SE (FWD)
Build Date	12/16/2017	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	560

Claim #	[redacted]	**In Service Date**	02/26/2018
Claim Type	S - Safety (Recalls)	**Repair Date**	06/27/2018
Claim Status	Paid	**Mileage (Miles)**	3,668

Expense

Labor	$20.16	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$20.16

Code	44721	**Name**	BENNETT CHRY-PLYM-DODGE-JEEP LLC	**Zone**	66 ORLANDO
Address	1580 E KING AVE HWY 40 E , KINGSLAND, GA 31548				

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U49182	Safety Recall U49 - Reprogram Powertrain Control Module ; Inspect and Reprogram Powertrain Control Module	UC	UNCODABLE (NARRATIVE REQUIRED)						$20.16

RO Narratives

(RO) Customer Concern:

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

(RO) Cause:

RECALL

(RO) Correction:

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

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - DODGE JOURNEY SE (FWD)
Build Date	05/06/2018	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	560

Claim #	PREPNV	**In Service Date**	10/12/2018
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	06/28/2018
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$80.90	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$80.90

Code	60541	**Name**	ISLAND CHRYSLER DODGE JEEP RAM	**Zone**	66 ORLANDO
Address	8983 OCEAN HWY , PAWLEYS ISLAND, SC 29585				

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$80.90

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - DODGE JOURNEY CROSSROAD (FWD)
Build Date	10/24/2017	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	560

Claim #	[redacted]	**In Service Date**	04/23/2018
Claim Type	S - Safety (Recalls)	**Repair Date**	07/06/2018
Claim Status	Paid	**Mileage (Miles)**	2,056

Expense

Labor	$19.99	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$19.99

Code	43389	**Name**	EARNHARDT'S GILBERT DODGE INC	**Zone**	70 PHOENIX
Address	1301 NORTH ARIZONA AVENUE , GILBERT, AZ 85233				

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U49182	Safety Recall U49 - Reprogram Powertrain Control Module ; Inspect and Reprogram Powertrain Control Module	UC	UNCODABLE (NARRATIVE REQUIRED)						$19.99

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - DODGE JOURNEY SE (FWD)
Build Date	06/15/2018	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	560

Claim #	[redacted]	[redacted]	[redacted]
[redacted]	[redacted] Ready (PREPNV)	**Repair Date**	07/09/2018
Claim Status	Paid	**Mileage (Miles)**	15

Expense

Labor	$110.49	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$110.49

Code	45189	**Name**	DCH CHRYSLER JEEP DODGE OF TEMECULA
Address	26845 YNEZ ROAD , TEMECULA, CA 92589		

Zone 71 LOS ANGELES

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$110.49

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - DODGE JOURNEY GT (AWD)
Build Date	05/23/2018	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	560

Claim #	PREPNV	**In Service Date**	02/28/2019
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	07/09/2018
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$75.66	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$75.66

Code	45651	**Name**	MARLETTE CHRYSLER DODGE JEEP RAM	**Zone**	42 DETROIT
Address	3755 S VAN DYKE , MARLETTE, MI 48453				

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$75.66

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] DODGE JOURNEY GT (AWD)
Build Date	06/06/2018	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	560

Claim #	PREPNV	**In Service Date**	07/26/2018
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	07/13/2018
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$73.30	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$73.30

Code	X7025	**Name**	AVIS BUDGET CAR RENTAL	**Zone**	74 DENVER
Address	6 SYLVAN WAY , PARSIPPANY, NJ 07054				

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$73.30

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]		2018	**Body**	[redacted] DODGE JOURNEY SXT (FWD)
Build Date	06/15/2018	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	560

Claim #	PREPNV	**In Service Date**	08/09/2018
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	07/18/2018
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$111.12	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$111.12

Code	45605	**Name**	LARRY H MILLER DODGE RAM TUCSON	**Zone**	70 PHOENIX
Address	4220 E 22ND ST , TUCSON, AZ 85711				

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$111.12

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] DODGE JOURNEY SE (FWD)
Build Date	05/06/2018	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	560

Claim #	[redacted]	**In Service Date**	10/12/2018
Claim Type	W - Warranty	**Repair Date**	07/31/2018
Claim Status	Paid	**Mileage (Miles)**	15

Expense

Labor	$24.27	**Sublet**	$186.20	**Part**	$0.00	**Total Paid**	$210.47

Code	60541	**Name**	ISLAND CHRYSLER DODGE JEEP RAM	**Zone**	66	ORLANDO
Address	8983 OCEAN HWY , PAWLEYS ISLAND, SC 29585					

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08200701	ParkView, backup assist ; Camera assembly	58	INTERNAL DEFECT	56054158AG	CAMERA	1	X	186.20	$24.27

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CS BACK UP CAMERA INOP

(Claim) Cause:

INTERNAL FAILURE

(Claim) Correction:

REPL CAMERA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - DODGE JOURNEY CROSSROAD (FWD)
Build Date	06/27/2018	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	560

Claim #	[redacted]	**In Service Date**	09/24/2018
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	08/03/2018
Claim Status	Paid	**Mileage (Miles)**	5

Expense

Labor	$110.49	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$110.49

Code	60417	**Name**	BERGSTROM CHRYSLER-JEEP-DODGE-RAM	**Zone**	51 CHICAGO
Address	2929 LAWE ST , KAUKAUNA, WI 54130				

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$110.49

RO Narratives

(RO) Customer Concern:
PDI INSPECTION

(RO) Cause:
pdi

(RO) Correction:
5 pdi 100 pdi(1.0) PDI INSPECTION

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - DODGE JOURNEY CROSSROAD (AWD)
Build Date	02/08/2018	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	560

Claim #	[redacted]	**In Service Date**	04/30/2018
Claim Type	S - Safety (Recalls)	**Repair Date**	08/08/2018
Claim Status	Paid	**Mileage (Miles)**	3,969

Expense

Labor	$16.95	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$16.95

Code	26903	**Name**	KUNES COUNTRY AUTO GROUP OF	**Zone**	51 CHICAGO
Address	3200 E JACKSON , MACOMB, IL 61455				

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U49182	Safety Recall U49 - Reprogram Powertrain Control Module ; Inspect and Reprogram Powertrain Control Module	UC	UNCODABLE (NARRATIVE REQUIRED)						$16.95

RO Narratives

(RO) Customer Concern:

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

(RO) Cause:

U49

(RO) Correction:

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

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2018	**Body**	[redacted] - DODGE JOURNEY SE (FWD)
Build Date	10/12/2017	**Plant**	TOLUCA ASSEMBLY PLANT	**Coverage Code**	560

Claim #	[redacted]	**In Service Date**	12/26/2017
Claim Type	S - Safety (Recalls)	**Repair Date**	08/13/2018
Claim Status	Paid	**Mileage (Miles)**	11,929

Expense

Labor	$22.95	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$22.95

Code	60510	**Name**	JTS CHRYSLER DODGE JEEP RAM	**Zone**	66 ORLANDO
Address	5215 SUNSET BLVD , LEXINGTON, SC 29072				

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18U49182	Safety Recall U49 - Reprogram Powertrain Control Module ; Inspect and Reprogram Powertrain Control Module	UC	UNCODABLE (NARRATIVE REQUIRED)						$22.95

RO Narratives

(RO) Customer Concern:

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)

(RO) Cause:

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

(RO) Correction:

.2 HRS [redacted] 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

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

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