

# CHERWELL REPORT



## VEHICLE

VIN	3C7WRTCL1KG	Model Year	2019	Body	DD8L93	RAM 3500 CREW CAB CHASSIS 4X4
Built Date	07/25/2019	Mileage (Miles)	6857	MDH		
Engine	ETN	ETN				
Transmission	DF2	DF2				
Emmission	50 State Emissions (NAS )					

## GENERAL

STAR Case ID		Case Status	Closed		
Application Group					
Component Group					
Primary System	21A - TRANSAXLE - AUTO	Sub System	Area of Failure		
Customer Complaint / Reason for contact	MIL ON				
Created Date	06/12/2020	Created By	Updated Date	07/10/2020	Updated By

## ATTACHMENTS

File Path	Uploaded By	Date Uploaded
3C7WRTCL1KG Vehicle Scan Report dt.pdf	S74332I	06/12/2020
3C7WRTCL1KG ECU Details Report dt.pdf	S74332I	06/12/2020
3C7WRTCL1KG Vehicle Scan Report after.pdf	S74332I	06/22/2020

## CONTACT

Dealer	42232	Thornton Brothers Inc	Phone	
Address	125 Main Street			
City	Lincoln	State	ME	ZIP 04457
Dealer Zone	32	County		
Technician TID/SID	S74332L	Technician Email		
Training Level	CORE	Contact Via SMS	Contact Via Email	

## CASE SUMMARY

Customer Waiting	Yes	Repair Attempts	1	Days In Shop	29
Initial Concern	customer states transmission will not shift bangs into rev and drive. and even moves backwards in neutral. customer also states there was smoke coming from under truck when trying to drive forward. check engine light is on.				
Duplicated	Yes	Repairs Parts and Tests	followed diag for p0731 that is active. at step in diag where it says to check circuit t808 for a short to ground i found that t808 has 14ohms to ground. so i pulled the pan and checked shift solenoid 1 right at the solenoid with the wire disconnected and test right on the pin of the solenoid i am still showing 14ohms to ground. so if im looking at star parts right i will need a complete valvebody which shows that it 5 days out and this is business truck. just want to make sure this is the correct repair.		
DTC1	p1731	DTC2	p0731	DTC3	DTC4
Information Sent					
Scan Tool Software Version	Last TechConnect Search	Vehicle Off Road or Tow-in	Yes	RO Number	

## RESOLUTION

Description
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## WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
██████	06/12/2020	3C7WRTCL1KG██████	30	12/09/2019	PAID
██████	06/12/2020	3C7WRTCL1KG██████	56012	05/22/2020	PAID
██████	06/12/2020	3C7WRTCL1KG██████	0	09/09/2019	PAID

## CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Evan contacted STAR for assistance. He stated the vehicle has 2 codes setting. P1731 and P0731. We inspected the circuits and the connectors for issues. We did find the T808 has 14 ohms of resistance to ground. We have a valve body for this vehicle. Also complaint or smoke coming from the trans. Evan, I wold agree with your diagnostics. The smoke could have been the shorting of the solenoid. We would also advise to replace the valve body and then see how the vehicle operates. We would know if this was a clutch issue. Let us know how it goes. Thank you. Adam		06/22/2020
Agent States	Evan, per our conversation the valve body was replaced per prior case. The fluid was not burnt. Now the first drive the vehicle shifted correctly. But additional drives the vehicle would only shift into reverse and no forward gears. This codes were setting against the TCM. Lets replace the TCM for these codes and check the connectors. Please advise of the results. ken		06/22/2020
Dealer States	added updated scan report		06/22/2020
Agent States	Evan contacted STAR for assistance. We replaced the valve body and we are still having the same concern. We went to a like vehicle to check resistance and compare the readings. Let's make sure the trans case is grounded correctly. I am getting with my skill area lead to see if we can figure out what the resistance is supposed to be. Let us know what you find. Thank you. Adam		06/22/2020
Agent States	Evan, Contacted STAR for assistance. He stated we made sure the ground resistance was the same on both vehicles. We swapped the TCM from the like truck to the customer vehicle and we still have the same issue. We do have limp home mode when the TCM is unplugged. Evan, We will need to replace the transmission assembly. I am entering in my DM notes to approve the trans replacement. Make sure the claim is filed R/A. Let us know what happens. Thank you. Adam		06/22/2020

# CHERWELL REPORT



## VEHICLE

<b>VIN</b>	3C7WRLCL4LG	<b>Model Year</b>	2020	<b>Body</b>	DP9L65	RAM 4500 REG CAB CHASSIS
<b>Built Date</b>	02/18/2020	<b>Mileage (Miles)</b>	6610	<b>MDH</b>		
<b>Engine</b>	ETN	ETN				
<b>Transmission</b>	DF2	DF2				
<b>Emmission</b>	50 State Emissions (NAS )					

## GENERAL

<b>STAR Case ID</b>		<b>Case Status</b>	Closed			
<b>Application Group</b>						
<b>Component Group</b>	21T - HOLDING CLUTCHES					
<b>Primary System</b>	21A - TRANSAXLE - AUTO	<b>Sub System</b>	21A - AUTOMATIC	<b>Area of Failure</b>	SLIPS	
<b>Customer Complaint / Reason for contact</b>	MIL ON					
<b>Created Date</b>	01/14/2021	<b>Created By</b>		<b>Updated Date</b>	01/18/2021	<b>Updated By</b>

## ATTACHMENTS

File Path	Uploaded By	Date Uploaded
3C7WRLCL4LG Vehicle Scan Report.pdf	s88529p	01/14/2021
3C7WRLCL4LG Configuration Report.pdf	s88529p	01/14/2021
3C7WRLCL4LG Custom Report.pdf	s88529p	01/14/2021

## CONTACT

<b>Dealer</b>	67847	Dwayne Lane's Chrysler Jeep Dodge	<b>Phone</b>		
<b>Address</b>	10515 Evergreen Way				
<b>City</b>	Everett	<b>State</b>	WA	<b>ZIP</b>	98204
<b>Dealer Zone</b>	70	<b>County</b>			
<b>Technician TID/SID</b>	S88529P	<b>Technician Email</b>	slferrigno1@gmail.com		
<b>Training Level</b>	CORE	<b>Contact Via SMS</b>	Yes	<b>Contact Via Email</b>	Yes

## CASE SUMMARY

<b>Customer Waiting</b>	Yes	<b>Repair Attempts</b>	1	<b>Days In Shop</b>	12
<b>Initial Concern</b>	CUSTOMER STATES VEHICLE MADE HORRIBLE TRANSMISSION GRINDING SOUNDS, CLUNKED HARD, THREW A CEL AND WENT INTO LIMP MODE				
<b>Duplicated</b>	Yes	<b>Repairs Parts and Tests</b>	removed transmission and inspected inside transmission, found burnt clutches and steels in the k3 clutch assembly.		
<b>DTC1</b>	p0731	<b>DTC2</b>	p0733	<b>DTC3</b>	U0402
<b>DTC4</b>					
<b>Information Sent</b>					
<b>Scan Tool Software Version</b>		<b>Last TechConnect Search</b>		<b>Vehicle Off Road or Tow-in</b>	Yes
				<b>RO Number</b>	

## RESOLUTION

**Description** replacing trans, cooler, and cooling lines for cust satisfaction. DM notes applied

## WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
	01/15/2021	3C7WRLCL4LG	0	03/17/2020	PAID

## CONVERSATION (CLAIMS)

<b>Dealer/Agent</b>	<b>Detail</b>	<b>Modified By</b>	<b>Last Modified Date</b>
<b>Dealer States</b>	please call at 425 505 1412		01/15/2021
<b>Agent States</b>	Hi Luc, As we spoke on the phone, For AS69RC transmissions failures while under warranty, we DO NOT TAKE THESE APART FOR INSPECTION. Put the trans back together. For this issue, replace the transmission assembly, the cooler lines, and the cooler. I have added my DM Notes for you so you have the approval. use R/A coding for the warranty claim. Note; you did state that this truck has been modified to an ambulance. If you are all set to go here Luc, you can close out this case for me. Thank you. Have a good day Luc! Regards, Larry...		01/18/2021

# CHERWELL REPORT



## VEHICLE

<b>VIN</b>	3C7WRMCL6KG	<b>Model Year</b>	2019	<b>Body</b>	DP5L65	RAM 5500 REG CAB CHASSIS
<b>Built Date</b>	05/04/2019	<b>Mileage (Miles)</b>	44427	<b>MDH</b>		
<b>Engine</b>	ETN	ETN				
<b>Transmission</b>	DF2	DF2				
<b>Emmission</b>	50 State Emissions (NAS )					

## GENERAL

<b>STAR Case ID</b>		<b>Case Status</b>	Closed			
<b>Application Group</b>						
<b>Component Group</b>	21B - INPUT CLUTCHES					
<b>Primary System</b>	21A - TRANSAXLE - AUTO	<b>Sub System</b>	21A - AUTOMATIC	<b>Area of Failure</b>	CLUTCH DEFECT	
<b>Customer Complaint / Reason for contact</b>	MIL ON					
<b>Created Date</b>	08/24/2021	<b>Created By</b>		<b>Updated Date</b>	08/26/2021	<b>Updated By</b>

## ATTACHMENTS

<b>File Path</b>	<b>Uploaded By</b>	<b>Date Uploaded</b>
3C7WRMCL6KG Vehicle Scan Report.pdf	s88560r	08/24/2021
3C7WRMCL6KG Configuration Report.pdf	s88560r	08/24/2021

## CONTACT

<b>Dealer</b>	66732	Galeana Chrysler Dodge Jeep Ram Fi	<b>Phone</b>		
<b>Address</b>	14375 S Tamiami Trl				
<b>City</b>	Fort Myers	<b>State</b>	FL	<b>ZIP</b>	33912
<b>Dealer Zone</b>	66	<b>County</b>			
<b>Technician TID/SID</b>	S88560R	<b>Technician Email</b>			
<b>Training Level</b>	CORE	<b>Contact Via SMS</b>	No	<b>Contact Via Email</b>	No

## CASE SUMMARY

<b>Customer Waiting</b>	No	<b>Repair Attempts</b>	1	<b>Days In Shop</b>	21
<b>Initial Concern</b>	C/S ISSUE WITH TRANSMISSION.				
<b>Duplicated</b>	Yes	<b>Repairs Parts and Tests</b>	FOUND DTC P0731 PERFOREMD ALL DTC BASED DIAGNOSIS TO STEP 45 IN WITCH CASE I WAS TOLD TO REPLACE VALVE BODY, AFTER REPLACEMENT NOT ABLE TO QUICK LEARN FAILED 4 TIMES, PER DTC DIANGOIS IM TO REPLACE TCM AND TRANSMISSION ASSEMBLY. HOWEVER SINCE ASIANS ARE ALMOST BULLETPROOF I WAS ENSTRUCTED TO OPEN STAR CASE.		
<b>DTC1</b>	P0731	<b>DTC2</b>		<b>DTC3</b>	
<b>Information Sent</b>					
<b>Scan Tool Software Version</b>		<b>Last TechConnect Search</b>		<b>Vehicle Off Road or Tow-in</b>	Yes
				<b>RO Number</b>	

## RESOLUTION

<b>Description</b>	replacing the trans assembly
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## WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
██████	08/24/2021	3C7WRMCL6KG ██████	13	02/27/2020	PAID
██████	08/24/2021	3C7WRMCL6KG ██████	21	02/27/2020	PAID
██████	08/24/2021	3C7WRMCL6KG ██████	18	03/26/2020	PAID
██████	08/24/2021	3C7WRMCL6KG ██████	0	02/25/2020	PAID

## CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Hi Shawn. Let me know when I can call you on this - Brian		08/25/2021
Dealer States	You may call whenever is best for you.		08/25/2021
Dealer States	Sorry for a late response, i did not see my email that you replied until this morning. I am available for star Mon - Fri from 7am - 1130am and 1230 pm and 5pm so please worry not about when to call. my phone number is ██████		08/25/2021
Agent States	Shawn states when he pulled the pan, it had metal in the fluid. Shawn was instructed to replace the VB anyhow..... STAR advised Shawn let's replace the trans assembly. I've entered the DM warranty notes authorizing the replacement of the trans. Also, replace the TCM as in step 45 of the diag under P0731, it instructs the tech to do both. Also being there was metal in the fluid, replace the cooler and cooler bypass valve. Please close this ticket as replacing the trans assembly - Brian		08/26/2021

# CHERWELL REPORT



## VEHICLE

<b>VIN</b>	3C7WRNBL5MG	<b>Model Year</b>	2021	<b>Body</b>	DP0L64	RAM 5500 REG CAB CHASSIS
<b>Built Date</b>	11/21/2020	<b>Mileage (Miles)</b>	295	<b>MDH</b>		
<b>Engine</b>	ETN	ETN				
<b>Transmission</b>	DF2	DF2				
<b>Emmission</b>	50 State Emissions (NAS )					

## GENERAL

<b>STAR Case ID</b>		<b>Case Status</b>	Closed			
<b>Application Group</b>						
<b>Component Group</b>	21B - INPUT CLUTCHES					
<b>Primary System</b>	21A - TRANSAXLE - AUTO	<b>Sub System</b>	21A - AUTOMATIC	<b>Area of Failure</b>	CLUTCH DEFECT	
<b>Customer Complaint / Reason for contact</b>	MIL ON					
<b>Created Date</b>	11/29/2021	<b>Created By</b>		<b>Updated Date</b>	02/07/2022	<b>Updated By</b>

## ATTACHMENTS

File Path	Uploaded By	Date Uploaded
3C7WRNBL5MG Vehicle Scan Report ro .pdf	s16308j	11/29/2021
3C7WRNBL5MG Configuration Report ro .pdf	s16308j	11/29/2021

## CONTACT

<b>Dealer</b>	68745	Jeff Wyler Chrysler Jeep Dodge	<b>Phone</b>		
<b>Address</b>	100 Alexandria Pike				
<b>City</b>	Ft Thomas	<b>State</b>	KY	<b>ZIP</b>	41075
<b>Dealer Zone</b>	42	<b>County</b>			
<b>Technician TID/SID</b>	S16308J	<b>Technician Email</b>			
<b>Training Level</b>	CORE	<b>Contact Via SMS</b>	No	<b>Contact Via Email</b>	No

## CASE SUMMARY

<b>Customer Waiting</b>	No	<b>Repair Attempts</b>	1	<b>Days In Shop</b>	73
<b>Initial Concern</b>	check engine light came on and truck will not move in drive				
<b>Duplicated</b>	Yes	<b>Repairs Parts and Tests</b>	confirming diag flow chart for valve body replacement		
<b>DTC1</b>	p0731	<b>DTC2</b>		<b>DTC3</b>	<b>DTC4</b>
<b>Information Sent</b>					
<b>Scan Tool Software Version</b>		<b>Last TechConnect Search</b>		<b>Vehicle Off Road or Tow-in</b>	Yes
				<b>RO Number</b>	

## RESOLUTION

<b>Description</b>	transmission has been replaced
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## WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
	11/29/2021	3C7WRNBL5MG	280	11/12/2021	PAID
	11/29/2021	3C7WRNBL5MG	0	05/31/2021	PAID

## CONVERSATION (CLAIMS)

<i>Dealer/Agent</i>	<i>Detail</i>	<i>Modified By</i>	<i>Last Modified Date</i>
<b>Agent States</b>	Eric states, he has reverse gear, and if the trans goes into limp-in, it will then move. But if you clear the code and attempt to drive, the engine free revs until the code set..... STAR advised Eric in this case, let's replace the trans assembly. I've entered the DM warranty notes authorizing transmission replacement. Order the trans through your parts dept, have your warranty clerk submit the claim using RA. Please close this ticket as replacing the trans assembly - Brian		01/25/2022
<b>Dealer States</b>	Replaced transmission		01/25/2022

# CHERWELL REPORT



## VEHICLE

<b>VIN</b>	3C7WRLEL0MG	<b>Model Year</b>	2021	<b>Body</b>	DP9L93	RAM 4500 CREW CAB CHASSIS
<b>Built Date</b>	05/25/2021	<b>Mileage (Miles)</b>	55511	<b>MDH</b>		
<b>Engine</b>	ETN	ETN				
<b>Transmission</b>	DF2	DF2				
<b>Emmission</b>	50 STATE EMISSIONS (NAS )					

## GENERAL

<b>STAR Case ID</b>		<b>Case Status</b>	Closed			
<b>Application Group</b>						
<b>Component Group</b>	21O - DRIVING CLUTCHES					
<b>Primary System</b>	21A - TRANSAXLE - AUTO	<b>Sub System</b>	21A - AUTOMATIC	<b>Area of Failure</b>	DAMAGED	
<b>Customer Complaint / Reason for contact</b>	MIL ON					
<b>Created Date</b>	12/22/2022	<b>Created By</b>		<b>Updated Date</b>	01/20/2023	<b>Updated By</b>

## ATTACHMENTS

<b>File Path</b>	<b>Uploaded By</b>	<b>Date Uploaded</b>
3C7WRLEL0MG Configuration Report.pdf	s06130q	12/22/2022
3C7WRLEL0MG Vehicle Scan Report.pdf	s06130q	12/22/2022
3C7WRLEL0MG Event Data Report.pdf	s06130q	12/22/2022

## CONTACT

<b>Dealer</b>	45489	Black Chrysler Dodge Jeep Ram	<b>Phone</b>		
<b>Address</b>	831 Salisbury Rd				
<b>City</b>	Statesville	<b>State</b>	NC	<b>ZIP</b>	28677
<b>Dealer Zone</b>	66	<b>County</b>			
<b>Technician TID/SID</b>	S06130Q	<b>Technician Email</b>	t.grubb81.tg@gmail.com		
<b>Training Level</b>	CORE	<b>Contact Via SMS</b>	Yes	<b>Contact Via Email</b>	Yes

## CASE SUMMARY

<b>Customer Waiting</b>	No	<b>Repair Attempts</b>	1	<b>Days In Shop</b>	30
<b>Initial Concern</b>	Harsh shifting, Vehicle in limp mode				
<b>Duplicated</b>	Yes	<b>Repairs Parts and Tests</b>	No repairs have been made at this time. At 54511 miles the transmission was replaced and the lines and cooler were flushed.		
<b>DTC1</b>	p0731	<b>DTC2</b>	p0732	<b>DTC3</b>	<b>DTC4</b>
<b>Information Sent</b>					
<b>Scan Tool Software Version</b>		<b>Last TechConnect Search</b>		<b>Vehicle Off Road or Tow-in</b>	No
				<b>RO Number</b>	

## RESOLUTION

<b>Description</b>	Tech replacing Aisin trans for P0731
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## WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
	05/09/2024	3C7WRLEL0M	54032	10/10/2022	PAID
	05/09/2024	3C7WRLEL0M	54032	10/10/2022	REJECTED
	05/09/2024	3C7WRLEL0M	54032	10/10/2022	SUSPENDED
	05/09/2024	3C7WRLEL0M	55511	12/21/2022	PAID
	05/09/2024	3C7WRLEL0M	55511	12/21/2022	REJECTED
	05/09/2024	3C7WRLEL0M	55511	12/21/2022	SUSPENDED
	05/09/2024	3C7WRLEL0M	55641	06/13/2023	PAID
	05/09/2024	3C7WRLEL0M	55641	06/13/2023	REJECTED
	05/09/2024	3C7WRLEL0M	55641	06/13/2023	SUSPENDED
	05/09/2024	3C7WRLEL0M	10443	12/06/2021	PAID
	05/09/2024	3C7WRLEL0M	53821	07/12/2022	PAID
	05/09/2024	3C7WRLEL0M	53821	07/12/2022	REJECTED
	05/09/2024	3C7WRLEL0M	53821	07/12/2022	SUSPENDED
	05/09/2024	3C7WRLEL0M	0	06/22/2021	PAID

### CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Hi Thomas, Thank you for the info. For this issue, please replace the transmission assembly. There is mechanical damage in the trans assy. If you are set to go, please close out the case for me. Thank you. Have a Merry Christmas Thomas! Regards, Larry.		12/22/2022

# CHERWELL REPORT



## VEHICLE

VIN	3C7WRSCL1LG	Model Year	2020	Body	DD3L93	RAM 3500 CREW CAB CHASSIS
Built Date	09/02/2020	Mileage (Miles)	45350	MDH		
Engine	ETN	ETN				
Transmission	DF2	DF2				
Emmission	50 STATE EMISSIONS (NAS )					

## GENERAL

STAR Case ID		Case Status	Closed			
Application Group						
Component Group	20B - SOLENOID, (ANY)					
Primary System	21A - TRANSAXLE - AUTO	Sub System	21A - AUTOMATIC	Area of Failure	BINDS, STICKS, OR SEIZED	
Customer Complaint / Reason for contact	DELAYED ENGAGEMENT					
Created Date	02/09/2023	Created By		Updated Date	02/09/2023	Updated By

## ATTACHMENTS

File Path	Uploaded By	Date Uploaded
3C7WRSCL1LG Vehicle Scan Report (1).pdf	s21811b	02/09/2023
3C7WRSCL1LG Vehicle Scan Report (1).pdf	s21811b	02/09/2023

## CONTACT

Dealer	59572	B & B Chrysler Dodge Jeep Ram	Phone		
Address	125 Grandview Ave				
City	Honesdale	State	PA	ZIP	18431
Dealer Zone	35	County			
Technician TID/SID	S21811B	Technician Email			
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email	No

## CASE SUMMARY

Customer Waiting	No	Repair Attempts	3	Days In Shop	22
Initial Concern	cust concern the transmission was just replaced ,and it will not shift . the it lost all forward gears .				
Duplicated	Yes	Repairs Parts and Tests	we replaced the transmission two different times .		
DTC1	p0731	DTC2		DTC3	
DTC4					
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
RO Number					

## RESOLUTION

Description Technician to perform TSB 21-002-23 for K1 clutch failure.

## WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
	05/24/2024	3C7WRSCL1LG	45212	10/25/2022	PAID
	05/24/2024	3C7WRSCL1LG	48109	11/04/2022	PAID

<b>CLAIM#</b>	<b>CREATED DATE</b>	<b>VIN</b>	<b>MILLAGE</b>	<b>DATE RECIEVED</b>	<b>STATUS</b>
	05/24/2024	3C7WRSCL1LG	48109	11/04/2022	REJECTED
	05/24/2024	3C7WRSCL1LG	48109	11/04/2022	SUSPENDED
	05/24/2024	3C7WRSCL1LG	48540	01/18/2023	PAID
	05/24/2024	3C7WRSCL1LG	48540	01/18/2023	REJECTED
	05/24/2024	3C7WRSCL1LG	48540	01/18/2023	SUSPENDED
	05/24/2024	3C7WRSCL1LG	45213	10/24/2022	PAID
	05/24/2024	3C7WRSCL1LG	45213	10/24/2022	REJECTED
	05/24/2024	3C7WRSCL1LG	45213	10/24/2022	SUSPENDED
	05/24/2024	3C7WRSCL1LG	14	11/13/2020	PAID
	05/24/2024	3C7WRSCL1LG	0	10/01/2020	PAID

### CONVERSATION (CLAIMS)

<b>Dealer/Agent</b>	<b>Detail</b>	<b>Modified By</b>	<b>Last Modified Date</b>
<b>Agent States</b>	Inbound call from Frank. Hi Frank as we spoke on the phone the suspected issue here is that you were sent a transmission from before the clean date. As you have already verified K1 clutch failure please perform TSB 21-002-23 using part # 68637534AA K1 clutch kit. Since you require no more assistance with this case as discussed on the phone I will go ahead and get it closed out for you. If you need more assistance case can be reopened within 15 days. Have a great day and thank you for using Stellantis STAR. Regards, Landon		02/09/2023

# CHERWELL REPORT



## VEHICLE

<b>VIN</b>	3C63R3EL9LG [REDACTED]	<b>Model Year</b>	2020	<b>Body</b>	D28P91	RAM 3500 LARAMIE CREW CAB 4X4
<b>Built Date</b>	01/07/2020	<b>Mileage (Miles)</b>	46762	<b>MDH</b>		
<b>Engine</b>	ETM	ETM				
<b>Transmission</b>	DF2	DF2				
<b>Emmission</b>	50 STATE EMISSIONS (NAS )					

## GENERAL

<b>STAR Case ID</b>	[REDACTED]	<b>Case Status</b>	Closed			
<b>Application Group</b>						
<b>Component Group</b>	21B - INPUT CLUTCHES					
<b>Primary System</b>	21A - TRANSAXLE - AUTO	<b>Sub System</b>	21A - AUTOMATIC	<b>Area of Failure</b>	CLUTCH DEFECT	
<b>Customer Complaint / Reason for contact</b>	MIL ON					
<b>Created Date</b>	03/02/2023	<b>Created By</b>		<b>Updated Date</b>	12/18/2023	<b>Updated By</b>

## CONTACT

<b>Dealer</b>	60730	Lake City Chrysler Dodge Jeep Ram	<b>Phone</b>		
<b>Address</b>	4325 W US Highway 90				
<b>City</b>	Lake City	<b>State</b>	FL	<b>ZIP</b>	32055
<b>Dealer Zone</b>	66	<b>County</b>			
<b>Technician TID/SID</b>	S94066Q	<b>Technician Email</b>			
<b>Training Level</b>	CORE	<b>Contact Via SMS</b>	Yes	<b>Contact Via Email</b>	

## CASE SUMMARY

<b>Customer Waiting</b>	Yes	<b>Repair Attempts</b>	1	<b>Days In Shop</b>	15
<b>Initial Concern</b>	heard loud bang check engine light				
<b>Duplicated</b>	No	<b>Repairs Parts and Tests</b>	nonme		
<b>DTC1</b>	p0731	<b>DTC2</b>		<b>DTC3</b>	
<b>Information Sent</b>					
<b>Scan Tool Software Version</b>		<b>Last TechConnect Search</b>		<b>Vehicle Off Road or Tow-in</b>	No
				<b>RO Number</b>	[REDACTED]

## RESOLUTION

**Description** Per engineering, go ahead and use the TSB parts on this transmission.

## WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
[REDACTED]	04/10/2023	3C63R3EL9LG [REDACTED]	9149	07/30/2020	PAID
[REDACTED]	04/10/2023	3C63R3EL9LG [REDACTED]	9171	08/19/2020	PAID
[REDACTED]	04/10/2023	3C63R3EL9LG [REDACTED]	20672	09/13/2021	REJECTED
[REDACTED]	04/10/2023	3C63R3EL9LG [REDACTED]	20679	09/13/2021	PAID
[REDACTED]	04/10/2023	3C63R3EL9LG [REDACTED]	29564	02/18/2022	PAID
[REDACTED]	04/10/2023	3C63R3EL9LG [REDACTED]	44845	12/05/2022	PAID
[REDACTED]	04/10/2023	3C63R3EL9LG [REDACTED]	44845	12/05/2022	PAID
[REDACTED]	04/10/2023	3C63R3EL9LG [REDACTED]	42328	12/28/2022	REJECTED

<b>CLAIM#</b>	<b>CREATED DATE</b>	<b>VIN</b>	<b>MILLAGE</b>	<b>DATE RECIEVED</b>	<b>STATUS</b>	
	04/10/2023	3C63R3EL9LG		45328	12/28/2022	PAID
	04/10/2023	3C63R3EL9LG		45328	12/28/2022	REJECTED
	04/10/2023	3C63R3EL9LG		45328	12/28/2022	SUSPENDED
	04/10/2023	3C63R3EL9LG		45328	12/28/2022	PAID
	04/10/2023	3C63R3EL9LG		45328	12/28/2022	REJECTED
	04/10/2023	3C63R3EL9LG		45328	12/28/2022	SUSPENDED
	04/10/2023	3C63R3EL9LG		0	04/14/2020	PAID

**CONVERSATION (CLAIMS)**

<b>Dealer/Agent</b>	<b>Detail</b>	<b>Modified By</b>	<b>Last Modified Date</b>
<b>Agent States</b>	Chris called the Star Center. Chris states the trans was replaced at the end of December 2022. The K1 has failed in this trans. Chris is aware of the TSB for the 2022 Aisin and the K1 parts. Chris is asking if the parts from the TSB can be used to repair this, to avoid a long down time.....STAR advised Chris I'll review this further and get back to you asap - Brian		03/17/2023
<b>Agent States</b>	STAR contacted Chris. Per engineering, go ahead and use the TSB parts on this transmission. Also, get the serial tag info and send it to me from this transmission. There is a new TSB coming out either next week or the week after that is going to address this very concern. Then you can file the warranty claim using that TSB, thanks, Chris - Brian		03/17/2023

# CHERWELL REPORT



## VEHICLE

<b>VIN</b>	3C7WRTAL5PG	<b>Model Year</b>	2023	<b>Body</b>	DD8L63	RAM 3500 REG CAB CHASSIS 4X4
<b>Built Date</b>	12/15/2022	<b>Mileage (Miles)</b>	606	<b>MDH</b>		
<b>Engine</b>	ETN	ETN				
<b>Transmission</b>	DF2	DF2				
<b>Emmission</b>	50 STATE EMISSIONS (NAS )					

## GENERAL

<b>STAR Case ID</b>		<b>Case Status</b>	Closed			
<b>Application Group</b>						
<b>Component Group</b>	21B - INPUT CLUTCHES					
<b>Primary System</b>	21A - TRANSAXLE - AUTO	<b>Sub System</b>	21A - AUTOMATIC	<b>Area of Failure</b>	BROKEN OR CRACKED	
<b>Customer Complaint / Reason for contact</b>	ERRATIC SHIFT					
<b>Created Date</b>	04/12/2023	<b>Created By</b>		<b>Updated Date</b>	04/20/2023	<b>Updated By</b>

## ATTACHMENTS

File Path	Uploaded By	Date Uploaded
3C7WRTAL5PG Vehicle Scan Report.pdf	s96589I	04/13/2023
3C7WRTAL5PG Configuration Report.pdf	s96589I	04/13/2023
3C7WRTAL5PG Event Data Report.pdf	s96589I	04/13/2023
UnderK2pistonmetal.jpg	s96589I	04/17/2023

## CONTACT

<b>Dealer</b>	43599	Barry Chrysler-Dodge-Jeep	<b>Phone</b>	
<b>Address</b>	548 Basin Southwest			
<b>City</b>	Ephrata	<b>State</b>	WA	<b>ZIP</b> 98823
<b>Dealer Zone</b>	70	<b>County</b>		
<b>Technician TID/SID</b>	S96589L	<b>Technician Email</b>		
<b>Training Level</b>	CORE	<b>Contact Via SMS</b>	Yes	<b>Contact Via Email</b>

## CASE SUMMARY

<b>Customer Waiting</b>	No	<b>Repair Attempts</b>	1	<b>Days In Shop</b>	16
<b>Initial Concern</b>	Customer drove for 2 days less than 500 miles and now the truck will not go into 1st gear.				
<b>Duplicated</b>	Yes	<b>Repairs Parts and Tests</b>	Checked circuits T812, T813, T790, T791, T794, and T795 and they are all at 5.5 ohms. Checked circuits T795 for an open and the circuits is at 0.3 ohms. There is no short to ground at the T795 to ground at the XY107A Transmission side harness connector. T795 is not shorted to any other circuit on the XY107A. Got the same results with T794, T813, T812, T791, T790, T808 on the transmission harness side and TCM harness side. Checked the T808 for a short to another circuit on the TCM side harness and there is no short to any other circuit. Replaced the Valve body and internal transmission wire harness. Filled the transmission with The correct fluid. The Transmission is doing the same thing. The vehicle will not move forward. It will more in reverse. The code returned. The next step is replacing the Transmission assembly and TCM		
<b>DTC1</b>	P0731	<b>DTC2</b>		<b>DTC3</b>	<b>DTC4</b>

<b>Information Sent</b>						
<b>Scan Tool Software Version</b>	Witech 2	<b>Last TechConnect Search</b>	<b>Vehicle Off Road or Tow-in</b>	No	<b>RO Number</b>	██████████

## RESOLUTION

**Description** Tech went back into the Aisin trans and has reordered a K1. parts are on backorder

## WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
PREPNV	04/13/2023	3C7WRTAL5PG ██████████	0	01/30/2023	PAID

## CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
<b>Agent States</b>	Good morning Tristan, For this issue, you must follow TSB 21-002-23. We are suspecting that the snap ring on the K1 clutch has failed. Take the trans apart and inspect the K1. Replace the K1 assy and while you are in there, pay close attention to the seals on the K2 and B2 clutch as they tend to distort. Make sure the endplay is set to specs as directed in step 27 of the TSB. Replacing the trans is not a viable solution as they are in very short supply for the 2023 model year and reports from the field are indicating a 2-4 month back order. Thank you, Larry..		04/13/2023
<b>Dealer States</b>	When looking up the P0731 in the search bar it did not come up with the TSB. Searched the TSB and it says document may not be applicable to the selected vehicle. Do you still want us to perform the TSB?		04/13/2023
<b>Agent States</b>	Hi Tristan, I talked this over with my Master Consultant. Yes, perform the TSB. Please keep me up to date on your progress. Regards, Larry (MW).		04/13/2023
<b>Dealer States</b>	Ok.		04/13/2023
<b>Agent States</b>	Thank you Tristan. Regards, Larry.		04/13/2023
<b>Dealer States</b>	Will start the TSB, disassembling the transmission Monday the 17th.		04/13/2023
<b>Agent States</b>	Sounds good Tristan. Regards, Larry		04/17/2023
<b>Dealer States</b>	Starting the tear down.		04/17/2023
<b>Agent States</b>	Thank you for the update Tristan. Keep me posted. Regards, Larry		04/17/2023
<b>Dealer States</b>	In regards to the k2 and b2 clutch seals, do you want me to removed the pistons on both to inspect the seals or is the seals on the k1 input shaft? The K1 snap ring was dislodged. Still want me to disassemble the transmission completely?		04/17/2023
<b>Agent States</b>	Hi Tristan, Yes. Check the seals on the K2 and B2 just to make sure they are intact. Replace the K1 assembly. Please keep me posted. Regards, Larry		04/17/2023
<b>Dealer States</b>	Inspected the K2 and B2 clutch piston seals and they do not look deformed and they are intact. Also the seals on the input shaft are intact. I did notice there is metal shavings under the K2 piston. Sent a picture. Would this be normal wear? Do I need to use the part numbers on the TSB or directly from the part department.		04/17/2023
<b>Agent States</b>	Hi Tristan, Thank you for the update. The wear on K2 would not be normal wear considering the vehicle only has 606 miles on it. Replace K2. Use as many parts as you can off of the TSB. All others will need to go thru Starparts. Thank you Tristan. Regards, Larry.		04/17/2023
<b>Dealer States</b>	Ok. Will do.		04/17/2023
<b>Agent States</b>	Thank you Tristan, Please keep me posted. Thank you, Larry		04/20/2023
<b>Dealer States</b>	Waiting for parts now.		04/20/2023

<b>Dealer/Agent</b>	<b>Detail</b>	<b>Modified By</b>	<b>Last Modified Date</b>
<b>Agent States</b>	Hi Tristan, Thank you for the update. Since you are waiting for parts, close the case for now. if you need further assistance later you can reopen the case. Thank you Tristan. Regards, Larry.		04/20/2023

# CHERWELL REPORT



## VEHICLE

<b>VIN</b>	3C7WRMBLXKG [REDACTED]	<b>Model Year</b>	2019	<b>Body</b>	DP5L64	RAM 5500 REG CAB CHASSIS
<b>Built Date</b>	03/29/2019	<b>Mileage (Miles)</b>	77239	<b>MDH</b>		
<b>Engine</b>	ETN	ETN				
<b>Transmission</b>	DF2	DF2				
<b>Emmission</b>	50 STATE EMISSIONS (NAS )					

## GENERAL

<b>STAR Case ID</b>	[REDACTED]	<b>Case Status</b>	Closed			
<b>Application Group</b>						
<b>Component Group</b>	21B - INPUT CLUTCHES					
<b>Primary System</b>	21A - TRANSAXLE - AUTO	<b>Sub System</b>	21A - AUTOMATIC	<b>Area of Failure</b>	CLUTCH DEFECT	
<b>Customer Complaint / Reason for contact</b>	INOPERATIVE					
<b>Created Date</b>	04/27/2023	<b>Created By</b>		<b>Updated Date</b>	05/03/2023	<b>Updated By</b>

## ATTACHMENTS

File Path	Uploaded By	Date Uploaded
3C7WRMBLXKG [REDACTED] Vehicle Scan Report.pdf	S53039K	04/27/2023
3C7WRMBLXKG [REDACTED] Configuration Report.pdf	S53039K	04/27/2023

## CONTACT

<b>Dealer</b>	26419	Starr Motors Incorporated	<b>Phone</b>		
<b>Address</b>	2584 Pruden Blvd				
<b>City</b>	Suffolk	<b>State</b>	VA	<b>ZIP</b>	23434
<b>Dealer Zone</b>	35	<b>County</b>			
<b>Technician TID/SID</b>	S53039K	<b>Technician Email</b>			
<b>Training Level</b>	CORE	<b>Contact Via SMS</b>		<b>Contact Via Email</b>	No

## CASE SUMMARY

<b>Customer Waiting</b>	No	<b>Repair Attempts</b>	1	<b>Days In Shop</b>	7
<b>Initial Concern</b>	Transmission lost forward gears. Transmission was just replaced				
<b>Duplicated</b>	Yes	<b>Repairs Parts and Tests</b>	TCM had software update. Performed. Vehicle still only moves in reverse. About 700 miles ago or so, we replaced the transmission with a mopar reman. At that time vehicle did fine. Cooler was replaced as well and new lines.		
<b>DTC1</b>		<b>DTC2</b>		<b>DTC3</b>	
<b>DTC4</b>					
<b>Information Sent</b>					
<b>Scan Tool Software Version</b>		<b>Last TechConnect Search</b>		<b>Vehicle Off Road or Tow-in</b>	No
				<b>RO Number</b>	[REDACTED]

## RESOLUTION

<b>Description</b>	performing the K1 TSB replacement
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## WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
	04/27/2023	3C7WRMBLXKG	1218	04/22/2020	PAID
	04/27/2023	3C7WRMBLXKG	34644	03/15/2021	PAID
	04/27/2023	3C7WRMBLXKG	34644	03/15/2021	REJECTED
	04/27/2023	3C7WRMBLXKG	34644	03/15/2021	SUSPENDED
	04/27/2023	3C7WRMBLXKG	50847	09/27/2021	PAID
	04/27/2023	3C7WRMBLXKG	70090	05/16/2022	PAID
	04/27/2023	3C7WRMBLXKG	70090	05/16/2022	REJECTED
	04/27/2023	3C7WRMBLXKG	70090	05/16/2022	SUSPENDED
	04/27/2023	3C7WRMBLXKG	76962	11/07/2022	PAID
	04/27/2023	3C7WRMBLXKG	76962	11/07/2022	REJECTED
	04/27/2023	3C7WRMBLXKG	76962	11/07/2022	SUSPENDED
	04/27/2023	3C7WRMBLXKG	0	05/10/2019	PAID

### CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Hi Paul. Paul replacement transmissions are very hard to acquire, where did this replacement come from? Another dealer? I can tell you K1 failed (snap ring) per TSB 21-002-23 - Brian		04/27/2023
Dealer States	Hi Brian, we waited a while for that one to come in. Ordered it last September or so, then it came in in January, mid month I believe. But anywho, this snap tsb fits the bill. Sorry to have wasted your time. Will look into getting the repair pieces ordered. By chance, do you know if the replacement parts are better than what I'll be taking out? Like is there a design change or something?		04/27/2023
Agent States	Paul NP and you didn't waste any time. I suspected as much that it was an earlier replacement transmission which has the same issue. This is why all replacement transmissions were pulled from the parts inventory. As for the issue with the K1 snap ring, it was manufactured to spec, and possibly an issue with the K1 retainer. One other thing, please be sure the end play is within spec as outlined in the TSB, this is critical. If no further assistance is required, please close this ticket as performing the TSB. You'll have 14 days to reopen this ticket if further assistance is required - Brian		05/03/2023

# CHERWELL REPORT



## VEHICLE

<b>VIN</b>	3C63R3EL0LG [REDACTED]	<b>Model Year</b>	2020	<b>Body</b>	D28P91	RAM 3500 LARAMIE CREW CAB 4X4
<b>Built Date</b>	09/30/2020	<b>Mileage (Miles)</b>	49429	<b>MDH</b>		
<b>Engine</b>	ETM	ETM				
<b>Transmission</b>	DF2	DF2				
<b>Emmission</b>	50 STATE EMISSIONS (NAS )					

## GENERAL

<b>STAR Case ID</b>	[REDACTED]	<b>Case Status</b>	Closed				
<b>Application Group</b>							
<b>Component Group</b>	20I - UNIT, TRANSMISSION HYDRAULIC POWER						
<b>Primary System</b>	21A - TRANSAXLE - AUTO	<b>Sub System</b>	21A - AUTOMATIC	<b>Area of Failure</b>	BINDS, STICKS, OR SEIZED		
<b>Customer Complaint / Reason for contact</b>	ROUGH SHIFT						
<b>Created Date</b>	12/20/2023	<b>Created By</b>		<b>Updated Date</b>	12/27/2023	<b>Updated By</b>	

## CONTACT

<b>Dealer</b>	27232	Patriot Chrysler Dodge Jeep Ram of	<b>Phone</b>		
<b>Address</b>	5425 S Mill St				
<b>City</b>	Pryor	<b>State</b>	OK	<b>ZIP</b>	74361
<b>Dealer Zone</b>	63	<b>County</b>			
<b>Technician TID/SID</b>	S05173R	<b>Technician Email</b>			
<b>Training Level</b>	CORE	<b>Contact Via SMS</b>	No	<b>Contact Via Email</b>	

## CASE SUMMARY

<b>Customer Waiting</b>	No	<b>Repair Attempts</b>	1	<b>Days In Shop</b>	35		
<b>Initial Concern</b>	transmission hard shifts and clunking sound is heard						
<b>Duplicated</b>	Yes	<b>Repairs Parts and Tests</b>	transmission was tore down to point of failure				
<b>DTC1</b>		<b>DTC2</b>		<b>DTC3</b>			
<b>DTC4</b>							
<b>Information Sent</b>							
<b>Scan Tool Software Version</b>		<b>Last TechConnect Search</b>		<b>Vehicle Off Road or Tow-in</b>	No	<b>RO Number</b>	[REDACTED]

## RESOLUTION

**Description** closing case at this time as looking for an authorization process

## WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
[REDACTED]	12/20/2023	3C63R3EL0LG [REDACTED]	28551	10/17/2022	PAID
[REDACTED]	12/20/2023	3C63R3EL0LG [REDACTED]	16931	04/20/2022	PAID
[REDACTED]	12/20/2023	3C63R3EL0LG [REDACTED]	23706	07/07/2022	PAID
[REDACTED]	12/20/2023	3C63R3EL0LG [REDACTED]	33088	01/11/2023	PAID
[REDACTED]	12/20/2023	3C63R3EL0LG [REDACTED]	26328	09/06/2022	PAID
[REDACTED]	12/20/2023	3C63R3EL0LG [REDACTED]	26328	09/06/2022	REJECTED
[REDACTED]	12/20/2023	3C63R3EL0LG [REDACTED]	27526	09/23/2022	PAID

<b>CLAIM#</b>	<b>CREATED DATE</b>	<b>VIN</b>	<b>MILLAGE</b>	<b>DATE RECIEVED</b>	<b>STATUS</b>
	12/20/2023	3C63R3EL0LG	27526	09/23/2022	REJECTED
	12/20/2023	3C63R3EL0LG	24153	08/11/2022	PAID
	12/20/2023	3C63R3EL0LG	24153	08/11/2022	REJECTED
	12/20/2023	3C63R3EL0LG	24153	08/11/2022	SUSPENDED
	12/20/2023	3C63R3EL0LG	26328	09/06/2022	PAID
	12/20/2023	3C63R3EL0LG	0	10/22/2020	PAID

### CONVERSATION (CLAIMS)

<b>Dealer/Agent</b>	<b>Detail</b>	<b>Modified By</b>	<b>Last Modified Date</b>
<b>Dealer States</b>	transmission was tore down. K1 clutches are burnt and steels have excessive heat marks. material was found in the valve body and the piston for K1 clutch. The B1 clutch steels are worn exsessively as well and the clutched for B1 are darker in color. Could not find overhaul LOP for transmission and need to know how to gain approval to order transmission assembly. parts have no ETA to order for an overhaul. Tried to fill out the repair replace worksheet but labor ops where not found for an overhaul. need to know the next step to take for this vehicle.		12/20/2023
<b>Agent States</b>	Dalton, need to ask your Warranty admin person for the question. As if any authorization from PTSC is required under Smart warranty for a AISIN trans. ken		12/27/2023
<b>Agent States</b>	Hi Dalton, please provide an update for Case. If the vehicle is repaired, please note details of vehicle fix and close case. If the vehicle has not yet been repaired, please provide an update so we may further assist you. Thank You, Darshan.		12/27/2023
<b>Dealer States</b>	do not have an update at this time. warranty admin is located at a different store and cannot get ahold of them at this time. still have no information on what to fill out or how to get approval for transmission.		12/27/2023
<b>Agent States</b>	Dalton, at this time we are closing this case pending authorization process. ken		12/27/2023

# CHERWELL REPORT



## VEHICLE

<b>VIN</b>	3C7WRMFLXMG	<b>Model Year</b>	2021	<b>Body</b>	DP5L94	RAM 5500 CREW CAB CHASSIS
<b>Built Date</b>	04/19/2021	<b>Mileage (Miles)</b>	91210	<b>MDH</b>		
<b>Engine</b>	ETN	ETN				
<b>Transmission</b>	DF2	DF2				
<b>Emmission</b>	50 STATE EMISSIONS (NAS )					

## GENERAL

<b>STAR Case ID</b>		<b>Case Status</b>	Closed				
<b>Application Group</b>							
<b>Component Group</b>	20I - UNIT, TRANSMISSION HYDRAULIC POWER						
<b>Primary System</b>	21A - TRANSAXLE - AUTO	<b>Sub System</b>	21A - AUTOMATIC	<b>Area of Failure</b>	BINDS, STICKS, OR SEIZED		
<b>Customer Complaint / Reason for contact</b>	EXCESSIVE EFFORT						
<b>Created Date</b>	02/12/2024	<b>Created By</b>		<b>Updated Date</b>	02/22/2024	<b>Updated By</b>	

## ATTACHMENTS

<b>File Path</b>	<b>Uploaded By</b>	<b>Date Uploaded</b>
3C7WRMFLXMG Configuration Report.pdf	s69367c	02/12/2024
3C7WRMFLXMG Vehicle Scan Report.pdf	s69367c	02/12/2024
3C7WRMFLXMG Custom Report.pdf	s69367c	02/16/2024

## CONTACT

<b>Dealer</b>	45713	Freeland Chrysler Dodge Jeep Ram	<b>Phone</b>		
<b>Address</b>	5800 Crossings Blvd.				
<b>City</b>	Antioch	<b>State</b>	TN	<b>ZIP</b>	37013
<b>Dealer Zone</b>	66	<b>County</b>			
<b>Technician TID/SID</b>	S69367C	<b>Technician Email</b>	kbolinger1968@yahoo.com		
<b>Training Level</b>	CORE	<b>Contact Via SMS</b>	Yes	<b>Contact Via Email</b>	Yes

## CASE SUMMARY

<b>Customer Waiting</b>	Yes	<b>Repair Attempts</b>	1	<b>Days In Shop</b>	43		
<b>Initial Concern</b>	vehicle won't move , found will move in reverse no forward gears						
<b>Duplicated</b>	Yes	<b>Repairs Parts and Tests</b>	removed trans found K1 snap ring pop out inspected K2 no problem found replaced K1 assy. & sold CP trans service had some metal in pan cleaned & reassemble tried quick learn would not complete quick learn, has now completed quick learn but still slams into gear & when test drive has shift flair when shift to 3rd then goes to neutral				
<b>DTC1</b>	P0733-00	<b>DTC2</b>		<b>DTC3</b>		<b>DTC4</b>	
<b>Information Sent</b>							
<b>Scan Tool Software Version</b>		<b>Last TechConnect Search</b>		<b>Vehicle Off Road or Tow-in</b>	No	<b>RO Number</b>	

## RESOLUTION

**Description** ordering trans

## WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
██████	02/12/2024	3C7WRMFLXMG██████	60349	04/19/2023	PAID
██████	02/12/2024	3C7WRMFLXMG██████	34	08/20/2021	PAID

## CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
<b>Agent States</b>	Keith, this vehicle shouldnt have been part of the K1 snap ring failure TSB as this is a 2021 and I didnt see a trans replacement was done. ken**		02/12/2024
<b>Dealer States</b>	so what's the solution proposal		02/12/2024
<b>Agent States</b>	Keith, we can try a valve body for this issue. ken		02/16/2024
<b>Dealer States</b>	replaced valve body quick learn completed a little faster than last time when test drive found now has shudder 1st to 2nd when shifts to 3rd gear feels ok at first then rpms flair feels went straight to 4th after that limp in .. found fault P0732,,,,, ABS, DASM, SAM all set -implausible data from TCM.		02/16/2024
<b>Dealer States</b>	also delated engagement into drive, rev is ok		02/16/2024
<b>Agent States</b>	Keith, then we need to air check the K1 clutch as seems to have an issue on the part replaced? ken		02/22/2024
<b>Dealer States</b>	can't hear nothing but air on K1 or K2		02/22/2024
<b>Agent States</b>	Keith, then need to replace the trans. Foolow any required authorization process under smart warranty. Please close this case at this time. ken		02/22/2024
<b>Agent States</b>	Keith, Closing this case waiting for part replacement as case can be reopened if required assistance is required with 14 days. Ken		02/22/2024

## Digital Imaging Pre-Auth Report

<b>VIN</b>	3C63RRRL2KG [REDACTED]	<b>Model Year</b>	2019	<b>Body</b>	D28M92	RAM 3500 LIMITED CREW CAB 4X4	
<b>Built Date</b>	04/04/2019	<b>Market</b>	U	US	<b>Plant</b>	8475	SALTILLO TRUCK ASSEMBLY PLANT
<b>Color</b>	PAU	GRANITE CRYSTAL MET. CLEAR COAT					
<b>Engine</b>	ETM	6.7L I6 CUMMINS HO TURBO DIESEL ENG			<b>Serial #</b>	F060915332	
<b>Transmission</b>	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			<b>Serial #</b>	F072900104	
<b>Color</b>	PAU	GRANITE CRYSTAL MET. CLEAR COAT					

<b>Report #</b>	[REDACTED]	<b>System Key</b>	9807993	<b>Report Version</b>	1	<b>Open Date</b>	06/16/2020
<b>Close Date</b>	06/16/2020	<b>Narrative Date</b>	06/16/2020	<b>Mileage</b>	16,965		
<b>MDH</b>	040405	<b>Engine Built Date</b>	06/18/2019	<b>Built Date</b>	04/04/2019		
<b>Customer Invoice</b>	0	<b>Warranty Invoice</b>	0	<b>Other Invoice</b>	0	<b>Supplier RP</b>	

<b>Dealer</b>	66732	Galeana Chrysler Dodge Jeep Ra					
<b>Dealer Address</b>	14375 S TAMIAMI TRL						
<b>Dealer City</b>	FORT MYERS	<b>State</b>	FL	<b>Zip</b>	339121943		

### Part(s) Information

Part Sequence	Part Number	Part Description	Part Qty	Failed	Part Cost	Return Date
1	101714053		1		\$0.00	

**Complaint:** INTERNAL TRANSMISSION FAILURE

**Cause:** REPLACE THE TRANSMISSION, STAR CASE# 1 [REDACTED]

**Correction:** Auto Trans

## Digital Imaging Pre-Auth Report

<b>VIN</b>	3C7WRNEL0LG [REDACTED]	<b>Model Year</b>	2020	<b>Body</b>	DP0L93	RAM 5500 CREW CAB CHASSIS	
<b>Built Date</b>	01/08/2020	<b>Market</b>	U	US	<b>Plant</b>	8475	SALTILLO TRUCK ASSEMBLY PLANT
<b>Color</b>	PW7	BRIGHT WHITE CLEAR COAT					
<b>Engine</b>	ETN	6.7L I6 CUMMINS TURBO DIESEL ENGINE			<b>Serial #</b>	F34194CAF4	
<b>Transmission</b>	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			<b>Serial #</b>	F337900199	
<b>Color</b>	PW7	BRIGHT WHITE CLEAR COAT					

<b>Report #</b>	[REDACTED]	<b>System Key</b>	9865428	<b>Report Version</b>	1	<b>Open Date</b>	12/24/2020
<b>Close Date</b>	12/29/2020	<b>Narrative Date</b>	12/29/2020	<b>Mileage</b>	16,172		
<b>MDH</b>	010803	<b>Engine Built Date</b>	08/12/2020	<b>Built Date</b>	01/08/2020		
<b>Customer Invoice</b>	0	<b>Warranty Invoice</b>	0	<b>Other Invoice</b>	0	<b>Supplier RP</b>	

<b>Dealer</b>	60722	TADD JENKINS CHRYSLER DODGE JE					
<b>Dealer Address</b>	1090 FORD WAY						
<b>Dealer City</b>	BLACKFOOT	<b>State</b>	ID	<b>Zip</b>	832211668		

**Complaint:** VEHICLE WILL NOT MOVE ON IT'S OWN POWER

**Cause:** INTERNAL TRANSMISSION FAILURE, AISIN TRANSMISSION WITH LOW MILES. PROPOSE REPLACEMENT OF UNIT. (CAN NOT GET TRANS WORKSHEET TO PULL UP ON DEALER CONNECT)

**Correction:** Auto Trans

## Digital Imaging Pre-Auth Report

<b>VIN</b>	3C63RRJL1MG	<b>Model Year</b>	2021	<b>Body</b>	D28P92	RAM 3500 LARAMIE CREW CAB 4X4	
<b>Built Date</b>	05/13/2021	<b>Market</b>	U	US	<b>Plant</b>	8475	SALTILLO TRUCK ASSEMBLY PLANT
<b>Color</b>	PAU	GRANITE CRYSTAL MET. CLEAR COAT					
<b>Engine</b>	ETM	6.7L I6 CUMMINS HO TURBO DIESEL ENG			<b>Serial #</b>	F12417BB08	
<b>Transmission</b>	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			<b>Serial #</b>	F123100091	
<b>Color</b>	PAU	GRANITE CRYSTAL MET. CLEAR COAT					

<b>Report #</b>		<b>System Key</b>	9979143	<b>Report Version</b>	1	<b>Open Date</b>	10/27/2021
<b>Close Date</b>	11/05/2021	<b>Narrative Date</b>	11/22/2021	<b>Mileage</b>	7,809		
<b>MDH</b>	051320	<b>Engine Built Date</b>	06/18/2021	<b>Built Date</b>	05/13/2021		
<b>Customer Invoice</b>	0	<b>Warranty Invoice</b>	0	<b>Other Invoice</b>	0	<b>Supplier RP</b>	

<b>Dealer</b>	60431	COUGHLIN CHRYSLER DODGE JEEP					
<b>Dealer Address</b>	15777 WATKINS RD						
<b>Dealer City</b>	MARYSVILLE	<b>State</b>	OH	<b>Zip</b>	430409403		

**Complaint:** DRUM, BURNT CLUTCH AND SNAP RING FAILURE

**Cause:** REPLACE TRANSMISSION

**Correction:** Auto Trans

## Digital Imaging Pre-Auth Report

<b>VIN</b>	3C7WRMDLXMG [REDACTED]	<b>Model Year</b>	2021	<b>Body</b>	DP5L66	RAM 5500 REG CAB CHASSIS	
<b>Built Date</b>	12/11/2020	<b>Market</b>	U	US	<b>Plant</b>	8475	SALTILLO TRUCK ASSEMBLY PLANT
<b>Color</b>	PFP	OLIVE GREEN PEARL COAT					
<b>Engine</b>	ETN	6.7L I6 CUMMINS TURBO DIESEL ENGINE			<b>Serial #</b>	F34206B41E	
<b>Transmission</b>	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			<b>Serial #</b>	F336000149	
<b>Color</b>	PFP	OLIVE GREEN PEARL COAT					

<b>Report #</b>	[REDACTED]	<b>System Key</b>	10002532	<b>Report Version</b>	1	<b>Open Date</b>	01/18/2022
<b>Close Date</b>	01/18/2022	<b>Narrative Date</b>	01/19/2022	<b>Mileage</b>	338		
<b>MDH</b>	121102	<b>Engine Built Date</b>	01/01/0001	<b>Built Date</b>	12/11/2020		
<b>Customer Invoice</b>	0	<b>Warranty Invoice</b>	0	<b>Other Invoice</b>	0	<b>Supplier RP</b>	

<b>Dealer</b>	60873	Union City Chrysler Dodge Jeep					
<b>Dealer Address</b>	3950 JONESBORO RD						
<b>Dealer City</b>	UNION CITY	<b>State</b>	GA	<b>Zip</b>	302912258		

**Complaint:** TRANSMISSION WILL NOT GO INTO DRIVE, VEHICLE WILL NOT MOVE, CHECK ENGINE LIGHT ON. INTERNAL FAILURE OF TRANSMISSION

**Cause:** REPLACE TRANSMISSION ASSEMBLY

**Correction:** Auto Trans

## Digital Imaging Pre-Auth Report

<b>VIN</b>	3C7WRNEL9KG [REDACTED]	<b>Model Year</b>	2019	<b>Body</b>	DP0L93	RAM 5500 CREW CAB CHASSIS	
<b>Built Date</b>	06/21/2019	<b>Market</b>	U	US	<b>Plant</b>	8475	SALTILLO TRUCK ASSEMBLY PLANT
<b>Color</b>	PW7	BRIGHT WHITE CLEAR COAT					
<b>Engine</b>	ETN	6.7L I6 CUMMINS TURBO DIESEL ENGINE			<b>Serial #</b>	F165938E0C	
<b>Transmission</b>	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			<b>Serial #</b>	F158900251	
<b>Color</b>	PW7	BRIGHT WHITE CLEAR COAT					

<b>Report #</b>	[REDACTED]	<b>System Key</b>	540096905	<b>Report Version</b>	1	<b>Open Date</b>	01/27/2023
<b>Close Date</b>	01/31/2023	<b>Narrative Date</b>	01/31/2023	<b>Mileage</b>	48,766		
<b>MDH</b>	062100	<b>Engine Built Date</b>	08/22/2019	<b>Built Date</b>	06/21/2019		
<b>Customer Invoice</b>	0	<b>Warranty Invoice</b>	0	<b>Other Invoice</b>	0	<b>Supplier RP</b>	

<b>Dealer</b>	27019	Lodi Chrysler Dodge Jeep Ram					
<b>Dealer Address</b>	1255 S BECKMAN RD						
<b>Dealer City</b>	LODI	<b>State</b>	CA	<b>Zip</b>	952403174		

**Complaint:** CEL ON, TRANS WONT ENGAGE VEHICLE IN LIMP MODE

**Cause:** REPLACE TRANS

**Correction:** Auto Trans

## Digital Imaging Pre-Auth Report

<b>VIN</b>	3C7WRNFL8LG [REDACTED]	<b>Model Year</b>	2020	<b>Body</b>	DP0L94	RAM 5500 CREW CAB CHASSIS	
<b>Built Date</b>	03/18/2020	<b>Market</b>	U	US	<b>Plant</b>	8475	SALTILLO TRUCK ASSEMBLY PLANT
<b>Color</b>	PW7	BRIGHT WHITE CLEAR COAT					
<b>Engine</b>	ETN	6.7L I6 CUMMINS TURBO DIESEL ENGINE			<b>Serial #</b>	F062053DB4	
<b>Transmission</b>	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			<b>Serial #</b>	F051000082	
<b>Color</b>	PW7	BRIGHT WHITE CLEAR COAT					

<b>Report #</b>	[REDACTED]	<b>System Key</b>	540118809	<b>Report Version</b>	1	<b>Open Date</b>	05/02/2023
<b>Close Date</b>	05/08/2023	<b>Narrative Date</b>	05/09/2023	<b>Mileage</b>	92,307		
<b>MDH</b>	031804	<b>Engine Built Date</b>	04/22/2021	<b>Built Date</b>	03/18/2020		
<b>Customer Invoice</b>	0	<b>Warranty Invoice</b>	0	<b>Other Invoice</b>	0	<b>Supplier RP</b>	

<b>Dealer</b>	60722	TADD JENKINS CHRYSLER DODGE JE					
<b>Dealer Address</b>	1090 FORD WAY						
<b>Dealer City</b>	BLACKFOOT	<b>State</b>	ID	<b>Zip</b>	832211668		

**Complaint:** TRANSMISSION FAILED INTERNALLY

**Cause:** REPLACE TRANSMISSION ASSEMBLY

**Correction:** Auto Trans

## Digital Imaging Pre-Auth Report

<b>VIN</b>	3C7WRNEL1LG [REDACTED]	<b>Model Year</b>	2020	<b>Body</b>	DP0L93	RAM 5500 CREW CAB CHASSIS	
<b>Built Date</b>	05/28/2020	<b>Market</b>	U	US	<b>Plant</b>	8475	SALTILLO TRUCK ASSEMBLY PLANT
<b>Color</b>	PRV	DELMONICO RED PEARL COAT					
<b>Engine</b>	ETN	6.7L I6 CUMMINS TURBO DIESEL ENGINE			<b>Serial #</b>	F070054BC5	
<b>Transmission</b>	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			<b>Serial #</b>	F057000008	
<b>Color</b>	PRV	DELMONICO RED PEARL COAT					

<b>Report #</b>	[REDACTED]	<b>System Key</b>	540119163	<b>Report Version</b>	1	<b>Open Date</b>	05/09/2023
<b>Close Date</b>	05/09/2023	<b>Narrative Date</b>	05/10/2023	<b>Mileage</b>	16,448		
<b>MDH</b>	052808	<b>Engine Built Date</b>	08/26/2020	<b>Built Date</b>	05/28/2020		
<b>Customer Invoice</b>	0	<b>Warranty Invoice</b>	0	<b>Other Invoice</b>	0	<b>Supplier RP</b>	

<b>Dealer</b>	45518	FREMONT MOTOR CASPER, INC					
<b>Dealer Address</b>	6101 E 2ND ST						
<b>Dealer City</b>	CASPER	<b>State</b>	WY	<b>Zip</b>	826094262		

**Complaint:** TRANSMISSION HAS NO GEARS

**Cause:** REPLACE TRANSMISSION DUE TO SNAP RING FAILURE. TA/AM NOTES IN FOR TRANSMISSION REPLACEMENT. \*\*CHANGED SERIAL PICTURE. THANK YOU \*\*\*TA HAD US ORDER A TRANSMISSION FOR CUSTOMER SATISFACTION AND TIMEFRAME. NOTES ARE IN SYSTEM\*\*\*

**Correction:** Auto Trans

## Digital Imaging Pre-Auth Report

<b>VIN</b>	3C7WRNEL3MG [REDACTED]	<b>Model Year</b>	2021	<b>Body</b>	DP0L93	RAM 5500 CREW CAB CHASSIS	
<b>Built Date</b>	04/08/2021	<b>Market</b>	U	US	<b>Plant</b>	8475	SALTILLO TRUCK ASSEMBLY PLANT
<b>Color</b>	PW7	BRIGHT WHITE CLEAR COAT					
<b>Engine</b>	ETN	6.7L I6 CUMMINS TURBO DIESEL ENGINE			<b>Serial #</b>	F0811764CB	
<b>Transmission</b>	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			<b>Serial #</b>	F090100060	
<b>Color</b>	PW7	BRIGHT WHITE CLEAR COAT					

<b>Report #</b>	[REDACTED]	<b>System Key</b>	540190914	<b>Report Version</b>	1	<b>Open Date</b>	02/29/2024
<b>Close Date</b>	03/08/2024	<b>Narrative Date</b>	03/11/2024	<b>Mileage</b>	34,498		
<b>MDH</b>	040805	<b>Engine Built Date</b>	09/30/2021	<b>Built Date</b>	04/08/2021		
<b>Customer Invoice</b>	0	<b>Warranty Invoice</b>	0	<b>Other Invoice</b>	0	<b>Supplier RP</b>	

<b>Dealer</b>	44484	KAYSER CHRYSLER CENTER INC					
<b>Dealer Address</b>	866 PHILLIPS BLVD						
<b>Dealer City</b>	SAUK CITY	<b>State</b>	WI	<b>Zip</b>	535831312		

**Complaint:** WHILE DRIVING WHINNING NOISE STARTED, PULLED OVER, VEHICLE WENT INTO LIMP, HAS TRANSMISSION CODE

**Cause:** REPLACE TRANSMISSION

**Correction:** Auto Trans