

Repair Order Detailed Report # [REDACTED] For VIN: 3C63RRGL6KG [REDACTED]

VIN	3C63RRGL6KG [REDACTED]	Model Year	2019	Body	D28L92	RAM 3500 TRADESMAN CREW CAB 4X4	
Built Date	02/21/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					
Engine	ETM	6.7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F049913F39	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F015900045	

Report #	[REDACTED]	System Key	469427646	Report Version	2	Open Date	11/25/2019
Close Date	11/26/2019	Narrative Date	12/01/2019	Category	0	Mileage	18
MDH	022113	Engine Built Date	01/01/0001	Built Date	02/21/2019	Advisor	108037
Dealer	52382	ED PAYNE MOTORS, LLC					
Dealer Address	2101 E EXPRESSWAY 83						
Dealer City	WESLACO	State	TX	Zip	785995019		

Complaint: PERFORM RRT 19-095

Cause: RRT

Correction: 18 REPROGRAMMED TCM MODULE TCM REPROGRAM INSPECT

LOP Information

LOP	LOP Description
181905MP	Software Flash ; Module ; Module, Transmission Control (TCM) ; Module, Transmission Control (TCM) - Inspect and Reprogram

Part Information is not available

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRTCL1KG [REDACTED]

VIN	3C7WRTCL1KG [REDACTED]	Model Year	2019	Body	DD8L93	RAM 3500 CREW CAB CHASSIS 4X4	
Built Date	07/25/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PSC BILLET SILVER METALLIC CLEAR COAT						
Engine	ETN	6.7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F18193AC01	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F194900031	

Report #	[REDACTED]	System Key	474168674	Report Version	1	Open Date	01/14/2020
Close Date	01/14/2020	Narrative Date	01/16/2020	Category	0	Mileage	150
MDH	072508	Engine Built Date	12/10/2019	Built Date	07/25/2019	Advisor	098 IRELAND;BRUCE
Dealer	42232	THORNTON BROTHERS INC					
Dealer Address	125 MAIN STREET						
Dealer City	LINCOLN	State	ME	Zip	044571542		

Complaint: ACCESSORIES; - F3 C-TECH BOX - DELIVERED TO CUSTOMER BY BRUCE IN SERVICE

Cause:

Correction:

LOP Information is not available

Part Information is not available

Repair Order Detailed Report [REDACTED] **For VIN: 3C63RRGL2KG** [REDACTED]

VIN	3C63RRGL2KG [REDACTED]	Model Year	2019	Body	D28L92	RAM 3500 TRADESMAN CREW CAB 4X4	
Built Date	11/22/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PXJ	DIAMOND BLACK CRYSTAL P/C					
Engine	ETM	6.7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F3119494EA	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	S143900023	

Report #	[REDACTED]	System Key	474903746	Report Version	1	Open Date	12/30/2019
Close Date	01/22/2020	Narrative Date	01/23/2020	Category	0	Mileage	1,256
MDH	112213	Engine Built Date	12/27/2019	Built Date	11/22/2019	Advisor	EA Eldon Asher
Dealer	60584	GLENN'S FREEDOM DODGE CHRYSLER					
Dealer Address	1560 E NEW CIRCLE RD						
Dealer City	LEXINGTON	State	KY	Zip	405091022		

Complaint: WORLD CLASS INSPECTION ELECTRICAL EXTERNAL BODY *****NOTE ONLY*****

Cause:

Correction:

LOP Information is not available

Part Information is not available

Repair Order Detailed Report # [REDACTED] For VIN: 3C63RRGL2K [REDACTED]

VIN	3C63RRGL2K [REDACTED]	Model Year	2019	Body	D28L92	RAM 3500 TRADESMAN CREW CAB 4X4	
Built Date	11/22/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PXJ	DIAMOND BLACK CRYSTAL P/C					
Engine	ETM	6.7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F3119494EA	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	S143900023	

Report #	[REDACTED]	System Key	475621388	Report Version	1	Open Date	01/16/2020
Close Date	01/29/2020	Narrative Date	01/30/2020	Category	0	Mileage	4,274
MDH	112213	Engine Built Date	12/27/2019	Built Date	11/22/2019	Advisor	EA Eldon Asher
Dealer	60584	GLENN'S FREEDOM DODGE CHRYSLER					
Dealer Address	1560 E NEW CIRCLE RD						
Dealer City	LEXINGTON	State	KY	Zip	405091022		

Complaint: CHECK ENGINE LIGHT ILLUMINATED COURTESY DRIVE THROUGH WASH

Cause:

Correction:

LOP Information

LOP	LOP Description
85410000	Special Services ; Diagnostic LOP ; Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.
08808501	Electrical System ; Switches, Steering wheel/IP/Center Stack Lower/Module/WIN/Keyless Entry ; Sensor, acceleration-ABS

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68360876AB	SENSOR -WHEEL SPEED	1	\$52.70	No	01/01/0001

Repair Order Detailed Report # [REDACTED] For VIN: 3C63RRGL2KG [REDACTED]

VIN	3C63RRGL2KG [REDACTED]	Model Year	2019	Body	D28L92	RAM 3500 TRADESMAN CREW CAB 4X4	
Built Date	11/22/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PXJ	DIAMOND BLACK CRYSTAL P/C					
Engine	ETM	6.7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F3119494EA	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	S143900023	

Report #	[REDACTED]	System Key	477887411	Report Version	1	Open Date	02/06/2020
Close Date	02/10/2020	Narrative Date	02/23/2020	Category	0	Mileage	8,669
MDH	112213	Engine Built Date	12/27/2019	Built Date	11/22/2019	Advisor	EA Eldon Asher
Dealer	60584	GLENN'S FREEDOM DODGE CHRYSLER					
Dealer Address	1560 E NEW CIRCLE RD						
Dealer City	LEXINGTON	State	KY	Zip	405091022		

Complaint: ELECTRICAL WORLD CLASS INSPECTION LUBE OIL FILTER DIESEL ENGINE

Cause:

Correction:

LOP Information

LOP	LOP Description
08600701	Electrical System ; Audio ; Amplifier ; All others

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68402059AF	AMPLIFIER-NONE	1	\$158.03	No	01/01/0001
68055893AA	OIL -15W40 BULK CJ 4	12	\$3.43	No	
5083285AA	FILTER -ENGINE OIL	1	\$20.25	No	

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRTCL1KG [REDACTED]

VIN	3C7WRTCL1KG [REDACTED]	Model Year	2019	Body	DD8L93	RAM 3500 CREW CAB CHASSIS 4X4	
Built Date	07/25/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PSC BILLET SILVER METALLIC CLEAR COAT						
Engine	ETN	6.7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F18193AC01	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F194900031	

Report #	[REDACTED]	System Key	478298420	Report Version	1	Open Date	02/22/2020
Close Date	02/24/2020	Narrative Date	02/26/2020	Category	0	Mileage	2,587
MDH	072508	Engine Built Date	12/10/2019	Built Date	07/25/2019	Advisor	098 IRELAND;BRUCE
Dealer	42232	THORNTON BROTHERS INC					
Dealer Address	125 MAIN STREET						
Dealer City	LINCOLN	State	ME	Zip	044571542		

Complaint: ACCESSORIES; - INSTALL 4 POD LIGHTS ON RACK FOR REVERSE DRIVING - HOOK TO AUX #2 DEALER ACCESSORIES; - INSTALL 13 LED LIGHT BAR ON RACK FACING FORWARD - HOOK TO AUX#3

Cause:

Correction: COMPLETED COMPLETED

LOP Information is not available

Part Information is not available

Repair Order Detailed Report # [REDACTED] For VIN: 3C63RRGL2KG [REDACTED]

VIN	3C63RRGL2KG [REDACTED]	Model Year	2019	Body	D28L92	RAM 3500 TRADESMAN CREW CAB 4X4	
Built Date	11/22/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PXJ DIAMOND BLACK CRYSTAL P/C						
Engine	ETM	6.7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F3119494EA	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	S143900023	

Report #	[REDACTED]	System Key	480497161	Report Version	3	Open Date	03/18/2020
Close Date	03/23/2020	Narrative Date	03/25/2020	Category	0	Mileage	13,625
MDH	112213	Engine Built Date	12/27/2019	Built Date	11/22/2019	Advisor	34
Dealer	45657	CEDAR CITY CHRYSLER DODGE JEEP					
Dealer Address	1010 NORTH MAIN						
Dealer City	CEDAR CITY	State	UT	Zip	847215134		

Complaint: C/S CHECK ENGINE LIGHT IS ON AND VEHICLE IS IN LIMP MODE. RECALL VB6 DIESEL ENGINE CALIBRATION

Cause: P049D EGR valve Perform VB6

Correction: 13625 P049D EGR valve Verified customer concern. MIL is on. Check codes. P049D is active. Check for TSB and RRT. None apply. Follow pinpoint test. Test calls for EGR valve replacement. Part is on backorder. Management acquired new vehicle from lot to use the egr valve from that vehicle on this vehicle because customer is just traveling thru. Remove egr valve from new unit. Install new valve on customer truck. Clear codes and test drive. No issues found on test drive. Repair verified at this time. Concern- Mil on, Cause-P049D, Correction-Replace EGR valve REPAIR 13625 Perform VB6 18-VB-61-83 40 Perform VB6. Reprogram PCM 52401932ag - 52401932ah CAMPAIGNS, RECALLS, OWNER NOTIFICATION PROGRAMS, RRT

LOP Information

LOP	LOP Description
25014511	Emission System ; Emission Controls ; Valve, EGR ; 6.7 liter diesel engine 2500-3500 pickup truck

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68447574AA	EGR VALVE-EGR	1	\$1,128.91	No	
68027035AB	GASKET -NONE	0	\$12.89	No	
68005465AA	GASKET -NONE	2	\$7.22	No	
68005184AA	GASKET -EGR VALVE	2	\$12.89	No	

Repair Order Detailed Report # [REDACTED] For VIN: 3C63RRGL2KG [REDACTED]

VIN	3C63RRGL2KG [REDACTED]	Model Year	2019	Body	D28L92	RAM 3500 TRADESMAN CREW CAB 4X4	
Built Date	11/22/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PXJ	DIAMOND BLACK CRYSTAL P/C					
Engine	ETM	6.7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F3119494EA	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	S143900023	

Report #	[REDACTED]	System Key	481409005	Report Version	1	Open Date	03/23/2020
Close Date	03/31/2020	Narrative Date	04/01/2020	Category	0	Mileage	15,853
MDH	112213	Engine Built Date	12/27/2019	Built Date	11/22/2019	Advisor	EA Eldon Asher
Dealer	60584	GLENN'S FREEDOM DODGE CHRYSLER					
Dealer Address	1560 E NEW CIRCLE RD						
Dealer City	LEXINGTON	State	KY	Zip	405091022		

Complaint: PERFORM ANY APPLICABLE RECALL WORLD CLASS INSPECTION ENGINE ENGINE FUEL FILTER REPLACE DIESEL REPLACE FUEL FILTER REPLACE DIESEL REPLACE RENTAL CAR

Cause:

Correction:

LOP Information

LOP	LOP Description
95400141	Special Services ; Loaner ; Loaner Car ; Standard Line Vehicles
85411701	Special Services ; Diagnostic LOP ; Driveline/PTU/Transfer Case Electrical, Trouble Not Found ; 4WD/AWD Light On

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68436631AA	FILTER KI-FUEL WATER SEPARATOR	1	\$62.20	No	
68157291AA	FILTER -FUEL	1	\$93.00	No	

Repair Order Detailed Report # [REDACTED] For VIN: 3C63RRGL6KG [REDACTED]

VIN	3C63RRGL6KG [REDACTED]	Model Year	2019	Body	D28L92	RAM 3500 TRADESMAN CREW CAB 4X4	
Built Date	02/21/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PAU GRANITE CRYSTAL MET. CLEAR COAT						
Engine	ETM	6.7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F049913F39	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F015900045	

Report #	[REDACTED]	System Key	481681586	Report Version	10	Open Date	04/06/2020
Close Date	05/04/2020	Narrative Date	05/05/2020	Category	0	Mileage	6,883
MDH	022113	Engine Built Date	12/30/2019	Built Date	02/21/2019	Advisor	209784 JAMES -110123
Dealer	26534 RICK HENDRICK JEEP CHRYSLER DO						
Dealer Address	8333 RIVERS AVE						
Dealer City	NORTH CHARLESTON	State	SC	Zip	294069204		

Complaint: CUSTOMER STATES CHECK FOR COOLANT LEAKS AND ADVISE (TOWED IN) MOPAR EXPRESS LANE MULTI-POINT INSPECTION REPLACE RADIATOR LEAKING MOPAR WARRANTY PERFORM VB6 RECALL

Cause: UPON INSPECTING THE RADIATOR ONCE REMOVED I FOUND THAT THE FAN CLUTCH DUST COVER CAME OFF AND DAMAGED THE RADIATOR CAUSING THE LEAK COMPLETE EXPRESS SERVICE UPON INSTALLATION AND FILLING WITH COOLANT A LEAK WAS NOTICED IN FACTORY ASSEMBLY WHICH NEEDED TO BE REPLACED preform recall

Correction: AFTER INSTALLATION OF THE NEW FAN CLUTCH AND RADIATOR THE RADIATOR WAS STILL LEAKING DUE TO MANUFACTURER DEFECT 07200301 .9 07301001 1.2 THANK YOU ONCE THE SECOND RADIATOR WAS INSTALLED THERE WERE NO MORE LEAKS AND THE TRUCK DROVE FINE 07301001 1.2 Module, Engine Control (ECM) - Reprogram (with Aisin Transmission only) 18-VB-61-83 0.4 hours

LOP Information

LOP	LOP Description
07301001	Cooling System ; Radiator/Hose/Tank/Reservoir/Tube/Indicator/Cap ; Radiator ; 6.7 liter diesel engine - Single Cooling
07200301	Cooling System ; Fan/Belt/Pulley/Shield/Shroud ; Clutch, fan ; 6.7 liter diesel engine

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CH68359842-AC	CLUTCH -FAN	1	\$359.80	No	
CH68322492-AA	RADIATOR -ENGINE COOLING	1	\$432.60	No	
CH68163848-AB	ANTIFREEZ-COOLANT	2	\$20.30	No	
68359842AC	CLUTCH -FAN	1	\$359.80	No	01/01/0001
68322492AA	RADIATOR -ENGINE COOLING	1	\$432.60	No	01/01/0001
68163848AB	ANTIFREEZ-COOLANT	2	\$40.60	No	01/01/0001

Repair Order Detailed Report # [REDACTED] For VIN: 3C63RRGL2KG [REDACTED]

VIN	3C63RRGL2KG [REDACTED]	Model Year	2019	Body	D28L92	RAM 3500 TRADESMAN CREW CAB 4X4	
Built Date	11/22/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PXJ	DIAMOND BLACK CRYSTAL P/C					
Engine	ETM	6.7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F3119494EA	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	S143900023	

Report #	[REDACTED]	System Key	482276055	Report Version	1	Open Date	04/06/2020
Close Date	04/06/2020	Narrative Date	04/18/2020	Category	0	Mileage	16,725
MDH	112213	Engine Built Date	12/27/2019	Built Date	11/22/2019	Advisor	EA Eldon Asher
Dealer	60584	GLENN'S FREEDOM DODGE CHRYSLER					
Dealer Address	1560 E NEW CIRCLE RD						
Dealer City	LEXINGTON	State	KY	Zip	405091022		

Complaint: CHECK ENGINE LIGHT ILLUMINATED

Cause:

Correction:

LOP Information

LOP	LOP Description
14402401	Air & Fuel system ; Filter/Regulator/Air Flow Mangement ; Valve, water seperator drain ; diesel engine

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68436628AA	VALVE -WATER SEPARATOR DRAIN	1	\$11.10	No	01/01/0001

Repair Order Detailed Report # [REDACTED] For VIN: 3C63RRGL2KG [REDACTED]

VIN	3C63RRGL2KG [REDACTED]	Model Year	2019	Body	D28L92	RAM 3500 TRADESMAN CREW CAB 4X4	
Built Date	11/22/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PXJ	DIAMOND BLACK CRYSTAL P/C					
Engine	ETM	6.7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F3119494EA	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	S143900023	

Report #	[REDACTED]	System Key	484026032	Report Version	1	Open Date	05/05/2020
Close Date	05/07/2020	Narrative Date	05/11/2020	Category	0	Mileage	21,222
MDH	112213	Engine Built Date	12/27/2019	Built Date	11/22/2019	Advisor	34
Dealer	45657	CEDAR CITY CHRYSLER DODGE JEEP					
Dealer Address	1010 NORTH MAIN						
Dealer City	CEDAR CITY	State	UT	Zip	847215134		

Complaint: C/S VEHICLE IS GOING INTO LIMP MODE. WOULD DISCONNECT BATTERY TO RESET AND GET TO WHERE GOING LOANER 1C4RJFAG8LC [REDACTED]

Cause: EGR cooler clean

Correction: 21222 EGR cooler clean Verified customer concern, MIL on, Check codes. P0401, P046care present. Check for TSB and and RRT. None apply. Follow pinpoint test. Pinpoint test calls for egr cooler removal and to be cleaned. Remove egr cooler and clean. Reinstall egr cooler and gaskets. Gasket on back order emergency order to have 1 day. Clear codes. Test drive. No codes return on test drive. Repair verified at this time. Concern-MIL on, Cause-EGR cooler, Correction-Clean egr cooler REPAIR FREIGHT CHARGE REPAIR MISC. SHOP CHARGES LOANER COMPANY OWNED LOANERS LOANER MISC. SHOP CHARGES

LOP Information

LOP	LOP Description
95400141	Special Services ; Loaner ; Loaner Car ; Standard Line Vehicles
25014741	Emission System ; Emission Controls ; Cooler, EGR ; 6.7 liter diesel engine - Clean Cooler - Only

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68443850AA	COVER -NONE	1	\$65.77	No	01/01/0001
68163849AB	ANTIFREEZ-COOLANT	1	\$17.03	No	
68005465AA	GASKET -NONE	1	\$7.22	No	

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRTCL1KG [REDACTED]

VIN	3C7WRTCL1KG [REDACTED]	Model Year	2019	Body	DD8L93	RAM 3500 CREW CAB CHASSIS 4X4	
Built Date	07/25/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PSC BILLET SILVER METALLIC CLEAR COAT						
Engine	ETN	6.7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F18193AC01	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F194900031	

Report #	[REDACTED]	System Key	485376620	Report Version	1	Open Date	05/22/2020
Close Date	05/26/2020	Narrative Date	05/28/2020	Category	0	Mileage	56,012
MDH	072508	Engine Built Date	12/10/2019	Built Date	07/25/2019	Advisor	098 IRELAND;BRUCE
Dealer	42232	THORNTON BROTHERS INC					
Dealer Address	125 MAIN STREET						
Dealer City	LINCOLN	State	ME	Zip	044571542		

Complaint: AUTO TRANS SLIPS;CUSTOMER STATES FEELS LIKE TRANSMISSION SLIPS WHEN SHIFTING FROM 2-3, 4-5, BUT ONLY WHEN COLD (SITTING OVERNITE)

Cause: COLD START LEFT OVERNIGHT, VERIFIED SHIFT FLARE ON 2-3 , 3-4, 4-5 SHIFTSTSB 2 1-004-20 FLASH REQUIRED

Correction: ROAD TESTED FOR COLD START SHIFT FLARE, ON 2-3, 3-4, 4-5 SHIFT FLARE, FOUND TSbB 21-004-20 APPLIES TO CONCERN FLASHED PC

LOP Information

LOP	LOP Description
181905ND	Software Flash ; Module ; Module, Transmission Control (TCM) ; Module, Transmission Control (TCM) - Inspect and Reprogram

Part Information is not available

Repair Order Detailed Report # [REDACTED] For VIN: 3C63RRRL2KG [REDACTED]

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

Report #	[REDACTED]	System Key	486694794	Report Version	9	Open Date	06/10/2020
Close Date	06/29/2020	Narrative Date	06/30/2020	Category	0	Mileage	16,979
MDH	040405	Engine Built Date	06/18/2019	Built Date	04/04/2019	Advisor	7069 GEORGE BRACZKO
Dealer	66732 Galeana Chrysler Dodge Jeep Ra						
Dealer Address	14375 S TAMIAMI TRL						
Dealer City	FORT MYERS	State	FL	Zip	339121943		

Complaint: Cust states between 3rd and 4th gear shift the rpms redline happened once while towing now does it all the time (Automatic Transmission Concern) VB6 CAMPAIGN VB6 DIESEL ENGINE CALIBRATION VB6 - 2019 DJ D2 DIESEL ENGINE CALIBRATION (Recall CSN 1) 19-057 2019 DJD2 FLASH AIR SUSPENSION CONTROL MODULE A (RRT 1) (Multi-point inspection according to maintenance interval) (Tire Balance Rotation) QUALITY CONTROL OF REPAIRS

Cause: 68288452AK to targeted part number 68475153AD FOUND METAL IN THE PAN OPENED STAR CASE REQUIRES TRANS COOLER AND BYPASS VALVE REPLACEMENT 52401932AD to targeted part number 52401932AH 68354198AK to targeted part number 68354198AL CUST REQUEST

Correction: 18-19-05-NB Module, Transmission Control (TCM) - Inspect and Reprogram 0.3 REPLACED TRANS, COOLER AND BYPASS VALVE. TETS DROVE. VERIFIED REPAIR. PERFORMED EVAC AND RECHARGE FOR COOLER REPLACEMENT. TOPPED OFF COOLANT LOSS DURING REPAIR. Module, Engine Control (ECM) Reprogram (with Aisin Transmission only) 18 VB 61 83 0 4 hou 18 19 36 99 Module, Air Suspension Control (ASCM) Inspect and Reprogram 0 2 PERFORMED MULTI-POINT INSPECTION PERFORMED 6 WHEEL ROT AND BALANCE Q/C PERFORMED DATE / TIME / MILEAGE QC BF 6.29.2020 10.09 16965/16979

LOP Information

LOP	LOP Description
18VB6183	Software Flash ; Recall VBx ; Emissions Recall VB6 - Diesel Engine Calibration ; Module, Engine Control (ECM) - Reprogram (W/ Aisin Transmission Only)
18193699	Software Flash ; Module ; Module, Air Suspension Control (ASCM) ; Module, Air Suspension Control (ASCM) - Inspect and Reprogram
181905NB	Software Flash ; Module ; Module, Transmission Control (TCM) ; Module, Transmission Control (TCM) - Reprogram

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CH68452715-AE	TRANS -WITH TORQUE CONVERTER	2	\$9,674.25	No	
CH68359847-AC	TOC ASSY -OIL COOLER PRESSURE AND RE	1	\$131.09	No	
CH68322497-AC	COOLER -TRANSMISSION OIL	1	\$201.30	No	
CH5189966-AD	FLUID AFT-AUTOMATIC TRANSMISSION	3	\$14.03	No	

Repair Order Detailed Report # [REDACTED] For VIN: 3C63RRGL2KG [REDACTED]

VIN	3C63RRGL2KG [REDACTED]	Model Year	2019	Body	D28L92	RAM 3500 TRADESMAN CREW CAB 4X4	
Built Date	11/22/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PXJ	DIAMOND BLACK CRYSTAL P/C					
Engine	ETM	6.7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F3119494EA	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	S143900023	

Report #	[REDACTED]	System Key	488090447	Report Version	1	Open Date	05/11/2020
Close Date	06/25/2020	Narrative Date	06/28/2020	Category	0	Mileage	21,784
MDH	112213	Engine Built Date	12/27/2019	Built Date	11/22/2019	Advisor	811 Nick
Dealer	67860	GRAND JUNCTION CHRYSLER JEEP D					
Dealer Address	2578 HWY 6 & 50						
Dealer City	GRAND JUNCTION	State	CO	Zip	815015705		

Complaint: DIESEL DRIVEABILITY CONCERN BRAKE CONCERN ELECTRICAL CONCERN MULTI POINT INSPECT - SEE ADVISOR FOR PRINT OUT APPROVED BY MANAGER X _____

Cause:

Correction: no codes .. just for back up sensors that are

LOP Information

LOP	LOP Description
25014511	Emission System ; Emission Controls ; Valve, EGR ; 6.7 liter diesel engine 2500-3500 pickup truck
08141860	Electrical System ; Sensor ; Sensor, wheel speed-Anti-lock brakes ; Dual Rear Wheel Equipped equipped
08141808	Electrical System ; Sensor ; Sensor, wheel speed-Anti-lock brakes ; rear - right

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
U8444765AA		2	\$0.00	No	
R8444765AA	VALVE -EGR	1	\$875.00	No	
68360876AB	SENSOR -WHEEL SPEED	1	\$53.45	No	

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRTCL1KG [REDACTED]

VIN	3C7WRTCL1KG [REDACTED]	Model Year	2019	Body	DD8L93	RAM 3500 CREW CAB CHASSIS 4X4	
Built Date	07/25/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PSC BILLET SILVER METALLIC CLEAR COAT						
Engine	ETN	6.7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F18193AC01	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F194900031	

Report #	[REDACTED]	System Key	488337662	Report Version	1	Open Date	06/12/2020
Close Date	06/26/2020	Narrative Date	06/30/2020	Category	0	Mileage	6,857
MDH	072508	Engine Built Date	12/10/2019	Built Date	07/25/2019	Advisor	90 THORNTON;SARAH N.
Dealer	42232	THORNTON BROTHERS INC					
Dealer Address	125 MAIN STREET						
Dealer City	LINCOLN	State	ME	Zip	044571542		

Complaint: Customer states TRANSMISSION BANGING WHEN GOING INTO GEAR & FEELS LIKE IT IS SLIPPING-TOWED IN

Cause: p0731 code valve body

Correction: performed diagnosis for code p0731, according to diagnosis, there should be no short to ground on circuit T808, contacted star center and based on diagnosis, replace shift solenoid, dure to 15 ohms of resistance, replaced valve body assembly

LOP Information

LOP	LOP Description
85410000	Special Services ; Diagnostic LOP ; Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.
21950158	Transmission ; Cable Adjustment/Seal/Controls ; Valve Body ; Valve body - Replace - Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled)
21550233	Transmission ; Oil Pan/Related Repairs-Valve Body etc... ; Pan, Oil - Related Repairs ; Aisin Transmission

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68445748AA	BODY ASSY-NONE	1	\$1,352.40	No	
68224232AA	FILTER -TRANSMISSION OIL	1	\$83.58	No	01/01/0001
68214914AA	GASKET -TRANSMISSION CASE	1	\$32.13	No	01/01/0001
5189966AD	FLUID AFT-AUTOMATIC TRANSMISSION	10	\$11.90	No	
05189966AD	FLUID AFT-AUTOMATIC TRANSMISSION	9	\$107.10	No	01/01/0001

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRTCL1KG [REDACTED]

VIN	3C7WRTCL1KG [REDACTED]	Model Year	2019	Body	DD8L93	RAM 3500 CREW CAB CHASSIS 4X4	
Built Date	07/25/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					
Engine	ETN	6.7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F18193AC01	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F194900031	

Report #	[REDACTED]	System Key	488454107	Report Version	1	Open Date	06/19/2020
Close Date	06/29/2020	Narrative Date	07/01/2020	Category	0	Mileage	6,857
MDH	072508	Engine Built Date	12/10/2019	Built Date	07/25/2019	Advisor	86 RUSSELL;TIMMY
Dealer	42232	THORNTON BROTHERS INC					
Dealer Address	125 MAIN STREET						
Dealer City	LINCOLN	State	ME	Zip	044571542		

Complaint: DISCOUNT LOF;COMPLETE OIL AND FILTER CHANGE CHECK ALL FLUIDS BELTS ANDHOSES, TEST ANTIFREEZE *CHECK CABIN AIR FILTER AS REQ.* Safety CheckFree TIRE ROTATION;CUSTOMER REQUEST TIRE ROTATION

Cause:

Correction: COMPLETE COMPLETE COMPLETE

LOP Information is not available

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
550045347		3	\$37.60	No	
5083285AA	FILTER -ENGINE OIL	1	\$20.25	No	

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRTCL1KG [REDACTED]

VIN	3C7WRTCL1KG [REDACTED]	Model Year	2019	Body	DD8L93	RAM 3500 CREW CAB CHASSIS 4X4	
Built Date	07/25/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PSC BILLET SILVER METALLIC CLEAR COAT						
Engine	ETN	6.7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F18193AC01	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F194900031	

Report #	[REDACTED]	System Key	489672500	Report Version	1	Open Date	06/22/2020
Close Date	07/13/2020	Narrative Date	07/15/2020	Category	0	Mileage	6,858
MDH	072508	Engine Built Date	12/10/2019	Built Date	07/25/2019	Advisor	098 IRELAND;BRUCE
Dealer	42232	THORNTON BROTHERS INC					
Dealer Address	125 MAIN STREET						
Dealer City	LINCOLN	State	ME	Zip	044571542		

Complaint: Customer states - TRANSMISSION IS IN-OPERATIVE - EXTREME BANGING WHEN PUT IN GEAR & WONT GO INTO GEAR PROPERLY

Cause: LIMP IN , CODE P0731 AFTER REPLACING THE VALVE BODY AS PER STAR, PROBLEM WAS STILL THERE, DIAGNOSIS FOR THIS CODE WAS INCORRECT, SEE NOTES FROM STAR CENTER, WITH STAR AGENT RECOMENDED CHANGE OUT TCM WITH KNOWN GOOD ONE,

Correction: RECOMENDED CHANGE OUT TCM WITH KNOWN GOOD ONE, CONFIRMED WIRING WAS OK, AFTE R DIAGNOIS IT WAS CONFIRMED TO REPLACE TRANSMISSON, EXTRA TIME WAS NEEDED TO SORT OUT INCORRECT PROCEDURES FOR CODE P0731 ,, remove and replace transmission

LOP Information

LOP	LOP Description
95400141	Special Services ; Loaner ; Loaner Car ; Standard Line Vehicles
85LOAN00	Special Services ; Loaner ; Loaner Car ; Loaner Car
85410000	Special Services ; Diagnostic LOP ; Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.
21252050	Transmission ; Oil Cooler/Heater/Line/Hose ; Oil cooler, external / auxiliary ; Cooler (2 - Skilled)
21002766	Transmission ; Out of Vehicle Operations ; Transmission, Replace - automatic ; 4x4/AWD equipped
21002760	Transmission ; Out of Vehicle Operations ; Transmission, Replace - automatic ; Skid plate equipped
21002712	Transmission ; Out of Vehicle Operations ; Transmission, Replace - automatic ; AS68RC/AS69RC

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68452393AE	TRANS -WITH TORQUE CONVERTER	1	\$5,705.00	No	
5189966AD	FLUID AFT-AUTOMATIC TRANSMISSION	2	\$11.90	No	
05189966AD	FLUID AFT-AUTOMATIC TRANSMISSION	2	\$23.80	No	01/01/0001

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRTCL1KG [REDACTED]

VIN	3C7WRTCL1KG [REDACTED]	Model Year	2019	Body	DD8L93	RAM 3500 CREW CAB CHASSIS 4X4	
Built Date	07/25/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					
Engine	ETN	6.7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F18193AC01	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F194900031	

Report #	[REDACTED]	System Key	490582283	Report Version	1	Open Date	07/22/2020
Close Date	07/22/2020	Narrative Date	07/26/2020	Category	0	Mileage	7,123
MDH	072508	Engine Built Date	12/10/2019	Built Date	07/25/2019	Advisor	098 IRELAND;BRUCE
Dealer	42232	THORNTON BROTHERS INC					
Dealer Address	125 MAIN STREET						
Dealer City	LINCOLN	State	ME	Zip	044571542		

Complaint: MOUNT AND BALANCE 1 TIRE

Cause:

Correction: COMPLETE

LOP Information is not available

Part Information is not available

Repair Order Detailed Report # [REDACTED] For VIN: 3C63RRGL6KG [REDACTED]

VIN	3C63RRGL6KG [REDACTED]	Model Year	2019	Body	D28L92	RAM 3500 TRADESMAN CREW CAB 4X4	
Built Date	02/21/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					
Engine	ETM	6.7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F049913F39	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F015900045	

Report #	[REDACTED]	System Key	491457676	Report Version	1	Open Date	06/08/2020
Close Date	07/31/2020	Narrative Date	08/03/2020	Category	0	Mileage	13,779
MDH	022113	Engine Built Date	12/30/2019	Built Date	02/21/2019	Advisor	129714
Dealer	52382	ED PAYNE MOTORS, LLC					
Dealer Address	2101 E EXPRESSWAY 83						
Dealer City	WESLACO	State	TX	Zip	785995019		

Complaint: LOF ROTATE CUSTOMER STATES CHECK ENGINE LIGHT ON

Cause:

Correction: LOF ROTATE PERFORM ENGINE OIL AND FILTER CHANGE WITH TIRE ROTATION 13779 LIGHT WAS ON DUE TO CODE IN THE ABSMODULE FOR THE RIGHT REAR WHEEL SPEED SENSOR PERFORMED VISUAL INSPECTION FOR THE ABSMODULE AND SENSOR CONNECTIONS AND NOTHING ABNORMAL WAS FOUND REMOVED AND REPLACED RIGHT REAR WHEEL SPEED SENSOR CLEARED CODES AND TEST DROVE VEHICLE NO CODES OR LIGHTS ON THE DASH CAME BACK ON Sensor, wheel speed-Anti-lock brakes SENSOR, WHEEL SPEED DUAL REAR WHEEL EQUIPPED

LOP Information

LOP	LOP Description
08141860	Electrical System ; Sensor ; Sensor, wheel speed-Anti-lock brakes ; Dual Rear Wheel Equipped equipped
08141808	Electrical System ; Sensor ; Sensor, wheel speed-Anti-lock brakes ; rear - right

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CETKK160AA	CLIP SHIFTER INTERLOCK BRACKET	0	\$0.10	No	
68453093AB	CALIPER -DISC BRAKE	0	\$0.00	No	
68360876AB	SENSOR -WHEEL SPEED	1	\$52.71	No	
68055893AA	OIL -15W40 BULK CJ 4	12	\$4.45	No	
5083285AA	FILTER -ENGINE OIL	1	\$20.25	No	

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRTCL1KG [REDACTED]

VIN	3C7WRTCL1KG [REDACTED]	Model Year	2019	Body	DD8L93	RAM 3500 CREW CAB CHASSIS 4X4	
Built Date	07/25/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PSC BILLET SILVER METALLIC CLEAR COAT						
Engine	ETN	6.7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F18193AC01	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F194900031	

Report #	[REDACTED]	System Key	494999326	Report Version	1	Open Date	09/08/2020
Close Date	09/08/2020	Narrative Date	09/13/2020	Category	0	Mileage	8,123
MDH	072508	Engine Built Date	12/10/2019	Built Date	07/25/2019	Advisor	098 IRELAND;BRUCE
Dealer	42232	THORNTON BROTHERS INC					
Dealer Address	125 MAIN STREET						
Dealer City	LINCOLN	State	ME	Zip	044571542		

Complaint: Customer states - NEED ANOTHER SPARE TIRE - 235/80R17 NEXEN ROADIANAT

Cause:

Correction: COMPLETE-NO MOUNT/BALANCE WAS DONE

LOP Information

<i>LOP</i>	<i>LOP Description</i>
23580R17	Body

Part Information is not available

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRTCL1KG [REDACTED]

VIN	3C7WRTCL1KG [REDACTED]	Model Year	2019	Body	DD8L93	RAM 3500 CREW CAB CHASSIS 4X4	
Built Date	07/25/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PSC BILLET SILVER METALLIC CLEAR COAT						
Engine	ETN	6 7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F18193AC01	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F194900031	

Report #	[REDACTED]	System Key	495940229	Report Version	1	Open Date	09/18/2020
Close Date	09/19/2020	Narrative Date	09/22/2020	Category	0	Mileage	13,431
MDH	072508	Engine Built Date	12/10/2019	Built Date	07/25/2019	Advisor	098 IRELAND;BRUCE
Dealer	42232	THORNTON BROTHERS INC					
Dealer Address	125 MAIN STREET						
Dealer City	LINCOLN	State	ME	Zip	044571542		

Complaint: Diesel lube oil and filter change under 10,000 gvw. - SYN 5W40 ALL STATE DLOF Seasonal Vehicle InspectionFree ROTATE SIX TIRES ON TRUCKS WITH DUAL REAR WHEELS

Cause: 2ND ALL STATE SYN DIESEL OIL CHANGE PRICES ADJUSTED ACCORDINGLY

Correction: COMPLETE COMPLETE COMPLETE

LOP Information is not available

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
550045347		3	\$25.13	No	
5083285AA	FILTER -ENGINE OIL	1	\$12.15	No	

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRTCL1KG [REDACTED]

VIN	3C7WRTCL1KG [REDACTED]	Model Year	2019	Body	DD8L93	RAM 3500 CREW CAB CHASSIS 4X4	
Built Date	07/25/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PSC BILLET SILVER METALLIC CLEAR COAT						
Engine	ETN	6.7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F18193AC01	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F194900031	

Report #	[REDACTED]	System Key	495940230	Report Version	1	Open Date	09/18/2020
Close Date	09/19/2020	Narrative Date	09/22/2020	Category	0	Mileage	13,431
MDH	072508	Engine Built Date	12/10/2019	Built Date	07/25/2019	Advisor	098 IRELAND;BRUCE
Dealer	42232	THORNTON BROTHERS INC					
Dealer Address	125 MAIN STREET						
Dealer City	LINCOLN	State	ME	Zip	044571542		

Complaint: Recall #: W57, Launch Date: 09/03/2020 - 2019-2020 DD DP 6.7L PCM SOFTWARE

Cause:

Correction: Recall #: W57, Launch Date: 09/03/2020 - 2019-2020 DD DP 6.7L PCM SOFTWARE

LOP Information

LOP	LOP Description
18W57183	Software Flash ; Recall Wxx ; Safety Recall W57 - Reprogram Powertrain Control Module ; Inspect and Reprogram Engine Control Module (ECM) Software (Asym Cam Injection Pump)

Part Information is not available

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRTCL1KG [REDACTED]

VIN	3C7WRTCL1KG [REDACTED]	Model Year	2019	Body	DD8L93	RAM 3500 CREW CAB CHASSIS 4X4	
Built Date	07/25/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					
Engine	ETN	6.7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F18193AC01	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F194900031	

Report #	[REDACTED]	System Key	495940231	Report Version	1	Open Date	09/19/2020
Close Date	09/19/2020	Narrative Date	09/22/2020	Category	0	Mileage	13,431
MDH	072508	Engine Built Date	12/10/2019	Built Date	07/25/2019	Advisor	098 IRELAND;BRUCE
Dealer	42232	THORNTON BROTHERS INC					
Dealer Address	125 MAIN STREET						
Dealer City	LINCOLN	State	ME	Zip	044571542		

Complaint: plug tire with rope plug, no dismount, no balance

Cause:

Correction: COMPLETE

LOP Information is not available

Part Information is not available

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRTCL1KG [REDACTED]

VIN	3C7WRTCL1KG [REDACTED]	Model Year	2019	Body	DD8L93	RAM 3500 CREW CAB CHASSIS 4X4	
Built Date	07/25/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PSC BILLET SILVER METALLIC CLEAR COAT						
Engine	ETN	6.7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F18193AC01	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F194900031	

Report #	[REDACTED]	System Key	496824094	Report Version	1	Open Date	09/28/2020
Close Date	09/29/2020	Narrative Date	10/01/2020	Category	0	Mileage	14,123
MDH	072508	Engine Built Date	12/10/2019	Built Date	07/25/2019	Advisor	098 IRELAND;BRUCE
Dealer	42232	THORNTON BROTHERS INC					
Dealer Address	125 MAIN STREET						
Dealer City	LINCOLN	State	ME	Zip	044571542		

Complaint: MOUNT & BAL2;CUSTOMER REQUEST MOUNT AND BALANCING 2 TIRES - MOUNT/BALANCE 2 TIRES - 1 FROM RED BARN & 1 THAT WE RECENTLY SOLD TO CUSTOMER (NEXEN ROADIAN 235/80R17)

Cause:

Correction: COMPLETE

LOP Information

<i>LOP</i>	<i>LOP Description</i>
23580R17	Body

Part(s) Information

<i>Part Number</i>	<i>Part Description</i>	<i>Part Quantity</i>	<i>Part Cost</i>	<i>Failed</i>	<i>Part Return Date</i>
4755301AB	WHEEL -STEEL	2	\$148.00	No	

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRTCL1KG [REDACTED]

VIN	3C7WRTCL1KG [REDACTED]	Model Year	2019	Body	DD8L93	RAM 3500 CREW CAB CHASSIS 4X4	
Built Date	07/25/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					
Engine	ETN	6.7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F18193AC01	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F194900031	

Report #	[REDACTED]	System Key	497360000	Report Version	1	Open Date	10/02/2020
Close Date	10/05/2020	Narrative Date	10/07/2020	Category	0	Mileage	14,435
MDH	072508	Engine Built Date	12/10/2019	Built Date	07/25/2019	Advisor	098 IRELAND;BRUCE
Dealer	42232	THORNTON BROTHERS INC					
Dealer Address	125 MAIN STREET						
Dealer City	LINCOLN	State	ME	Zip	044571542		

Complaint: Customer states - 150 MILES TO LIMP MODE CAME ON - CHECK & ADVISE

Cause: U02A2

Correction: TEST FOR CODE U02A2 INSPECTED QUALITY SENSOR, REMOVED CONNECTOR AND RESEATED, NO ISSUES FOUND

LOP Information

LOP	LOP Description
85412502	Special Services ; Diagnostic LOP ; Check Engine Light, Powertrain Related Issues, Trouble Not Found ; Diesel emissions

Part Information is not available

Repair Order Detailed Report # [REDACTED] For VIN: 3C63RRGL2KG [REDACTED]

VIN	3C63RRGL2KG [REDACTED]	Year	2019	Body	D28L92	RAM 3500 TRADESMAN CREW CAB 4X4	
Built Date	11/22/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PXJ	DIAMOND BLACK CRYSTAL P/C					
Engine	ETM	6.7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F3119494EA	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	S143900023	

Report #	[REDACTED]	System Key	499192929	Report Version	1	Open Date	05/21/2020
Close Date	10/26/2020	Narrative Date	10/27/2020	Category	0	Mileage	24,524
MDH	112213	Engine Built Date	12/27/2019	Built Date	11/22/2019	Advisor	EA Eldon Asher
Dealer	60584	GLENN'S FREEDOM DODGE CHRYSLER					
Dealer Address	1560 E NEW CIRCLE RD						
Dealer City	LEXINGTON	State	KY	Zip	405091022		

Complaint: WORLD CLASS INSPECTION CHECK ENGINE LIGHT ILLUMINATED ENGINE ENGINE RENTAL CAR

Cause:

Correction:

LOP Information is not available

Part Information is not available

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRTCL1KG [REDACTED]

VIN	3C7WRTCL1KG [REDACTED]	Model Year	2019	Body	DD8L93	RAM 3500 CREW CAB CHASSIS 4X4	
Built Date	07/25/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					
Engine	ETN	6.7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F18193AC01	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F194900031	

Report #	[REDACTED]	System Key	499262483	Report Version	1	Open Date	09/28/2020
Close Date	10/26/2020	Narrative Date	10/28/2020	Category	0	Mileage	14,123
MDH	072508	Engine Built Date	12/10/2019	Built Date	07/25/2019	Advisor	098 IRELAND;BRUCE
Dealer	42232	THORNTON BROTHERS INC					
Dealer Address	125 MAIN STREET						
Dealer City	LINCOLN	State	ME	Zip	044571542		

Complaint: Customer states - 2 of 6 TPMS SENSORS STOPPED WORKING

Cause: LEFT REAR OUTSIDE TIRE SENSOR AND RIGHT REAR OUTSIDE TIRE SENSOR

Correction: CHECKED ALL AIR PRESSURES ON 6 TIRES, CHECKED SENSOR OUTPUT, MISSING SIGNALS FROM LEFT REAR OUTER TIRE SENSOR AND RIGHT REAR OUTER TIRE SENSOR, REPLACED BOTH SENSORS AND RETRAINED ALL 6 SENSORS

LOP Information

LOP	LOP Description
22140103	Wheels ; Tire Pressure Monitor ; Sensor, low tire pressure ; Two

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68378369AD	SENSOR -TIRE PRESSURE	2	\$32.27	No	

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRLCL4LG [REDACTED]

VIN	3C7WRLCL4LG [REDACTED]	Model Year	2020	Body	DP9L65	RAM 4500 REG CAB CHASSIS	
Built Date	02/18/2020	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETN	6.7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F030050904	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F017000217	

Report #	[REDACTED]	System Key	509812928	Report Version	1	Open Date	01/06/2021
Close Date	02/26/2021	Narrative Date	03/01/2021	Category	0	Mileage	6,610
MDH	021812	Engine Built Date	04/09/2020	Built Date	02/18/2020	Advisor	JAW John W
Dealer	67847	DWAYNE LANE'S CHRYSLER JEEP DO					
Dealer Address	10515 EVERGREEN WAY						
Dealer City	EVERETT	State	WA	Zip	982043867		

Complaint: COMPLETE OPEN RECALL #1 AUTOMATIC TRANSMISSION CONCERN

Cause:

Correction:

LOP Information

LOP	LOP Description
21252050	Transmission ; Oil Cooler/Heater/Line/Hose ; Oil cooler, external / auxiliary ; Cooler (2 - Skilled)
21251050	Transmission ; Oil Cooler/Heater/Line/Hose ; Lines, transmission and torque converter oi cooler ; One or Both (1 - Semi-Skilled)
21002795	Transmission ; Out of Vehicle Operations ; Transmission, Replace - automatic ; Aisin (AS68/69RC) Transmission Diagnostic Teardown/Reassembly Procedure
21002766	Transmission ; Out of Vehicle Operations ; Transmission, Replace - automatic ; 4x4/AWD equipped
21002762	Transmission ; Out of Vehicle Operations ; Transmission, Replace - automatic ; Two piece propeller shaft equipped
21002712	Transmission ; Out of Vehicle Operations ; Transmission, Replace - automatic ; AS68RC/AS69RC
18W57182	Software Flash ; Recall Wxx ; Safety Recall W57 - Reprogram Powertrain Control Module ; Inspect and Reprogram Engine Control Module (ECM) Software (Sym Cam Injection Pump)

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68452393AE-C	TRANS -WITH TORQUE CONVERTER	2	\$0.00	No	
68452393AE	TRANS -WITH TORQUE CONVERTER	1	\$5,435.00	No	
68446166AA	MODULE -TRANSMISSION CONTROL	1	\$530.00	No	
68437471AA	GASKET -EXHAUST PIPE	1	\$7.20	No	
68408739AB	CLAMP -TURBO	1	\$32.00	No	
68359846AE	LINESASSY-OIL COOLER PRESSURE AND RE	1	\$121.00	No	
68322494AC	COOLER -TRANSMISSION OIL	1	\$197.00	No	
6509166AA	BOLT -HEX FLANGE HEAD LOCK	4	\$6.60	No	
5189966AD	FLUID AFT-AUTOMATIC TRANSMISSION	17	\$14.20	No	
06509166AA	BOLT -HEX FLANGE HEAD LOCK	4	\$27.02	No	01/01/0001
05189966AD	FLUID AFT-AUTOMATIC TRANSMISSION	9	\$130.82	No	01/01/0001

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRLCL4LG [REDACTED]

VIN	3C7WRLCL4LG [REDACTED]	Model Year	2020	Body	DP9L65	RAM 4500 REG CAB CHASSIS	
Built Date	02/18/2020	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETN	6.7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F030050904	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F017000217	

Report #	[REDACTED]	System Key	512318306	Report Version	1	Open Date	02/22/2021
Close Date	03/26/2021	Narrative Date	03/29/2021	Category	0	Mileage	6,662
MDH	021812	Engine Built Date	04/09/2020	Built Date	02/18/2020	Advisor	CRH Carlos H
Dealer	67847	DWAYNE LANE'S CHRYSLER JEEP DO					
Dealer Address	10515 EVERGREEN WAY						
Dealer City	EVERETT	State	WA	Zip	982043867		

Complaint: CUSTOMER STATES THE CHECK ENGINE LIGHT IS ON CUSTOMER STATES THE VEHICLE WILL NOT START PLEASE

Cause:

Correction:

LOP Information

LOP	LOP Description
21252050	Transmission ; Oil Cooler/Heater/Line/Hose ; Oil cooler, external / auxiliary ; Cooler (2 - Skilled)
21251050	Transmission ; Oil Cooler/Heater/Line/Hose ; Lines, transmission and torque converter oil cooler ; One or Both (1 - Semi-Skilled)
21002795	Transmission ; Out of Vehicle Operations ; Transmission, Replace - automatic ; Aisin (AS68/69RC) Transmission Diagnostic Teardown/Reassembly Procedure
21002766	Transmission ; Out of Vehicle Operations ; Transmission, Replace - automatic ; 4x4/AWD equipped
21002762	Transmission ; Out of Vehicle Operations ; Transmission, Replace - automatic ; Two piece propeller shaft equipped
21002712	Transmission ; Out of Vehicle Operations ; Transmission, Replace - automatic ; AS68RC/AS69RC

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68452393AE-C	TRANS -WITH TORQUE CONVERTER	2	\$0.00	No	
68452393AE	TRANS -WITH TORQUE CONVERTER	1	\$5,435.00	No	
68437471AA	GASKET -EXHAUST PIPE	1	\$7.60	No	
68408739AB	CLAMP -TURBO	1	\$54.45	No	
68359846AE	LINESASSY-OIL COOLER PRESSURE AND RE	1	\$121.00	No	
68322494AC	COOLER -TRANSMISSION OIL	1	\$197.00	No	
6509166AA	BOLT -HEX FLANGE HEAD LOCK	8	\$6.60	No	
06509166AA	BOLT -HEX FLANGE HEAD LOCK	8	\$54.04	No	01/01/0001

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRNFL8LG [REDACTED]

VIN	3C7WRNFL8LG [REDACTED]	Model Year	2020	Body	DP0L94	RAM 5500 CREW CAB CHASSIS	
Built Date	12/02/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETN	6.7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F32394AEC1	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F326900063	

Report #	[REDACTED]	System Key	520182685	Report Version	1	Open Date	06/22/2021
Close Date	06/23/2021	Narrative Date	06/24/2021	Category	0	Mileage	47,121
MDH	120201	Engine Built Date	07/20/2020	Built Date	12/02/2019	Advisor	217 Jose Valdes
Dealer	42539	BILL BRYAN CHRYSLER DODGE JEEP					
Dealer Address	3401 U.S. HIGHWAY 441/27						
Dealer City	FRUITLAND PARK	State	FL	Zip	347314479		

Complaint: RECALL RECALL MULTI-POINT INSPECTION RECALL

Cause:

Correction:

LOP Information

LOP	LOP Description
18Y21183	Software Flash ; Recall Yxx ; Safety Recall Y21 - Powertrain Control Module Software ; Module, Engine Control (ECM) - Inspect and Reprogram (Asymmetric Cam Fuel Pump)
18Y17182	Software Flash ; Recall Yxx ; Customer Satisfaction Notification Y17 - Transmission Software Update ; Module, Transmission Control (TCM) - Reprogram Software and Perform Quicklearn

Part Information is not available

Repair Order Detailed Report # [REDACTED] For VIN: 3C63R3PLXLG [REDACTED]

VIN	3C63R3PLXLG [REDACTED]	Model Year	2020	Body	D28M81	RAM 3500 LIMITED MEGA CAB 4X4	
Built Date	09/25/2020	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PSC BILLET SILVER METALLIC CLEAR COAT						
Engine	ETM	6.7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F259061A6C	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F254000004	

Report #	[REDACTED]	System Key	521834611	Report Version	1	Open Date	07/13/2021
Close Date	07/13/2021	Narrative Date	07/15/2021	Category	0	Mileage	14,785
MDH	092512	Engine Built Date	11/23/2020	Built Date	09/25/2020	Advisor	760 NATHANIEL JOHNSO
Dealer	64793	ANCHORAGE CHRYSLER CENTER INC					
Dealer Address	2601 EAST 5TH AVENUE						
Dealer City	ANCHORAGE	State	AK	Zip	995013039		

Complaint: DIESEL ENGINE MINOR MAINT. INSP

Cause: verified concern upon inspection found DTC P218F

Correction: 181904SM - 181904SM INSPECTION OF FLUID LEVELS AND CONDITION, AIR

LOP Information

LOP	LOP Description
181904SM	Software Flash ; Module ; Module, Engine Control (ECM) ; Module, Engine Control (ECM) - Reprogram, (Aisin Transmission)

Part Information is not available

Repair Order Detailed Report # [REDACTED] For VIN: 3C63R3PLXLG [REDACTED]

VIN	3C63R3PLXLG [REDACTED]	Model Year	2020	Body	D28M81	RAM 3500 LIMITED MEGA CAB 4X4	
Built Date	09/25/2020	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PSC BILLET SILVER METALLIC CLEAR COAT						
Engine	ETM	6.7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F259061A6C	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F254000004	

Report #	[REDACTED]	System Key	523147270	Report Version	1	Open Date	07/21/2021
Close Date	07/27/2021	Narrative Date	07/29/2021	Category	0	Mileage	15,201
MDH	092512	Engine Built Date	11/23/2020	Built Date	09/25/2020	Advisor	760 NATHANIEL JOHNSO
Dealer	64793	ANCHORAGE CHRYSLER CENTER INC					
Dealer Address	2601 EAST 5TH AVENUE						
Dealer City	ANCHORAGE	State	AK	Zip	995013039		

Complaint: BODY EXTERIOR MINOR MAINT. INSP

Cause:

Correction: INSPECTION OF FLUID LEVELS AND CONDITION, AIR

LOP Information is not available

Part Information is not available

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRMCL6KG [REDACTED]

VIN	3C7WRMCL6KG [REDACTED]	Model Year	2019	Body	DP5L65	RAM 5500 REG CAB CHASSIS	
Built Date	05/04/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETN	6.7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F0959319B6	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F092900138	

Report #	[REDACTED]	System Key	524088406	Report Version	2	Open Date	08/06/2021
Close Date	10/26/2021	Narrative Date	10/28/2021	Category	0	Mileage	44,495
MDH	050416	Engine Built Date	05/29/2020	Built Date	05/04/2019	Advisor	7131
Dealer	66732	Galeana Chrysler Dodge Jeep Ra					
Dealer Address	14375 S TAMIAMI TRL						
Dealer City	FORT MYERS	State	FL	Zip	339121943		

Complaint: Recall / CSN 2 [Customer Satisfaction Notification Y17 - Transmission Software Update **] Recall / CSN 1 [Safety Recall W57 -Powertrain Control Module Software **] Recall / CSN 3 [Safety Recall Y21- Powertrain Control Module Software **] Recall / CSN 4 [Safety Recall Y26 -Wheel Studs **] Multi-point inspection (according to maintenance interval) BASE CODE [Quality] customer states there is an issue with the transmission may be related to the recall upfitted for boom lift

Cause: STEP 45 SHOWS NO ELECTRICAL FAULTS FOUND MUST REPLACE VALVE BODY AND HARNESS AFTER REPLACEMENT FAULT STILL PRESENT, NEXT STEP IN DIAGNOSIS IS TO REPLACE TRANS ASSEMBLY

Correction: 44427 FLASH TCM AND PERFORMED TCM QUICK LEARN 68288450AJ to targeted part number 68475152AF. REPROGRAM TCM & PERFORM QUICK LEARN ROUTINE PER RECALL Y17 44427 PROGRAM PCM ASYM PUMP 51361932AL totargeted part number 51361932AM. REPROGRAM POWERTRAIN CONTROL MODULE (ECM)ASYM CAM INJ PUMP 44427 INSPECT PCM SOFTWARE VERSION UP TO DATE RECALL PCM SOFTWARE INSPECT POWERTRAIN CONTROL MODULE SOFTWARE PER RECALL Y21 44427 NO REPAIR AT THIS TIME NO REPAIR ATTHIS TIME Recall / CSN 4 [Safety Recall Y26 - Wheel Studs **] OPEN RECALL FOR VEHICLE Multi-point inspection (according to maintenanceinterval) CUSTOMER REQUESTS MULTI-POINT INSPECTION 44427 QC BF 10.26.2021 11.44 44427/44495 BASE CODE [Quality] BASE CODE 44427 OOT, REPLACED VALVE BODY, REPLACEDTRNASSMISSION COOLER, REPLACED TRNAS BYPASSVALVE, REPLACED TCM, REPLACED TRANSMISSIONASSEMBLY. Inspected system and found DTCsP0736 AND P0731 PERFORMED DTC BASEDDIAGNOSIS, CHECK LINEAR SOLENOID 1,5,7 ISRESISTANCE BETWEEN 5.0-7.0 OHMS, MOVE TO STEP4 CHECK T795 FOR OPEN OR HIGH RESISTANCE, WASIT BELOW 3.0 YES MOVE TO STEP 5 CHECK CHECKFOR SHORT TO GROUND, NO CONTINUITY OR SHORT,NEXT CHECK TO SEE IF SHORTED TO ANY OTHERCIRCUIT, NO GO TO STEP 7, NEXT STEPS 7 8AND 9, CHECK T794 FOR OPEN HIGH RESISTANCE,SHORT TO GROUND, SHORT TO ANY OTHER CIRCUIT,GOOD RESISTANCE, NO OPEN, NO SHORT. NEXTSTEPS 10 11 AN

LOP Information

LOP	LOP Description
85410000	Special Services ; Diagnostic LOP ; Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.
21980155	Transmission ; Transmission Harness/Switch/Solenoid ; Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)
21950158	Transmission ; Cable Adjustment/Seal/Controls ; Valve Body ; Valve body - Replace - Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled)
21550233	Transmission ; Oil Pan/Related Repairs-Valve Body etc... ; Pan, Oil - Related Repairs ; Aisin Transmission
21252050	Transmission ; Oil Cooler/Heater/Line/Hose ; Oil cooler, external / auxiliary ; Cooler (2 - Skilled)
21002762	Transmission ; Out of Vehicle Operations ; Transmission, Replace - automatic ; Two piece propeller shaft equipped
21002712	Transmission ; Out of Vehicle Operations ; Transmission, Replace - automatic ; AS68RC/AS69RC
18Y21181	Software Flash ; Recall Yxx ; Safety Recall Y21 - Powertrain Control Module Software ; Module, Engine Control (ECM) - Inspect
18Y17182	Software Flash ; Recall Yxx ; Customer Satisfaction Notification Y17 - Transmission Software Update ; Module, Transmission Control (TCM) - Reprogram Software and Perform Quicklearn
18W57183	Software Flash ; Recall Wxx ; Safety Recall W57 - Reprogram Powertrain Control Module ; Inspect and Reprogram Engine Control Module (ECM) Software (Asym Cam Injection Pump)

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68533455AA	TRANS -WITH TORQUE CONVERTER	2	\$4,175.00	No	
68446166AA	MODULE -TRANSMISSION CONTROL	1	\$564.30	No	01/01/0001
68445748AA	BODY ASSY-NONE	1	\$1,666.50	No	
68437471AA	GASKET -EXHAUST PIPE	1	\$7.92	No	01/01/0001
68408739AB	CLAMP -TURBO	1	\$56.68	No	01/01/0001
68359847AC	TOC ASSY -OIL COOLER PRESSURE AND RE	1	\$80.25	No	
68322497AC	COOLER -TRANSMISSION OIL	1	\$128.00	No	
68224246AA	WIRING -TRANSMISSION	1	\$369.60	No	01/01/0001
68086052AB	GASKET -ADAPTER	1	\$12.87	No	01/01/0001
5189977AD	FLUID AFT-AUTOMATIC TRANSMISSION	2	\$56.84	No	
05189977AD	FLUID AFT-AUTOMATIC TRANSMISSION	2	\$113.69	No	01/01/0001

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRTCL4MG [REDACTED]

VIN	3C7WRTCL4MG [REDACTED]	Model Year	2021	Body	DD8L93	RAM 3500 CREW CAB CHASSIS 4X4	
Built Date	05/05/2021	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETN	6.7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F1051798D1	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F116100189	

Report #	[REDACTED]	System Key	526592266	Report Version	1	Open Date	09/04/2021
Close Date	09/04/2021	Narrative Date	09/06/2021	Category	0	Mileage	9,701
MDH	050510	Engine Built Date	07/06/2021	Built Date	05/05/2021	Advisor	206 Paul Ellison
Dealer	60645	STEVE JONES CHRYSLER DODGE JEE					
Dealer Address	2612 HIGHWAY 46 S						
Dealer City	DICKSON	State	TN	Zip	370559056		

Complaint: COMPLIMENTARY VEHICLE INSPECTION. DIESEL OIL CHANGE (2018 AND EARLIER) REPLACE 2 FUEL FILTERS

Cause:

Correction:

LOP Information is not available

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68438447PA	OIL -10W30	3	\$46.20	No	
68436631AA	FILTER KI-FUEL WATER SEPARATOR	1	\$63.85	No	
68157291AA	FILTER -FUEL	1	\$132.00	No	
5083285AA	FILTER -ENGINE OIL	1	\$25.75	No	

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRMFL5LG [REDACTED]

VIN	3C7WRMFL5LG [REDACTED]	Model Year	2020	Body	DP5L94	RAM 5500 CREW CAB CHASSIS	
Built Date	10/29/2020	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETN	6.7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F282064847	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F293000106	

Report #	[REDACTED]	System Key	526728121	Report Version	2	Open Date	09/07/2021
Close Date	09/08/2021	Narrative Date	09/09/2021	Category	0	Mileage	38,006
MDH	102907	Engine Built Date	01/04/2021	Built Date	10/29/2020	Advisor	4071 RICKY HERRERA
Dealer	60068	LAKE NORMAN CHRYSLER JEEP DODG					
Dealer Address	20700 TORRENCE CHAPEL RD						
Dealer City	CORNELIUS	State	NC	Zip	280316318		

Complaint: 2020-2021 DJD2DDDFDPDX FLASH DRIVER DOOR MOD (RRT 1) Customer Satisfaction Notification Y17 - Transmission Software Update (Recall CSN 1) Safety Recall Y26 - Wheel Studs (Recall CSN 2) Check Engine Light is On (Engine Concern - Major Diag repair costs not included) PERFORM LAKE NORMAN WORLD CLASS INSPECTION

Cause: VEHICLE ON RRT VIN LIST CUSTOMER REQUESTED CAMPAIGN NUMBER Y17 BE PERFORMED PERFORMED A COMPLETE VEHICLE IDENTIFICATION NUMBER STATUS INQUIRY TO FIND AND VERIFY THE TRANSMISSION CONTROL MODULE SOFTWARE MAY CAUSE THE TRANSMISSION TO SLIP OR WILL NOT GO INTO GEAR AT ALL AND THE MALFUNCTION INDICATOR LAMP MAY ILLUMINATE RECALL LAUNCH SOON CODES: U0401-00, P2121-00, P0088-00, U0137-00, C10C7-11, AIR FILTER VERY DIRTY NOT ALLOWING THE RIGHT AMOUNT OF AIR FLOW INTO ENGINE, ALSO START WITH GAS PEDAL FOR CODE P2121

Correction: CHECKED FOR ANY CODES, NO CODES PRESENT FOR ANY OF THE DOOR MODULES. NO FLASH REQUIRED. 18-19-14-9G .2 ACCESSED THE DIAGNOSTIC PORT, PERFORMED A DIAGNOSTIC SCAN VERIFIED THE SOFTWARE PART NUMBER AS 68475152AD PERFORMED A TRANSMISSION CONTROL MODULE SOFTWARE UPDATE WITH A FINAL SOFTWARE UPDATED PART NUMBER OF 68475152AF AS PER THE MANUFACTURERS RECALL Y17 INSTRUCTIONS. PERFORMED A QUICK LEARN PROCEDURE AS PER CUSTOMER SATISFACTION NOTIFICATION Y17 INSTRUCTIONS. THE SYSTEM IS NOW OPERATING AS DESIGNED. 18-Y1-71-82 .4 Vehicles found with studs that are potentially yielded will have a new stud installed and the lug nuts tightened to the updated torque specification. Dealers will be notified of the launch of this safety recall by way of established communication methods. This recall is estimated to launch in the 3rdQuarter of 2021 CUSTOMER DECLINED REPAIRS AT THIS TIME PERFORM LAKE NORMAN WORLD CLASS INSPECTION AND DELIVER OUR COMPREHENSIVE VEHICLE CARE PACKAGE

LOP Information

LOP	LOP Description
85434343	Special Services ; Goodwill Administration ; Goodwill Authorization ; Goodwill Authorization
1819149G	Software Flash ; Module ; Module, Door ; Module, Drivers Door (DDM) and Passenger Door (PDM) - Inspect Software Level

Part Information is not available

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRMFL5LG [REDACTED]

VIN	3C7WRMFL5LG [REDACTED]	Model Year	2020	Body	DP5L94	RAM 5500 CREW CAB CHASSIS	
Built Date	10/29/2020	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETN	6.7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F282064847	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F293000106	

Report #	[REDACTED]	System Key	527808278	Report Version	3	Open Date	09/20/2021
Close Date	09/22/2021	Narrative Date	09/23/2021	Category	0	Mileage	38,015
MDH	102907	Engine Built Date	01/04/2021	Built Date	10/29/2020	Advisor	4071 RICKY HERRERA
Dealer	60068	LAKE NORMAN CHRYSLER JEEP DODG					
Dealer Address	20700 TORRENCE CHAPEL RD						
Dealer City	CORNELIUS	State	NC	Zip	280316318		

Complaint: Safety Recall Y26 - Wheel Studs (Recall CSN 1) CUSTOMER STATES CHECK ENGINE LIGHT IS ON (Engine Concern Diag repair costs not incl uded) PERFORM LAKE NORMAN WORLD CLASS INSPECTION

Cause: DUE TO DIAG ON LAST RO [REDACTED] HAD CODE P2121 APP SENSOR 1 PERFORMANCE

Correction: COMPLETED LAST R.O. I INSTALLED NEW APP SENSOR AND ROAD TESTED AND LIGHT IS OUT AT THIS TIME PERFORM LAKE NORMAN WORLD CLASS INSPECTION AND DELIVER OUR COMPREHENSIVE VEHICLE CARE PACKAGE

LOP Information

LOP	LOP Description
85434343	Special Services ; Goodwill Administration ; Goodwill Authorization ; Goodwill Authorization
14801005	Air & Fuel system ; Accelerator Pedal and Linkage ; Pedal, accelerator ; Electronic throttle control

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CH68043161-AD	PEDAL -ACCELERATOR	1	\$288.28	No	
68043161AD	PEDAL -ACCELERATOR	1	\$288.28	No	01/01/0001

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRNFL8LG [REDACTED]

VIN	3C7WRNFL8LG [REDACTED]	Model Year	2020	Body	DP0L94	RAM 5500 CREW CAB CHASSIS	
Built Date	12/02/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETN	6.7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F32394AEC1	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F326900063	

Report #	[REDACTED]	System Key	527894582	Report Version	1	Open Date	09/20/2021
Close Date	09/21/2021	Narrative Date	09/22/2021	Category	0	Mileage	65,484
MDH	120201	Engine Built Date	07/20/2020	Built Date	12/02/2019	Advisor	JMD John DeGrave
Dealer	42539	BILL BRYAN CHRYSLER DODGE JEEP					
Dealer Address	3401 U.S. HIGHWAY 441/27						
Dealer City	FRUITLAND PARK	State	FL	Zip	347314479		

Complaint: DIESEL OIL CHANGE, FILTER AND LUBE ROTATE ALL FOUR TIRES MULTI-POINT INSPECTION WASH VEHICLE AND VACUUM FOR OFFICE USE PERFORM AN ALIGNMENT CHECK REPLACE CABIN AIR FILTER REPLACE AIR FILTER FUTURE SERVICES LUBE OIL AND FILTER WRITE OFF ACCOUNT

Cause:

Correction: I performed a 6 tire rotation per customers I performed a multi-point inspection per I performed an alignment spec per customers I installed a new engine air filter per customers I'm recommending a heavy duty 4x4 service on the

LOP Information is not available

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68517554AA	FILTER -AIR	1	\$52.25	No	
68406048AA	FILTER -CABIN AIR	1	\$29.20	No	
68357422AA	OIL -5W40 TURBO DIESEL	12	\$7.62	No	

Repair Order Detailed Report [REDACTED] For VIN: 3C7WRMFL5LG [REDACTED]

VIN	3C7WRMFL5LG [REDACTED]	Model Year	2020	Body	DP5L94	RAM 5500 CREW CAB CHASSIS	
Built Date	10/29/2020	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETN	6.7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F282064847	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F293000106	

Report #	[REDACTED]	System Key	528634802	Report Version	9	Open Date	09/29/2021
Close Date	10/21/2021	Narrative Date	10/24/2021	Category	0	Mileage	39,068
MDH	102907	Engine Built Date	01/04/2021	Built Date	10/29/2020	Advisor	4071 RICKY HERRERA
Dealer	60068	LAKE NORMAN CHRYSLER JEEP DODG					
Dealer Address	20700 TORRENCE CHAPEL RD						
Dealer City	CORNELIUS	State	NC	Zip	280316318		

Complaint: CUSTOMER STATES THE CHECK ENGINE LGHT IS ON SEE HISTORY (IndicatorWarning Lights Concern Diag repair costs not included) PERFORM LAKE NORMAN WORLD CLASS INSPECTION LOANER 11L

Cause:

Correction: HAS A STORED CODE P2121-00 ACCELERATOR PEDAL, AFTER SEVERAL TEST DRIVES, CODE IS NOT ACTIVE, WE CANNOT DETERMINE ANYTHING AT THIS TIME. IF TRUCK HAS ACTIVE CODE, RETURN TRUCK TO DEALER TO FURTHER ANALYZE. PERFORM LAKE NORMAN WORLD CLASS INSPECTION AND DELIVER OUR COMPREHENSIVE VEHICLE CARE PACKAGE

LOP Information is not available

Part Information is not available

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRTCL4MG [REDACTED]

VIN	3C7WRTCL4MG [REDACTED]	Model Year	2021	Body	DD8L93	RAM 3500 CREW CAB CHASSIS 4X4	
Built Date	05/05/2021	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETN	6.7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F1051798D1	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F116100189	

Report #	[REDACTED]	System Key	529482451	Report Version	1	Open Date	10/09/2021
Close Date	10/09/2021	Narrative Date	10/12/2021	Category	0	Mileage	23,136
MDH	050510	Engine Built Date	07/06/2021	Built Date	05/05/2021	Advisor	63 MATTHEW SEUBERT
Dealer	41541	BRICKNER'S OF WAUSAU, INC					
Dealer Address	2525 GRAND AVE						
Dealer City	WAUSAU	State	WI	Zip	544036921		

Complaint: OIL CHANGE/DIESEL ENGINE NOTE: TOP OFF FLUIDS/FACRORY APPROVED (55-2860 ALEX-) ROTATE TIRES/GAUGE BRAKE LININGS NOTE: RETORQUE REQUIRED AFTER 50 MILES FREE ROTATE TOOK TO LONG (58-8362 MATT-) MPI 23 POINT VISUAL INSPECTION (37-4435 MADDOX-)

Cause:

Correction:

LOP Information is not available

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68357422AA	OIL -5W40	12	\$7.00	No	
5083285AA	FILTER -ENGINE OIL	1	\$16.00	No	

Repair Order Detailed Report [REDACTED] For VIN: 3C63RRRL3MC [REDACTED]

VIN	3C63RRRL3MC [REDACTED]	Model Year	2021	Body	D28M92	RAM 3500 LIMITED CREW CAB 4X4	
Built Date	02/08/2021	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PSC BILLET SILVER METALLIC CLEAR COAT						
Engine	ETM	6.7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F033171162	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F027100214	

Report #	[REDACTED]	System Key	530046812	Report Version	1	Open Date	10/15/2021
Close Date	01/01/0001	Narrative Date	10/18/2021	Category	0	Mileage	8,699
MDH	020821	Engine Built Date	03/15/2021	Built Date	02/08/2021	Advisor	1893
Dealer	43942	MINOT AUTOMOTIVE CENTER, INC.					
Dealer Address	3615 SOUTH BROADWAY						
Dealer City	MINOT	State	ND	Zip	587017455		

Complaint:

Cause:

Correction: 8699 1858 Checked customers concern for black paint coming off of grill. Verified customers concern. Replaced grill and returned vehicle to customer.

LOP Information

LOP	LOP Description
23020101	Body ; Exterior - Molding/Grille/Applique/Shield/Exhauster/Silencer/Bezel ; Grille/Insert, Radiator ; Complete
1858	Software Flash

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68445752AA	GRILLE -RADIATOR	1	\$1,026.45	No	01/01/0001

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRMDLXMG [REDACTED]

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

Report #	[REDACTED]	System Key	530373010	Report Version	9	Open Date	10/20/2021
Close Date	05/16/2022	Narrative Date	05/17/2022	Category	0	Mileage	348
MDH	121102	Engine Built Date	01/01/0001	Built Date	12/11/2020	Advisor	13 STEPHANIE PERKINS
Dealer	60873	Union City Chrysler Dodge Jeep					
Dealer Address	3950 JONESBORO RD						
Dealer City	UNION CITY	State	GA	Zip	302912258		

Complaint: CUSTOMER STATES STOPPED PULLING WHILE DRIVING CHECK AND ADVISE THANK YOU FOR SERVICING AT UNION CITY CDJR Y76 RECALL OPEN ON VEHICEL, PLEASE PERFORM RECALL

Cause: WILL NOT CATCH GEAR HAD TO REV ENGINE TO A HIGH RPM IN ORDER FOR VEHICLE TO EVEN GO OR TAKE OFF THANK YOU

Correction: REPLACED TRANSMISSION AND TRANS COOLER AND TRANS COOLER LINES. ALSO RE INSTALLED AFTER MARKET PTO PUMP BACK ON TO TRANSMISSION. TOP OF FLUID AND RELEARN TRANSMISSION SHIFTS WITH NO PROBLEM. THANK YOU FOR SERVICING AT UNION CITY CDJR INSPECTED, RECALL COMPLETE INTERNAL LABOR FOR ADDITIONAL TIME

LOP Information

LOP	LOP Description
21252050	Transmission ; Oil Cooler/Heater/Line/Hose ; Oil cooler, external / auxiliary ; Cooler (2 - Skilled)
21251050	Transmission ; Oil Cooler/Heater/Line/Hose ; Lines, transmission and torque converter oil cooler ; One or Both (1 - Semi-Skilled)
21002762	Transmission ; Out of Vehicle Operations ; Transmission, Replace - automatic ; Two piece propeller shaft equipped
21002712	Transmission ; Out of Vehicle Operations ; Transmission, Replace - automatic ; AS68RC/AS69RC

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CH68533455-AA	TRANS -WITH TORQUE CONVERTER	2	\$9,999.99	No	
CH68359847-AC	TOC ASSY -OIL COOLER PRESSURE AND RE	1	\$150.76	No	
CH68359846-AE	LINESASSY-OIL COOLER PRESSURE AND RE	1	\$136.93	No	
CH68322507-AB	TUBE -JUMPER	1	\$101.73	No	
CH68322497-AC	COOLER -TRANSMISSION OIL	1	\$243.39	No	
CH68086052-AB	GASKET -ADAPTER	1	\$14.36	No	
CH5189966-AD	FLUID AFT-AUTOMATIC TRANSMISSION	4	\$14.88	No	
68533455AA	TRANS -WITH TORQUE CONVERTER	1	\$10,322.15	No	01/01/0001
68322497AC	COOLER -TRANSMISSION OIL	1	\$243.39	No	01/01/0001

Repair Order Detailed Report # [REDACTED] For VIN: 3C63RRJL7MG [REDACTED]

VIN	3C63RRJL7MG [REDACTED]	Model Year	2021	Body	D28P92	RAM 3500 LARAMIE CREW CAB 4X4	
Built Date	06/19/2021	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETM	6.7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F15517F3E9	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F162100369	

Report #	[REDACTED]	System Key	531074903	Report Version	1	Open Date	10/28/2021
Close Date	10/28/2021	Narrative Date	10/31/2021	Category	0	Mileage	2,754
MDH	061921	Engine Built Date	08/16/2021	Built Date	06/19/2021	Advisor	179519 CURT A LENNIN
Dealer	38356	PERKINS MOTOR COMPANY, INC.					
Dealer Address	1205 MOTOR CITY DR						
Dealer City	COLORADO SPRINGS	State	CO	Zip	809057314		

Complaint: CUSTOMER STATES SERVICE EXHAUST SYTEM LIGHT IS ON TRANSMISSI ON IS SHIFTING HARD AND SURGING SINCE THE LIGHT CAME ON (Ind icatorWarning Lights- Check engine light on) CUSTOMER STATES THAT THE DRIVER FRONT WINDOW REGULATOR IS NO ISY AND WILL GRIND PLEASE CHECK AND ADVISE (Interior Concern) LOANER VEHICLE (General Concern) DS SUN VISOR IS NOT HOLDING IN THE CLIP PLEASE CHECK AND ADV ISE (Exterior Concern) CUSTOMER STATES THAT THE P/R DOOR IS MISSING A TRIM PIECE THAT GOES BEHIND THE DOOR HANDLE PLEASE CHECK AND ADVISE CUSTOMER REQUESTS LOANER VEHICLE

Cause: VERIFIED CUSTOMER CONCERN OF HARSH SHIFT/ UNABLE TO VERIFY CUSTOMER CONCERN OF SERVICE MESSAGE/ CHECKED TSB OR STAR CASES AND FOUND NO RELATED CASES OR TSBS/ REC QUICK LEARN AND RETEST/ UNABLE TO VERIFY CUSTOMER CONCERN/ FOUND EXCESSIVE BUILD UP OF DUST AND DIRT/ REC CLEANING WIND SHIELD/ UNABLE TO VERIFY CUSTOMER CONCERN FOUND TRIM PIECE HAD BEEN REMOVED/ RENTAL

Correction: PERFORMED QUICK LEARN AND VERIFIED REPAIR/ 21570140/ NO REPAIR MADE/ NO REPAIR MADE/ INSTALLED TRIM PIECE AND VERIFIED PROPER FIT/ RENTAL

LOP Information

LOP	LOP Description
95400142	Special Services ; Loaner ; Loaner Car ; High Line Vehicles
21570140	Transmission ; Quick Learn ; TCM Quick Learn ; 42RLE, 55RFE, 65RFE, 66RFE, 68RFE, AS69RC, AS66RC Transmissions only

Part Information is not available

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRNFL8LG [REDACTED]

VIN	3C7WRNFL8LG [REDACTED]	Model Year	2020	Body	DP0L94	RAM 5500 CREW CAB CHASSIS	
Built Date	12/02/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETN	6.7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F32394AEC1	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F326900063	

Report #	[REDACTED]	System Key	531204005	Report Version	1	Open Date	10/25/2021
Close Date	10/28/2021	Narrative Date	11/01/2021	Category	0	Mileage	82,657
MDH	120201	Engine Built Date	07/20/2020	Built Date	12/02/2019	Advisor	BSY Blaine Yager
Dealer	42539	BILL BRYAN CHRYSLER DODGE JEEP					
Dealer Address	3401 U.S. HIGHWAY 441/27						
Dealer City	FRUITLAND PARK	State	FL	Zip	347314479		

Complaint: DIESEL OIL CHANGE, FILTER AND LUBE SUSPENSION LEVEL A PERFORM CCV MAINTENACE SERVICE ROTATE ALL FOUR TIRES

Cause:

Correction: lof performed ccv service rotate

LOP Information is not available

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68357422AA	OIL -5W40	12	\$7.62	No	
68206031AA	GASKET -EGR COOLER	1	\$42.55	No	
68163848AB	ANTIFREEZ-COOLANT	2	\$24.20	No	
68086261AA	O RING -NONE	3	\$25.35	No	
68028729AB	CLEANER -EGR SYSTEM	2	\$26.95	No	
68005465AA	GASKET NONE	2	\$8.20	No	
68005184AA	GASKET -EGR VALVE	2	\$14.50	No	
68002433AC	BREATHER -CRANKCASE	1	\$199.00	No	
5083285AA	FILTER -ENGINE OIL	1	\$25.75	No	
4877184AA	DAMPER STEERING	1	\$248.00	No	

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRTCL4MG [REDACTED]

VIN	3C7WRTCL4M [REDACTED]	Model Year	2021	Body	DD8L93	RAM 3500 CREW CAB CHASSIS 4X4	
Built Date	05/05/2021	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETN	6.7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F1051798D1	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F116100189	

Report #	[REDACTED]	System Key	531253336	Report Version	1	Open Date	10/11/2021
Close Date	10/21/2021	Narrative Date	11/01/2021	Category	0	Mileage	23,654
MDH	050510	Engine Built Date	07/06/2021	Built Date	05/05/2021	Advisor	19 SHANE YAROLEM
Dealer	59828	TAUKE MOTORS INCORPORATED					
Dealer Address	1000 NINTH STREET SOUTHEAST						
Dealer City	DYERSVILLE	State	IA	Zip	520402328		

Complaint: THE CHECK ENGINE LIGHT, ABS LIGHT, BRAKE LIGHT, TRACTION CONTROL LIGHT, AND SERVICE TRAILER BRAKE SYSTEM MESSAGE ON. SEE LINE 2 REPAIR (03- CHAD-) CHECK WHINE/RATTLE NOISE UNDER ACCELERATION TEST DROVE AND CAN HEAR LOUD WHINE NOISE COMING FROM THE REAR DIFFERENTIAL. REMOVED FILL PLUG AND FLUID SMELL BURNT AND REAR DIFFERENTIAL IS VERY HOT. REMOVED THE REAR DIFFERENTIAL COVER. THERE IS A EXCESIVE PLAY IN THE RING AND PINION GEARS. STARTED LOOKING UP PARTS TO REPAIR REAR END. A FLANGE, BEARING, GASKET, AND SHIM KIT WERE ALL EITHER ON BACK ORDER OR WORN'T IN PRODUCTION. SPOKE WITH KEN COWAN(AM) WHO APPROVAL COMPLETE AXLE REPLACEMENT. INSTALLED NEW REAR AXLE. TEST DROVE. CONCERN CORRECTED. (03- CHAD-) 2019 & NEWER: REPLACE BOTH FUEL FILTERS REPLACED BOTH FUEL FILTERS (03- CHAD-)

Cause:

Correction:

LOP Information

LOP	LOP Description
03300165	Rear Axle ; Axle Assembly ; Axle / Differential, assembly, Rear ; Dual rear wheels equipped
03300102	Rear Axle ; Axle Assembly ; Axle / Differential, assembly, Rear ; 267mm/10.5, 292mm/11.5, or 300mm/11.8 axles

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68494305AA	AXLE -REAR COMPLETE	1	\$5,959.63	No	
68436631AA	FILTER KI-FUEL WATER SEPARATOR	1	\$66.45	No	
68157291AA	FILTER -FUEL	1	\$132.00	No	

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRMDL7MG [REDACTED]

VIN	3C7WRMDL7MG [REDACTED]	Model Year	2021	Body	DP5L66	RAM 5500 REG CAB CHASSIS	
Built Date	11/27/2020	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETN	6.7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F329069C8D	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F324000231	

Report #	[REDACTED]	System Key	531403135	Report Version	1	Open Date	11/02/2021
Close Date	01/01/0001	Narrative Date	11/03/2021	Category	0	Mileage	37,300
MDH	112716	Engine Built Date	02/04/2021	Built Date	11/27/2020	Advisor	9506
Dealer	27056	Bayway Chrysler Dodge Jeep Ram					
Dealer Address	4000 Pasadena Freeway						
Dealer City	Pasadena	State	TX	Zip	775031142		

Complaint:

Cause:

Correction: 37300 NWD 0 NO REPAIRS FOR RECALL Y26 37300 RECALL Y76 08-Y7-61-60 0.6 hours 60Apply Protective Layer on Relay 37300 NTF 0 CHECKED AND FOUND HYDRO BOOSTEROPERATING AS DESIGNED 37300 VERIFIED BRAKE PEDAL STICKING 100CHECKED AND FOUND A MODULE UNDER THE DASH WAS LOOSE AND OUT OF PLACE AND WHEN BRAKE WAS PUSHED MODULE WAS FALLING DOWN MORE AND WEDGING IN BETWEEN DASH AND PEDAL CAUSING IT TO STICK. SECURED MODULE INTO PLACE AND ADDED ZIP TIES TO KEEP IN PLACE. VERIFIED REPAIRS 37300 FUEL FILTERS REPLACED THE FUEL FILTERS PER REQUEST 37300 LOF 40 COMPLETED OIL AND FILTER SERVICE, AND INSPECTION

LOP Information

LOP	LOP Description
08Y76182	Electrical System ; Recall Yxx ; Safety Recall Y76 - Intake Air Heater Relay ; Inspect and Perform Grid Heater Relay Test
08Y76160	Electrical System ; Recall Yxx ; Safety Recall Y76 - Intake Air Heater Relay ; Relay, Apply Silicone Protective Layer (Only applies to 2021 Vehicles that have NOT completed Y08 Recall)

Part Information is not available

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRMFL5LG [REDACTED]

VIN	3C7WRMFL5LG [REDACTED]	Model Year	2020	Body	DP5L94	RAM 5500 CREW CAB CHASSIS	
Built Date	10/29/2020	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETN	6 7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F282064847	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F293000106	

Report #	[REDACTED]	System Key	531737231	Report Version	3	Open Date	11/04/2021
Close Date	11/08/2021	Narrative Date	11/09/2021	Category	0	Mileage	39,228
MDH	102907	Engine Built Date	01/04/2021	Built Date	10/29/2020	Advisor	111927 RONALD LARRY
Dealer	44264	SPARTANBURG CHRYSLER DODGE JEE					
Dealer Address	8200 FAIRFOREST RD						
Dealer City	SPARTANBURG	State	SC	Zip	293031588		

Complaint: Customer States ect light comes on and vehicle goes into limp mode has been at lake Norman dodge for same thing see attached invoices (Electrical Concern)

Cause: PERFORMED DIAGNOSTIC AND MULTIPLE TEST DRIVES THERE ARE NO DTC ACTIVE OR INACTIVE IN SYSTEM UNABLE TO DUPLICATE CONCERN AT THIS TIME

Correction:

LOP Information is not available

Part Information is not available

Repair Order Detailed Report [REDACTED] For VIN: 3C63RRJL6MG [REDACTED]

VIN	3C63RRJL6MG [REDACTED]	Model Year	2021	Body	D28P92	RAM 3500 LARAMIE CREW CAB 4X4	
Built Date	07/16/2021	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETM	6 7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F195183C73	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F189100043	

Report #	[REDACTED]	System Key	532100987	Report Version	1	Open Date	11/09/2021
Close Date	11/09/2021	Narrative Date	11/10/2021	Category	0	Mileage	11,329
MDH	071619	Engine Built Date	10/05/2021	Built Date	07/16/2021	Advisor	91254 ALAN L. BENOIT
Dealer	27117	Campbell Chrysler Dodge Jeep R					
Dealer Address	7800 ALCOA RD						
Dealer City	BENTON	State	AR	Zip	720198535		

Complaint: Safety Recall Y76 - Intake Air Heater Relay (Recall CSN 1) service EGR started count down (General Concern 1) REPLACE DIESEL FUEL FILTERS MOPAR EXPRESS LANE INSPECTION

Cause: Safety Recall Y76/NHTSA 21V 798Intake Air Heater Relay CODE STORED NO TSB CLEARED CODE DID NOT COME BACK TEST DROVE LIGHT NEVER CAME BACK ON

Correction: Inspect and Perform Grid Heater Relay Test 08-Y7-61-820.8hours POSSIBLE AIR BUBBLES ON QUALITY SENSOR REPLACED FUEL FILTERS PERFORMED THE MOPAR EXPRESS LANE INSPECTION

LOP Information

LOP	LOP Description
08Y76182	Electrical System ; Recall Yxx ; Safety Recall Y76 - Intake Air Heater Relay ; Inspect and Perform Grid Heater Relay Test

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
PK35		1	\$0.00	No	
CH68436631 AA	FILTER KI FUEL WATER SEPARATOR	1	\$67.45	No	
CH68157291-AA	FILTER -FUEL	1	\$133.00	No	

Repair Order Detailed Report # [REDACTED] For VIN: 3C63RRJL1MG [REDACTED]

VIN	3C63RRJL1MG [REDACTED]	Model Year	2021	Body	D28P92	RAM 3500 LARAMIE CREW CAB 4X4	
Built Date	05/13/2021	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					
Engine	ETM	6 7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F12417BB08	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F123100091	

Report #	[REDACTED]	System Key	533571995	Report Version	1	Open Date	09/30/2021
Close Date	11/26/2021	Narrative Date	11/29/2021	Category	0	Mileage	7,809
MDH	051320	Engine Built Date	06/18/2021	Built Date	05/13/2021	Advisor	992 Robert Goodman
Dealer	60431	COUGHLIN CHRYSLER DODGE JEEP					
Dealer Address	15777 WATKINS RD						
Dealer City	MARYSVILLE	State	OH	Zip	430409403		

Complaint: CUSTOMER STATES THE CHECK ENGINE LIGHT IS ON. MULTI-POINT VEHICLE INSPECTION customer is in a loaner vehicle. 18 jeep compass.

Cause: P0732 00

Correction: 21002712 - 21002712

LOP Information

LOP	LOP Description
21002766	Transmission ; Out of Vehicle Operations ; Transmission, Replace - automatic ; 4 4/AWD equipped
21002762	Transmission ; Out of Vehicle Operations ; Transmission, Replace - automatic ; Two piece propeller shaft equipped
21002712	Transmission ; Out of Vehicle Operations ; Transmission, Replace - automatic ; AS68RC/AS69RC
21000169	Transmission ; Out of Vehicle Operations ; Transmission ; DEF equipped 2500-3500 4x4 pick-up only

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68533466AA-C	TRANS -WITH TORQUE CONVERTER	2	\$0.00	No	
68533466AA	TRANS -WITH TORQUE CONVERTER	1	\$6,760.00	No	
68446166AA	MODULE -TRANSMISSION CONTROL	1	\$570.00	No	

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRNFL8LG [REDACTED]

VIN	3C7WRNFL8LG [REDACTED]	Model Year	2020	Body	DP0L94	RAM 5500 CREW CAB CHASSIS	
Built Date	12/02/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETN	6 7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F32394AEC1	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F326900063	

Report #	[REDACTED]	System Key	533672225	Report Version	1	Open Date	11/24/2021
Close Date	11/29/2021	Narrative Date	11/30/2021	Category	0	Mileage	92,585
MDH	120201	Engine Built Date	07/20/2020	Built Date	12/02/2019	Advisor	BSY Blaine Yager
Dealer	42539	BILL BRYAN CHRYSLER DODGE JEEP					
Dealer Address	3401 U.S. HIGHWAY 441/27						
Dealer City	FRUITLAND PARK	State	FL	Zip	347314479		

Complaint: DIESEL OIL CHANGE, FILTER AND LUBE ROTATE ALL FOUR TIRES MULTI-POINT INSPECTION DIESEL REPAIR

Cause:

Correction: mpi

LOP Information is not available

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
6510981AA	STUD -HEX FLANGE HEAD	4	\$1.95	No	

Repair Order Detailed Report [REDACTED] For VIN: 3C63RRAL8K[REDACTED]

VIN	3C63RRAL8K[REDACTED]	Model Year	2019	Body	D28L62	RAM 3500 TRADESMAN REG CAB 4X4	
Built Date	08/06/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETM	6 7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F19893C392	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F203900093	

Report #	[REDACTED]	System Key	533798820	Report Version	2	Open Date	11/30/2021
Close Date	11/30/2021	Narrative Date	12/05/2021	Category	0	Mileage	50,115
MDH	080603	Engine Built Date	08/22/2019	Built Date	08/06/2019	Advisor	91173
Dealer	44221	LITHIA'S GRANTS PASS AUTO CENT					
Dealer Address	1421 N.E. 6TH ST						
Dealer City	GRANTS PASS	State	OR	Zip	975261253		

Complaint: CUST STATES THAT WHEN PUTTING INTO GEAR IT HAS A VERY HAR SHIFT AND CLUNK PERFORM COURTESY VEHICLE INSPECTION. INCLUDES: VISUAL INSPECTION OF VEHICLE, TIRES, AND SET TIRE PRESSURE TO SPEC'S. 2019-2020 Ram HD High Pressure FuelPump

Cause:

Correction: 50115 TCM software Checked transmissionfluid level - found level to be correct.Updated TCM software and performed quickleamprocedure. Test drove vehicle - vehiclestransmission operates as designed at thistime TRANSMISSION PERFORM COURTESY VEHICLE INSPECTION. INCLUDES: VISUAL INSPECTION OF VEHICLE, TIRES, AND SET TIRE PRESSURE TO SPEC'S. SEE COMMENT

LOP Information

LOP	LOP Description
181905PG	Software Flash ; Module ; Module, Transmission Control (TCM) ; Module, Transmission Control (TCM) - Inspect and Reprogram

Part Information is not available

Repair Order Detailed Report # [REDACTED] For VIN: 3C63R3HL5K [REDACTED]

VIN	3C63R3HL5K [REDACTED]	Model Year	2019	Body	D28H92	RAM 3500 BIG HORN CREW CAB 4X4	
Built Date	03/29/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PXJ	DIAMOND BLACK CRYSTAL P/C					
Engine	ETM	6 7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F076916FBE	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F074900153	

Report #	[REDACTED]	System Key	533961482	Report Version	1	Open Date	11/30/2021
Close Date	11/30/2021	Narrative Date	12/02/2021	Category	0	Mileage	29,130
MDH	032904	Engine Built Date	06/24/2019	Built Date	03/29/2019	Advisor	8072
Dealer	60795	Weimer Chrysler Dodge Jeep Ram					
Dealer Address	21 SHAMROCK DR						
Dealer City	KEYSER	State	WV	Zip	267266012		

Complaint: DIESEL LUBE, OIL AND FILTER CHANGE RECALL VB6 2019 DJ D2 DIESEL ENGINE CALIBRATION CUSTOMER STATES LOW COOLANT LIGHT CAME ON CUSTOMER STATES CHECK ENGINE LIGHT CAME ON P1D73 FOR ACTIVE GRILL SHUTTERS. CLEARED CODE BUT FUEL MILEAGE HAS WENT DOWN SINCE

Cause:

Correction: DIESEL LUBE, OIL AND FILTER CHANGE MOPAR EXPRESS LANE INSPECTION 23 POINT VISUAL INSPECTION - BRAKES, LIGHTS, EXHAUST, BELTS, HOSES Emissions Recall VB6 - Diesel Engine Calibration- Reprogram Module, Engine Control (ECM) - Reprogram (W/ Aisin Transmission Only) (1 - Semi-Skilled) REFERENCE RECALL CUSTOMER STATES.... REFERENCE RECALL CUSTOMER STATES....

LOP Information

LOP	LOP Description
18VB6183	Software Flash ; Recall VBx ; Emissions Recall VB6 - Diesel Engine Calibration ; Module, Engine Control (ECM) - Reprogram (W/ Aisin Transmission Only)

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68171006PB	OIL 5W40	3	\$29.76	No	
5083285AA	FILTER -ENGINE OIL	1	\$25.75	No	

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRTCL4MG [REDACTED]

VIN	3C7WRTCL4MG [REDACTED]	Model Year	2021	Body	DD8L93	RAM 3500 CREW CAB CHASSIS 4X4	
Built Date	05/05/2021	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETN	6 7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F1051798D1	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F116100189	

Report #	[REDACTED]	System Key	534341074	Report Version	1	Open Date	11/29/2021
Close Date	12/05/2021	Narrative Date	12/07/2021	Category	0	Mileage	37,822
MDH	050510	Engine Built Date	07/06/2021	Built Date	05/05/2021	Advisor	206 Paul Ellison
Dealer	60645	STEVE JONES CHRYSLER DODGE JEE					
Dealer Address	2612 HIGHWAY 46 S						
Dealer City	DICKSON	State	TN	Zip	370559056		

Complaint: RECALL DIAG SUSPENSION DIESEL OIL CHANGE (2018 AND EARLIER) 15MISC REPLACE BOTH FUEL FILTERS

Cause:

Correction: 08Y76182 - Safety Recall Y76 Intake Air Heater Relay Inspect 08Y76182 - and Perform Grid Heater Relay Test

LOP Information

LOP	LOP Description
08Y76182	Electrical System ; Recall Y ; Safety Recall Y76 Intake Air Heater Relay ; Inspect and Perform Grid Heater Relay Test

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
R110342B		1	\$516.93	No	
68438447PA	OIL -10W30	3	\$48.60	No	
68436631AA	FILTER KI-FUEL WATER SEPARATOR	1	\$66.45	No	
68157291AA	FILTER -FUEL	1	\$132.00	No	
5083285AA	FILTER -ENGINE OIL	1	\$25.75	No	

Repair Order Detailed Report # [REDACTED] For VIN: 3C63RRKL2LG [REDACTED]

VIN	3C63RRKL2LG [REDACTED]	Model Year	2020	Body	D28R92	RAM 3500 LONGHORN CREW CAB 4X4	
Built Date	03/14/2020	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PSC BILLET SILVER METALLIC CLEAR COAT						
Engine	ETM	6 7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F0640542CD	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F057000181	

Report #	[REDACTED]	System Key	534661467	Report Version	1	Open Date	11/19/2021
Close Date	12/08/2021	Narrative Date	12/12/2021	Category	0	Mileage	43,410
MDH	031421	Engine Built Date	09/11/2020	Built Date	03/14/2020	Advisor	38255
Dealer	45368	TOMBALL DODGE CHRYSLER JEEP					
Dealer Address	23777 SH 249						
Dealer City	TOMBALL	State	TX	Zip	77375		

Complaint: CUSTOMER STATES TRUCK WONT START MULTI-POINT INSPECTION

Cause: CP4 PUMP FAILURE METAL THROUGHOUT ENTIER FUEL SYSTEM

Correction: 43406 820 FOUND THAT THE VEHICLE WOULD NOT START. INSPECTED THE FQS AND FOUND METAL. CONTACTED STAR AND REPLACED THE ENTIRE FUELSYSTEM PER TSB 18-054-21. REPLACED THE LIFT PUMP, BOTH FILTERS, CP4, INJECTOR LINES, RAIL, AND ALL INJECTORS. UPDATED THE ECM WITH THE SYM PUMP FILE. TEST DROVE THE VEHICLE TO VERIFY THE REPAIR. DIESEL DRIVABILITY 43406 CP4 PUMP FAILURE 14450196 FC ZZ 8.2 820 FOUND THAT THE VEHICLE WOULD NOT START. INSPECTED THE FQS AND FOUND METAL. CONTACTED STAR AND REPLACED THE ENTIRE FUEL SYSTEM PER TSB 18-054-21. REPLACED THE LIFT PUMP, BOTH FILTERS, CP4, INJECTOR LINES, RAIL, AND ALL INJECTORS. UPDATED THE ECM WITH THE SYM PUMP FILE. TEST DROVE THE VEHICLE TO VERIFY THE REPAIR. MULTI POINT INSPECTION

LOP Information

LOP	LOP Description
14450196	Air & Fuel system ; Injection Pump ; Pump, diesel fuel high pressure ; Kit, Fuel System - Install and Flush Fuel System

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
R8545067AA	FUEL KIT INJECTION	1	\$2,263.63	No	01/01/0001
68444746AA	GASKET -INTAKE PLENUM	1	\$30.06	No	
68436815AA	COVER -NONE	1	\$75.97	No	
68436631AA	FILTER KI-FUEL WATER SEPARATOR	1	\$72.16	No	01/01/0001
68005465AA	GASKET -NONE	1	\$8.87	No	
68002992AA	WASHER -FUEL LINE BANJO	1	\$7.70	No	01/01/0001
5145571AA	MODULE -FUEL PUMP LEVEL UNIT	1	\$517.92	No	
05145571AA	MODULE -FUEL PUMP LEVEL UNIT	1	\$517.92	No	01/01/0001

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRMDL7MG [REDACTED]

VIN	3C7WRMDL7MG [REDACTED]	Model Year	2021	Body	DP5L66	RAM 5500 REG CAB CHASSIS	
Built Date	11/27/2020	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETN	6 7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F329069C8D	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F324000231	

Report #	[REDACTED]	System Key	534719010	Report Version	1	Open Date	11/22/2021
Close Date	12/09/2021	Narrative Date	12/13/2021	Category	0	Mileage	40,463
MDH	112716	Engine Built Date	02/04/2021	Built Date	11/27/2020	Advisor	9506
Dealer	27056	Bayway Chrysler Dodge Jeep Ram					
Dealer Address	4000 Pasadena Freeway						
Dealer City	Pasadena	State	TX	Zip	775031142		

Complaint: Recall / CSN 1 [Safety Recall Y26 -Wheel Studs **] Multi-point inspection (according to maintenance interval) CUSTOMER STATES TRUCK DOWN SHIFTS AGGRESSIVELY WHEN BRAKING IT SOUNDS LIKE THE EXHAUST BRAKE IS ON WHEN IT IS NOT ENGAGED. IT ALSO MAKES A GRINDING NOISE WHEN IT DOWN SHIFTS THIS WAY. DOES NOT HAPPEN ALL THE TIME BUT 90% OF THE TIME.. TEST DROVE TO SEE ISSUE SEE JOHNNY USUALLY HAPPENS 2ND 3RD GEAR CUSTOMER STATES REAR CALIPER ON DRIVERS SIDE HAS FAILED RUBBER BOOTON CALIPER HAS FAILED

Cause: REQUIRED performed test drive and diag transmission has internal issues transmission has internal issues trans cooler is contaminated with particles from trans internal issue vcc the driver and passenger rear caliper boot is torn dirt is getting into the caliper piston area

Correction: 40447 60 PERFORMED RECALL AS PER SVCLIBRARY VEHICLE PASSED PERFORM MANUFACTURER RECALL Multi-point inspection (according to maintenance interval) MOPAR EXPRESS LANE INSPECTION 40447 performed test drive and diag transmission has internal issues 520 replaced transmission fill fluids to capacity performed trans replacement procedures test ok no issues PERFORMED ALL TRANS REPLACEMENT PROCEDURES LOP 210027123 6 LOP 21002762 .20 LOP 21252050 1.4 5.2HR TRANSMISSION REPAIR 40447 transmission has internal issues trans cooler is contaminated with particles from trans internal issue. 21252050 140 replaced the trans cooler TRANSMISSION REPAIR 40447 vcc. the driver and passenger rear caliper boot is torn dirt is getting into the caliper piston area 230 replaced driver and passenger rear calipers and pads. rear brake rotors are in good condition. performed brake bleed and caliper replacement procedures. test ok has no leaks and good braking power BRAKE REPAIR

LOP Information

LOP	LOP Description
21252050	Transmission ; Oil Cooler/Heater/Line/Hose ; Oil cooler, external / auxiliary ; Cooler (2 - Skilled)
21002762	Transmission ; Out of Vehicle Operations ; Transmission, Replace - automatic ; Two piece propeller shaft equipped
21002712	Transmission ; Out of Vehicle Operations ; Transmission, Replace - automatic ; AS68RC/AS69RC

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68533455AA	TRANS -WITH TORQUE CONVERTER	1	\$7,841.65	No	
68437471AA	GASKET -EXHAUST PIPE	0	\$7.54	No	
68322497AC	COOLER -TRANSMISSION OIL	1	\$223.00	No	
68034097AC	CALIPER DISC BRAKE	1	\$264.00	No	
68034096AC	CALIPER -DISC BRAKE	1	\$316.80	No	
68034093AD	PAD KIT -DISC BRAKE	1	\$322.40	No	
5189966AD	FLUID AFT-AUTOMATIC TRANSMISSION	0	\$14.20	No	
4318080AD	FLUID BRAKE	3	\$7.30	No	
2077700030		0	\$500.00	No	

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRNELXK [REDACTED]

VIN	3C7WRNELXK [REDACTED]	Model Year	2019	Body	DP0L93	RAM 5500 CREW CAB CHASSIS	
Built Date	05/13/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETN	6 7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F119933D3D	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F115900072	

Report #	[REDACTED]	System Key	535276102	Report Version	2	Open Date	12/17/2021
Close Date	12/17/2021	Narrative Date	12/20/2021	Category	0	Mileage	34,357
MDH	051315	Engine Built Date	09/12/2019	Built Date	05/13/2019	Advisor	1622
Dealer	68515	FRONTIER MOTOR CO					
Dealer Address	1700 E HIGHWAY 66						
Dealer City	EL RENO	State	OK	Zip	730366600		

Complaint: General Concern #2 [CUSTOMER STATES HAS A SHUDDER AND OR VIBRATION WHENIT GOES INTO LOCKUP] Recall / CSN 2 [Safety Recall Y21 - Powertrain Control Module Software **] Recall / CSN 1 [Customer Satisfaction Notification Y17 - Transmission Software Update **] Recall / CSN 3 [Safety Recall Y26 - Wheel Studs **] Recall / CSN 4 [Safety Recall Y78 -High Pressure Fuel Pump **]

Cause: software software

Correction: 34357 SEE LINE C General Concern #2 [CUSTOMER STATES HAS A SHUDDER AND OR VIBRATION WHEN IT GOES INTO LOCKUP] GENERAL CONCERN 34357 software 18y21183 40 update pcm asympump Inspect and Reprogram PCMwith Asym Pump 34357 software 18y17182 40 update tcm Customer Satisfaction Notification Y17 - Transmission Software Update - Reprogram Module, Transmission Control (TCM) - ReprogramSoftware and Perform Quicklearn (0 - Low Skilled Customer Satisfaction Notification Y17 Transmission Software Update Reprogram Module, Transmission Control (TCM) Reprogram Software and Perform Quicklearn (0 Low Skilled NO REPAIRS MADE AT THIS TIME NO REPAIRS MADE AT THIS TIME

LOP Information

LOP	LOP Description
18Y21183	Software Flash ; Recall Yxx ; Safety Recall Y21 - Powertrain Control Module Software ; Module, Engine Control (ECM) - Inspect and Reprogram (Asymmetric Cam Fuel Pump)
18Y17182	Software Flash ; Recall Yxx ; Customer Satisfaction Notification Y17 - Transmission Software Update ; Module, Transmission Control (TCM) - Reprogram Software and Perform Quicklearn

Part Information is not available

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRMDL5LG [REDACTED]

VIN	3C7WRMDL5LG [REDACTED]	Model Year	2020	Body	DP5L66	RAM 5500 REG CAB CHASSIS	
Built Date	12/21/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETN	6 7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F34394CFEE	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F072900005	

Report #	[REDACTED]	System Key	535991677	Report Version	11	Open Date	12/27/2021
Close Date	02/18/2022	Narrative Date	02/21/2022	Category	0	Mileage	42,099
MDH	122101	Engine Built Date	07/17/2020	Built Date	12/21/2019	Advisor	66436 GREGORY LAND C
Dealer	45315 ROBERT LOEHR CHRYSLER DODGE JE						
Dealer Address	567 E MAIN ST						
Dealer City	CARTERSVILLE	State	GA	Zip	301213355		

Complaint: C/S BOLTS IN REAR AXLE ARE BACKING OUT IN CARRIER Y17 RECALL Z08 Y78

Cause: TECH INSPECTED AND FOUND BOLTS/PINS THAT HOLD THE CROSS SHAFT IN BACKED OUT OF HOUSING AND DAMAGED GEARS AND BEARING RECALL RECALL

Correction: TECH R&R CENTER SECTION OF REAR AXLE 18-41-71-82 23-Z0-81-82 NO PARTS FOR RECALL

LOP Information

LOP	LOP Description
23Z08182	Body ; Recall Z0 ; Safety Recall Z08 Windshield Wipers ; Nut, Wiper Arms Torque Front
03350101	Rear Axle ; Axle Head ; Axle Head assembly ; Axle Head assembly

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CH68455855-AA	HEAD -AXLE	1	\$2,499.53	No	
CH68449546 AA	LUBRICANT GEAR	7	\$23.38	No	
68455855AA	HEAD -AXLE	1	\$2,499.53	No	01/01/0001
68449546AA	LUBRICANT-GEAR	7	\$163.68	No	01/01/0001

Repair Order Detailed Report [REDACTED] For VIN: 3C7WRNBL5MG [REDACTED]

VIN	3C7WRNBL5MG [REDACTED]	Model Year	2021	Body	DP0L64	RAM 5500 REG CAB CHASSIS	
Built Date	11/21/2020	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETN	6 7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F31806881D	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F315000192	

Report #	[REDACTED]	System Key	536236116	Report Version	1	Open Date	11/26/2021
Close Date	12/28/2021	Narrative Date	12/30/2021	Category	0	Mileage	303
MDH	112123	Engine Built Date	11/26/2021	Built Date	11/21/2020	Advisor	6579
Dealer	68745	JEFF WYLER CHRYSLER JEEP DODGE					
Dealer Address	100 ALEXANDRIA PIKE						
Dealer City	FT THOMAS	State	KY	Zip	410752052		

Complaint: CHECK ENGINE LIGHT IS ON. WHEN PUT INTO DRIVE TRUCK DID NOT MOVE AT FIRST, WHEN IT DID IT WAS SHAKING REAL BAD

Cause:

Correction: 295 found check engine light on for gearratio error in 1st. ran diagnostics and came down to replacing the valve body and internal harness. compared pressure switch to another truck and found to be normal. discussed with star and star recommended replacing whole transmission. lop 21002712 3.6 lop 21002766 .6 lop 21002762 .2 AUTO TRANSMISSION

LOP Information

LOP	LOP Description
21002766	Transmission ; Out of Vehicle Operations ; Transmission, Replace - automatic ; 4x4/AWD equipped
21002762	Transmission ; Out of Vehicle Operations ; Transmission, Replace - automatic ; Two piece propeller shaft equipped
21002712	Transmission ; Out of Vehicle Operations ; Transmission, Replace - automatic ; AS68RC/AS69RC

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68533456AA	TRANS WITH TORQUE CONVERTER	1	\$8,720.92	No	

Repair Order Detailed Report [REDACTED] For VIN: 3C7WRMDL7MC [REDACTED]

VIN	3C7WRMDL7MC [REDACTED]	Model Year	2021	Body	DP5L66	RAM 5500 REG CAB CHASSIS	
Built Date	11/27/2020	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETN	6 7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F329069C8D	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F324000231	

Report #	[REDACTED]	System Key	536401666	Report Version	1	Open Date	12/13/2021
Close Date	12/31/2021	Narrative Date	01/03/2022	Category	0	Mileage	41,185
MDH	112716	Engine Built Date	02/04/2021	Built Date	11/27/2020	Advisor	9506
Dealer	27056	Bayway Chrysler Dodge Jeep Ram					
Dealer Address	4000 Pasadena Freeway						
Dealer City	Pasadena	State	TX	Zip	775031142		

Complaint: Perform DTC Inspection Multi-point inspection (according to maintenance interval)

Cause:

Correction: WE APOLOGIZE, WE DID NOT HAVE THE PARTS NECESSARY FOR YOUR REPAIR IN STOCK, WE ARE MAKING EVERY EFFORT TO EXPEDITE THEM FOR YOU Multi-point inspection (according to maintenance interval) MOPAR EXPRESS LANE INSPECTION

LOP Information is not available

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68533455AA	TRANS -WITH TORQUE CONVERTER	0	\$7,841.65	No	
68359847AC	TOC ASSY OIL COOLER PRESSURE AND RE	0	\$130.30	No	

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRMDJXLG [REDACTED]

VIN	3C7WRMDJXLG [REDACTED]	Model Year	2020	Body	DP5L66	RAM 5500 REG CAB CHASSIS	
Built Date	09/05/2020	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					
Engine	ESB	6 4L V8 HEAVY DUTY HEMI ENGINE			Serial #	6244010871	
Transmission	DF3	6-SPD AUTO AISIN AS66RC HD TRANS			Serial #	F238000177	

Report #	[REDACTED]	System Key	536425705	Report Version	1	Open Date	12/27/2021
Close Date	12/30/2021	Narrative Date	01/03/2022	Category	0	Mileage	19,485
MDH	090518	Engine Built Date	11/19/2020	Built Date	09/05/2020	Advisor	91183
Dealer	44831	SZOTT M 59 DODGE, LLC					
Dealer Address	2565 E HIGHLAND RD						
Dealer City	HIGHLAND	State	MI	Zip	483562725		

Complaint: TRANSMISSION CONCERN [AT 50MPH THE RPMS WOULD SPIKE DIDNT WANT TO SHIFT.] HE DID PULL THE BATTERY CABLE OFF FEW A FOR MIN AND THE RE-ATTACHED IT AFTER THAT THE TRUCKDROVE FINE BATTERY CABLE MAY STILL BE LOOSE MANY ACTIVE AND PENDING CODES FOR THE TCM

Cause:

Correction: 19463 scanned for codes stored p0732performed tsb 21-007021 found trans unit is asealed unit and after performing tsbprocedure led to checking fluid level withtrans dip stick. trans unit is a sealed unitso customer is not able to top off or refillso we as a dealer had to fill trans to properlevel. vehicle working as designed at thistime TRANSMISSION CONCERN

LOP Information

LOP	LOP Description
21007021	Transmission ; Out of Vehicle Operations ; Transmission - Remove and Install for Repair - 8HP90/8HP95 Automatic
181905PQ	Software Flash ; Module ; Module, Transmission Control (TCM) ; Module, Transmission Control (TCM) - Reprogram

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
5189966AD	FLUID AFT AUTOMATIC TRANSMISSION	1	\$14 95	No	

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRNBL5MG [REDACTED]

VIN	3C7WRNBL5MG [REDACTED]	Model Year	2021	Body	DP0L64	RAM 5500 REG CAB CHASSIS	
Built Date	11/21/2020	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETN	6 7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F31806881D	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F315000192	

Report #	[REDACTED]	System Key	536957635	Report Version	1	Open Date	01/10/2022
Close Date	01/01/0001	Narrative Date	01/10/2022	Category	0	Mileage	1,594
MDH	112123	Engine Built Date	11/26/2021	Built Date	11/21/2020	Advisor	6579
Dealer	68745	JEFF WYLER CHRYSLER JEEP DODGE					
Dealer Address	100 ALEXANDRIA PIKE						
Dealer City	FT THOMAS	State	KY	Zip	410752052		

Complaint:

Cause:

Correction: 1594 100 installed running boards

LOP Information is not available

Part Information is not available

Repair Order Detailed Report [REDACTED] **For VIN: 3C7WRLAJ6L** [REDACTED]

VIN	3C7WRLAJ6L [REDACTED]	Model Year	2020	Body	DP9L63	RAM 4500 REG CAB CHASSIS	
Built Date	11/12/2020	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ESB	6 4L V8 HEAVY DUTY HEMI ENGINE			Serial #	6218011190	
Transmission	DF3	6-SPD AUTO AISIN AS66RC HD TRANS			Serial #	F300000125	

Report #	[REDACTED]	System Key	537177841	Report Version	10	Open Date	01/11/2022
Close Date	03/25/2022	Narrative Date	03/28/2022	Category	0	Mileage	615
MDH	111211	Engine Built Date	01/18/2021	Built Date	11/12/2020	Advisor	030196 JOSEPH DEGUIR
Dealer	45562	Empire Chrysler Jeep Dodge Ram					
Dealer Address	555 SUNRISE HWY						
Dealer City	WEST ISLIP	State	NY	Zip	117952124		

Complaint: CUSTOMER STATES CHECK ENGINE LIGHT IS ON. PLEASE CHECK AND ADVISE (DIAG 570.00+TAX) Safety Recall Y26 - Wheel Studs (Recall CSN 1) CUSTOMER STATES WHEN STARTING VEHICLE HAS TO WAIT A MINUTE ON DASH SAYS 4WD TEMP UNAVAILABLE, IF DONT WAIT FOR MESSAGE 4WD ENGAGES AND DISENGAGES IF YOU DONT WAIT FOR ERROR MESSAGE AND JUST START DRIVING. PLEASE CHECK AND ADVISE CUSTOMER STATES GOING FROM REVERSE TO DRIVE OR DRIVE TO REVERSE TRUCK SLAMS INTO GEARS PLEASE CHECK AND ADVISE CUSTOMER STATES WHEN AT A IDLE, IDLE GOES FROM 900 700 BACK AND FOURTH, CUSTOMER STATES TRANSMISSION FEELS LIKE ITS NOT GOING TO 3RD 4TH GEAR RPMS GO TO AROUND 3500 DOESNT SHIFT. PLEASE CHECK AND ADVISE CUSTOMER STATES VEHICLE HAS NO POWER GOING UPHILL. PLEASE CHECK AND ADVISE CUSTOMER STATES WHEN IN PARK AND OPENING DRIVERS DOOR SAYS VEHICLE NOT PARK, PLEASE CHECK AND ADVISE CUSTOMER STATES ON DASH SAYS TO SET COMMERCIAL SETTINGS. PLEASE CHECK AND ADVISE CUSTOMER STATES WHEN SNOW PLOW IS ON VEHICLE, SAYS SOME FEATURES MAY NOT BE AVAILABLE NOT SURE IF THATS CORRECT CUSTOMER REQUESTS COMPLIMENTARY 23 POINT VEHICLE INSPECTION CUSTOMER AUTHORIZES ANY NECESSARY FACTORY COMPUTER UPDATES

Cause: GENERAL CONCERN RECALL GENERAL CONCERN GENERAL CONCERN GENERAL CONCERN GENERAL CONCERN

Correction: P06DD OIL PRESSURE CONTROL STUCK OFF. OIL FULL AND CLEAN. REPLACE OIL PUMP AND INSTALL NEW PUMP, OIL PAN GASKET AND PICK UP TUBE SEAL. PERFORMED RECALL VERIFY CUSTOMER CONCERN, SHIFT COLLAR ON INNER AXLE NOT ENGAGING. REPLACE SHIFT COLLAR. 4WD STILL IN NEUTRAL. 4WD HARNESS CHAFFED BY MOTOR MOUNT, SUPPORT ENGINE. REMOVE MOTOR MOUNT AND REPAIR 4 WIRES THAT WAS CHAFFED. SEE OTHER LINES LEAK HEARD FROM UNDER MANIFOLD REMOVE INTAKE MANIFOLD FOUND EGR TO CAT TUBE GASKET TORN REPLACE GASKETS AND REINSTALL MANIFOLD VERIFY P1731 INCORRECT GEAR ENGAGED TURBINE SHAFT SLOW SPEED, P0735 GEAR 5 SHIFT ERROR FLUID IS BLACK SUBMITTED TO CHRYSLER THROUGH DI FOR AUTHORIZATION AND APPROVED. REPLACED TRANSMISSION AND COOLER. PERFORM QUICK LEARN AND RECHECK OK. SEE O

LOP Information

LOP	LOP Description
85700001	Special Services ; Digital Image ; Digital Imaging ; Process time
25014429	Emission System ; Emission Controls ; Gasket, EGR valve ; 6,4 liter engine - Truck
25014330	Emission System ; Emission Controls ; Tube, EGR ; EGR cooler to EGR valve - 6.4 liter engine - Truck
21252050	Transmission ; Oil Cooler/Heater/Line/Hose ; Oil cooler, external / auxiliary ; Cooler (2 - Skilled)
21251050	Transmission ; Oil Cooler/Heater/Line/Hose ; Lines, transmission and torque converter oil cooler ; One or Both (1 Semi Skilled)
21002766	Transmission ; Out of Vehicle Operations ; Transmission, Replace - automatic ; 4x4/AWD equipped
21002762	Transmission ; Out of Vehicle Operations ; Transmission, Replace - automatic ; Two piece propeller shaft equipped
21002713	Transmission ; Out of Vehicle Operations ; Transmission, Replace - automatic ; AS66RC 6 4 liter engine
0965016C	Engine ; Oil Pump ; Pump, oil ; Dual Alternator Equipped
09650162	Engine ; Oil Pump ; Pump, oil ; Skid plate equipped
09650130	Engine ; Oil Pump ; Pump, oil ; 6.4L HD Truck
0891CFV4	Electrical System ; Wiring Harness Repair, Body/Rear Lighting/Transmission/Transercase ; Transmission/Transfer Case/DTCM
02601502	Suspension & Front Axle ; Front Axle shaft/seal/bearing/axle vent ; Collar, shift ; 60 series right

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CH68457192-AF	TRANS -WITH TORQUE CONVERTER	2	\$9,999.99	No	
CH68456999-AA	COLLAR -AXLE SHIFT	1	\$154.38	No	
CH68322494 AC	COOLER TRANSMISSION OIL	1	\$226.60	No	
CH53021521-AD	GASKET -CHAIN CASE COVER	1	\$24.30	No	
CH53020861	SEAL -OIL PICK UP TUBE	1	\$7.61	No	
CH5281349-AA	GASKET -EGR TUBE	1	\$8.82	No	
CH5038398 AE	PUMP ENGINE OIL	1	\$333.85	No	
CH4893353-AA	GASKET -WINDAGE	1	\$111.57	No	
CH4861785-AB	GASKET -EGR VALVE	1	\$29.15	No	
68457192AF	TRANS -WITH TORQUE CONVERTER	1	\$9,911.75	No	01/01/0001
68456999AA	COLLAR AXLE SHIFT	1	\$154.38	No	01/01/0001
68322494AC	COOLER -TRANSMISSION OIL	1	\$226.60	No	01/01/0001
53021521AD	GASKET -CHAIN CASE COVER	1	\$24.30	No	01/01/0001
53020861	SEAL -OIL PICK UP TUBE	1	\$7.61	No	01/01/0001
05281349AA	GASKET EGR TUBE	1	\$8.82	No	01/01/0001

05038398AE	PUMP -ENGINE OIL	1	\$333.85	No	01/01/0001
04893353AA	GASKET -WINDAGE	1	\$111.57	No	01/01/0001
04861785AB	GASKET -EGR VALVE	1	\$29.15	No	01/01/0001

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRMFL5LG [REDACTED]

VIN	3C7WRMFL5LG [REDACTED]	Model Year	2020	Body	DP5L94	RAM 5500 CREW CAB CHASSIS	
Built Date	10/29/2020	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETN	6 7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F282064847	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F293000106	

Report #	[REDACTED]	System Key	537263055	Report Version	8	Open Date	01/12/2022
Close Date	01/01/0001	Narrative Date	01/24/2022	Category	0	Mileage	0
MDH	102907	Engine Built Date	01/04/2021	Built Date	10/29/2020	Advisor	111927 RONALD LARRY
Dealer	44264	SPARTANBURG CHRYSLER DODGE JEE					
Dealer Address	8200 FAIRFOREST RD						
Dealer City	SPARTANBURG	State	SC	Zip	293031588		

Complaint: CUSTOMER STATES ETC LIGHT COMES ON AND VEHICLE GOES INTO LIMP HOME MODE CONTINUATION OF RO 354140

Cause:

Correction:

LOP Information is not available

Part Information is not available

Repair Order Detailed Report # [REDACTED] For VIN: 3C63R3HL5KG [REDACTED]

VIN	3C63R3HL5KG [REDACTED]	Model Year	2019	Body	D28H92	RAM 3500 BIG HORN CREW CAB 4X4	
Built Date	03/29/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PXJ	DIAMOND BLACK CRYSTAL P/C					
Engine	ETM	6 7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F076916FBE	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F074900153	

Report #	[REDACTED]	System Key	537554149	Report Version	1	Open Date	01/13/2022
Close Date	01/13/2022	Narrative Date	01/17/2022	Category	0	Mileage	35,552
MDH	032904	Engine Built Date	06/24/2019	Built Date	03/29/2019	Advisor	4614
Dealer	60795	Weimer Chrysler Dodge Jeep Ram					
Dealer Address	21 SHAMROCK DR						
Dealer City	KEYSER	State	WV	Zip	267266012		

Complaint: TOW-IN; CUSTOMER REQUESTING BATTERIES TO BE CHECKED. THE PASSENGER SIDE ONE IS TESTING BAD AND THE DRIVER'S SIDE IS TESTING LOW CUSTOMER STATES THAT THE FUEL FILTER SERVICE LIGHT IS ON CUSTOMER STATES THAT THE PLUG FOR THE BLOCK WARMER IS NEEDING CHECKED IF THE VEHICLE IS EQUIPPED WITH ONE- IF IT ISN'T HE WOULD LIKE A PRICE FOR INSTALLATION TIRE ROTATION

Cause: TESTED BOTH BATTERIES AND BOTH ARE FAULTY - RECOMMENDING REPLACING BATTERIES

Correction: 35552 REPLACED BATTERIES AT CUSTOMER'S CONSENT - NO FURTHER ISSUES AT THIS TIME CUSTOMER STATES.... 35552 CUSTOMER HAS BEEN ADVISED THAT THE FUEL FILTERS ARE AT 57% LIFE CUSTOMER STATES.... 35552 TRUCK HAS BLOCK HEATER OPTION -CUSTOMER IS NOT WANTING THIS PUT ON AT THIS TIME CUSTOMER STATES.... 35552 TIRE ROTATION COMPLETED TIRE ROTATION

LOP Information is not available

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
H7AGM		2	\$251.00	No	

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRNFL8LG [REDACTED]

VIN	3C7WRNFL8LG [REDACTED]	Model Year	2020	Body	DP0L94	RAM 5500 CREW CAB CHASSIS	
Built Date	12/02/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETN	6 7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F32394AEC1	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F326900063	

Report #	[REDACTED]	System Key	537870631	Report Version	1	Open Date	01/19/2022
Close Date	01/19/2022	Narrative Date	01/20/2022	Category	0	Mileage	107,496
MDH	120201	Engine Built Date	07/20/2020	Built Date	12/02/2019	Advisor	17766 JOSHUAH LOGAN
Dealer	60658	METZ CHRYSLER DODGE JEEP RAM					
Dealer Address	2450 N MAIN ST						
Dealer City	NAPPANEE	State	IN	Zip	465509373		

Complaint: CUSTOMER REQUESTS DIESEL ENGINE OIL AND FILTER CHANGE WITH SYNTHETIC OIL AND GENUINE MOPAR OIL FILTER MULTI POINT INSPECTION

Cause: MULTI POINT INSPECTION

Correction: COMPLETED DIESEL OIL AND FILTER CHANGE WITH WITH SYNTHETIC OIL AND GENUINE MOPAR OIL FILTER MULTIPPOINT INSPECTION

LOP Information is not available

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CH68171006-PB	OIL -5W40	12	\$7.99	No	
CH5083285 AA	FILTER ENGINE OIL	1	\$15.99	No	

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRTCL8L [REDACTED]

VIN	3C7WRTCL8L [REDACTED]	Model Year	2020	Body	DD8L93	RAM 3500 CREW CAB CHASSIS 4X4	
Built Date	11/03/2020	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETN	6 7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F295065F32	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F295000148	

Report #	[REDACTED]	System Key	538029111	Report Version	1	Open Date	01/14/2022
Close Date	01/21/2022	Narrative Date	01/24/2022	Category	0	Mileage	62,914
MDH	110316	Engine Built Date	01/29/2021	Built Date	11/03/2020	Advisor	1284
Dealer	26750 MCLARTY DANIEL CHRYSLER DODGE						
Dealer Address	2201 SE MOBERLY LN						
Dealer City	BENTONVILLE	State	AR	Zip	727123751		

Complaint: General Concern #1 [Customer stateshaving a hard time putting fuel in.Check and advise] Change diesel engine oil and filter(synthetic oil may be required based on geographic location) [12qt. 10W30] Multi-point inspection (according to maintenance interval) RRT 1 [RRT 21-048 2020-2021 DJD2DDDFDPDX FLASH: DRIVER DOOR MOD**] Recall / CSN 1 [Safety Recall Y26 -Wheel Studs **] Recall / CSN 2 [Safety Recall Y78 -High Pressure Fuel Pump **] Replace both fuel filters

Cause:

Correction: REPOSITION FUEL FILL TUBE GENERAL CONCERN 62914 DLOF Changed engine oil and filter, cleaned excess oil. Change diesel engine oil and filter (synthetic oil may be required based on geographic location) [12qt. 10W30] CUSTOMER REQUESTS DIESEL ENGINE LUBE, OIL, AND FILTER USING DIESEL ENGINE OIL SPECIFIC TO THE ENGINE. OIL FILTER _ DRAIN PLUG _ OIL LEVEL _ NO LEAKS _ WASHER FLUID _ OIL LIFE RESET _ NEW OIL CHANGE STICKER _ NO PRINTS 62914 MPI Multi point inspection (according to maintenance interval) PERFORM 33 POINT MAINTENANCE INSPECTION RRT 1 RAPID RESPONSE TRANSMITTAL 62914 Recall Y26 performed wheel studrecall Recall / CSN 1 WIADVISOR RECALLS Recall / CSN 2 WIADVISOR RECALLS 62914 DFF Replaced both fuel filters. Replace both fuel filters CUSTOMER REQUESTS REPLACEDIESEL FUEL SYSTEM FILTER.

LOP Information

LOP	LOP Description
1819149H	Software Flash ; Module ; Module, Door ; Module, Drivers Door (DDM) and Passenger Door (PDM) Inspect and Reprogram

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68438447PA	OIL -10W30	3	\$42.70	No	
68436631AA	FILTER KI-FUEL WATER SEPARATOR	1	\$66.45	No	
68157291AA	FILTER -FUEL	1	\$132.00	No	
5083285AA	FILTER ENGINE OIL	1	\$22.34	No	

Repair Order Detailed Report # [REDACTED] For VIN: 3C63R3HL5KG [REDACTED]

VIN	3C63R3HL5KG [REDACTED]	Model Year	2019	Body	D28H92	RAM 3500 BIG HORN CREW CAB 4X4	
Built Date	03/29/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PXJ	DIAMOND BLACK CRYSTAL P/C					
Engine	ETM	6 7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F076916FBE	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F074900153	

Report #	[REDACTED]	System Key	538334151	Report Version	1	Open Date	01/24/2022
Close Date	01/24/2022	Narrative Date	01/26/2022	Category	0	Mileage	38,763
MDH	032904	Engine Built Date	06/24/2019	Built Date	03/29/2019	Advisor	4614
Dealer	60795	Weimer Chrysler Dodge Jeep Ram					
Dealer Address	21 SHAMROCK DR						
Dealer City	KEYSER	State	WV	Zip	267266012		

Complaint: CUSTOMER STATES THAT THE BLOCK HEATER IS NEEDING TO BE REPLACED CUSTOMER STATES THAT THE TORQUE CONVERTER IS NEEDING TO BE FURTHER DIAG. DUE TO VEHICLE IS JUMPING AT TIMES WHILE DRIVING AND THE FUEL MILEAGE IS DECREASING

Cause:

Correction: 38763 INSTALLED BLOCK HEATER AT THECUSTOMER'S REQUEST CUSTOMER STATES.... 38763 CUSTOMER HAS BEEN ADVISED THAT NOCODES ARE PRESENT AT THIS TIME. THETRANSMISSION FLUID IS BURNT - NO AVAILABEDIAGNOSTIC WORKSHEET AVAILABLE - CUSTOMER TORESCHEDULE AT A LATER DATE CUSTOMER STATES....

LOP Information is not available

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68409910AB	HEATER ENGINE BLOCK HEATER	1	\$103 00	No	

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRNFL8LG [REDACTED]

VIN	3C7WRNFL8LG [REDACTED]	Model Year	2020	Body	DP0L94	RAM 5500 CREW CAB CHASSIS	
Built Date	12/02/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETN	6 7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F32394AEC1	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F326900063	

Report #	[REDACTED]	System Key	538896273	Report Version	1	Open Date	12/17/2021
Close Date	01/31/2022	Narrative Date	02/02/2022	Category	0	Mileage	100,265
MDH	120201	Engine Built Date	07/20/2020	Built Date	12/02/2019	Advisor	294
Dealer	26837	ELKO CHRYSLER DODGE JEEP RAM					
Dealer Address	1585 LAMOILLE HIGHWAY						
Dealer City	ELKO	State	NV	Zip	898014321		

Complaint: CUSTOMER STATES THAT THE CHECK ENGINE LIGHT IS ON PLEASE CHECK ANDADVISE. CHECK ENGINE LIGHT TURNED AND THEN STARTED GOING INTO LIMP MODE ONLY GOING AT 20MPH. HAD NO WARNING THAT IT WAS GOING TO LIMP MODE. GOING DOWN HILL STARTED SLOWING DOWN BUT IT FELT THAT THE TRUCK WAS SPEEDING UP. ONCE DOWNHILL TRIED TO LEVEL UP WITH SPEED BUT WAS NOT GOING OVER 20MPH ANYMORE SERVICE FRONT DIFFERENTIAL SERVICE REAR DIFFERENTIAL TRANSMISSION SERVICE/FLUSH EXTRA TECH TIME Y26 2K GOOD WILL

Cause: CHECK ENGINE LIGHT IS ON CUSTOMER REQUESTS A GENERAL DIAGNOSTICS PERFORM RECALL CUSTOMER REQUESTS A GENERAL DIAGNOSTICS

Correction: 100264 VERIFIED CONCERN FOUND TRANSFER CASESTUCK IN 4 WHEEL DRIVE, REMOVED DRAIN PLUGFOUND HEAVY METAL CONTAMINATION FROM INTERNALGEAR FAILURE. REPLACE T CASE TO CORRECTCONCERN 240 REPLACED T CASE TO CORRECTCONCERN VERIFIED REPAIR LOP 85-43-43-43 TRANSFER CASE [REDACTED] PERFORMED FRONT DIFF SERVICE,FLUID REPLACED JB ADDITIVE USED SERVICE FRONT DIFFERENTIAL [REDACTED] PERFORMED REAR DIFF SERVICE,FLUID REPLACED JB ADDITIVE USED SERVICE REAR DIFFERENTIAL 100264 250 PERFORMED TRANSMISSION FLUSH, JBCLEANER RAN THROUGH SYSTEM, FLUID AND FILTERREPLACED JB ADDITIVE USED TRANSMISSION SERVICE/FLUSH 100264 200 INTERNAL TIME APPROVED BY BOOTHAND TRICIA CUSTOMER REQUESTS A GENERAL DIAGNOSTIC 100265 70 RECALL Y-26 WHEEL STUDS INSPECTEDAND PASSED SAFETY RECALL Y26 100265 LOP 85-43-43-43, GOOD WILL LINE FOR\$2,000 FOR LINE A TRANSFER CASE REPAIR,CUSTOMER IS PAYING FOR THE REST OF THE BILL. CUSTOMER REQUESTS A GENERAL DIAGNOSTIC

LOP Information

LOP	LOP Description
85434343	Special Services ; Goodwill Administration ; Goodwill Authorization ; Goodwill Authorization
21020102	Transmission ; Transfer Case Replace ; Transfer Case ; assembly

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
TS/500		1	\$61.16	No	
GOT/12		2	\$31.41	No	
68306995AD	TRANSFER -BW 44 47	1	\$4,153.55	No	
68224232AA	FILTER TRANSMISSION OIL	1	\$107.00	No	
68218656AA	LUBE -GEAR	6	\$11.65	No	
68214914AA	GASKET -TRANSMISSION CASE	1	\$42.80	No	
5189966AD	FLUID AFT-AUTOMATIC TRANSMISSION	10	\$14.20	No	

Repair Order Detailed Report [REDACTED] For VIN: 3C7WRMDJXLG [REDACTED]

VIN	3C7WRMDJXLG [REDACTED]	Model Year	2020	Body	DP5L66	RAM 5500 REG CAB CHASSIS	
Built Date	09/05/2020	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					
Engine	ESB	6 4L V8 HEAVY DUTY HEMI ENGINE			Serial #	6244010871	
Transmission	DF3	6-SPD AUTO AISIN AS66RC HD TRANS			Serial #	F238000177	

Report #	[REDACTED]	System Key	539025216	Report Version	2	Open Date	02/02/2022
Close Date	02/02/2022	Narrative Date	02/04/2022	Category	0	Mileage	19,998
MDH	090518	Engine Built Date	11/19/2020	Built Date	09/05/2020	Advisor	80946
Dealer	44831	SZOTT M-59 DODGE, LLC					
Dealer Address	2565 E HIGHLAND RD						
Dealer City	HIGHLAND	State	MI	Zip	483562725		

Complaint: TRANSMISSION CONCERN*****REMOVE ANDINSTALL PTO SYSTEM WHEN DOING THE TRANS

Cause:

Correction: 19998 300 3.0 labor to remove and installedpto had to remove 6 studs and gasket rr hydlines to pto remove and replaced lines tottransmission to pto TRANSMISSION CONCERN

LOP Information

LOP	LOP Description
85412103	Special Services ; Diagnostic LOP ; Transmission Driveability, Trouble Not Found ; Transmission Other

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
AT29561637		1	\$40.00	No	

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRMDJXLG [REDACTED]

VIN	3C7WRMDJXLG [REDACTED]	Model Year	2020	Body	DP5L66	RAM 5500 REG CAB CHASSIS	
Built Date	09/05/2020	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					
Engine	ESB	6 4L V8 HEAVY DUTY HEMI ENGINE			Serial #	6244010871	
Transmission	DF3	6-SPD AUTO AISIN AS66RC HD TRANS			Serial #	F238000177	

Report #	[REDACTED]	System Key	539118195	Report Version	2	Open Date	02/03/2022
Close Date	02/09/2022	Narrative Date	02/14/2022	Category	0	Mileage	20,062
MDH	090518	Engine Built Date	11/19/2020	Built Date	09/05/2020	Advisor	74527
Dealer	44831	SZOTT M 59 DODGE, LLC					
Dealer Address	2565 E HIGHLAND RD						
Dealer City	HIGHLAND	State	MI	Zip	483562725		

Complaint: Automatic Transmission Concern Recall / CSN 1 [Safety Recall Y26 -Wheel Studs **]

Cause: F recall

Correction: 20034 SCANNED HAS CODES P07C0 P0732 P0735P0974 ALL STORED CHECKED FLUID CHECKED WIRINGCLEARED CODES PERFORMED QUICK LEARNED ANDTEST DROVE Automatic Transmission Concern TRANSMISSIO CONCERN 20034 recall Inspect Wheel Studs22-Y2-61-81 0.6 hours Recall / CSN 1 [Safety Recall Y26 - Wheel Studs **] Inspect for/and perform any applicable open recalls while the vehicle is infor service

LOP Information

LOP	LOP Description
85412103	Special Services ; Diagnostic LOP ; Transmission Driveability, Trouble Not Found ; Transmission Other

Part Information is not available

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRNFL8LG [REDACTED]

VIN	3C7WRNFL8LG [REDACTED]	Model Year	2020	Body	DP0L94	RAM 5500 CREW CAB CHASSIS	
Built Date	12/02/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETN	6 7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F32394AEC1	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F326900063	

Report #	[REDACTED]	System Key	539211699	Report Version	1	Open Date	02/02/2022
Close Date	02/04/2022	Narrative Date	02/07/2022	Category	0	Mileage	115,958
MDH	120201	Engine Built Date	07/20/2020	Built Date	12/02/2019	Advisor	TLF Tiffany Fletcher
Dealer	42539	BILL BRYAN CHRYSLER DODGE JEEP					
Dealer Address	3401 U.S. HIGHWAY 441/27						
Dealer City	FRUITLAND PARK	State	FL	Zip	347314479		

Complaint: DIESEL OIL CHANGE, FILTER AND LUBE MULTI-POINT INSPECTION ROTATE ALL FOUR TIRES

Cause:

Correction:

LOP Information is not available

Part Information is not available

Repair Order Detailed Report [REDACTED] For VIN: 3C63RRKL2LG [REDACTED]

VIN	3C63RRKL2LG [REDACTED]	Model Year	2020	Body	D28R92	RAM 3500 LONGHORN CREW CAB 4X4	
Built Date	03/14/2020	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PSC BILLET SILVER METALLIC CLEAR COAT						
Engine	ETM	6 7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F0640542CD	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F057000181	

Report #	[REDACTED]	System Key	539366799	Report Version	1	Open Date	01/13/2022
Close Date	02/04/2022	Narrative Date	02/08/2022	Category	0	Mileage	43,406
MDH	031421	Engine Built Date	09/11/2020	Built Date	03/14/2020	Advisor	38255
Dealer	45368	TOMBALL DODGE CHRYSLER JEEP					
Dealer Address	23777 SH 249						
Dealer City	TOMBALL	State	TX	Zip	77375		

Complaint: RENTAL FOR RO [REDACTED] CHRYSLER GOODWILL PER SERVICE MANAGEMENT

Cause: E

Correction: --SUBLET-- RENTAL INVOICE [REDACTED] RENTAL DIFFERENCE PER PAUL CHARGE TO GROSS 02/03/2022 --SUBLET-- SUBLET REPAIRS SUBLET REPAIRS

LOP Information

LOP	LOP Description
95400140	Special Services ; Loaner ; Loaner Car ; Competitive Vehicles
85434343	Special Services ; Goodwill Administration ; Goodwill Authorization ; Goodwill Authorization
14450196	Air & Fuel system ; Injection Pump ; Pump, diesel fuel high pressure ; Kit, Fuel System - Install and Flush Fuel System
02032022	Suspension & Front A le

Part Information is not available

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRMDJXLG [REDACTED]

VIN	3C7WRMDJXLG [REDACTED]	Model Year	2020	Body	DP5L66	RAM 5500 REG CAB CHASSIS	
Built Date	09/05/2020	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					
Engine	ESB	6 4L V8 HEAVY DUTY HEMI ENGINE			Serial #	6244010871	
Transmission	DF3	6-SPD AUTO AISIN AS66RC HD TRANS			Serial #	F238000177	

Report #	[REDACTED]	System Key	545049599	Report Version	1	Open Date	01/07/2022
Close Date	02/11/2022	Narrative Date	02/14/2022	Category	0	Mileage	20,099
MDH	090518	Engine Built Date	11/19/2020	Built Date	09/05/2020	Advisor	80946
Dealer	44831	SZOTT M 59 DODGE, LLC					
Dealer Address	2565 E HIGHLAND RD						
Dealer City	HIGHLAND	State	MI	Zip	483562725		

Complaint: TRANSMISSION CONCERN - PTU NOT WANTING TO WORK DOING SAME AS LAST TIME, NOT SHIFTING PROPERLY WAS IN 1 WEEK AGO, HISTORY ON THE BACK OF THE RO

Cause: intearn transmission

Correction: 19998 intearn transmission scanned has codep1731 performed diga test 1 -8 says checkedwires from tcm to trans says to replaced unitrr transmission replaced with reman unit has3 pice rear drive shaft reverse flush coolerperformed quick learn and test drove TRANSMISSION CONCERN

LOP Information

LOP	LOP Description
21002766	Transmission ; Out of Vehicle Operations ; Transmission, Replace - automatic ; 4x4/AWD equipped
21002762	Transmission ; Out of Vehicle Operations ; Transmission, Replace - automatic ; Two piece propeller shaft equipped
21002713	Transmission ; Out of Vehicle Operations ; Transmission, Replace - automatic ; AS66RC - 6.4 liter engine

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68457191AF	TRANS WITH TORQUE CONVERTER	1	\$8,082.15	No	
6036734AA	SCREW -HEX FLANGE HEAD	4	\$16.62	No	
6036684AA	NUT -U	4	\$9.23	No	
5189966AD	FLUID AFT AUTOMATIC TRANSMISSION	14	\$14.95	No	
06036734AA	SCREW HEX FLANGE HEAD	4	\$66.49	No	01/01/0001
06036684AA	NUT -U	4	\$36.94	No	01/01/0001

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRMDL7MG [REDACTED]

VIN	3C7WRMDL7MG [REDACTED]	Model Year	2021	Body	DP5L66	RAM 5500 REG CAB CHASSIS	
Built Date	11/27/2020	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETN	6 7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F329069C8D	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F324000231	

Report #	[REDACTED]	System Key	545275018	Report Version	1	Open Date	01/26/2022
Close Date	02/14/2022	Narrative Date	02/16/2022	Category	0	Mileage	49,128
MDH	112716	Engine Built Date	02/04/2021	Built Date	11/27/2020	Advisor	9672
Dealer	27056	Bayway Chrysler Dodge Jeep Ram					
Dealer Address	4000 Pasadena Freeway						
Dealer City	Pasadena	State	TX	Zip	775031142		

Complaint: Automatic Transmission Concern [CUSTOMER STATES VEHICLE HAS A HARDDOWN SHIFT] Automatic Transmission Concern [CUSTOMER STATES ADJUST PARKING BRAKE] Axle/Driveshaft/Differential Concern [CUSTOMER STATES PASSENGER REAR TIRE PRESSURE SENSOR IS NOT WORKING] Multi-point inspection (according to maintenance interval) 6.7 DUAL FILTER KIT FUEL FILTER KIT: MAINTAINS FUEL QUALITY, PROTECTING FUEL PUMP FROM PREMATUREBURNOUT CUSTOMER REQUESTS DIESEL OIL AND FILTER CHANGE

Cause: TEST DROVE VCC PERFORM DIAG REMOVED THE TRANS PAN FOUND DEBRIS IN THE PAN, REPLACED THE TRANS FILTER AND FLUID TEST DROVE HARSH DOWN SHIFT IS STILL PRESENT AS PER STAR CASE [REDACTED] STTAR ADVISED REPLACING THE TRANS AGAIN REPLACED THE TRANS AND THE TRANS THERMO BLOCK CLEAND OIL COOLER AND FILL FLUID TO SPECS PERFORMED QUICK LEARN TESTDROVE SYMPTOM PRESENT ONLY ON CERTAIN DOWN SHIFTS REFLASH BOTH ENGINE AND TRANS MODULES TEST DROVEVEHICLE FEELS SLUGGISH AT TIMES PERFORMED FURTHER DIAG FOUND THE LIFT PUMP PRESSURE LOW 46 INCREASES AND DROPS OFF UNDER DRIVING VEHICLE BEGINS TO HAVE LATE DOWN SHIFTS WHICH AREHARSH REMOVED THE FUEL TANK INSPECT THE CONDITIONS OF THE FUEL AND THE TANK THE FUEL TANK IS CLEAN THE FUEL IS NOT CONTAMINATED CONNECT THE FUEL GAUGE TO THE FUEL MODULE WHILE STILL IN THE TANK USE CONNECTOR TO PWER THE LIFT PUMP WITH DIRECT 12 VOLTS THE PUMP PSI IS 48 THE FUEL VOLUME FROM THE LIFT PUMP IS TOO LOW CAUSING THE PCM TO WAIT UNTIL ALL PARAMETERS ARE IN RANGE TOPERFORM DOWNSHIFT AT40 MPH WHICH BECOMES HARSH AT A HIGHER RPM customer request customer request

Correction: 49128 TEST DROVE VCC. PERFORM DIAG REMOVEDTHE TRANS PAN FOUND DEBRIS IN THE PAN,REPLACED THE TRANS FILTER AND FLUID TESTDROVE HARSH DOWN SHIFT IS STILL PRESENT ASPER STAR CASE 102023063 STTAR ADVISEDREPLACING THE TRANS AGAIN REPLACED THE TRANSAND THE TRANS THERMO BLOCK CLEAND OIL COOLERAND FILL FLUID TO SPECS PERFORMED QUICKLEARN TEST DROVE SYMPTOM PRESENT ONLY ONCERTAIN DOWN SHIFTS REFLASH BOTH ENGINE ANDTRANS MODULES TEST DROVE VEHICLE FEELSSLUGGIS

LOP Information

LOP	LOP Description
21252050	Transmission ; Oil Cooler/Heater/Line/Hose ; Oil cooler, e ternal / au iliary ; Cooler (2 Skilled)
21002762	Transmission ; Out of Vehicle Operations ; Transmission, Replace automatic ; Two piece propeller shaft equipped
21002712	Transmission ; Out of Vehicle Operations ; Transmission, Replace - automatic ; AS68RC/AS69RC
21000169	Transmission ; Out of Vehicle Operations ; Transmission ; DEF equipped 2500-3500 4x4 pick-up only
14500502	Air & Fuel system ; Fuel Pump ; Module/Pump, Diesel ; Fuel tank mounted 6 7 liter Diesel Midship Tank

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68533455AA	TRANS -WITH TORQUE CONVERTER	1	\$7,841.65	No	
68475578AC	SENSOR PA-TIRE PRESSURE	0	\$76.13	No	
68436631AA	FILTER KI-FUEL WATER SEPARATOR	1	\$66.45	No	
68359847AC	TOC ASSY OIL COOLER PRESSURE AND RE	1	\$130.30	No	01/01/0001
68357422AA	OIL -5W40	12	\$8.00	No	
68224232AA	FILTER -TRANSMISSION OIL	1	\$100.00	No	01/01/0001
68214914AA	GASKET -TRANSMISSION CASE	1	\$40.27	No	01/01/0001
68157291AA	FILTER FUEL	1	\$132.00	No	
5189966AD	FLUID AFT-AUTOMATIC TRANSMISSION	14	\$13.34	No	
5083285AA	FILTER -ENGINE OIL	1	\$25.75	No	
4560227AB	MODULEKIT FUEL PUMP LEVEL UNIT	1	\$610.69	No	
05189966AD	FLUID AFT AUTOMATIC TRANSMISSION	4	\$53.38	No	01/01/0001
04560227AB	MODULEKIT-FUEL PUMP LEVEL UNIT	1	\$610.69	No	01/01/0001

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRMDJXLG [REDACTED]

VIN	3C7WRMDJXLG [REDACTED]	Model Year	2020	Body	DP5L66	RAM 5500 REG CAB CHASSIS	
Built Date	09/05/2020	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					
Engine	ESB	6 4L V8 HEAVY DUTY HEMI ENGINE			Serial #	6244010871	
Transmission	DF3	6-SPD AUTO AISIN AS66RC HD TRANS			Serial #	F238000177	

Report #	[REDACTED]	System Key	545292298	Report Version	2	Open Date	02/09/2022
Close Date	02/15/2022	Narrative Date	02/17/2022	Category	0	Mileage	20,557
MDH	090518	Engine Built Date	11/19/2020	Built Date	09/05/2020	Advisor	80946
Dealer	44831	SZOTT M 59 DODGE, LLC					
Dealer Address	2565 E HIGHLAND RD						
Dealer City	HIGHLAND	State	MI	Zip	483562725		

Complaint: Automatic Transmission Concern - VEHICLE WAS FINE AFTER HE PICKED ITUP, CUSTOMER SAID THAT THE TURBO ALWAYS FELT LIKE IT HAD SOME HESITATION TO IT SINCE HE BOUGHT THE TRUCK. HE FEELS LIKE IT HESITATES AND THEN IT WILL JUST TAKE OFF WHEN IT DOES MOVE. VEHICLEWENT IN TO NEUTRAL ALL BY ITSELF CUSTOMER PULLED OVER PUT IT IN REVERSE AND THEN DRIVE AND THEN IT WOULDNT DRIVE OVER 35MPH HE LIMPED IT TO THE SHOP PERFORM SYNTHETIC PREMIUM LUBE OILAND FILTER CHANGE/ CHECK ALL BELTS AND HOSES, FILL ALL FLUIDS AND SET TIRE PRESSURE USING SYNTHETIC OIL

Cause: corroded Connector PERFORMED SYNTHETIC LUBE OIL AND FILTER CHANGE

Correction: 20557 corroded Connector 400 4.0 laborscanned has codes TCMP0716Input Shaft SpeedSensor 1 Performance- TCMP0733Gear 3 ShiftIncorrect Ratio-TCMP0734Gear 4 ShiftIncorrect Ratio TCMP0735Gear 5 ShiftIncorrect Ratio TCMP0869Transmission FluidPressure High TCMP0974Shift Solenoid 1Control Circuit High TCMP2757TCC PressureControl Solenoid Control Circuit Performance ABSU0402Implausible Data Received From TCM TCMP0716Active Input Shaft Speed Sensor 1Performance- TCMP0717Stored - Input ShaftSpeed Sensor 1 Circuit No Signal-TCMP0733Active - Gear 3 Shift IncorrectRatio- TCMP0734Active - Gear 4 ShiftIncorrect Ratio- TCMP0735Active - Gear 5Shift Incorrect Ratio- TCMP07C0Stored -Input/Turbine Shaft Speed Sensor 1 CircuitHigh- TCMP0869Active - Transmission FluidPressure High- TCMP0974Active - ShiftSolenoid 1 Control Circuit High-TCMP2757Active - TCC Pressure ControlSolenoid Control Circuit Performance-ABSU0402Active - Implausible Data ReceivedFrom TCM-performed diga test found Wiringthat attaches to the Internal Transmissionconnects to the valve body solenoids had tobe replaced on the reman transmission 4 pinswere corroded 1 pin was missing rr trans panto replaced wiring , also had to replacedColor: BLACK Cavity Count 30 Gender(Terminal) FEMALE Connector No D6647A andreplaced all wires added atf performed quicklearn and test drove Automatic Transmission Concern TRANSMISSION CONCER

LOP Information is not available

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68523970AA	OIL -0W40	7	\$7.99	No	
68228245AA	WIRING -30 WAY	1	\$246.25	No	
68224246AA	WIRING TRANSMISSION	1	\$393.99	No	
68214914AA	GASKET TRANSMISSION CASE	1	\$45.12	No	
5189966AD	FLUID AFT-AUTOMATIC TRANSMISSION	9	\$14.95	No	
4892339AB	FILTER -ENGINE OIL	1	\$8.57	No	

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRTCL8LG [REDACTED]

VIN	3C7WRTCL8LG [REDACTED]	Model Year	2020	Body	DD8L93	RAM 3500 CREW CAB CHASSIS 4X4	
Built Date	11/03/2020	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETN	6 7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F295065F32	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F295000148	

Report #	[REDACTED]	System Key	545549786	Report Version	2	Open Date	02/16/2022
Close Date	02/17/2022	Narrative Date	02/21/2022	Category	0	Mileage	67,687
MDH	110316	Engine Built Date	01/29/2021	Built Date	11/03/2020	Advisor	2092
Dealer	67657	SAM LEMAN CHRYSLER JEEP DODGE					
Dealer Address	1602 COMMERCE PKWY						
Dealer City	BLOOMINGTON	State	IL	Zip	617049608		

Complaint: RRT 1 [RRT 21-048 2020-2021 DJD2DDDFDPDX FLASH: DRIVER DOOR MOD**] Recall / Customer Satisfaction Notification 1 [Safety Recall Y78 -High Pressure Fuel Pump **] Engine Performance Concern (Diesel)[CS DEF MESSAGE PRESENT HAS LIMITEDMILES]

Cause:

Correction: RRT 1 RRT Recall / Customer Satisfaction Notification1 RECALL 67687 NO DTC'S STORED IN RELATION TOMESSAGE ON THE DASH, DID SEE HARDWIRE DEFLEVEL READING ZERO BUT LEVEL ON GAUGE ATHALF. NO PARTS AVAILABLE FOR THE REPAIR ATTHIS TIME Diesel Exhaust Fluid System, Trouble Not Found- No Repair/Trouble Not Found Diesel Exhaust Fluid System (2 - Skilled)

LOP Information

LOP	LOP Description
85411201	Special Services ; Diagnostic LOP ; Diesel Exhaust Fluid System, Trouble Not Found ; Diesel Exhaust Fluid System

Part Information is not available

Repair Order Detailed Report # [REDACTED] For VIN: 3C63RRJL7MG [REDACTED]

VIN	3C63RRJL7MG [REDACTED]	Model Year	2021	Body	D28P92	RAM 3500 LARAMIE CREW CAB 4X4	
Built Date	06/19/2021	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETM	6 7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F15517F3E9	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F162100369	

Report #	[REDACTED]	System Key	545779394	Report Version	2	Open Date	02/21/2022
Close Date	03/08/2022	Narrative Date	03/10/2022	Category	0	Mileage	8,487
MDH	061921	Engine Built Date	08/16/2021	Built Date	06/19/2021	Advisor	8430
Dealer	45349	COLORADO SPRINGS DODGE					
Dealer Address	7455 AUSTIN BLUFFS PKWY						
Dealer City	COLORADO SPRINGS	State	CO	Zip	809239272		

Complaint: AUTO.LIVE COURTESY VEHICLE INSPECTION CUSTOMER STATES EXHAUST SYSTEM SERVICE REQUIRED SEE DEALER ADVISE PLEASE CUSTOMER STATES CHECK ENGINE LIGHT COMES ON WHILE DRIVING ADVISE PLEASE CUSTOMER STATES WHILE VEHICLES RUNNING SHAKES EXCESSIVELY AND WHENYOU ACCELERATE GETS WORSE AS IF IT'S TRYING TO STABILIZE BUT DOESN'T ADVISE PLEASE CUSTOMER STATES LEFT FRONT WINDOW WHEN GOING UP AND DOWN IS JERKING ADVISE PLEASE STATES CAN HEAR CHATTER ALL THE WAY DOWN ADVISE PLEASE CUSTOMER STATES DRIVER SIDE VISOR WHEN LOWERING FALLS OUT OF CLIPS CONSTANTLY ADVISE PLEASE CUSTOMER STATES RADIO SCREEN GOES BLACK INTERMITTENTLY BUT ON A REGULAR BASIS LAST EPISODE LASTED TWO DAYS ADVISE PLEASECUSTOMER ALSO NOTED WHEN THIS HAPPENS IT UNPAIRS HIS PHONE HE HAST TO RE PAIR ALL OVER AGAIN CUSTOMER STATES WHEN DROVE IN THE SNOW LAST WEEK PUT IN FOUR-WHEEL-DRIVE RADIO HAPPENED TO BE ON BLACK SCREEN SO WAS ABLE TO HEAR A ROTATIONAL NOISE FROM THE FRONT OF THE TRUCK ADVISE PLEASE STATES HEARS FROM AXLE (THIRD MEMBER) RECALL CAMPAIGN Y76 - 2021-2022 HDRAM GRID HEATER RELAY

Cause:

Correction: AUTO.LIVE COURTESY VEHICLE INSPECTION Perform Auto.Live courtesy inspection report. 8476 FOUND DTCS P1451 AND P242F SET.REMOVE DPF AND INSPECT. DUE TO DPFL OVER TEMPIT ALLOWED INTERNAL FAILURE THAT LET SOOTPAST. REPLACE DPF TO CORRECT CEL ISSUE ANDSERVICE EXHAUST ISSUE AT THIS TIME Filter diesel particulate(DPF) - Replace 6.7 literdiesel engine, 2500-3500 pick up only (1 - Semi-Skilled) ADD ON DIAG ADD ON 8476 SEE LINE B FOR REPAIR CUSTOMER STATES CHECK ENGINE LIGHT COMES ON WHILE DRIVING ADVISEPLEASE ENGINE LIGHT 8476 FOUND DTC P0306 SET REMOVE VALVECOVERS AND FOUND POWER SOLENOID NUT MISSING REPLACE INJECTOR ON CYL #6 AND UPPER VALVECOVER GASKET TO ACHIEVE PROPER TORQUE ONINJECTOR NUTS TO KEEP FROM CONTINUING TOMISFIRE Injector, Fuel Test andReplace 6.7 liter primarylabor operation (2 Skilled) ADD ON Gasket, rocker arm housing - Replace 6.7 liter diesel engine (2 - Skilled) ADD ON 8476 TRACK AN

LOP Information

LOP	LOP Description
85410000	Special Services ; Diagnostic LOP ; Operation diagnostics With repair ; Must be used in conjunction with appropriate repair Labor Operation
23301000	Body ; Window - Glass/Windshield/Backlite/Door/Sun Roof/Frame/Panel ; Glass, Door Movable
143020D6	Air & Fuel system ; Injectors, Regulator, Throttle Valve, Cut Off Solenoid ; Injector, Fuel ; Cylinder 6 - 6.7 liter
14302001	Air & Fuel system ; Injectors, Regulator, Throttle Valve, Cut Off Solenoid ; Injector, Fuel ; 6.7 liter primary labor operation
11610163	E haust System ; Filter, Particulate ; Filter diesel particulate (DPF) ; 4 4 equipped 6 7 liter diesel
11610139	Exhaust System ; Filter, Particulate ; Filter diesel particulate (DPF) ; 6.7 liter diesel engine, 2500-3500 pick up only
09352201	Engine ; Cylinder Head/Valve Cover/Block Heater ; Gasket, rocker arm housing ; 6.7 liter diesel engine
08Y76182	Electrical System ; Recall Yxx ; Safety Recall Y76 - Intake Air Heater Relay ; Inspect and Perform Grid Heater Relay Test

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
R8444790AA	INJECTOR FUEL	1	\$776.18	No	
6PS37TX7AC	SUPPORT -VISOR	1	\$4.88	No	
68296341AE	CONVERTER-CATALYTIC	1	\$2,015.23	No	
5179091AD	GASKET -CYLINDER HEAD COVER	1	\$536.87	No	
05179091AD	GASKET CYLINDER HEAD COVER	1	\$536.87	No	01/01/0001

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRMDL7MG [REDACTED]

VIN	3C7WRMDL7MG [REDACTED]	Model Year	2021	Body	DP5L66	RAM 5500 REG CAB CHASSIS	
Built Date	11/27/2020	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETN	6 7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F329069C8D	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F324000231	

Report #	[REDACTED]	System Key	546180139	Report Version	1	Open Date	02/23/2022
Close Date	02/23/2022	Narrative Date	02/28/2022	Category	0	Mileage	49,128
MDH	112716	Engine Built Date	02/04/2021	Built Date	11/27/2020	Advisor	9672
Dealer	27056	Bayway Chrysler Dodge Jeep Ram					
Dealer Address	4000 Pasadena Freeway						
Dealer City	Pasadena	State	TX	Zip	775031142		

Complaint: WRONG LABOR TIME FLAGGED 9660 ON [REDACTED] A REPAIRS PAID 6.9

Cause:

Correction: WRONG LABOR TIME FLAGGED

LOP Information is not available

Part Information is not available

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRTCL8LG [REDACTED]

VIN	3C7WRTCL8LG [REDACTED]	Model Year	2020	Body	DD8L93	RAM 3500 CREW CAB CHASSIS 4X4	
Built Date	11/03/2020	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETN	6 7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F295065F32	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F295000148	

Report #	[REDACTED]	System Key	546182825	Report Version	1	Open Date	02/17/2022
Close Date	02/25/2022	Narrative Date	02/28/2022	Category	0	Mileage	68,233
MDH	110316	Engine Built Date	01/29/2021	Built Date	11/03/2020	Advisor	366 PAUL SAFLEY
Dealer	27142	WOOD MOTOR CHRYSLER DODGE JEEP					
Dealer Address	94 ROUTE OO						
Dealer City	JANE	State	MO	Zip	648567221		

Complaint: DIESEL ENGINE CONCERN

Cause:

Correction: -

LOP Information

LOP	LOP Description
25081201	Emission System ; Diesel E. haust Fluid System ; Pump, Unit ; 6 7L Diesel

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68457124AC	MODULE -UREA PUMP LEVEL UNIT	1	\$680.34	No	01/01/0001
68035704AC	FLUID -DIESEL EXHAUST	1	\$11.90	No	

Repair Order Detailed Report # [REDACTED] For VIN: 3C63RRKL2LG [REDACTED]

VIN	3C63RRKL2LG [REDACTED]	Model Year	2020	Body	D28R92	RAM 3500 LONGHORN CREW CAB 4X4	
Built Date	03/14/2020	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PSC BILLET SILVER METALLIC CLEAR COAT						
Engine	ETM	6 7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F0640542CD	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F057000181	

Report #	[REDACTED]	System Key	546231225	Report Version	1	Open Date	01/11/2022
Close Date	02/24/2022	Narrative Date	02/28/2022	Category	0	Mileage	47,475
MDH	031421	Engine Built Date	09/11/2020	Built Date	03/14/2020	Advisor	38255
Dealer	45368	TOMBALL DODGE CHRYSLER JEEP					
Dealer Address	23777 SH 249						
Dealer City	TOMBALL	State	TX	Zip	77375		

Complaint: Recall / CSN 1 [Safety Recall Y26 -Wheel Studs **] Recall / CSN 10 [Safety Recall Y78 - High Pressure Fuel Pump **] CUSTOMER STATES ALL WARNING LIGHTS ON DASH CAME ON AND WENT BACK OFF BUT CHECK ENGING LIGHT STAYED ON. AT THE SAME TIME AC STOPPED BLOWINGCOLD AIR AND ALL CAMERAS WERE INOP CUSTOMER STATES WHEN ALL WARNING LIGHTS WERE ON DASH COULD NOT USE HEATED SEATS. OPTION WAS GRAYED OUTON RADIO ALSO CAN SEE MESSAGES POPUP ON CLUSTER WHEN TRUCK WAS OFF MULTI POINT INSPECTION CUSTOMER CALLED ON 1 24 22 AT 1045 AM AND STATED While driving 1st to 2nd gear slipped and slammed into gear. 5th gear to 6th is slow to shift. multiple warning lights cameon dash cel and service 4wd. codes for transmission low pressure. alsohad loud whining noise from engine area.SERVICE ADDED 01-24-2022 AT 10:45 BY ALEX AFTER CUSTOMER SATISFACTION AND APPROVAL OF ADDITIONAL DIAG CHANGE OIL AND FILTER ROTATE 4 TIRES CUSTOMER CALLED ON 1-31-22 AT 502 PM AND STATED RADIO ANTENNA

Cause: RECALL Internal valvebody failure

Correction: 47061 Y26 60 Inspected wheel studs with gono go gauge. Studs passed. Inserted addendumcard into owners manual as per recall. Recall / CSN 1 [Safety Recall Y26 - Wheel Studs **] DRIVABILITY FACTORY RECALL DRIVABILITY 47061 Y78 Parts not yet available forrecall. Recall / CSN 10 [Safety Recall Y78 - High Pressure Fuel Pump **] 47069 R/R wheel speed sensor 150 Road testedvehicle. Was not able to duplicate customerconcern of dash lights coming on. Checked forDTCs. Found DTC for R/R wheel speed sensor.Performed diagnostic procedures for DTC. Upondiagnosis found wheel speed sensor to beshorted. Removed and replaced R/R wheel speedsensor. Cleared DTCs and road tested. ABSsystem now operating properly. ELECTRICAL DEPT. 47069 Software update 50 Road testedvehicle. Was unable to duplicate customerconcern of dash lights coming on or radiobuttons becoming grayed out Checked forDTCs Found no DTCs related to radio concern.Checked for updates. Found a software updatefor radio. Downloaded software up

LOP Information

LOP	LOP Description
85410000	Special Services ; Diagnostic LOP ; Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.
22Y26181	Wheels ; Recall Y2 ; Safety Recall Y26 Wheel Studs ; Inspect Wheel Studs
21950158	Transmission ; Cable Adjustment/Seal/Controls ; Valve Body ; Valve body - Replace - Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled)
21550233	Transmission ; Oil Pan/Related Repairs-Valve Body etc... ; Pan, Oil - Related Repairs ; Aisin Transmission

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68445748AA	BODY ASSY NONE	1	\$2,164.03	No	01/01/0001
68360876AC	SENSOR -WHEEL SPEED	1	\$62.39	No	
68224232AA	FILTER -TRANSMISSION OIL	1	\$115.35	No	01/01/0001
68214914AA	GASKET -TRANSMISSION CASE	1	\$46.45	No	01/01/0001
5189977AD	FLUID AFT AUTOMATIC TRANSMISSION	3	\$62.39	No	
5189966AD	FLUID AFT-AUTOMATIC TRANSMISSION	2	\$15.39	No	
05189977AD	FLUID AFT-AUTOMATIC TRANSMISSION	3	\$187.16	No	01/01/0001
05189966AD	FLUID AFT-AUTOMATIC TRANSMISSION	2	\$30.79	No	01/01/0001

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRMDL7MG [REDACTED]

VIN	3C7WRMDL7MG [REDACTED]	Model Year	2021	Body	DP5L66	RAM 5500 REG CAB CHASSIS	
Built Date	11/27/2020	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETN	6 7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F329069C8D	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F324000231	

Report #	[REDACTED]	System Key	546800098	Report Version	1	Open Date	03/02/2022
Close Date	03/02/2022	Narrative Date	03/07/2022	Category	0	Mileage	49,119
MDH	112716	Engine Built Date	02/04/2021	Built Date	11/27/2020	Advisor	9672
Dealer	27056	Bayway Chrysler Dodge Jeep Ram					
Dealer Address	4000 Pasadena Freeway						
Dealer City	Pasadena	State	TX	Zip	775031142		

Complaint: RC [REDACTED] PAID 6.9

Cause:

Correction: LABOR SALE ADJUSTMENT

LOP Information is not available

Part Information is not available

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRNFL8LG [REDACTED]

VIN	3C7WRNFL8LG [REDACTED]	Model Year	2020	Body	DP0L94	RAM 5500 CREW CAB CHASSIS	
Built Date	12/02/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETN	6 7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F32394AEC1	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F326900063	

Report #	[REDACTED]	System Key	546974158	Report Version	2	Open Date	03/07/2022
Close Date	03/07/2022	Narrative Date	03/09/2022	Category	0	Mileage	128,117
MDH	120201	Engine Built Date	07/20/2020	Built Date	12/02/2019	Advisor	5687
Dealer	42050	GLENBROOK DODGE CHRYSLER JEEP					
Dealer Address	100 W COLISEUM BLVD						
Dealer City	FORT WAYNE	State	IN	Zip	468051006		

Complaint: Multi-point inspection (according to maintenance interval) CUSTOMER REQUESTS TO PERFORM 5 QUART SYNTHETIC OIL CHANGE \$59.95 +TAX (UP TO 5 QUARTS OF OIL) EACH ADDITIONAL QUART \$8.50 +TAX

Cause:

Correction: Multi-point inspection (according to maintenance interval) CUSTOMER REQUESTS TO PERFORM 5 QUART SYNTHETIC OIL CHANGE \$59.95 +TAX (UP TO 5 QUARTS OF OIL) EACH ADDITIONAL QUART \$8.50 +TAX CUSTOMER REQUESTS TO PERFORM 5 QUART SYNTHETIC OIL CHANGE \$59.95 +TAX (UP TO 5 QUARTS OF OIL) EACH ADDITIONAL QUART \$8.50 +TAX

LOP Information is not available

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
5083285AA	FILTER ENGINE OIL	1	\$25.75	No	
10W30D		1	\$75.00	No	

Repair Order Detailed Report # [REDACTED] For VIN: 3C63RRAL8KG [REDACTED]

VIN	3C63RRAL8KG [REDACTED]	Model Year	2019	Body	D28L62	RAM 3500 TRADESMAN REG CAB 4X4	
Built Date	08/06/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETM	6 7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F19893C392	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F203900093	

Report #	[REDACTED]	System Key	547139129	Report Version	1	Open Date	03/07/2022
Close Date	03/07/2022	Narrative Date	03/09/2022	Category	0	Mileage	51,299
MDH	080603	Engine Built Date	08/22/2019	Built Date	08/06/2019	Advisor	207429
Dealer	45235	Lithia Chrysler Dodge Jeep Fia					
Dealer Address	4320 BROADWAY ST						
Dealer City	EUREKA	State	CA	Zip	955035740		

Complaint: OIL AND FILTER SERVICE, CHANGE ENGINE OIL AND REPLACE OIL FILTER INCLUDES UP TO 5 QUARTS OF ENGINE OIL , EXTRA QUARTS AND/OR SYNTHETIC ADDITIONAL REINSTALL JACK UNDER PASS SEAT FOR CUSTOMER PERFORM COURTESY VEHICLE INSPECTION. INCLUDES: VISUAL INSPECTION OF VEHICLE, TIRE TREAD DEPTH, AND SET TIRE PRESSURE TO SPEC'S(LF ___ RF ___ LR ___ RR ___).

Cause:

Correction: 51299 oil change complete 10w30 Synthetic OIL AND FILTER SERVICE, CHANGE ENGINE OIL AND REPLACE OIL FILTER INCLUDES UP TO 5 QUARTS OF ENGINE OIL , EXTRA QUARTS AND/OR SYNTHETIC ADDITIONAL 51299 job complete MEMO LINE 51299 inspection complete psi 65-80 PERFORM COURTESY VEHICLE INSPECTION INCLUDES VISUAL INSPECTION OF VEHICLE, TIRE TREAD DEPTH, AND SET TIRE PRESSURE TO SPEC'S(LF ___ RF ___ LR ___ RR ___) PERFORM COURTESY VEHICLE INSPECTION INCLUDES VISUAL INSPECTION OF VEHICLE, TIRE TREAD DEPTH, AND SET TIRE PRESSURE TO SPEC'S(LF ___ RF ___ LR ___ RR ___).

LOP Information is not available

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68438447PA	OIL -10W30	3	\$48.70	No	
27620		1	\$9.95	No	

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRTCL4MG [REDACTED]

VIN	3C7WRTCL4MG [REDACTED]	Model Year	2021	Body	DD8L93	RAM 3500 CREW CAB CHASSIS 4X4	
Built Date	05/05/2021	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETN	6 7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F1051798D1	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F116100189	

Report #	[REDACTED]	System Key	547627171	Report Version	1	Open Date	12/16/2021
Close Date	03/11/2022	Narrative Date	03/14/2022	Category	0	Mileage	42,263
MDH	050510	Engine Built Date	07/06/2021	Built Date	05/05/2021	Advisor	1434
Dealer	08299	BOSAK MOTORS OF MERRILLVILLE,					
Dealer Address	3111 W LINCOLN HWY						
Dealer City	MERRILLVILLE	State	IN	Zip	464105148		

Complaint: Automatic Transmission Concern [Customer States LEAKING TRANSMISSION FLUID]

Cause:

Correction: 42258 trans has no fluid in it, was told by customer that the line came off while he was sleeping in the truck and it lost all fluid, cooler line leaking at trans fittings, repl cooler lines at trans and all fittings on trans. test drove 5 miles shifts fine at this time. PER ZURICH P-1098.60, L-684.00, T-76.90, ED-100.00, TO PAY-1759.50, AUHT-C004614098 Automatic Transmission Concern [Customer States LEAKING TRANSMISSION FLUID] TRANSMISSION CONCERN

LOP Information is not available

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68445730AA	ELBOW -OIL COOLER LINE	1	\$60.26	No	
68359847AC	TOC ASSY -OIL COOLER PRESSURE AND RE	1	\$154.29	No	
68224591AB	ELBOW -OIL COOLER LINE	1	\$120.99	No	
68020021AA	FITTING -QUICK CONNECT	2	\$186.39	No	
68020019AB	PLUG TRANSMISSION CASE	2	\$9.33	No	
68020016AA	O RING -NONE	2	\$4.52	No	
68020004AA	SENSOR -TRANSMISSION OIL TEMP	1	\$101.01	No	
5189966AD	FLUID AFT-AUTOMATIC TRANSMISSION	10	\$14.20	No	

Repair Order Detailed Report # [REDACTED] For VIN: 3C63R3HL5KG [REDACTED]

VIN	3C63R3HL5KG [REDACTED]	Model Year	2019	Body	D28H92	RAM 3500 BIG HORN CREW CAB 4X4	
Built Date	03/29/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PXJ	DIAMOND BLACK CRYSTAL P/C					
Engine	ETM	6 7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F076916FBE	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F074900153	

Report #	[REDACTED]	System Key	547730615	Report Version	1	Open Date	03/10/2022
Close Date	03/10/2022	Narrative Date	03/14/2022	Category	0	Mileage	40,153
MDH	032904	Engine Built Date	06/24/2019	Built Date	03/29/2019	Advisor	4614
Dealer	60795	Weimer Chrysler Dodge Jeep Ram					
Dealer Address	21 SHAMROCK DR						
Dealer City	KEYSER	State	WV	Zip	267266012		

Complaint: CUSTOMER REQUESTS REMOVE TRANSMISSION PAN INSPECT FOR METAL SHAVINGS AND REPLACE FLUID CUSTOMER REQUESTS TRANSFER CASE TO BE REPLACED CUSTOMER REQUESTS FRONT AND REAR DIFF FLUID TO BE REPLACED

Cause:

Correction: 40153 DROPPED TRANSMISSION PAN, CHANGED FILTER AND REFILLED FLUID, PERFORMED FLUSH AS REQUESTED PER CUSTOMER CUSTOMER STATES 40153 DRAINED AND REFILLED TRANSFER CASE CUSTOMER STATES 40153 DRAINED AND FILLED FRONT DIFF FLUID, COULD NOT DO REAR DIFF DUE TO FLUID ON BACK ORDER CUSTOMER STATES

LOP Information is not available

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68224232AA	FILTER TRANSMISSION OIL	1	\$129.99	No	
68210057AB	LUBRICANT-GEAR	3	\$24.29	No	
68089195AA	LUBRICANT-TRANSFER CASE	2	\$56.42	No	
5189977AD	FLUID AFT-AUTOMATIC TRANSMISSION	4	\$57.45	No	

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRMDL7MG [REDACTED]

VIN	3C7WRMDL7MG [REDACTED]	Model Year	2021	Body	DP5L66	RAM 5500 REG CAB CHASSIS	
Built Date	11/27/2020	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETN	6 7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F329069C8D	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F324000231	

Report #	[REDACTED]	System Key	547945809	Report Version	1	Open Date	03/14/2022
Close Date	03/14/2022	Narrative Date	03/15/2022	Category	0	Mileage	54,266
MDH	112716	Engine Built Date	02/04/2021	Built Date	11/27/2020	Advisor	206 WILLIAM HERNANDE
Dealer	65233	HELFMAN RIVER OAKS CHRYSLER JE					
Dealer Address	4807 KIRBY DR						
Dealer City	HOUSTON	State	TX	Zip	770985005		

Complaint: (Multi-point inspection according to maintenance interval) DIESEL OIL CHANGE REPLACE THE FUEL FILTER. REPLACE CHAS FU FIL

Cause: FREE SERVICE CUSTOMER REQUEST MAINTENANCE CUSTOMER REQUEST

Correction: SEE INSPECTION REPORT. COMPLETED AS PER STANDARD PROCEDURE SERVICE PERFORMED. REPLACED WATER SEPARATOR

LOP Information is not available

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CH68438447-PA	OIL -10W30	3	\$53.00	No	
CH68436631-AA	FILTER KI-FUEL WATER SEPARATOR	1	\$69.65	No	
CH68157291 AA	FILTER FUEL	1	\$140.00	No	
CH5083285-AA	FILTER -ENGINE OIL	1	\$35.75	No	

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRNFL8LG [REDACTED]

VIN	3C7WRNFL8LG [REDACTED]	Model Year	2020	Body	DP0L94	RAM 5500 CREW CAB CHASSIS	
Built Date	12/02/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETN	6.7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F32394AEC1	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F326900063	

Report #	[REDACTED]	System Key	548509126	Report Version	1	Open Date	03/17/2022
Close Date	03/17/2022	Narrative Date	03/21/2022	Category	0	Mileage	134,728
MDH	120201	Engine Built Date	07/20/2020	Built Date	12/02/2019	Advisor	85654
Dealer	45099	LITHIA CHRYSLER JEEP DODGE OF					
Dealer Address	2229 KING AVENUE WEST						
Dealer City	BILLINGS	State	MT	Zip	591026421		

Complaint: (LOFDT6)PERFORM DIESEL LUBE, OIL, & FILTER SERVICE WITH COURTESY INSPECTION USING SHELL ROTELLA T6 FULL SYNTHETIC" ENGINE OIL, GREASE FITTINGS AS NEEDED AND LUBE FRONT DRIVELINE CARDON JOINT WHERE APPLICABLE. PERFORM COURTESY VEHICLE INSPECTION. INCLUDES: VISUAL INSPECTION OF VEHICLE, TIRES, AND SET TIRE PRESSURE TO SPEC'S.

Cause:

Correction: 134728 OIL CHANGE DONE (LOFDT6)PERFORM DIESEL LUBE, OIL, & FILTER SERVICE WITH COURTESY INSPECTION USING SHELL ROTELLA T6 FULL SYNTHETIC" ENGINE OIL, GREASE FITTINGS AS NEEDEDAND LUBE FRONT DRIVELINE CARDON JOINT WHERE APPLICABLE. (LOFDT6)PERFORM DIESEL LUBE, OIL, & FILTER SERVICEWITH COURTESY INSPECTIONUSING SHELL ROTELLA T6 FULL SYNTHETIC" ENGINE OIL, GREASE FITTINGS AS NEEDED AND LUBE FRONT DRIVELINE CARDON JOINT WHERE APPLICABLE. 134728 DONE PERFORM COURTESY VEHICLE INSPECTION. INCLUDES: VISUAL INSPECTION OF VEHICLE, TIRES, AND SET TIRE PRESSURE TO SPEC'S.

LOP Information is not available

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68357422AA	OIL -5W40	12	\$6.50	No	
5083285AA	FILTER -ENGINE OIL	1	\$13.96	No	

Repair Order Detailed Report # [REDACTED] For VIN: 3C63RRAL8KG [REDACTED]

VIN	3C63RRAL8KG [REDACTED]	Model Year	2019	Body	D28L62	RAM 3500 TRADESMAN REG CAB 4X4	
Built Date	08/06/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETM	6.7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F19893C392	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F203900093	

Report #	[REDACTED]	System Key	548523912	Report Version	1	Open Date	03/11/2022
Close Date	03/18/2022	Narrative Date	03/21/2022	Category	0	Mileage	51,668
MDH	080603	Engine Built Date	08/22/2019	Built Date	08/06/2019	Advisor	207429
Dealer	45235	Lithia Chrysler Dodge Jeep Fia					
Dealer Address	4320 BROADWAY ST						
Dealer City	EUREKA	State	CA	Zip	955035740		

Complaint: CUSTOMER STATES TRANS IS LEAKING AND THERE IS A CEL ON. CHECK AND ADVISE PERFORM COURTESY VEHICLE INSPECTION. INCLUDES: VISUAL INSPECTION OF VEHICLE, TIRE TREAD DEPTH, AND SET TIRE PRESSURE TO SPEC'S(LF ___ RF ___ LR ___ RR ___).

Cause:

Correction: 51668 T CASE REAR OUTPUT SEAL LEAKING FLUID WAS LOW REPLACED SEAL AND FILLED T CASE ALL OKAY Seal, output shaft Replace 8 speed transmission (1 - Semi-Skilled) OUTPUT SEAL FOR 8 SPEED TRANSMISSION, 2WD PERFORM COURTESY VEHICLE INSPECTION. INCLUDES: VISUAL INSPECTION OF VEHICLE, TIRE TREAD DEPTH, AND SET TIRE PRESSURE TO SPEC'S(LF ___ RF ___ LR ___ RR ___). PERFORM COURTESY VEHICLE INSPECTION. INCLUDES: VISUAL INSPECTION OF VEHICLE, TIRE TREAD DEPTH, AND SET TIRE PRESSURE TO SPEC'S(LF ___ RF ___ LR ___ RR ___).

LOP Information

LOP	LOP Description
21140510	Transmission ; Seal/Bearing/Shaft ; Seal, output shaft ; 8 speed transmission

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68449218AA	SEAL -OUTPUT SHAFT	1	\$115.87	No	
68089195AA	LUBRICANT-TRANSFER CASE	2	\$40.30	No	

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRNFL8L [REDACTED]

VIN	3C7WRNFL8L [REDACTED]	Model Year	2020	Body	DP0L94	RAM 5500 CREW CAB CHASSIS	
Built Date	12/02/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETN	6.7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F32394AEC1	
Transmission	DF2	6 SPD AUTO AISIN AS69RC HD TRANS			Serial #	F326900063	

Report #	[REDACTED]	System Key	548762035	Report Version	1	Open Date	03/17/2022
Close Date	03/21/2022	Narrative Date	03/23/2022	Category	0	Mileage	134,728
MDH	120201	Engine Built Date	07/20/2020	Built Date	12/02/2019	Advisor	91620
Dealer	45099	LITHIA CHRYSLER JEEP DODGE OF					
Dealer Address	2229 KING AVENUE WEST						
Dealer City	BILLINGS	State	MT	Zip	591026421		

Complaint: CUSTOMER STATES THAT CHECK ENGINE LIGHT IS ON, CHECK AND ADVISE. RECALL Z08 PERFORM COURTESY VEHICLE INSPECTION. INCLUDES: VISUAL INSPECTION OF VEHICLE, TIRES, AND SET TIRE PRESSURE TO SPEC'S. CHECK AND REPLACE AIR FILTER IF NEEDED (DIESEL ENGINE).

Cause:

Correction: 134728 FOUND ACTIVE CODE P0299 I REPLACED THE AIR FILTER CUSTOMER STATES THAT CHECK ENGINE LIGHT IS ON, CHECK AND ADVISE. CUSTOMER STATES THAT CHECK ENGINE LIGHT IS ON, CHECK AND ADVISE. 134728 RECALL COMPLETE Safety Recall Z08 - Windshield Wipers - Tighten Nut, Wiper Arms - Torque Front (0 - Low Skilled) 134728 COMPLETE PERFORM COURTESY VEHICLE INSPECTION. INCLUDES: VISUAL INSPECTION OF VEHICLE, TIRES, AND SET TIRE PRESSURE TO SPEC'S. 134728 COMPLETE CHECK AND REPLACE AIR FILTER IF NEEDED (DIESEL ENGINE).

LOP Information

LOP	LOP Description
23Z08182	Body ; Recall Z0x ; Safety Recall Z08 - Windshield Wipers ; Nut, Wiper Arms - Torque Front

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68517554AA	FILTER -AIR	1	\$39.95	No	

Repair Order Detailed Report # [REDACTED] For VIN: 3C63R3HL5KG [REDACTED]

VIN	3C63R3HL5KG [REDACTED]	Model Year	2019	Body	D28H92	RAM 3500 BIG HORN CREW CAB 4X4	
Built Date	03/29/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PXJ	DIAMOND BLACK CRYSTAL P/C					
Engine	ETM	6 7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F076916FBE	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F074900153	

Report #	[REDACTED]	System Key	548905164	Report Version	1	Open Date	02/17/2022
Close Date	03/21/2022	Narrative Date	03/24/2022	Category	0	Mileage	39,640
MDH	032904	Engine Built Date	06/24/2019	Built Date	03/29/2019	Advisor	4614
Dealer	60795	Weimer Chrysler Dodge Jeep Ram					
Dealer Address	21 SHAMROCK DR						
Dealer City	KEYSER	State	WV	Zip	267266012		

Complaint: REPLACE WIPER BLADES AT CUSTOMER'S REQUEST RECALL Y78 2019-2020 RAM HD HIGH PRESSURE FUEL PUMP - CUSTOMER HAVING ISSUES WITH VEHICLE BOGGING DOWN WHILE DRIVING AND ALSO GAS MILEAGE DROPPING

Cause:

Correction: REPLACE WIPER BLADES RECALL

LOP Information is not available

Part Information is not available

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRMDL7MC [REDACTED]

VIN	3C7WRMDL7MC [REDACTED]	Model Year	2021	Body	DP5L66	RAM 5500 REG CAB CHASSIS	
Built Date	11/27/2020	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETN	6 7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F329069C8D	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F324000231	

Report #	[REDACTED]	System Key	548910216	Report Version	6	Open Date	03/23/2022
Close Date	03/30/2022	Narrative Date	03/31/2022	Category	0	Mileage	55,365
MDH	112716	Engine Built Date	02/04/2021	Built Date	11/27/2020	Advisor	206 WILLIAM HERNANDE
Dealer	65233	HELFMAN RIVER OAKS CHRYSLER JE					
Dealer Address	4807 KIRBY DR						
Dealer City	HOUSTON	State	TX	Zip	770985005		

Complaint: Customer States grinding noise with aggressive down shifting (Engine Mechanical Concern) (Multi-point inspection according to maintenance interval)

Cause: FREE SERVICE

Correction: CUSTOMER TOOK VEHICLE TO ADD MORE MILES . CUSTOMER TO RETURN SEE INSPECTION REPORT.

LOP Information is not available

Part Information is not available

Repair Order Detailed Report # [REDACTED] For VIN: 3C63RRAL8KG [REDACTED]

VIN	3C63RRAL8KG [REDACTED]	Model Year	2019	Body	D28L62	RAM 3500 TRADESMAN REG CAB 4X4	
Built Date	08/06/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETM	6 7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F19893C392	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F203900093	

Report #	[REDACTED]	System Key	548978931	Report Version	2	Open Date	03/23/2022
Close Date	03/24/2022	Narrative Date	03/28/2022	Category	0	Mileage	52,519
MDH	080603	Engine Built Date	08/22/2019	Built Date	08/06/2019	Advisor	175167
Dealer	44221	LITHIA'S GRANTS PASS AUTO CENT					
Dealer Address	1421 N E 6TH ST						
Dealer City	GRANTS PASS	State	OR	Zip	975261253		

Complaint: 2019-2020 D Truck Windshield Wipers Y26 RECALL- 2012-21 D TRUCK M14 WHEEL STUDS PERFORM COURTESY VEHICLE INSPECTION. INCLUDES VISUAL INSPECTION OF VEHICLE, TIRES, AND SET TIRE PRESSURE TO SPEC'S

Cause:

Correction: 52519 z08 recall Tighten Windshield WiperArm Nuts 23 Z0 81 82 0 1hours SEE COMMENT 52519 y26 recall Inspect Wheel Studs22 Y2 61 81 0 6hours SEE COMMENT 52519 completed PERFORM COURTESY VEHICLE INSPECTION INCLUDES VISUAL INSPECTION OF VEHICLE, TIRES, AND SET TIRE PRESSURE TO SPEC'S

LOP Information

LOP	LOP Description
23Z08182	Body ; Recall Z0 ; Safety Recall Z08 Windshield Wipers ; Nut, Wiper Arms Torque Front
22Y26181	Wheels ; Recall Y2 ; Safety Recall Y26 Wheel Studs ; Inspect Wheel Studs

Part Information is not available

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRTCL4M [REDACTED]

VIN	3C7WRTCL4M [REDACTED]	Model Year	2021	Body	DD8L93	RAM 3500 CREW CAB CHASSIS 4X4	
Built Date	05/05/2021	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETN	6 7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F1051798D1	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F116100189	

Report #	[REDACTED]	System Key	549028630	Report Version	1	Open Date	03/19/2022
Close Date	03/23/2022	Narrative Date	03/27/2022	Category	0	Mileage	44,316
MDH	050510	Engine Built Date	07/06/2021	Built Date	05/05/2021	Advisor	70 STRAUSS;TONY
Dealer	67002	SIEMANS CHRYSLER PRODUCTS					
Dealer Address	8961 RED ARROW HIGHWAY						
Dealer City	BRIDGMAN	State	MI	Zip	491069524		

Complaint: Multi-point inspection (according to maintenance interval) Customer states DRivers side front wheel axle U-joint is broken DIESEL ENGINE OIL AND FILTER CHANGE, LUBE CHASSIS WHEN GREASE FITTING ARE THERE, CHECK FLUIDS AS NEEDED AND TOP OFF WASHER SOLVENT, CHECK TIRESFOR WEAR For vehicles that require Diesel E haust Fluid

Cause: Found driverside a le shaft U joint missing cap and loose and driver side a le shaft damaged by hittint ball joint bolt

Correction: Completed inspection on vehicle, fluids, hoses, steering, suspension, tire depth and wear pattern, e haust, shocks/struts, accessory drive belt/belts, and e terior lighting Replaced front left U joint ans a le shaft checks ok 02130563

LOP Information

LOP	LOP Description
02130563	Suspension & Front A le ; Front A le shaft/universal joint ; Shaft, Front A le ; Wheel house e tesion equipped

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
SHIPPING		1	\$75 00	No	
68449571AB	SHAFT AXLE	1	\$413 00	No	
68001332PC	OIL 5W40	12	\$10 22	No	
5083285AA	FILTER ENGINE OIL	1	\$21 63	No	

Repair Order Detailed Report # [REDACTED] For VIN: 3C63R3PLXLG [REDACTED]

VIN	3C63R3PLXLG [REDACTED]	Model Year	2020	Body	D28M81	RAM 3500 LIMITED MEGA CAB 4X4	
Built Date	09/25/2020	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PSC BILLET SILVER METALLIC CLEAR COAT						
Engine	ETM	6 7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F259061A6C	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F254000004	

Report #	[REDACTED]	System Key	549191398	Report Version	1	Open Date	12/08/2021
Close Date	03/25/2022	Narrative Date	03/28/2022	Category	0	Mileage	18,830
MDH	092512	Engine Built Date	11/23/2020	Built Date	09/25/2020	Advisor	760 NATHANIEL JOHNSO
Dealer	64793	ANCHORAGE CHRYSLER CENTER INC					
Dealer Address	2601 EAST 5TH AVENUE						
Dealer City	ANCHORAGE	State	AK	Zip	995013039		

Complaint: COMPLETE OPEN RECALL BODY EXTERIOR DIESEL ENGINE MINOR MAINT. INSP

Cause:

Correction: INSPECTION OF FLUID LEVELS AND CONDITION, AIR

LOP Information is not available

Part Information is not available

Repair Order Detailed Report For VIN: 3C63R3PLXLG

VIN	3C63R3PLXLG	Model Year	2020	Body	D28M81	RAM 3500 LIMITED MEGA CAB 4X4	
Built Date	09/25/2020	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					
Engine	ETM	6 7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F259061A6C	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F254000004	

Report #		System Key	549191416	Report Version	1	Open Date	03/21/2022
Close Date	03/25/2022	Narrative Date	03/28/2022	Category	0	Mileage	20,323
MDH	092512	Engine Built Date	11/23/2020	Built Date	09/25/2020	Advisor	760 NATHANIEL JOHNSO
Dealer	64793	ANCHORAGE CHRYSLER CENTER INC					
Dealer Address	2601 EAST 5TH AVENUE						
Dealer City	ANCHORAGE	State	AK	Zip	995013039		

Complaint: BODY EXTERIOR ENGINE CONCERN PERFORM MULTI POINT INSPECTION. ADVISE OF ANY NEED

Cause: Verified customer's concern, upon inspection Verified customer's concern, upon inspection

Correction: 23090904 - 23090904; 23090904 - 23090904 25082201 - Injector Assembly 6.7 liter diesel engine; 25082201 - Injector Assembly 6.7 liter diesel engine
Inspection of fluid levels and condition, air

LOP Information

LOP	LOP Description
97756555	Claim Administration ; Sublet Repair ; Sublet Repair
85333333	Special Services ; Sublet Processing ; Sublet processing allowance
23601633	Body ; Paint - Color Coat ; Panel, pick-up box side, outside ; Rambox equipped - Upper storage box lid - Right or left
23601632	Body ; Paint Color Coat ; Panel, pick up bo side, outside ; Rambo equipped Upper storage bo lid Right or left
23600101	Body ; Paint Color Coat ; Basic paint preparation ; paint preparation
23412520	Body ; Hardware - Latch/Striker/Lock/Handle/Bumper ; Latch, deck lid/tailgate ; Rambox latch - Right or Left
23412519	Body ; Hardware - Latch/Striker/Lock/Handle/Bumper ; Latch, deck lid/tailgate ; Rambox latch - Right or Left
23410529	Body ; Hardware Latch/Striker/Lock/Handle/Bumper ; Lock cylinder ; Ram bo Right or Left
23410528	Body ; Hardware Latch/Striker/Lock/Handle/Bumper ; Lock cylinder ; Ram bo Right or left
23090907	Body ; Exterior - Running Board/Bed System/Light Bar/Boot/Scoop/Cover ; Rambox ; Applique- Left
23090906	Body ; E terior Running Board/Bed System/Light Bar/Boot/Scoop/Cover ; Rambo ; Applique Right
23090905	Body ; E terior Running Board/Bed System/Light Bar/Boot/Scoop/Cover ; Rambo ; Lid Left
23090904	Body ; Exterior - Running Board/Bed System/Light Bar/Boot/Scoop/Cover ; Rambox ; Lid - Right
08301016	Electrical System ; Solenoid/Actuator/Valve/Sensor ; Actuator/motor, electric door lock ; Ram Box-Right or left
08301015	Electrical System ; Solenoid/Actuator/Valve/Sensor ; Actuator/motor, electric door lock ; Ram Bo Right or left

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68428855AB	DOOR STORAGE BIN	1	\$416.00	No	
68238657AA	HOUSING -PUSH BUTTON RAM BOX	2	\$34.50	No	
68206717AA	HARNES -DOOR LOCK ACTUATOR	2	\$58.90	No	
68206716AA	HARNES CARGO LAMP	2	\$134.00	No	
68206714AA	ROD STORAGE BIN	2	\$68.75	No	
68206698AB	DOOR -STORAGE BIN	1	\$385.00	No	
68206097AA	SCREW -LOCK CYLINDER	2	\$4.60	No	
68206096AA	PAWL LOCK CYLINDER	2	\$1.90	No	
68206092AA	ACTUATOR RAMBOX	2	\$76.00	No	
68206090AA	SCREW -ACTUATOR	4	\$1.80	No	
68206087AA	ROD -NONE	2	\$2.65	No	
68206060AA	WASHER STAR LOCK	2	\$3.15	No	
68204484AA	LATCH STORAGE BIN LID	2	\$119.00	No	
68204482AA	COVER -STORAGE BIN LATCH	2	\$117.00	No	
68204481AA	HINGE -STORAGE COMPARTMENT	2	\$61.50	No	
68204480AA	HINGE STORAGE COMPARTMENT	2	\$61.50	No	
68203527AA	CYLINDER PUSH BUTTON RAM BOX	2	\$17.30	No	
68146639AA	SEAL -STORAGE BIN	2	\$65.25	No	
68067517AA	HANDLE INSIDE RELEASE	2	\$32.75	No	
68054182AB	BOLT HEX HEAD	16	\$2.45	No	
6104716AA	NUT -NONE	2	\$3.35	No	
4658675	RETAINER -LOCK ROD	2	\$4.00	No	
4627241AF	INJECTOR DIESEL EXHAUST FLUID	1	\$339.00	No	

1WX171W7AC	APPLIQUE -STORAGE BIN	1	\$69.70	No	
1WX161W7AC	APPLIQUE -STORAGE BIN	1	\$69.70	No	
06104716AA	NUT -NONE	1	\$3.48	No	01/01/0001
04658675	RETAINER -LOCK ROD	1	\$4.09	No	01/01/0001

Repair Order Detailed Report [REDACTED] For VIN: 3C63RRAL8K[REDACTED]

VIN	3C63RRAL8K[REDACTED]	Model Year	2019	Body	D28L62	RAM 3500 TRADESMAN REG CAB 4X4	
Built Date	08/06/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETM	6 7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F19893C392	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F203900093	

Report #	[REDACTED]	System Key	549373830	Report Version	2	Open Date	03/29/2022
Close Date	03/29/2022	Narrative Date	04/01/2022	Category	0	Mileage	52,582
MDH	080603	Engine Built Date	08/22/2019	Built Date	08/06/2019	Advisor	91173
Dealer	44221	LITHIA'S GRANTS PASS AUTO CENT					
Dealer Address	1421 N.E. 6TH ST						
Dealer City	GRANTS PASS	State	OR	Zip	975261253		

Complaint: CUSTOMER STATES THAT WHEN SHIFTING THE VEHICLE INTO DRIVE FROM PARK ATTIMES IT DOESNT GO INTO GEAR AND SAYS ITS IN NEUTRAL. THE SHIFTER FEELS LOOSE//CHECK AND ADVISE CUSTOMER STATES THE VEHICLE STEERING WHEEL FEELS LIKE IT IS KICKING BACK ON HIM WHEN TURNING LONG SWEEPING TURNS ON FREEWAY//CHECK AND ADVISE PERFORM COURTESY VEHICLE INSPECTION INCLUDES VISUAL INSPECTION OF VEHICLE, TIRES, AND SET TIRE PRESSURE TO SPEC'S CUST STATES THAT IF HE LEAVES VEH OVERNIGHT IT HAS TO BE JUMP STARTED// REPLACED BATTERIES 3 4 MONTHS AGO

Cause:

Correction: 52545 could not duplicate concern'Performed preliminary inspection oftransmission , scanned vehicle , testedshifter , test drove vehicle Vehicletransmission operates as designed at thistime TRANSMISSION 52545 could not duplicate concern Testdrove vehicle on freeway and around turns ondifferent types of roads found vehiclessteering operates as designed at this time STEERING PERFORM COURTESY VEHICLE INSPECTION INCLUDES VISUAL INSPECTION OF VEHICLE, TIRES, AND SET TIRE PRESSURE TO SPEC'S 52582 Battery cables loose Inspectedvehicles batteries found both batterynegative cables loose Tightened cablesleared 22 loss of communication and lowvoltage DTCs vehicle starts as designed atthis time SEE COMMENT

LOP Information is not available

Part Information is not available

Repair Order Detailed Report [REDACTED] For VIN: 3C63RRAL8K[REDACTED]

VIN	3C63RRAL8K[REDACTED]	Model Year	2019	Body	D28L62	RAM 3500 TRADESMAN REG CAB 4X4	
Built Date	08/06/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETM	6 7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F19893C392	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F203900093	

Report #	[REDACTED]	System Key	550111041	Report Version	1	Open Date	04/04/2022
Close Date	04/04/2022	Narrative Date	04/07/2022	Category	0	Mileage	52,691
MDH	080603	Engine Built Date	08/22/2019	Built Date	08/06/2019	Advisor	175167
Dealer	44221	LITHIA'S GRANTS PASS AUTO CENT					
Dealer Address	1421 N.E. 6TH ST						
Dealer City	GRANTS PASS	State	OR	Zip	975261253		

Complaint: CUSTOMER STATES THE VEHICLE SHIFTER CAN BE MOVED EVEN WHEN IGNITION IS NOT IN THE RUN POSITION AND BRAKE PEDAL IS NOT PRESSED. VERIFIED IN SERVICE DRIVE. PERFORM COURTESY VEHICLE INSPECTION. INCLUDES: VISUAL INSPECTION OF VEHICLE, TIRES, AND SET TIRE PRESSURE TO SPEC'S.

Cause:

Correction: BTSI will not lock shifter into park position Tested BTSI - found shifter can be moved into any gear at any time. inspected BTSI system - found the shifter lock cannot hold the shifter in the Park position TRANSMISSION PERFORM COURTESY VEHICLE INSPECTION. INCLUDES: VISUAL INSPECTION OF VEHICLE, TIRES, AND SET TIRE PRESSURE TO SPEC'S

LOP Information is not available

Part Information is not available

Repair Order Detailed Report # [REDACTED] For VIN: 3C63RRKL2LG [REDACTED]

VIN	3C63RRKL2LG [REDACTED]	Model Year	2020	Body	D28R92	RAM 3500 LONGHORN CREW CAB 4X4	
Built Date	03/14/2020	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PSC BILLET SILVER METALLIC CLEAR COAT						
Engine	ETM	6 7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F0640542CD	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F057000181	

Report #	[REDACTED]	System Key	550130602	Report Version	1	Open Date	03/29/2022
Close Date	04/04/2022	Narrative Date	04/07/2022	Category	0	Mileage	47,061
MDH	031421	Engine Built Date	09/11/2020	Built Date	03/14/2020	Advisor	4095
Dealer	45368	TOMBALL DODGE CHRYSLER JEEP					
Dealer Address	23777 SH 249						
Dealer City	TOMBALL	State	TX	Zip	77375		

Complaint: RENTAL FOR RO [REDACTED] CHRYSLER GOODWILL PER SERVICE MANAGEMENT

Cause: E

Correction: -SUBLET- RENTAL INVOICE 12401303 RENTAL INVOICE [REDACTED] -SUBLET- SUBLET REPAIRS SUBLET REPAIRS

LOP Information

LOP	LOP Description
95400142	Special Services ; Loaner ; Loaner Car ; High Line Vehicles
85LOAN00	Special Services ; Loaner ; Loaner Car ; Loaner Car
85434343	Special Services ; Goodwill Administration ; Goodwill Authorization ; Goodwill Authorization
21950158	Transmission ; Cable Adjustment/Seal/Controls ; Valve Body ; Valve body Replace Aisin AS66RC/AS68RC/AS69RC (3 Highly Skilled)

Part Information is not available

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRMDL7MC [REDACTED]

VIN	3C7WRMDL7MC [REDACTED]	Model Year	2021	Body	DP5L66	RAM 5500 REG CAB CHASSIS	
Built Date	11/27/2020	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETN	6 7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F329069C8D	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F324000231	

Report #	[REDACTED]	System Key	550290893	Report Version	9	Open Date	04/07/2022
Close Date	04/21/2022	Narrative Date	04/24/2022	Category	0	Mileage	57,506
MDH	112716	Engine Built Date	02/04/2021	Built Date	11/27/2020	Advisor	384 TAMELA MILLIN
Dealer	65233	HELFMAN RIVER OAKS CHRYSLER JE					
Dealer Address	4807 KIRBY DR						
Dealer City	HOUSTON	State	TX	Zip	770985005		

Complaint: Customer States vehicle hard shift down from third to second (Engine Performance Concern Diesel) Customer Requests (Multi-point inspection according to maintenance interval)

Cause: VCC PERFORMED DIAG HAS NO DTC'S INSPECT THE FUEL FILTER BOWL FOUND TRACES OF METAL IN FUEL CONTACT STAR CAS [REDACTED] AS PER STAR REMOVE AND INSPECT THE FCA FOR METAL DEBRIS FOUND SOME METAL IN THE FCA BORE AND SOME ON THE FCA SENT ALL PHOTOS AND REPORTS TO STAR FREE SERVICE

Correction: REPLACED THE FUEL FILTER REASSEMBLE THE VEHICLE TA IS REQUESTING THE VEHICLE TO BE RELOCATED TO ANOTHER STORE SEE INSPECTION REPORT

LOP Information

LOP	LOP Description
85411400	Special Services ; Diagnostic LOP ; Fuel, Trouble Not Found
85410000	Special Services ; Diagnostic LOP ; Operation diagnostics With repair ; Must be used in conjunction with appropriate repair Labor Operation
14400102	Air & Fuel system ; Filter/Regulator/Air Flow Mangement ; Filter/regulator assembly, fuel ; Element, 6 7 liter diesel engine

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CH68157291 AA	FILTER FUEL	1	\$131.68	No	
68157291AA	FILTER -FUEL	1	\$131.68	No	01/01/0001

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRMDJXLG [REDACTED]

VIN	3C7WRMDJXLG [REDACTED]	Model Year	2020	Body	DP5L66	RAM 5500 REG CAB CHASSIS	
Built Date	09/05/2020	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PSC BILLET SILVER METALLIC CLEAR COAT						
Engine	ESB	6 4L V8 HEAVY DUTY HEMI ENGINE			Serial #	6244010871	
Transmission	DF3	6-SPD AUTO AISIN AS86RC HD TRANS			Serial #	F238000177	

Report #	[REDACTED]	System Key	550355583	Report Version	1	Open Date	02/28/2022
Close Date	04/09/2022	Narrative Date	04/11/2022	Category	0	Mileage	20,991
MDH	090518	Engine Built Date	11/19/2020	Built Date	09/05/2020	Advisor	80946
Dealer	44831	SZOTT M 59 DODGE, LLC					
Dealer Address	2565 E HIGHLAND RD						
Dealer City	HIGHLAND	State	MI	Zip	483562725		

Complaint: Engine Mechanical Concern [Check engine light on - VEHICLE BROKE DOWN FRIDAY 2/18 - EVERY LIGHT STOPLIGHT WHEN TAKING OFF FROM A STOP THE VEHICLE WOULD BE STUCK IN 2ND GEAR HAD A HARD TIME ACCELERATING THIS PAST FRIDAY WHEN CUST WAS IN PARK HE WAS STANDING OUTSIDE THE VEHICLE, AND HE HEARD A CLUNK AS IF IT WAS SHIFTING ON ITS OWN, CUSTOMER JUMPED IN CAB AND ENGINE LIGHT WAS ON AND PTO WOULD NOT WORK] ELECTRICAL SYSTEM CONCERN TAIL LIGHTS ON CHASSIS ON THE BACK ARE NOT WORKING PLEASE CHECK CONNECTIONS NO RUNNING LIGHT, BLINKERS AND TAIL LIGHTS

Cause: tcm failer wire not tighened in rear outfiter box

Correction: 20976 tcm failer scanned has code p 0713p0869 performed diagnostic test replaced tmcflashed and performed quick learn and testdrove Engine Mechanical Concern[Check engine light on] ENGINE SYSTEM CONCERN 20976 wire not tighened in rear outfiter bo 100 checked fuses in pdc checked wires frompdc to bcm cav 3,1,c7 21 c6 to cav 1 cir a905rd, cir a906 rd/gy cir s903 rd cir a904 vt/rd checked from bcm to tail lights ca 39 wh/dgcir c6/f cav31 wh/vt cir c5/e cav 40 wh circ6/f cav s wh/gn cir cr/e found whiteterminal #1 ground wire in wire union bo /outfiter bo on rear left side of bed nottigheten making interment cir tigheten andchecked other wires ELECTRICAL SYSTEM CONCERN

LOP Information

LOP	LOP Description
0891LFL4	Electrical System ; Wiring Harness Repair, Body/Rear Lighting/Transmission/Transfercase ; Stop Lamp/Trailer Tow/Electric Brake
08190505	Electrical System ; Modules ; Module, Transmission Control ; All others

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68446166AA	MODULE TRANSMISSION CONTROL	1	\$631.45	No	

Repair Order Detailed Report [REDACTED] For VIN: 3C7WRMDL7MG [REDACTED]

VIN	3C7WRMDL7M [REDACTED]	Model Year	2021	Body	DP5L66	RAM 5500 REG CAB CHASSIS	
Built Date	11/27/2020	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETN	6 7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F329069C8D	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F324000231	

Report #	[REDACTED]	System Key	551414743	Report Version	5	Open Date	04/21/2022
Close Date	04/27/2022	Narrative Date	04/28/2022	Category	0	Mileage	0
MDH	112716	Engine Built Date	02/04/2021	Built Date	11/27/2020	Advisor	1340243 RYAN STAHLHO
Dealer	45056	HELFFMAN DODGE CHRYSLER JEEP RA					
Dealer Address	7720 KATY FWY						
Dealer City	HOUSTON	State	TX	Zip	770242004		

Complaint: (CUMMINS FUEL CONCERN) REPAIR CONTINUATION FROM LINE 1

Cause: VERIFY TRANS FLUID LEVEL, TCM SOFTWARE LEVEL, NTF VERIFY TRANS GEAR ENGAGEMENT, NTF ROAD TEST VEHICLE, TRANS OPERATING AS DESIGNED SHIFT POINTS ARE GOOD, DOWNSHIFT IS SMOOTH AT THIS TIME

Correction: PER JERRY AT FLEET SERVICES REMOVED FQS CHECKED FOR METAL NONE FOUND TOOK FUEL SAMPLE FROM INJECTOR RETURN NO METAL IN FUEL THROTTLE LIGHT ON TEST DROVE 10 MILES CHECKED FREEZE FRAME CODE P0193 FUEL RAIL PRESSURE CIRCUIT CHECKED CONNECTOR FOR LOOSE PINS AND OR BENT PINS IN SENSOR ALL GOOD TEST DROVE 10 MILES AGAIN THROTTLE LIGHT STILL ON RE FLASHED PCM THROTTLE LIGHT WENT OUT TEST DROVE 5 MORE MILES LIGHT STAYED OFF TRANS TECH TO DRIVE AND CHECK FLUID LEVEL NONE REFER VEHICLE TO QC

LOP Information

LOP	LOP Description
95200040	Special Services ; Towing ; Towing
85412101	Special Services ; Diagnostic LOP ; Transmission Driveability, Trouble Not Found ; Transmission Shift Quality
85411400	Special Services ; Diagnostic LOP ; Fuel, Trouble Not Found

Part Information is not available

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRTCL8LG [REDACTED]

VIN	3C7WRTCL8LG [REDACTED]	Model Year	2020	Body	DD8L93	RAM 3500 CREW CAB CHASSIS 4X4	
Built Date	11/03/2020	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETN	6 7L I6 CUMMINS TURBO DIESEL ENGINE				Serial #	F295065F32
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS				Serial #	F295000148

Report #	[REDACTED]	System Key	551462999	Report Version	9	Open Date	04/21/2022
Close Date	07/15/2022	Narrative Date	07/18/2022	Category	0	Mileage	78,075
MDH	110316	Engine Built Date	01/29/2021	Built Date	11/03/2020	Advisor	311 ROBERT J SCHIPPA
Dealer	68872	LIBERTY CHRYSLER DODGE JEEP RA					
Dealer Address	1101 EAST OMAHA						
Dealer City	RAPID CITY	State	SD	Zip	577011785		

Complaint: COMPLIMENTARY WORRY FREE VEHICLE INSPECTION DIAGNOSTICS CHARGE OF 135.00 TO BE PAID BY CUSTOMER DOES NOT INCLUDE REPAIR TIME OR PARTS REQUIRED FOR REPAIR NON REFUNDABLE & EXCLUDES ELECTRICAL DIAG OR DIAG OVER 1 HR CUSTOMER STATES THAT THE VEHICLE LOST MOVEMENT, WHEN STARTING VEHICLE NOISE HEARD FROM BELL HOUSING AREA CUSTOMER HAS HAD VEHICLES FLYWHEEL REPLACED THREE TIMES BEFORE THIS VISIT ANOTHER DEALERSHIP INSTALLED A NEW TRANSMISSION, COOLER, TORQUE CONVERTER, AND FLYWHEEL THREE WEEKS AGO. CUSTOMER ADVISED THAT VEHICLE HAS HAD THIS ISSUE/CONCERN SINCE THEY BOUGHT THE VEHICLE PLEASE CHECK AND ADVISE [REDACTED] AS THE INDIVIDUAL OPERATING THE VEHICLE. I consent to the receipt of service updates reminders, promotions and other information relating to my vehicle or any future vehicle I may purchase at Liberty Superstores via text messaging. This cell phone is my phone. I can opt out of receiving text messages by replying STOP to Opt Out.

Cause: FREE INSPECTION UNABLE TO DETERMINE ACTUAL CAUSE DUE TO EXCESSIVE DAMAGE FOUND REPAIR WAS DIRECT/ GUIDED BY STAR AND TA (CORRECTION HAS ABBREVIATION TO ALLOW FULL STORY AS INFO IS ONLY ALLOWED 1200 CHARACTERS) We appreciate your business

Correction: INSPECTION SHEET ATTACHED TO CUSTOMER COPY COMPLETED DIAGNOSTICS FOR CUSTOMER CONCERNS VERIFIED CUSTOMERS CONCERN, VEHICLE NO START - LIFTED VEHICLE REMOVED INSPECTION PLATE & FOUND FLEXPATE AND START DEBRIS. SLOWLY REMOVED TRANS, INSPECTING ALL BOLTS, GUIDES, AND MOUNTS NO ISSUES FOUND & LAST FACILITY INSTALLED TO MAN SPECS WITH TRANS REMOVED, FOUND FLEX PLATE IN MANY PIECES & BLUED FOUND ADAPT PLATE DAMAGED FOUND TOR CONV CRANKSHAFT ALIGN PIN/SNOUT WORN ON ONE SIDE AND BLUED FOUND METAL TRANSFER ON CRANKSHAFT TORQUE CONVERTER ALIGN HOLE CRANKSHAFT END PLAY WAS 008 END PLAY IS WITHIN MAN SPECS CONTACTED STAR & TECHNICAL ADVISOR, DIRECTED BY THEM TO ONLY REPLACE TRANS TO ENGINE ADAPTER, FLEX PLATE, STARTER, FLEX PLATE BOLTS, CLEAN METAL DEBRIS OUT OF BELL HOUSING,

LOP Information

LOP	LOP Description
85410000	Special Services ; Diagnostic LOP ; Operation diagnostics With repair ; Must be used in conjunction with appropriate repair Labor Operation
21000962	Transmission ; Out of Vehicle Operations ; Transmission, Replace adapter ; Two piece drive shaft equipped
21000960	Transmission ; Out of Vehicle Operations ; Transmission, Replace adapter ; 4x4 equipped
21000905	Transmission ; Out of Vehicle Operations ; Transmission, Replace adapter ; Automatic transmission diesel engine
08750114	Electrical System ; Starter ; Starter ; 6 7 liter diesel engine

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CH68505585-AA	BOLT -HEX FLANGE HEAD	8	\$11.28	No	
CH68505584-AA	ADAPTER -TRANSMISSION	1	\$899.03	No	
CH68444855 AA	STARTER ENGINE	2	\$746.44	No	
CH68444380 AA	FLYWHEEL REINFORCEMENT	1	\$328.55	No	
CH68444379-AA	FLYWHEEL -NONE	1	\$1,369.79	No	
CH68038153 AA	SEAL TRANSMISSION ADAPTER	1	\$20.02	No	
CH6511777 AA	BOL HEX HEAD	1	\$3.68	No	
CH4429522	BOL HEX HEAD	10	\$16.51	No	
68505585AA	BOLT -HEX FLANGE HEAD	8	\$90.23	No	01/01/0001
68505584AA	ADAPTER TRANSMISSION	1	\$899.03	No	01/01/0001
68444855AA	STARTER ENGINE	1	\$691.44	No	01/01/0001
68444380AA	FLYWHEEL REINFORCEMENT	1	\$328.55	No	01/01/0001
68444379AA	FLYWHEEL -NONE	1	\$1,369.79	No	01/01/0001
68038153AA	SEAL TRANSMISSION ADAPTER	1	\$20.02	No	01/01/0001
06511777AA	BOLT HEX HEAD	1	\$3.68	No	01/01/0001
04429522	BOLT HEX HEAD	9	\$148.59	No	01/01/0001

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRTCL4MG [REDACTED]

VIN	3C7WRTCL4MG [REDACTED]	Model Year	2021	Body	DD8L93	RAM 3500 CREW CAB CHASSIS 4X4	
Built Date	05/05/2021	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETN	6 7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F1051798D1	
Transmission	DF2	6 SPD AUTO AISIN AS69RC HD TRANS			Serial #	F116100189	

Report #	[REDACTED]	System Key	551595154	Report Version	1	Open Date	04/21/2022
Close Date	04/24/2022	Narrative Date	04/25/2022	Category	0	Mileage	54,285
MDH	050510	Engine Built Date	07/06/2021	Built Date	05/05/2021	Advisor	210 Re Vega
Dealer	60645	STEVE JONES CHRYSLER DODGE JEE					
Dealer Address	2612 HIGHWAY 46 S						
Dealer City	DICKSON	State	TN	Zip	370559056		

Complaint: COMPLIMENTARY VEHICLE INSPECTION REPLACE FUEL FILTER DIESEL OIL CHANGE (2019)

Cause:

Correction: REPLACED BOTH FUEL FILTERS

LOP Information

LOP	LOP Description
95260001	Special Services ; Intl oil changc ; Maintenance Allowance ; Fi ed Cost Maintenance
26860303	Maintenance ; Service Contract Maintenance ; Maintenance Interval Schedule B ; To be used every 3,000 Intervals

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68438447PA	OIL 10W30	3	\$50 75	No	
68436631AA	FILTER KI FUEL WATER SEPARATOR	1	\$69 65	No	
68157291AA	FILTER FUEL	1	\$132 00	No	
5083285AA	FILTER ENGINE OIL	1	\$25 75	No	

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRNFL8LG [REDACTED]

VIN	3C7WRNFL8LG [REDACTED]	Model Year	2020	Body	DP0L94	RAM 5500 CREW CAB CHASSIS	
Built Date	12/02/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETN	6 7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F32394AEC1	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F326900063	

Report #	[REDACTED]	System Key	551787671	Report Version	1	Open Date	03/29/2022
Close Date	04/26/2022	Narrative Date	04/27/2022	Category	0	Mileage	144,510
MDH	120201	Engine Built Date	07/20/2020	Built Date	12/02/2019	Advisor	TLF Tiffany Fletcher
Dealer	42539	BILL BRYAN CHRYSLER DODGE JEEP					
Dealer Address	3401 U S HIGHWAY 441/27						
Dealer City	FRUITLAND PARK	State	FL	Zip	347314479		

Complaint: DIAGNOSIS LEVEL A SUSPENSION LEVEL A MULTI-POINT INSPECTION HAD CODES P0203, P0299, P0402 - HAD CODES CLEARED ELECTRICAL LEVEL A

Cause:

Correction:

LOP Information is not available

Part Information is not available

Repair Order Detailed Report [REDACTED] **For VIN: 3C63R3HL5KG** [REDACTED]

VIN	3C63R3HL5KG [REDACTED]	Model Year	2019	Body	D28H92	RAM 3500 BIG HORN CREW CAB 4X4	
Built Date	03/29/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PXJ	DIAMOND BLACK CRYSTAL P/C					
Engine	ETM	6 7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F076916FBE	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F074900153	

Report #	[REDACTED]	System Key	551949907	Report Version	1	Open Date	04/26/2022
Close Date	04/26/2022	Narrative Date	04/28/2022	Category	0	Mileage	44,526
MDH	032904	Engine Built Date	06/24/2019	Built Date	03/29/2019	Advisor	4614
Dealer	60795	Weimer Chrysler Dodge Jeep Ram					
Dealer Address	21 SHAMROCK DR						
Dealer City	KEYSER	State	WV	Zip	267266012		

Complaint: DIESEL LUBE, OIL AND FILTER CHANGE TIRE ROTATION REPLACE FUEL FILTERS AT CUSTOMER'S REQUEST MOPAR EXPRESS LANE INSPECTION

Cause:

Correction: 44526 OIL CHANGE COMPLETED DIESEL LUBE, OIL AND FILTER CHANGE MOPAR EXPRESS LANE INSPECTION 44526 TIRE ROTATION COMPLETED TIRE ROTATION 44526 REPLACED FUEL FILTERS REPLACE FUEL FILTER 44526 MULTI-POINT INSPECTION COMPLETED MOPAR EXPRESS LANE INSPECTION

LOP Information is not available

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68436631AA	FILTER KI FUEL WATER SEPARATOR	0	\$69 95	No	
68171006PB	OIL 5W40	3	\$31 01	No	
68157291AA	FILTER -FUEL	0	\$132.00	No	
5083285AA	FILTER ENGINE OIL	1	\$25 75	No	

Repair Order Detailed Report [REDACTED] For VIN: 3C7WRMDJXLG [REDACTED]

VIN	3C7WRMDJXLG [REDACTED]	Model Year	2020	Body	DP5L66	RAM 5500 REG CAB CHASSIS	
Built Date	09/05/2020	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PSC BILLET SILVER METALLIC CLEAR COAT						
Engine	ESB	6 4L V8 HEAVY DUTY HEMI ENGINE			Serial #	6244010871	
Transmission	DF3	6-SPD AUTO AISIN AS66RC HD TRANS			Serial #	F238000177	

Report #	[REDACTED]	System Key	552187353	Report Version	1	Open Date	04/29/2022
Close Date	04/29/2022	Narrative Date	05/02/2022	Category	0	Mileage	21,278
MDH	090518	Engine Built Date	11/19/2020	Built Date	09/05/2020	Advisor	80946
Dealer	44831	SZOTT M 59 DODGE, LLC					
Dealer Address	2565 E HIGHLAND RD						
Dealer City	HIGHLAND	State	MI	Zip	483562725		

Complaint: Transmission Concern - VEHICLE WAS FINE AFTER HE PICKED IT UP, CUSTOMER SAID THAT THE TURBO ALWAYS FELT LIKE IT HAD SOME HESITATION TOIT SINCE HE BOUGHT THE TRUCK HE FEELS LIKE IT HESITATES AND THEN ITWILL JUST TAKE OFF WHEN IT DOES MOVE VEHICLE WENT IN TO NEUTRAL ALL BY ITSELF CUSTOMER PULLED OVER PUT IT IN REVERSE AND THEN DRIVE AND THEN IT WOULDNT DRIVE OVER 35MPH HE LIMPED IT TO THE SHOP

Cause: E

Correction: 21278 4 0 labor scanned has codesTCMP0716Input Shaft Speed Sensor 1Performance TCMP0733Gear 3 Shift IncorrectRatio TCMP0734Gear 4 Shift Incorrect Ratio TCMP0735Gear 5 Shift Incorrect Ratio TCMP0869Transmission Fluid Pressure High TCMP0974Shift Solenoid 1 Control CircuitHigh TCMP2757TCC Pressure Control SolenoidControl Circuit Performance ABSU0402Implausible Data Received FromTCMTCMP0716Active Input Shaft Speed Sensor1 Performance TCMP0717Stored Input ShaftSpeed Sensor 1 Circuit No Signal TCMP0733Active Gear 3 Shift IncorrectRatio TCMP0734Active Gear 4 ShiftIncorrect Ratio TCMP0735Active - Gear 5Shift Incorrect Ratio- TCMP07C0Stored -Input/Turbine Shaft Speed Sensor 1 CircuitHigh- TCMP0869Active - Transmission FluidPressure High- TCMP0974Active - ShiftSolenoid 1 Control Circuit High-TCMP2757Active - TCC Pressure ControlSolenoid Control Circuit Performance-ABSU0402Active - Implausible Data ReceivedFrom TCM-performed diga test found Wiringthat attaches to the Internal Transmissionconnects to the valve body solenoids had tobe replaced on the reman transmission 4 pinswere corroded 1 pin was missing rr trans panto replaced wiring , also had to replacedColor BLACK Cavity Count 30 Gender(Terminal) FEMALE Connector No D6647A andreplaced all wires added atf performed quicklearn and test drove TRANSMISSION CONCERN

LOP Information

LOP	LOP Description
21980155	Transmission ; Transmission Harness/Switch/Solenoid ; Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)
21550233	Transmission ; Oil Pan/Related Repairs Valve Body etc ; Pan, Oil Related Repairs ; Aisin Transmission
08909961	Electrical System ; Wiring Harness Replacement, Body/Jumper ; Wiring harness, transmission ; 4X4/AWD equipped
08909902	Electrical System ; Wiring Harness Replacement, Body/Jumper ; Wiring harness, transmission ; Automatic transmission

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68228245AA	WIRING 30 WAY	0	\$260 32	No	
68224246AA	WIRING TRANSMISSION	0	\$415 10	No	
68214914AA	GASKET TRANSMISSION CASE	0	\$47 40	No	
5189966AD	FLUID AFT-AUTOMATIC TRANSMISSION	0	\$14.95	No	
05189966AD	FLUID AFT AUTOMATIC TRANSMISSION	9	\$134 56	No	01/01/0001

Repair Order Detailed Report # [REDACTED] For VIN: 3C63RRKL2LG [REDACTED]

VIN	3C63RRKL2LG [REDACTED]	Model Year	2020	Body	D28R92	RAM 3500 LONGHORN CREW CAB 4X4	
Built Date	03/14/2020	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					
Engine	ETM	6 7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F0640542CD	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F057000181	

Report #	[REDACTED]	System Key	552216929	Report Version	1	Open Date	04/12/2022
Close Date	04/29/2022	Narrative Date	05/02/2022	Category	0	Mileage	52,998
MDH	031421	Engine Built Date	09/11/2020	Built Date	03/14/2020	Advisor	38255
Dealer	45368	TOMBALL DODGE CHRYSLER JEEP					
Dealer Address	23777 SH 249						
Dealer City	TOMBALL	State	TX	Zip	77375		

Complaint: Recall / Customer Satisfaction Notification 1 [Safety Recall Y78 -High Pressure Fuel Pump **] AUTO TRANSMISSION. CUSTOMER STATES TRUCK WILL NOT GO INTO REVERSE OR DRIVE TRANSMISSION IN LIMP MODE MULTI POINT INSPECTION

Cause: SLIPPING GEARS /TCCWHINNING THEM GO LIMP IN MODE FLUID BURNT OUT,INTERNAL TRANSMISSION COMPONENTS FAILURE SEALS/CLUTCHS BURNT,DEBRIS THROUGH TO SHIFT VALVES & SOLENOIDS

Correction: 52890 NO WORK DONE Recall / Customer Satisfaction Notification1 [Safety Recall Y78 High Pressure Fuel Pump **] FACTORY RECALL 52890 AS69RC DIAG (8 1 HR) LOP 210027123 6 , 21000169 6 , 2100272766 6 , 21002762 2 , 21002795 1 3 , 21252050 1 4 , 24011002 4 /// SLIPPING / WHINNING THEM GO LIMP INMODE FLUID BURNT,INTERNAL TRANSMISSIONCOMPONENTS FAILURE REPLACE AS69RCTRANSMISSION ASSBLY,RECOVERY & RECHARGE A/CFOR REPLACE TRANSMISSION COOLER,FLUSHEDLINES,ADD FLUID,CHECK LEVEL PERFORM AS69RCQUICKLEARN PROCEDURES AND ROAD TESTED OUT52992 MILES AUTO TRANSMISSION DRIVABILITY 52890 MULTI POINT INSPECTION MULTI POINT INSPECTION

LOP Information

LOP	LOP Description
24011002	Air Conditioning & Heater ; A/C System Charge ; A/C Performance Test, recovery and recharge ; Note Powertrain This operation is used whenever discharge of the A/C system is required to allow service of A/C non plumbing / powertrain repair
21252050	Transmission ; Oil Cooler/Heater/Line/Hose ; Oil cooler, e ternal / au iliary ; Cooler (2 Skilled)
21002795	Transmission ; Out of Vehicle Operations ; Transmission, Replace - automatic ; Aisin (AS68/69RC) Transmission Diagnostic Teardown/Reassembly Procedure
21002766	Transmission ; Out of Vehicle Operations ; Transmission, Replace automatic ; 4 4/AWD equipped
21002762	Transmission ; Out of Vehicle Operations ; Transmission, Replace automatic ; Two piece propeller shaft equipped
21002712	Transmission ; Out of Vehicle Operations ; Transmission, Replace automatic ; AS68RC/AS69RC
21000169	Transmission ; Out of Vehicle Operations ; Transmission ; DEF equipped 2500 3500 4 4 pick up only

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68533466AA	TRANS WITH TORQUE CONVERTER	1	\$7,388 47	No	01/01/0001
68322497AC	COOLER TRANSMISSION OIL	1	\$251 72	No	01/01/0001

Repair Order Detailed Report [REDACTED] For VIN: 3C7WRTCL8L [REDACTED]

VIN	3C7WRTCL8L [REDACTED]	Model Year	2020	Body	DD8L93	RAM 3500 CREW CAB CHASSIS 4X4	
Built Date	11/03/2020	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETN	6 7L I6 CUMMINS TURBO DIESEL ENGINE				Serial #	F295065F32
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS				Serial #	F295000148

Report #	[REDACTED]	System Key	552343819	Report Version	1	Open Date	02/28/2022
Close Date	04/21/2022	Narrative Date	05/03/2022	Category	0	Mileage	69,135
MDH	110316	Engine Built Date	01/29/2021	Built Date	11/03/2020	Advisor	6 PEO, MATTHEW
Dealer	27053	FIELDHOUSE CHRYSLER DODGE JEEP					
Dealer Address	1420 S HALLECK ST						
Dealer City	DEMOTTE	State	IN	Zip	463109735		

Complaint: CUSTOMER STATES TACOMETER DROPPED WHILE DRIVING AND IS NO LONGER DRIVEABLE. VEHICLE TOWED IN

Cause: TECHNICIAN VERIFIED CONCERN REMOVED INSPECTION SHIELD AND FOUND FLEX PLATE TO BE BROKEN PIECES FELL OUT OF THE INSPECTION HOLE REMOVED TORQUE CONVERTER COLTS AND STOPPED TURNING AND TRIED TO GO BACK AND STOPPED AGAIN REMOVED EXHAUST PIPE FROM TURBO TO GET TRANSMISSION TO SLIDE OFF OF TORQUE CONVERTER REMOVED FLEX PLATE PIECES FROM CRANKSHAFT ONCE REMOVED THEN CHECKED THE END PLAY OF THE CRANKSHAFT WAS 0009 IN SPEC IS 0003 00016 IS WITHIN SPEC STARTED STAR CASE [REDACTED] RECOMMEND REPLACEMENT OF TRANSMISSION, TORQUE CONVERTER, FLEXPLATE AND STARTER DUE TO DAMAGE CONTACT DM APRIL EAGAN AND TA ED SZYMANSKI ADVISED BY TA TO REPLACE trans adapter, Flexplate, Trans assembly, Trans cooler, and cooler thermal bypass valve, STARTER

Correction: TECHNICIAN REPLACED TRANS ADAPTER, FLEXPLATE, TRANSMISSION ASSEMBLY, TRANSMISSION COOLER, COOLER THERMAL BYPASS VALVE AND STARTER FILLED FLUIDS, CLEARED DTC AND TEST DROVE VEHICLE OPERATES AS DESIGNED AT THIS TIME

LOP Information

LOP	LOP Description
95400141	Special Services ; Loaner ; Loaner Car ; Standard Line Vehicles
21252050	Transmission ; Oil Cooler/Heater/Line/Hose ; Oil cooler, e ternal / au iliary ; Cooler (2 Skilled)
21251050	Transmission ; Oil Cooler/Heater/Line/Hose ; Lines, transmission and torque converter oil cooler ; One or Both (1 Semi Skilled)
21002766	Transmission ; Out of Vehicle Operations ; Transmission, Replace - automatic ; 4x4/AWD equipped
21002762	Transmission ; Out of Vehicle Operations ; Transmission, Replace automatic ; Two piece propeller shaft equipped
21002712	Transmission ; Out of Vehicle Operations ; Transmission, Replace automatic ; AS68RC/AS69RC
21000169	Transmission ; Out of Vehicle Operations ; Transmission ; DEF equipped 2500 3500 4 4 pick up only
08750114	Electrical System ; Starter ; Starter ; 6.7 liter diesel engine

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
6MP52SZ0AB	CAP WHEEL CENTER	1	\$64.92	No	
68533456AA	TRANS WITH TORQUE CONVERTER	1	\$6,902.61	No	
68505584AA	ADAPTER -TRANSMISSION	1	\$812.27	No	01/01/0001
68444855AA	STARTER ENGINE	1	\$632.77	No	01/01/0001
68444379AA	FLYWHEEL NONE	1	\$1,238.61	No	01/01/0001
68433227AB	BOOT NONE	1	\$28.87	No	01/01/0001
68359847AC	TOC ASSY -OIL COOLER PRESSURE AND RE	1	\$128.80	No	01/01/0001
68322494AC	COOLER TRANSMISSION OIL	1	\$195.96	No	01/01/0001
68030133AA	WIRING 2 WAY	1	\$46.52	No	01/01/0001
5183451AA	WIRING 2 WAY	1	\$21.39	No	
05183451AA	WIRING -2 WAY	1	\$21.39	No	01/01/0001

Repair Order Detailed Report [REDACTED] For VIN: 3C63RRGL6KG [REDACTED]

VIN	3C63RRGL6KG [REDACTED]	Model Year	2019	Body	D28L92	RAM 3500 TRADESMAN CREW CAB 4X4	
Built Date	05/07/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PRV	DELMONICO RED PEARL COAT					
Engine	ETM	6 7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F106932CD9	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F108900196	

Report #	[REDACTED]	System Key	552446681	Report Version	1	Open Date	04/28/2022
Close Date	05/02/2022	Narrative Date	05/04/2022	Category	0	Mileage	82,096
MDH	050700	Engine Built Date	03/06/2020	Built Date	05/07/2019	Advisor	994 James McMahon
Dealer	43609	RAZZARI DODGE CHRYSLER JEEP					
Dealer Address	1605 AUTO CENTER DR						
Dealer City	MERCED	State	CA	Zip	953405675		

Complaint: INSPECTION OF VEHICLE AND SET TIRE PRESSURES TO PERFORM RECALL PERFORM RECALL

Cause:

Correction:

LOP Information

LOP	LOP Description
23Z08182	Body ; Recall Z0 ; Safety Recall Z08 Windshield Wipers ; Nut, Wiper Arms Torque Front
22Y26182	Wheels ; Recall Y2 ; Safety Recall Y26 Wheel Studs ; Inspect and Replace Wheel Studs Front (One or Both Sides)

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CSZMY261AA	STUD -HUB	2	\$10.50	No	

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRNFL8LG [REDACTED]

VIN	3C7WRNFL8LG [REDACTED]	Model Year	2020	Body	DP0L94	RAM 5500 CREW CAB CHASSIS	
Built Date	12/02/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETN	6 7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F32394AEC1	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F326900063	

Report #	[REDACTED]	System Key	552546768	Report Version	1	Open Date	04/30/2022
Close Date	05/03/2022	Narrative Date	05/05/2022	Category	0	Mileage	144,519
MDH	120201	Engine Built Date	07/20/2020	Built Date	12/02/2019	Advisor	TLF Tiffany Fletcher
Dealer	42539	BILL BRYAN CHRYSLER DODGE JEEP					
Dealer Address	3401 U.S. HIGHWAY 441/27						
Dealer City	FRUITLAND PARK	State	FL	Zip	347314479		

Complaint: DIESEL REPAIR DIESEL REPAIR DIESEL OIL CHANGE, FILTER AND LUBE MULTI-POINT INSPECTION HEAVY DUTY AXLE SERVICE TRANSFER CASE FLUID SERVICE HEAVY DUTY AXLE SERVICE

Cause:

Correction: installed new fan clutch and retested and found performed oil change performed front diff service performed transfer case service performed diff service

LOP Information is not available

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68449546AA	LUBRICANT GEAR	7	\$24.25	No	
68359842AD	CLUTCH FAN	1	\$406.00	No	
68357422AA	OIL 5W40	12	\$8.60	No	
68210057AB	LUBRICANT-GEAR	3	\$17.35	No	
68089195AA	LUBRICANT TRANSFER CASE	2	\$40.30	No	
5083285AA	FILTER ENGINE OIL	1	\$25.75	No	
4318060AD	LUBRICANT-AXLE	2	\$8.20	No	

Repair Order Detailed Report [REDACTED] For VIN: 3C7WRNFL8L [REDACTED]

VIN	3C7WRNFL8L [REDACTED]	Model Year	2020	Body	DP0L94	RAM 5500 CREW CAB CHASSIS	
Built Date	12/02/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETN	6 7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F32394AEC1	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F326900063	

Report #	[REDACTED]	System Key	553975599	Report Version	2	Open Date	05/19/2022
Close Date	05/26/2022	Narrative Date	05/30/2022	Category	0	Mileage	146,862
MDH	120201	Engine Built Date	07/20/2020	Built Date	12/02/2019	Advisor	6474
Dealer	44067	CHRISTOPHER'S DODGE RAM INC					
Dealer Address	16655 WEST COLFAX AVE						
Dealer City	GOLDEN	State	CO	Zip	804013866		

Complaint: CUSTOMER STATES HE IS TRAVELING FROM FLORIDA AND BEFORE HE LEFT HADA CLUTCH FAN INSTALLED. CUSTOMER STATES AS HE WAS COMING DOWN [REDACTED] THE TRUCK FAN SEEMED TO BE MUCH LUDER THAN NORMAL AND HE SEEN THE TEMP GAUGE GO FROM NORMAL TO RED HOT CUSTOMER PULLED OVER AND TURNED VEHICLE OFF, POPPED THE HOOD AND VEHICLE WAS HOT CUSTOMER STATES HE HEARD A TICK TICK TICK, SEEN THE COOLANT OVER FLOW BOTTLE FILL BACK UP AND THE CHECK ENGINE LIGHT IS ON PLEASE CHECK AND ADVISE Recall / Customer Satisfaction Notification 1 [Safety Recall Y78 - High Pressure Fuel Pump **] FREE MAINTENANCE INSPECTION PERFORM CHEMICAL COOLANT SYSTEM FLUSH ALTERNATE TRANSPORTATION PROVIDED BY CHRISTOPHER'S DODGE RAM AND LYFT FOR REPAIR ORDER DEALERSHIP TO HOTEL ALTERNATE TRANSPORTATION PROVIDED BY CHRISTOPHER'S DODGE RAM AND LYFT FOR REPAIR ORDER HOTEL TO DEALERSHIP

Cause: COOLANT LEAKING FROM VEHICLE

Correction: 146836 COOLANT LEAKING FROM VEHICLE 520 PERFORMED DIAG , FOUND SMALL COOLANT LEAK AT TURBO MODULE SEALS , LOWER COOLANT BOTTLEHOSE, ALSO REC T STAT SEAL POSS DAMAGED FROM VEHICLE OVER HEATING , REMOVED & REPLACED TURBO MODULE GASKETS / PROGRAMMED MODULE AFTER MOVING & REINSTALLING REPLACED COOLANT BOTTLE LOWER HOSE & RADIATOR CAP , COOLING SYSTEM REPAIRS S/H FEE COOLING SYSTEM REPAIRS MISC. SHOP CHARGES Recall / Customer Satisfaction Notification 1 [Safety Recall Y78 - High Pressure Fuel Pump **] COMPLETE OPEN RECALL FREE MAINTENANCE INSPECTION PERFORM CHEMICAL COOLANT SYSTEM FLUSH PERFORM CHEMICAL COOLANT SYSTEM FLUSH \$149.99 PLUS EPA FEES AND TAXES Travel from Dealer LYFT [REDACTED] Travel from Dealer MISC SHOP CHARGES Travel to Dealer LYFT [REDACTED] Travel to Dealer MISC SHOP CHARGES

LOP Information is not available

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68534176AA	THRMOSTAT NONE	1	\$227.00	No	
68444774AA	BRACKET -TURBOCHARGER ACTUATOR	1	\$552.00	No	
68442532AA	CAP COOLANT RECOVERY BOTTLE	1	\$27.72	No	
68359812AA	HOSE COOLANT BOTTLE RETURN	1	\$55.13	No	
68163848AB	ANTIFREEZ COOLANT	1	\$24.20	No	
2301		1	\$41.00	No	

Repair Order Detailed Report [REDACTED] For VIN: 3C63RRRL3LG [REDACTED]

VIN	3C63RRRL3LG [REDACTED]	Model Year	2020	Body	D28M92	RAM 3500 LIMITED CREW CAB 4X4	
Built Date	03/07/2020	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PPX	PATRIOT BLUE PEARL COAT					
Engine	ETM	6 7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F052053090	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F044000194	

Report #	[REDACTED]	System Key	554349091	Report Version	2	Open Date	05/25/2022
Close Date	06/08/2022	Narrative Date	06/12/2022	Category	0	Mileage	36,019
MDH	030722	Engine Built Date	06/11/2020	Built Date	03/07/2020	Advisor	905240
Dealer	45636	STATE LINE CHRYSLER DODGE JEEP					
Dealer Address	1001 W. 104TH STREET						
Dealer City	KANSAS CITY	State	MO	Zip	641144537		

Complaint: COMPLIMENTARY MULTI-POINT VEHICLE INSPECTION Customer states the check engine light is on with codes related to the EGR and under boost check and advise 2012-21 D TRUCK M14 WHEEL STUDS 2019-2020 Ram HD High Pressure FuelPump 2019-2020 D Truck Windshield Wipers DOC STORAGE FEE

Cause: DIAGNOSIS F F F

Correction: COMPLIMENTARY MULTI-POINTVEHICLE INSPECTION 36019 TECH FOUND MULTIPLE CODES FOR EGR VALVE REPLACED EGR VALVE, CLEARED CODES, TESTDROVE, CODES DID NOT RETURN. Gasket, EGR valve - Replace 6.7 liter diesel engine 2500-3500 pickup truck (2 - Skilled) 2012-21 D TRUCK M14 WHEELSTUDS 0 2019-2020 Ram HD High Pressure Fuel Pump 2019-2020 D Truck Windshield Wipers DOC2 DOC STORAGE FEE

LOP Information

LOP	LOP Description
25014511	Emission System ; Emission Controls ; Valve, EGR ; 6.7 liter diesel engine 2500-3500 pickup truck

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CSRLY781AA	MODULEKIT-FUEL INJECTION	1	\$807.54	No	
68447574AA	EGR VALVE EGR	1	\$1,095.00	No	

Repair Order Detailed Report [REDACTED] For VIN: 3C63R3EL8LC [REDACTED]

VIN	3C63R3EL8LC [REDACTED]	Model Year	2020	Body	D28P91	RAM 3500 LARAMIE CREW CAB 4X4	
Built Date	02/19/2020	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PRV	DELMONICO RED PEARL COAT					
Engine	ETM	6 7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F0370515E9	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F017000005	

Report #	[REDACTED]	System Key	554353592	Report Version	9	Open Date	05/25/2022
Close Date	07/06/2022	Narrative Date	07/07/2022	Category	0	Mileage	27,869
MDH	021907	Engine Built Date	06/16/2020	Built Date	02/19/2020	Advisor	102682 DANNY LOPEZ
Dealer	52979	HUNTER DODGE CHRYSLER JEEP RAM					
Dealer Address	1130 AUTO MALL DR						
Dealer City	LANCASTER	State	CA	Zip	935346302		

Complaint: CUSTOMER STATES WHILE DRIVING VEHICLE STARTED JERKING GOING ABOUT 60-70 MPH ON THE FREEWAY CUSTOMER STATES STARTING VEHICLE AFTER THIS OCCURRED AND HEARING A RATTLING NOISE COMING FROM WHAT HE THINKS ITS THE INJECTION PUMP EXHAUST SYSTEM SERVICE REQUIRED ILLUMINATED ON DASH PLEASE CHECK AND ADVISE CUSTOMER STATES ON AN INCLINE IN BETWEEN 1ST AND 2ND GEAR FEELS LIKE IT GOES IN TO NEUTRAL THEN CLUNKS IN TO GEAR CUSTOMER STATES WHILE ON A FLAT SURFACE VEHICLE SHIFT IN TO GEAR WITH A CLUNK CUSTOMER STATES THE SHIFTER IS LOOSE SINCE HE FIRST PURCHASED VEHICLE PLEASE CHECK AND ADVISE PERFORM MULTIPOINT INSPECTION CHECK TIRE PRESSURE CUSOMER STATES VEHICLE HAS RECALL Y78 HIGH PRESSURE FUEL PUMP CUSTOMER STATES THE SHIFTER IS LOOSE SINCE HE FIRST PURCHASED VEHICLE

Cause: VEH DOES NOT START DTC P0087-00 Fuel Rail Pressure Too Low - Bank 1- Active SAVE DTC DATA WITH SCANNER MONITOR THE FUEL RAIL PRESSURE SENSOR WHILE CRANKING, FUEL SYSTEM NOT BUILDING PRESSURE REMOVED THE FUEL QUANTITY SOLENOID FOR INSPECTION, FOUND METAL SHAVINGS FROM HIGH PRESSURE PUMP RECALL Y78 FOUND TSB# 21 003 21 TCM FLASH UPDATE SHIFT QUALITY MAINT MAINT 859739 RECALL Y78 VERIFY CONCERN SHIFTER HANDLE IS LOOSE AVAILABLE STAR ONLINE P BLICATION S1923000015Rev SUGGEST REPLACE SHIFTER LEVER

Correction: RECALL Y78 COMPLETED. Replace HPFP, Fuel Lines, Fuel Injectors, Fuel Tank Assembly, Fuel Rail, Fuel Filters. Flush Fuel System and Reprogram PCM14-Y7-81-83 9.3hours. Adaptive Steering System Equipped 14-Y7-81-62 0.6hours. Drain Fuel (32, 31 or 28 Gallon Tanks Only) 14-Y7-81-65 0.4 hours. Fuel Allowance for Safety Recall Y78 95-14-01-56 \$126.00 Flashing from current part number 52401032AK to targeted part number P6401032PA. CLEAR DTC SET DUE TO PROGRAMMING ADD DIESEL FUEL, ROAD TEST VEHICLE, VERIFY REPAIR NO DTC ACTIVE OR PENDING, NO FUEL LEAK 18 19 05 PH Module, Transmission Control (TCM) Reprogram (0 Introduction) 2 Automatic Transmission 0 3 Hrs CLEAR DTC SET DUE TO PROGRAMMING Successfully flashed ECU from old p

LOP Information

LOP	LOP Description
95400141	Special Services ; Loaner ; Loaner Car ; Standard Line Vehicles
181905PH	Software Flash ; Module ; Module, Transmission Control (TCM) ; Module, Transmission Control (TCM) Reprogram
14Y78183	Air & Fuel system ; Recall Y7x ; Safety Recall Y78 - High Pressure Fuel Pump ; Replace High Pressure Fuel Pump, Fuel Lines, Fuel Injectors, Fuel Rail, Fuel Filters, Flush Fuel System, and Reprogram PCM
14Y78165	Air & Fuel system ; Recall Y7x ; Safety Recall Y78 - High Pressure Fuel Pump ; Drain Fuel (32, 31, or 28 Gallon Tanks Only)
14Y78162	Air & Fuel system ; Recall Y7 ; Safety Recall Y78 High Pressure Fuel Pump ; Adaptive Steering System Equipped (Sales Code SJE)

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CSRLY78AAA	GASKET -CRANKCASE BREATHER COVER	1	\$16.26	No	01/01/0001
CSRLY782AA	FUEL KIT -INJECTION	1	\$1,881.50	No	01/01/0001
CSRLY781AA	MODULEKIT-FUEL INJECTION	1	\$785.48	No	01/01/0001
CHCSRLY78A AA	GASKET CRANKCASE BREATHER COVER	1	\$16.26	No	
CHCSRLY782-AA	FUEL KIT -INJECTION	2	\$3,001.50	No	
CHCSRLY781-AA	MODULEKIT-FUEL INJECTION	1	\$785.48	No	
CH6PB761X7-AC	SHIFTER -GEARSHIFT	1	\$66.22	No	
CH68231616 AF	TANK FUEL	1	\$734.33	No	
CH6509081-AA	BOLT -HEX HEAD LOCKING	2	\$2.19	No	
68231616AF	TANK -FUEL	1	\$734.33	No	01/01/0001

Repair Order Detailed Report [REDACTED] For VIN: 3C7WRNFL3K[REDACTED]

VIN	3C7WRNFL3K[REDACTED]	Model Year	2019	Body	DP0L94	RAM 5500 CREW CAB CHASSIS	
Built Date	05/13/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETN	6 7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F119933D05	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F119900010	

Report #	[REDACTED]	System Key	554655548	Report Version	1	Open Date	05/12/2022
Close Date	05/28/2022	Narrative Date	05/30/2022	Category	0	Mileage	21,640
MDH	051303	Engine Built Date	02/26/2020	Built Date	05/13/2019	Advisor	254
Dealer	68116	PARKS INC					
Dealer Address	11987 SW US HWY 54						
Dealer City	AUGUSTA	State	KS	Zip	670107941		

Complaint: Recall / Customer Satisfaction Notification 8 [Safety Recall Y78 -High Pressure Fuel Pump **] Engine Performance - Engine runs rough [CUSTOMER STATES THE VEHICLE RUNS VERY ROUGH WILL START AND IDLEBUT WILL EVENTUALLY DIE] Recall / Customer Satisfaction Notification 5 [Safety Recall Z08 Windshield Wipers **] Exterior Concern Basic Diag [CUSTOMER REQUEST WINDSHIELD TO BE REPLACED]

Cause:

Correction: 21640 Y76 1000 Current PartNumber:51361932AM New Part Number:P5361932PBMETAL FOUND IN/ON FQS, FUEL PUMP FAILING.Replace HPFP, Fuel Lines, Fuel Injectors FuelTank Module, Fuel Rail, Fuel Filters FlushFuel System and Reprogram PCM 14 Y7 81 83 9 3hours Drain Fuel (52 Gallon Tank Only)14 Y7 81 63 0 7 hours 21 GALLONS FUEL SAFETY RECALL Y78 HIGH PRESSURE FUEL PUMP SAFETY RECALL Y78 HIGH PRESSURE FUEL PUMP 21615 DIAGNOSE CLATTER NOISE COMING FROMFRONT OF ENGINE FOUND CODE P0087 00 FUELRAIL PRESSURE TOO LOW FUEL FILTER LIFE AT90% TOOK FUEL SAMPLE FROM REAR FILTERHOUSING, LOOKED AND SMELLED LIKE DIESEL PUTSOME OF SAMPLE IN STYROFOAM CUP FOR 15MINUTES, NO CONCERN FOLLOWING TSB 18-054-21REV. A, REMOVED FQS AND FOUND SMALL AMOUNT OFDEBRIS. RECOMMEND PERFORM Y78 RECALL ANDRECHECK. CAN NO LONGER DUPLICATE CUSTOMERCONCERN AFTER PERFORMING Y78 RECALL. Engine Performance - Engine runs rough 21615 Z08 10 Tighten Windshield Wiper ArmNuts 23-Z0-81-82 0.1 hours SAFETY RECALL Z08- WINDSHIELD WIPER Exterior Concern Basic Diag REPLACE WINDSHIELD Exterior Concern Basic Diag SUBLET REPAIRS

LOP Information

LOP	LOP Description
23Z08182	Body ; Recall Z0x ; Safety Recall Z08 - Windshield Wipers ; Nut, Wiper Arms - Torque Front
14Y78183	Air & Fuel system ; Recall Y7x ; Safety Recall Y78 - High Pressure Fuel Pump ; Replace High Pressure Fuel Pump, Fuel Lines, Fuel Injectors, Fuel Rail, Fuel Filters, Flush Fuel System, and Reprogram PCM
14Y78163	Air & Fuel system ; Recall Y7 ; Safety Recall Y78 High Pressure Fuel Pump ; Drain Fuel (52 Gallon Tank Only)

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CSRLY78AAA	GASKET -CRANKCASE BREATHER COVER	0	\$14.29	No	
CSRLY783AA	FUEL KIT -INJECTION	1	\$1,654.18	No	
CSRLY781AA	MODULEKIT FUEL INJECTION	1	\$690.58	No	01/01/0001
68489152AB	TANK FUEL	1	\$743.58	No	01/01/0001
6509166AA	BOLT -HEX FLANGE HEAD LOCK	0	\$6.66	No	
6506497AA	BOLT -HEX FLANGE HEAD LOCKING	0	\$6.66	No	

Repair Order Detailed Report # [REDACTED] For VIN: 3C63RRJL5KG [REDACTED]

VIN	3C63RRJL5KG [REDACTED]	Model Year	2019	Body	D28P92	RAM 3500 LARAMIE CREW CAB 4X4	
Built Date	03/28/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					
Engine	ETM	6 7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F076916FBC	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F070900125	

Report #	[REDACTED]	System Key	555780419	Report Version	1	Open Date	04/25/2022
Close Date	06/09/2022	Narrative Date	06/13/2022	Category	0	Mileage	31,553
MDH	032813	Engine Built Date	07/01/2019	Built Date	03/28/2019	Advisor	252475
Dealer	60917	DESERT 215 SUPERSTORE					
Dealer Address	8030 RAFAEL RIVERA WAY						
Dealer City	LAS VEGAS	State	NV	Zip	891135332		

Complaint: DIESEL ENGINE CONCERN - - -CUSTOMER STATES SERVICE DEF SEE DEALERSHIP MESSAGE HAS APPEARED IN THE CLUSTER PLEASE CHECK AND ADVISE BODY/TRIM REPAIRS PLASTIC CLAD BEHIND THE RIGHT REAR TIRE IS COMING OFF, PLEASE CHECK AND ADVISE BODY/TRIM REPAIRS CUSTOMER STATES THE RHINO LINER IS PEELING HAS OPEN RECALL Y26 2012 21 D TRUCK M14 WHEEL STUDS HAS OPEN RECALL 7 28 2019 2020 RAM HD HIGH PRESSURE FUEL PUMP PERFORM MULTI POINT INSPECTION

Cause: HIGH PRESSURE PUMP FAILURE, PICTURES AND REPORTS SENT TO STAR, CASE NUMBER [REDACTED] VERIFIED CUSTOMER CONCERN ON PLASTIC CLAD FALLING OFF, RECOMMEND NEW ONE AND RETAINING CLIPS Open recall Y26 SEE LINE #A

Correction: 31553 HIGH PRESSURE PUMP FAILURE, PICTURES AND REPORTS SENT TO STAR, CASE NUMBER [REDACTED] Verified concern, Vehicle doesn't start. Vehicle has p0087 Fuel rail pressure too low DTC present. Removed fuel quantity solenoid and found metal debris present. Created STAR Case # [REDACTED]. Star requested images of FQS. Attached images to case. STAR then ordered fuel system kit. Removed and replaced all fuel system components. Removed CP4 injection pump, installed CP3 3 Injection pump with adapter. Reprogrammed PCM software level 52401932AK to P6401932PA for the CP3 3. Verified vehicle starts and runs. Vehicle had DTC p0087 present and was stalling, hard timer starting. Contacted STAR again. STAR stated to perform fuel priming procedure 20-30 times. Vehicle still would not run correctly. Removed fuel rail and bench tested, found fuel rail would bleed down within seconds. Performed same test with known good fuel rail, known good fuel rail would hold pressure for over 5 minutes. Installed known good fuel rail to vehicle. Verified vehicle ran with no DTCs present. Fuel pressure met what was being commanded by PCM. STAR stated to replace fuel rail. Removed and replaced fuel rail. Test drove vehicle 30 miles, verified no DTCs present. Verified repair. Safety Recall Y78 High Pressure Fuel Pump. Replace High Pressure Fuel Pump, Fuel Lines,

LOP Information

LOP	LOP Description
85410000	Special Services ; Diagnostic LOP ; Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.
14701412	Air & Fuel system ; Rail/Line/Hose ; Rail, fuel injector ; 6 7 liter diesel engine
14450197	Air & Fuel system ; Injection Pump ; Pump, diesel fuel high pressure ; Kit, Fuel System. Install and Flush Fuel System

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
R8583897AA	FUEL KIT -INJECTION	1	\$1,975.03	No	01/01/0001
68579319AA	MODULE KIT FUEL INJECTION	1	\$824.53	No	01/01/0001
68447760AA	RAIL FUEL	1	\$1,326.91	No	01/01/0001
68426385AA	SEAL CRANKSHAFT OIL	1	\$48.42	No	01/01/0001
68362344AD	SPAT -REAR	0	\$16.78	No	
68005162AA	GASKET CRANKCASE BREATHER COVER	1	\$31.35	No	01/01/0001
68002992AA	WASHER FUEL LINE BANJO	6	\$9.01	No	
5145571AA	MODULE FUEL PUMP LEVEL UNIT	1	\$548.41	No	
05145571AA	MODULE -FUEL PUMP LEVEL UNIT	1	\$548.41	No	01/01/0001

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRMDL7MG [REDACTED]

VIN	3C7WRMDL7MG [REDACTED]	Model Year	2021	Body	DP5L66	RAM 5500 REG CAB CHASSIS	
Built Date	11/27/2020	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETN	6 7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F329069C8D	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F324000231	

Report #	[REDACTED]	System Key	555978996	Report Version	1	Open Date	06/14/2022
Close Date	06/14/2022	Narrative Date	06/15/2022	Category	0	Mileage	62,128
MDH	112716	Engine Built Date	02/04/2021	Built Date	11/27/2020	Advisor	109532 AARON ORTEGA
Dealer	45587	TEXAN DODGE CHRYSLER JEEP RAM					
Dealer Address	18555 HIGHWAY 59 N						
Dealer City	HUMBLE	State	TX	Zip	773384287		

Complaint: CUSTOMER REQUESTS DIESEL OIL CHANGE 10W30 19 & UP MODELS 6.7 CUSTOMER REQUEST TO CHECK BRAKE PAD LIFE REPLACE FUEL FILTER ON A DIESEL ENGINE USING CUMMINS FILTER AND PERFORM VISUAL INSPECTION OF UNDERHOOD COMPONENTS REPLACE REAR FUEL FILTER REPLACE AIR FILTER REPLACE POLLEN FILTER REPLACE BOTH FRONT WIPER BLADES PERFORM MOPAR EXPRESS LANE INSPECTION WASH AND VACCUM

Cause: LOF BRAKE LIFE IS AT 10 MM FRONT FUEL FILTER REAR FUEL FILTER DIRTY AIR FILTER CUSTOMER REQUEST WIPER BLADES CUSTOMER COURTESY

Correction: LOF COMPLETE QUICK LANE MULTIPOINT INSPECTION REPLACED FRONT FUEL FILTER REPLACED REAR FUEL FILTER REPLACED AIR FILTER REPLACED POLLEN FILTER REPLACED WIPER BLADES PERFORMED MOPAR EXPRESS LANE INSPECTION SERVICE WASH AND VAC

LOP Information is not available

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CH68517554 AA	FILTER AIR	1	\$39.95	No	
CH68436631-AA	FILTER KI-FUEL WATER SEPARATOR	1	\$74.95	No	
CH68406048 AA	FILTER CABIN AIR	1	\$39.95	No	
CH68157291 AA	FILTER FUEL	1	\$129.95	No	
CH5500451 31		12	\$10.00	No	
CH5083285-AA	FILTER -ENGINE OIL	1	\$30.10	No	
CH1AMWC024 AA	BLADE WIPER	2	\$17.50	No	

Repair Order Detailed Report [REDACTED] For VIN: 3C63R3HL5K[REDACTED]

VIN	3C63R3HL5K[REDACTED]	Model Year	2019	Body	D28H92	RAM 3500 BIG HORN CREW CAB 4X4	
Built Date	03/29/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PXJ	DIAMOND BLACK CRYSTAL P/C					
Engine	ETM	6 7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F076916FBE	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F074900153	

Report #	[REDACTED]	System Key	556586207	Report Version	1	Open Date	04/28/2022
Close Date	06/20/2022	Narrative Date	06/22/2022	Category	0	Mileage	44,527
MDH	032904	Engine Built Date	06/24/2019	Built Date	03/29/2019	Advisor	4614
Dealer	60795	Weimer Chrysler Dodge Jeep Ram					
Dealer Address	21 SHAMROCK DR						
Dealer City	KEYSER	State	WV	Zip	267266012		

Complaint: BALL JOINTS NEEDING TO BE REPLACED CUSTOMER REQUESTING FRONT BRAKE PADS TO BE REPLACED

Cause:

Correction: 44527 02106512 02106513 REPLACED BOTH UPPER AND LOWER BALLJOINTS ON BOTH SIDES OF VEHICLE CUSTOMER STATES CUSTOMER STATES

LOP Information

LOP	LOP Description
02106513	Suspension & Front A le ; Front Control arm/ball joint ; Ball Joint, Front upper and lower ; 235 - 275 MM Left
02106512	Suspension & Front Axle ; Front Control arm/ball joint ; Ball Joint, Front upper and lower ; 235 - 275 MM - Right
02106019	Suspension & Front Axle ; Front Control arm/ball joint ; Ball Joint, Front Upper ; Straight axle 235-275 mm, 4X4-Both
02101019	Suspension & Front A le ; Front Control arm/ball joint ; Ball Joint, Front Lower ; Straight A le 4X4 Both

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
D2223SD		1	\$110.35	No	
68216182AB	BALLJOINT-LOWER	2	\$98.70	No	
68214646AA	BALLJOINT UPPER	2	\$63.21	No	

Repair Order Detailed Report [REDACTED] For VIN: 3C7WRTCL4M[REDACTED]

VIN	3C7WRTCL4M[REDACTED]	Model Year	2021	Body	DD8L93	RAM 3500 CREW CAB CHASSIS 4X4	
Built Date	05/05/2021	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETN	6 7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F1051798D1	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F116100189	

Report #	[REDACTED]	System Key	556594525	Report Version	1	Open Date	06/20/2022
Close Date	06/20/2022	Narrative Date	06/22/2022	Category	0	Mileage	71,218
MDH	050510	Engine Built Date	07/06/2021	Built Date	05/05/2021	Advisor	17 DANNEFFEL; TYLER
Dealer	67002	SIEMANS CHRYSLER PRODUCTS					
Dealer Address	8961 RED ARROW HIGHWAY						
Dealer City	BRIDGMAN	State	MI	Zip	491069524		

Complaint: Multi-point inspection (according to maintenance interval) DIESEL ENGINE OIL AND FILTER CHANGE, LUBE CHASSIS WHEN GREASE FITTING ARE THERE, CHECK FLUIDS AS NEEDED AND TOP OFF WASHER SOLVENT, CHECK TIRES FOR WEAR For vehicles that require Diesel E haust Fluid REMOVE AND REPLACE FUEL FILTER'S DUE TO AGE AND OR CONDITION, DONE AS PREVENTATIVE MAINTENANCE Replace engine air filter

Cause: Air filter is dirty

Correction: Completed inspection on vehicle, fluids, hoses, steering, suspension, tire depth and wear pattern, exhaust, shocks/struts, accessory drive belt/belts, and exterior lighting Performed oil change Replaced fuel filter as per vehicle service recommendations Checked for leaks and proper operation Replaced air filter

LOP Information

LOP	LOP Description
95260001	Special Services ; Intl oil changc ; Maintenance Allowance ; Fixed Cost Maintenance
26860303	Maintenance ; Service Contract Maintenance ; Maintenance Interval Schedule B ; To be used every 3,000 Intervals

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
WF10579		1	\$74 75	No	
6930		1	\$81 00	No	
68157291AA	FILTER -FUEL	1	\$132.00	No	
68001332PC	OIL 5W40	12	\$10 57	No	
5083285AA	FILTER ENGINE OIL	1	\$21 63	No	

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRLEL0MG [REDACTED]

VIN	3C7WRLEL0M [REDACTED]	Model Year	2021	Body	DP9L93	RAM 4500 CREW CAB CHASSIS	
Built Date	05/25/2021	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETN	6 7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F13717D2CF	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F137100161	

Report #	[REDACTED]	System Key	557519147	Report Version	1	Open Date	07/01/2022
Close Date	07/01/2022	Narrative Date	07/04/2022	Category	0	Mileage	52,801
MDH	052507	Engine Built Date	07/20/2021	Built Date	05/25/2021	Advisor	1374 PETE M PAVLIK
Dealer	44311	KERNERSVILLE CHRYSLER DODGE JE					
Dealer Address	950 NC HIGHWAY 66 S						
Dealer City	KERNERSVILLE	State	NC	Zip	272843133		

Complaint: WE JUST INSTALLED A INTERCOOLER HOSE TURBO AND EGR VALVE CUST STATES HAS A LOW RPM SQUEAL AND RATTLING NOISE THAT DOESNT SOUND NORMAL CUSTOMER REQUEST MULTI POINT INSPECTION AND VITAL FLUID ANALYSIS

Cause: CHECKED OVER NO CODES NO ISSUES FOUND CLAMP ON INTERCOOLER HOSE HITTING BRACKET TEST DROVE VEHICLE NO ABNORMAL NOISES COMING FROM VEHICLE

Correction: VEHICLE OPERATES AS DESIGNED NO PROBLEM FOUND PER DIESEL TECH NO CODES MAKES CORRECT BOOST COMPLETED-SEE ATTACHED COPY

LOP Information is not available

Part Information is not available

Repair Order Detailed Report [REDACTED] For VIN: 3C7WRLEL0MG [REDACTED]

VIN	3C7WRLEL0MG [REDACTED]	Model Year	2021	Body	DP9L93	RAM 4500 CREW CAB CHASSIS	
Built Date	05/25/2021	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETN	6 7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F13717D2CF	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F137100161	

Report #	[REDACTED]	System Key	558214346	Report Version	10	Open Date	07/12/2022
Close Date	08/17/2022	Narrative Date	08/18/2022	Category	0	Mileage	53,831
MDH	052507	Engine Built Date	07/20/2021	Built Date	05/25/2021	Advisor	1029 MARK L BOLDEN
Dealer	44311	KERNERSVILLE CHRYSLER DODGE JE					
Dealer Address	950 NC HIGHWAY 66 S						
Dealer City	KERNERSVILLE	State	NC	Zip	272843133		

Complaint: C/S THERE IS A RATTLING NOISE, CHATTERING FROM UNDER THE HOOD WHEN DRIVING DOWN THE ROAD AND ACCELERATING CUSTOMER REQUEST MULTI POINT INSPECTION AND VITAL FLUID ANALYSIS

Cause: FOUND FLEX PLATE BROKEN

Correction: REPLACED FLEX PLATE ASSEMBLY COMPLETED-SEE ATTACHED COPY

LOP Information

LOP	LOP Description
09254407	Engine ; Crankshaft/Dampener ; Fle plate, torque converter drive automatic transmission ; Cummins Diesel Engine

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CH68526185-AA	CLIP -W TYPE	7	\$1.24	No	
CH68444379 AA	FLYWHEEL NONE	1	\$1,381.02	No	
68526185AA	CLIP W TYPE	7	\$8.65	No	01/01/0001
68444379AA	FLYWHEEL NONE	1	\$1,381.02	No	01/01/0001

Repair Order Detailed Report [REDACTED] For VIN: 3C7WRNFL3K [REDACTED]

VIN	3C7WRNFL3K [REDACTED]	Model Year	2019	Body	DP0L94	RAM 5500 CREW CAB CHASSIS	
Built Date	05/13/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETN	6 7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F119933D05	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F119900010	

Report #	[REDACTED]	System Key	558219742	Report Version	1	Open Date	07/05/2022
Close Date	07/11/2022	Narrative Date	07/13/2022	Category	0	Mileage	22,668
MDH	051303	Engine Built Date	02/26/2020	Built Date	05/13/2019	Advisor	447
Dealer	45113	BRIGGS DODGE RAM FIAT					
Dealer Address	3001 S KANSAS AVE						
Dealer City	TOPEKA	State	KS	Zip	666112218		

Complaint: CUSTOMER STATES THERE IS A SERVICE LIGHT ON DEF LIGHT ON BRIGGS WORLD CLASS MULTI-POINT INSPECTION PERFORM DIESEL CONVENTIONAL OIL SERVICE (UP TO 12 QTS) REPLACE ENGINE OIL AND OIL FILTER MULTI POINT INSPECTION REPLACE OIL SERVICE REMINDER STICKER AND RESET MAINT LIGHT (IF APPLICABLE) SERVICE NET

Cause: COMPLETED

Correction: 22668 CONFIRMED CUSTOMER'S CONCERN AND FOUND DTC P2048 AND P2BAC, DIAGNOSED AND FOUND DEF INJECTOR WIRING TO HAVE BEEN RIPPED OUT OF CONNECTOR, REPLACED DEF INJECTOR CONNECTOR AND REPAIRED WIRING, TESTED AND FOUND NO FURTHER PROBLEMS COMPUTER ENGINE PERFORMANCE DIAGNOSTICS PERFORM DIAGNOSTIC TEST FOR CHECK ENGINE LIGHTS OR DRIVEABILITY PROBLEMS UTILIZING A SCAN TOOL PROCEDURES CHECK TROUBLE CODES AND CHECK FOR ANY TECHNICAL BULLETINS THAT MAY APPLY REPAIRED DEF CONNECTOR WIRING COMPUTER ENGINE PERFORMANCE DIAGNOSTICS PERFORM DIAGNOSTIC TEST FOR CHECK ENGINE LIGHTS OR DRIVEABILITY PROBLEMS UTILIZING A SCAN TOOL PROCEDURES. CHECK TROUBLE CODES AND CHECK FOR ANY TECHNICAL BULLETINS THAT MAY APPLY CUSTOMER PAY REPAIR 22668 PERFORMED INSPECTION BRIGGS WORLD CLASS MULTI-POINT INSPECTION 22668 PERFORMED OIL CHANGE PERFORM DIESEL CONVENTIONAL OIL SERVICE (UP TO 12 QTS) - REPLACE ENGINE OIL AND OIL FILTER - MULTI-POINT INSPECTION - REPLACE OIL SERVICE REMINDER STICKER AND RESET MAINT. LIGHT (IF APPLICABLE) PERFORM DIESEL CONVENTIONAL OIL SERVICE (UP TO 12 QTS) REPLACE ENGINE OIL AND OIL FILTER MULTI POINT INSPECTION REPLACE OIL SERVICE REMINDER STICKER AND RESET MAINT LIGHT (IF APPLICABLE) SERVICE NET DID NOT PERFORM SERVICE

LOP Information is not available

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
NPN		1	\$25.86	No	
68438447PA	OIL -10W30	3	\$45.93	No	
5183448AA	WIRING -2 WAY	1	\$51.97	No	
5083285AA	FILTER ENGINE OIL	1	\$25.75	No	

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRNFL5MG [REDACTED]

VIN	3C7WRNFL5MG [REDACTED]	Model Year	2021	Body	DP0L94	RAM 5500 CREW CAB CHASSIS	
Built Date	02/19/2021	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETN	6 7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F044172916	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F035100070	

Report #	[REDACTED]	System Key	558325233	Report Version	1	Open Date	07/12/2022
Close Date	07/13/2022	Narrative Date	07/14/2022	Category	0	Mileage	113,622
MDH	021901	Engine Built Date	06/01/2021	Built Date	02/19/2021	Advisor	199 JAMIE FREEMAN
Dealer	45119	CHAMPION CHRYSLER JEEP DODGE R					
Dealer Address	4505 W 96TH ST						
Dealer City	INDIANAPOLIS	State	IN	Zip	462683107		

Complaint: AXLE/DIFFERENTIAL MISCELLANEOUS GENERAL CONCERN CHECK ENGINE LIGHT DIESEL TRUCK LOF MPI INSPECTION

Cause:

Correction: COMPLETED DIESEL OIL AND FILTER CHANGE TOPPED COMPLETED MULTI POINT INSPECTION

LOP Information is not available

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68438447PA	OIL 10W30	3	\$53 00	No	
5083285AA	FILTER ENGINE OIL	1	\$25 75	No	

Repair Order Detailed Report # [REDACTED] For VIN: 3C63RRKL2LG [REDACTED]

VIN	3C63RRKL2LG [REDACTED]	Model Year	2020	Body	D28R92	RAM 3500 LONGHORN CREW CAB 4X4	
Built Date	03/14/2020	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					
Engine	ETM	6 7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F0640542CD	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F057000181	

Report #	[REDACTED]	System Key	558450886	Report Version	1	Open Date	07/12/2022
Close Date	07/13/2022	Narrative Date	07/17/2022	Category	0	Mileage	60,000
MDH	031421	Engine Built Date	09/11/2020	Built Date	03/14/2020	Advisor	6550
Dealer	45364	LEE'S SUMMIT CHRYSLER JEEP DOD					
Dealer Address	1051 SE OLDHAM PKWY						
Dealer City	LEES SUMMIT	State	MO	Zip	640812965		

Complaint: RSU 1 [RSU 21-027 2020 DJD2 INSUFFICIENT ENGINE WARMUP PROTECTION **] Recall / Customer Satisfaction Notification 1 [Safety Recall Y78 -High Pressure Fuel Pump **] Electrical/Non PCM Flashes Concern [Customer States REPLACE BOTH BAD BATTERIES]

Cause:

Correction: MAINTENANCE MENU NOT DONE REPLACED BOTH BATTERIES BATTERY TAX MO ELECTRICAL MISC SHOP CHARGES

LOP Information is not available

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
BBH7F001AA	BATTERY STORAGE	2	\$226 00	No	

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRNFL5MG [REDACTED]

VIN	3C7WRNFL5MG [REDACTED]	Model Year	2021	Body	DP0L94	RAM 5500 CREW CAB CHASSIS	
Built Date	02/19/2021	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETN	6 7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F044172916	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F035100070	

Report #	[REDACTED]	System Key	558787084	Report Version	1	Open Date	04/18/2022
Close Date	07/18/2022	Narrative Date	07/20/2022	Category	0	Mileage	111,920
MDH	021901	Engine Built Date	06/01/2021	Built Date	02/19/2021	Advisor	600305
Dealer	26676	LARRY H MILLER CHRYSLER JEEP					
Dealer Address	755 N 500 W						
Dealer City	WEST BOUNTIFUL	State	UT	Zip	840106977		

Complaint: CUSTOMER STATES-TRANSMISSION FLUID LEAK, PLEASE CHK AND ADV REINSTALL DRIVLINE FUSE FOR WINCH INSTALL CUSTOMER STATES-CHECK FRONT TIRES AND SUSPENSION, VEHICLE HAS A HARD SHAKE SOMETIMES WHILE DRIVING, PLEASE CHK AND ADV

Cause: F

Correction: 111920 UPON INSPECTION, FOUND THAT TRANSFLUID WAS LEAKING FROM THE FRONT OF THE BELLHOUSING AREA. TRIED TO START THE VEHICLE TO MOVE IT INTO THE SHOP FOR REPAIRS BUT FOUND THAT THE ENGINE WOULD NOT TURN OVER. REMOVED THE INSPECTION COVER FROM THE BELLHOUSING AND FOUND THAT THE FLEXPLATE HAD SUFFERED CATASTROPHIC FAILURE, AND HAD SEPARATED FROM THE CRANKSHAFT BOLTS. NOTICED THAT DUE TO THE SEPARATED FLEXPLATE, THE ENGINE WOULD TURN ABOUT A QUARTER OF A REVOLUTION, BUT THE TORQUE CONVERTER WOULD NOT MOVE AT ALL. REMOVED THE TRANS PAN AND FOUND PRESENCE OF METAL CONTAMINATION IN THE PAN. REMOVED THE TRANSMISSION ASSEMBLY DETERMINED THAT THE TORQUE CONVERTER HAD SEIZED IN THE PUMP BUSHING DUE TO SEVERE OVERHEATING. WHEN THE TORQUE CONVERTER SEIZED, THE FORCE OF THE ENGINE STILL RUNNING CAUSED THE FAILURE OF THE FLEXPLATE. REMOVED THE FAILED FLEXPLATE AND REPLACED IT WITH A NEW ONE WITH NEW BOLTS. INSTALLED NEW TRANSMISSION ASSEMBLY. INSTALLED NEW TRANSCOOLER. FILLED TRANS FLUID TO PROPER LEVEL. FLASHED TCM AND PERFORMED QUICK LEARN. TEST DROVE VEHICLE, NO FLUID LEAKS ARE PRESENT AND THE TRANSMISSION IS NOW OPERATING CORRECTLY AT THIS TIME. Transmission, Replace automatic Replace AS68RC/AS69RC (3 Highly Skilled) LOP CODE 21252050 LOP CODE 21002766 LOP CODE 21002762 Engine Engine Engine 111904 1,0 hrs performed replace both battery performed gr 8 test fail both battery performed replace both battery is complete labor time is 1.0 hrs INSTALLED NEW BATTERIES BODY AND ELECTRICAL UNABLE TO PERFORM ALIGNMENT, VEHICLE IS TOO LONG FOR OUR RACK STEERING AND SUSPENSION

LOP Information

LOP	LOP Description
21252050	Transmission ; Oil Cooler/Heater/Line/Hose ; Oil cooler, external / auxiliary ; Cooler (2 Skilled)
21002766	Transmission ; Out of Vehicle Operations ; Transmission, Replace automatic ; 4 /AWD equipped
21002762	Transmission ; Out of Vehicle Operations ; Transmission, Replace automatic ; Two piece propeller shaft equipped
21002712	Transmission ; Out of Vehicle Operations ; Transmission, Replace automatic ; AS68RC/AS69RC

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
BBH7F001AA	BATTERY STORAGE	2	\$194.00	No	
68533456AA	TRANS WITH TORQUE CONVERTER	1	\$8,080.05	No	01/01/0001
68444380AA	FLYWHEEL -REINFORCEMENT	1	\$306.14	No	01/01/0001
68444379AA	FLYWHEEL NONE	1	\$1,276.36	No	01/01/0001
68322497AC	COOLER TRANSMISSION OIL	1	\$214.76	No	01/01/0001
6511777AA	BOLT HEX HEAD	6	\$3.43	No	
4429522	BOLT -HEX HEAD	10	\$15.38	No	
06511777AA	BOLT HEX HEAD	6	\$20.56	No	01/01/0001
04429522	BOLT HEX HEAD	10	\$153.83	No	01/01/0001

Repair Order Detailed Report # [REDACTED] For VIN: 3C63R3CL5LG [REDACTED]

VIN	3C63R3CL5LG [REDACTED]	Model Year	2020	Body	D28L91	RAM 3500 TRADESMAN CREW CAB 4X4	
Built Date	08/06/2020	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PSC BILLET SILVER METALLIC CLEAR COAT						
Engine	ETM	6 7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F21005BB62	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F204000229	

Report #	[REDACTED]	System Key	559180487	Report Version	1	Open Date	07/20/2022
Close Date	07/22/2022	Narrative Date	07/25/2022	Category	0	Mileage	39,467
MDH	080604	Engine Built Date	09/03/2020	Built Date	08/06/2020	Advisor	526 John Mantkus
Dealer	43508	CARSON CHRYSLER JEEP DODGE					
Dealer Address	3059 S CARSON ST						
Dealer City	CARSON CITY	State	NV	Zip	897014513		

Complaint: MISCELLENOUS CONCERNS RECALL Multi Point Vehicle Inspection INSPECT AIR FILTER MISCELLENOUS CONCERNS

Cause:

Correction: yes did inspect system no check engine light or

LOP Information is not available

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68517554AA	FILTER -AIR	1	\$49.95	No	
68406048AA	FILTER CABIN AIR	1	\$32.40	No	

Repair Order Detailed Report [REDACTED] For VIN: 3C63RRKL2L[REDACTED]

VIN	3C63RRKL2L[REDACTED]	Model Year	2020	Body	D28R92	RAM 3500 LONGHORN CREW CAB 4X4	
Built Date	03/14/2020	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PSC BILLET SILVER METALLIC CLEAR COAT						
Engine	ETM	6 7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F0640542CD	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F057000181	

Report #	[REDACTED]	System Key	560147715	Report Version	1	Open Date	08/02/2022
Close Date	08/02/2022	Narrative Date	08/04/2022	Category	0	Mileage	61,681
MDH	031421	Engine Built Date	09/11/2020	Built Date	03/14/2020	Advisor	172 PRINCE, DEION
Dealer	27037	Thornton Chrysler Dodge Jeep R					
Dealer Address	2980 CAPE HORN RD						
Dealer City	RED LION	State	PA	Zip	173569067		

Complaint: MOUNTED AND BALANCED 2 TIRES SPARE AND A FRONT TIRE LUBRICATE CHASSIS, CHANGE OIL & FILTER RESET THE OIL CHANGE REMINDER IF APPLICABLE MOPAR 23-POINT INSPECTION Y78 RECALL NOTE

Cause: While removing RF wheel I noticed it had a missing lug nut Checked all otehr wheels and they were also missing one lug nut

Correction: M+B 2 tires with spare and RF. Installed 4 new lug nuts on each wheel. PERFORMED LUBE, OIL AND FILTER CHANGE. parts not in stock. need to order parts and schedule appointment with local dealer at next delership visit order tpms sensor for right front wheel. Call Thornton CDJR (Colby to pay for tire sensor and install)

LOP Information is not available

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
LOFD3		1	\$0 00	No	
HAT		1	\$17 95	No	
68438447PA	OIL -10W30	3	\$34.41	No	
68053042AA	STEM WHEEL VALVE	1	\$18 60	No	
6509424AA	NUT WHEEL	4	\$20 46	No	
5083285AA	FILTER ENGINE OIL	1	\$16 72	No	

Repair Order Detailed Report [REDACTED] **For VIN: 3C63R3EL8LG** [REDACTED]

VIN	3C63R3EL8LG [REDACTED]	Model Year	2020	Body	D28P91	RAM 3500 LARAMIE CREW CAB 4X4	
Built Date	02/19/2020	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PRV	DELMONICO RED PEARL COAT					
Engine	ETM	6 7L I6 CUMMINS HO TURBO DIESEL ENG				Serial #	F0370515E9
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS				Serial #	F017000005

Report #	[REDACTED]	System Key	560184341	Report Version	7	Open Date	08/01/2022
Close Date	08/30/2022	Narrative Date	08/31/2022	Category	0	Mileage	29,333
MDH	021907	Engine Built Date	06/16/2020	Built Date	02/19/2020	Advisor	102682 DANNY LOPEZ
Dealer	45854	HUNTER DODGE CHRYSLER JEEP RAM					
Dealer Address	1130 AUTO MALL DR						
Dealer City	LANCASTER	State	CA	Zip	935346302		

Complaint: CUSTOMER STATES ON AN INCLINE IN BETWEEN 1ST AND 2ND GEAR FEELS LIKE IT GOES IN TO NEUTRAL THEN CLUNKS IN TO GEAR. CUSTOMER STATES WHEN TOWING OR NOT TOWING THE VEHICLE STILLS SHIFTS IN TO GEAR WITH A CLUNK. CUSTOMER STATES WHILE IDLING AT A LIGHT VEHICLE SHAKES CUSTOMER STATES THIS HAS NEVER HAPPEN BEFORE PLEASE CHECK AND ADVISE CUSTOMER STATES WHILE DRIVING SERVICE DEF SYSTEM ILLUMINATES ON DASH INTERMITTENTLY (NOTE DEF LIGHT NOT ILLUMINATED ON DASH RIGHT NOW) PLEASE CHECK AND ADVISE PERFORM MULTIPOINT INSPECTION CHECK TIRE PRESSURE Disinfect vehicle and keys before delivering vehicle to customer Safety Recall Z08 ENTERPRISE RENTAL

Cause: AVAILABLE TCM SOFTWARE UPDATE WITH DRIVABILITY AND SHIFTING ENHANCEMENTS CUSTOMER COMING TO TEST DRIVE WITH TECH TRANS SLIPPING/FREEWHEEL 1ST 2ND GEAR ON AN INCLINE TEST DROVE VEH OVER 20 MILES WITH NO DEF LIGHT COMING ON, HAS NO CODES FOR DEF SYSTEM CAN NOT DUPLICATE CUST CONCERN Z08 RECALL

Correction: SCANNED VEH, NO TRANS DTCS IN SYSTEM, CHECKED TRANS FLUID, LEVEL OK AVAILABLE TCM SOFTWARE UPDATE WITH DRIVABILITY AND SHIFTING ENHANCEMENTS PERFORMED TCM UPDATE AND TRANS QUICK LEARN, ROAD TEST, TRANS SHIFTING PROPERLY, TRANS SHIFTING AS DESIGNED. STAR CASE# [REDACTED] STAR SUGGESTED TO REPLACE VALVE BODY AND PERFORM QUICK LEARN. REMOVED PAN, INSPECT, REMOVE VALVE BODY, INSTALLED NEW/REMAN TRANS, TORQUE TO SPECS, NEW FILTER, GASKET, ADD FLUID, PERFORMED TRANS QUICK LEARN, ROAD TEST AND CHECKED FOR LEAKS Flashing from current part number 68475153AE to targeted part number 68475153AF 181905RG Module, Transmission Control (TCM) Reprogram (0 Introduction) 2 Automatic Transmission 0 3 Hrs COULD NOT DUPLICATE PERFORMED MULTIPOINT INSPECTION TIRE TREAD MEASUREMENTS LF RF LR RR ? Provide gloves for all employees who enter a customer vehicle Provide COVID 19 effective cleaning supplies CUSTOMER STATES THEY NEVER PICKED UP A RENTAL

LOP Information

LOP	LOP Description
21950158	Transmission ; Cable Adjustment/Seal/Controls ; Valve Body ; Valve body Replace Aisin AS66RC/AS68RC/AS69RC (3 Highly Skilled)
21550233	Transmission ; Oil Pan/Related Repairs Valve Body etc ; Pan, Oil Related Repairs ; Aisin Transmission
181905RG	Software Flash ; Module ; Module, Transmission Control (TCM) ; Module, Transmission Control (TCM) Inspect and Reprogram

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CH68445748 AA	BODY ASSY NONE	2	\$2,510.31	No	
CH68224232 AA	FILTER TRANSMISSION OIL	1	\$123.39	No	
CH68214914 AA	GASKET TRANSMISSION CASE	1	\$49.87	No	
CH5189966-AD	FLUID AFT-AUTOMATIC TRANSMISSION	15	\$15.53	No	
68445748AA	BODY ASSY NONE	1	\$2,210.31	No	01/01/0001
68224232AA	FILTER TRANSMISSION OIL	1	\$123.39	No	01/01/0001
68214914AA	GASKET TRANSMISSION CASE	1	\$49.87	No	01/01/0001
05189966AD	FLUID AFT-AUTOMATIC TRANSMISSION	9	\$139.74	No	01/01/0001

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRTCL8L [REDACTED]

VIN	3C7WRTCL8L [REDACTED]	Model Year	2020	Body	DD8L93	RAM 3500 CREW CAB CHASSIS 4X4	
Built Date	11/03/2020	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETN	6 7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F295065F32	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F295000148	

Report #	[REDACTED]	System Key	560691642	Report Version	2	Open Date	08/08/2022
Close Date	08/10/2022	Narrative Date	08/16/2022	Category	0	Mileage	79,764
MDH	110316	Engine Built Date	01/29/2021	Built Date	11/03/2020	Advisor	900206
Dealer	60022	SUPERIOR DODGE CHRYSLER JEEP R					
Dealer Address	504 HWY 412 BYPASS E						
Dealer City	SILLOAM SPRINGS	State	AR	Zip	727614729		

Complaint: Four Wheel Alignment Recall / Customer Satisfaction Notification 1 [Safety Recall Y78 -High Pressure Fuel Pump **] Multi-point inspection (according to maintenance interval)

Cause:

Correction: Four Wheel Alignment Perform Computerized Wheel Alignment 79764 ORDERED PARTS Recall / Customer Satisfaction Notification1 [Safety Recall Y78 - High Pressure Fuel Pump **] Multi-point inspection (according to maintenanceinterval) Perform Courtesy Vehicle Check (FORM)

LOP Information is not available

Part Information is not available

Repair Order Detailed Report [REDACTED] For VIN: 3C63RRJL5K0 [REDACTED]

VIN	3C63RRJL5K0 [REDACTED]	Model Year	2019	Body	D28P92	RAM 3500 LARAMIE CREW CAB 4X4	
Built Date	03/28/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					
Engine	ETM	6 7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F076916FBC	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F070900125	

Report #	[REDACTED]	System Key	560781473	Report Version	1	Open Date	06/13/2022
Close Date	08/09/2022	Narrative Date	08/12/2022	Category	0	Mileage	31,711
MDH	032813	Engine Built Date	07/01/2019	Built Date	03/28/2019	Advisor	252475
Dealer	60917	DESERT 215 SUPERSTORE					
Dealer Address	8030 RAFAEL RIVERA WAY						
Dealer City	LAS VEGAS	State	NV	Zip	891135332		

Complaint: Engine Performance Concern (Diesel)[Customer States the engine light just came on. No symptoms] Multi-point inspection

Cause: Vehicle has DTC for fuel leak , but vehicle has no external fuel leaks present

Correction: 31603 Vehicle has DTC for fuel leak , but vehicle has no external fuel leaks present . Verified concern . Vehicle has DTC p0093-00Fuel leak present . Vehicle runs and drives with no issues and has no external leaks present . Created Star case [REDACTED] Star stated to perform PCM update again for CP3.3programming . Performed PCM update , testdrove vehicle . DTC returned . Star stated to perform fuel pressure regulator and injector return test along with a lift pump test . Verified injector return passed 44ml for 30seconds of engine running (calls for less than 94ml in 30 seconds time) and lift pump has 550 ml of volume within 10 seconds . Verifying lift pump and injector return flow has no issues present . Monitored commanded fuel rail pressure and actual pressure . Found fuel pressure spikes much higher than commanded and drops much lower than commanded in the matter of seconds , stapled printed out findings of the pressures to repair order and informed Star . Star recommended to perform high pressure fuel pump test . Performed high pressure fuel test and found high pressure pump only producing 50 ml offlow at 200 rpm , noticed fuel stream was erratic , going from steady flow to dripping and back to steady intermittently . Service library states minimum fuel flow is 74 ml at 200 rpm . Star ordered another high pressure pump for vehicle . Removed and replaced high pressure pump . Test drove vehicle 80 miles on highway and surface streets , scanned for DTCs . Verified no DTCs present of any kind . Vehicle runs with no issues present . Verified repair . Pump, diesel fuel high pressure - Test and Replace 6.7 liter diesel engine (2 - Skilled) Fuel, Trouble Not Found -No Repair/Trouble Not Found (2 - Skilled) FUEL MISC. SHOP CHARGES Multi-point inspection MOPAR EXPRESS LANE INSPECTION

LOP Information

LOP	LOP Description
85410000	Special Services ; Diagnostic LOP ; Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.
14450102	Air & Fuel system ; Injection Pump ; Pump, diesel fuel high pressure ; 6 7 liter diesel engine

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68579319AA	MODULEKIT FUEL INJECTION	1	\$1,162.01	No	01/01/0001

Repair Order Detailed Report [REDACTED] for VIN: 3C63RRRL3L[REDACTED]

VIN	3C63RRRL3L[REDACTED]	Model Year	2020	Body	D28M92	RAM 3500 LIMITED CREW CAB 4X4	
Built Date	03/07/2020	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PPX	PATRIOT BLUE PEARL COAT					
Engine	ETM	6 7L I6 CUMMINS HO TURBO DIESEL ENG				Serial #	F052053090
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS				Serial #	F044000194

Report #	[REDACTED]	System Key	561281774	Report Version	9	Open Date	08/17/2022
Close Date	08/30/2022	Narrative Date	09/01/2022	Category	0	Mileage	40,822
MDH	030722	Engine Built Date	06/11/2020	Built Date	03/07/2020	Advisor	4992 HOLLY E RUTHERF
Dealer	27209	Arrigo Chrysler Dodge Jeep Ram					
Dealer Address	6500 OKEECHOBEE BLVD						
Dealer City	WEST PALM BEACH	State	FL	Zip	334112701		

Complaint: (Multi-point inspection according to maintenance interval) Safety Recall Y26 - Wheel Studs Safety Recall Z08 - Windshield Wipers CUSTOMER STATES THAT THE CHECK ENGINE LIGHT COMES ON WHILE DRIVING CUSTOMER STATES THAT THERE IS A POPPING NOISE WHEN HE TURNS REPLACE THE ENGINE FUEL FILTER REPLACE THE CHASSIS MOUNT FUEL FILTER

Cause:

Correction: Multi-Point Inspection All performed inspection of wheel studs as per recall, vehicle operates as designed at this time TIGHTENED WIPER ARMS AS PER RECALL, VEHICLE OPERATES AS DESIGNED AT THIS TIME FOUND FAILED EGR VALVE BECAUSE OF EGR VALVE BEING STUCK, I ALSO FOUND THAT EGR GETTING STUCK CAUSED AND INTERNAL SHORT OF THE EGR AND THIS CAUSED AND INTERNAL SHORT OF THE PCM SETTING A PERMANENT CHECK ENGINE LIGHT FOR EGR CODES, I REPLACED EGR VALVE AND PCM AND THEN REPROGRAMMED PCM AS PER SERVICE INFORMATION AND RECALIBRATED ABS, TEST DROVE TO CONFIRM VEHICLE OPERATES AS DESIGNED AT THIS TIME LOP 25014511, 08190401 COULD NOT VERIFY CONCERN AT THIS TIME replaced the eng fuel filter replaced chassis mount fuel filter

LOP Information

LOP	LOP Description
25014511	Emission System ; Emission Controls ; Valve, EGR ; 6 7 liter diesel engine 2500 3500 pickup truck
23Z08182	Body ; Recall Z0 ; Safety Recall Z08 Windshield Wipers ; Nut, Wiper Arms Torque Front
22Y26181	Wheels ; Recall Y2x ; Safety Recall Y26 - Wheel Studs ; Inspect Wheel Studs
08190401	Electrical System ; Modules ; Module, diesel engine control ; 6 7 liter diesel engine

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CH68447574 AA	EGR VALVE EGR	1	\$1,650.62	No	
CH68436631-AA	FILTER KI-FUEL WATER SEPARATOR	1	\$65.00	No	
CH68363277-AA	MODULE -ENGINE CONTROLLER	2	\$3,783.88	No	
CH68157291 AA	FILTER FUEL	1	\$109.95	No	
CH68005465 AA	GASKET NONE	1	\$11.63	No	
CH68005184-AA	GASKET -EGR VALVE	2	\$21.49	No	
68447574AA	EGR VALVE-EGR	1	\$1,650.62	No	01/01/0001
68363277AA	MODULE ENGINE CONTROLLER	1	\$3,533.88	No	01/01/0001
68005465AA	GASKET NONE	1	\$11.63	No	01/01/0001
68005184AA	GASKET -EGR VALVE	2	\$42.98	No	01/01/0001

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRNFL8LG [REDACTED]

VIN	3C7WRNFL8LG [REDACTED]	Model Year	2020	Body	DP0L94	RAM 5500 CREW CAB CHASSIS	
Built Date	12/02/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETN	6 7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F32394AEC1	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F326900063	

Report #	[REDACTED]	System Key	561286913	Report Version	1	Open Date	06/08/2022
Close Date	08/17/2022	Narrative Date	08/18/2022	Category	0	Mileage	157,291
MDH	120201	Engine Built Date	07/20/2020	Built Date	12/02/2019	Advisor	TLF Tiffany Fletcher
Dealer	42539	BILL BRYAN CHRYSLER DODGE JEEP					
Dealer Address	3401 U.S. HIGHWAY 441/27						
Dealer City	FRUITLAND PARK	State	FL	Zip	347314479		

Complaint: COOLING SYSTEM LEVEL A RECALL DIAGNOSIS LEVEL A

Cause:

Correction:

LOP Information is not available

Part Information is not available

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRNFL7KG [REDACTED]

VIN	3C7WRNFL7KG [REDACTED]	Model Year	2019	Body	DP0L94	RAM 5500 CREW CAB CHASSIS	
Built Date	02/13/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETN	6 7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F036912BD9	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F007900141	

Report #	[REDACTED]	System Key	561899171	Report Version	2	Open Date	08/24/2022
Close Date	08/24/2022	Narrative Date	08/28/2022	Category	0	Mileage	161,709
MDH	021304	Engine Built Date	05/30/2019	Built Date	02/13/2019	Advisor	G48 JOSH BIGORNIA
Dealer	45478	GILLMAN CHRYSLER JEEP DODGE					
Dealer Address	10585 W SAM HOUSTON PKWY S						
Dealer City	HOUSTON	State	TX	Zip	770992844		

Complaint: CUSTOMER STATES CHANGE OIL AND FILTER, DIESEL TRUCK, CUMMINS POWERED CUSTOMER STATES PERFORM COURTESY MULTI-POINT INSPECTION FOR NEEDED PREVENTATIVE MAINTENANCE AND REPAIRS, SEE BACK OF RECEIPT FOR ANY NECESSARY RECOMMENDATIONS REPLACE CUMMINS DIESEL AIR FILTER

Cause:

Correction: COMPLETED COMPLETED COMPLETED

LOP Information is not available

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68517554AA	FILTER AIR	1	\$50.00	No	
68438447PA	OIL 10W30	3	\$35.00	No	
05083285AA	FILTER -ENGINE OIL	1	\$27.04	No	
00093400		1	\$11.35	No	

Repair Order Detailed Report [REDACTED] For VIN: 3C7WRTCL8KG [REDACTED]

VIN	3C7WRTCL8KG [REDACTED]	Model Year	2019	Body	DD8L93	RAM 3500 CREW CAB CHASSIS 4X4	
Built Date	09/12/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETN	6 7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F246941B77	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F222900049	

Report #	[REDACTED]	System Key	562204251	Report Version	1	Open Date	08/15/2022
Close Date	08/25/2022	Narrative Date	08/29/2022	Category	0	Mileage	31,076
MDH	091212	Engine Built Date	08/24/2020	Built Date	09/12/2019	Advisor	650136
Dealer	68807 BAXTER CHRYSLER DODGE JEEP RAM						
Dealer Address	14920 CREST RD						
Dealer City	OMAHA	State	NE	Zip	681384432		

Complaint: A Vehicle Multi-point Inspection Change diesel engine oil and filter (synthetic oil may be required based on geographic location) [12qt. 10W30] Replace both fuel filters General Concern #1 [Customer States FRONT END WOBBLING WHEN HITTING BUMPS AND EVEN JUST GOING DOWN THE ROAD] Automatic Transmission Concern [Customer States TRANSMISSION SHIFTS HARD IN LOWER GEARS] AC/Heating Concern [Customer States AC NOT BLOWING VERY COLD] Program Key [Customer States KEY FOB DOES NOT WORK SOP FOB HERE FOR CUSTOMER] Recall / Customer Satisfaction Notification 1 [Safety Recall Y78 High Pressure Fuel Pump **] Recall / Customer Satisfaction Notification 2 [Safety Recall Z08 Windshield Wipers **] PERFORM TIRE ROTATION TO MOST OPTIMUM POSITION MEL Tire Rotation

Cause: PER MAINTENANCE AND TIRE WEAR

Correction: 31076 NO OTHER CONCENS A Vehicle Multi point Inspection PERFORM COMPLIMENTARY MULTI POINT VISUAL INSPECTION OF VEHICLE MEL INSPECTION 31076 EXPRESS CHANGED THE OIL AND FILTER Change diesel engine oil and filter (synthetic oil may be required based on geographic location) [12qt 10W30] PERFORM DIESEL OIL CHANGE TOPPING OFF FLUIDS, CHECK TIRE PRESSURES, REPLACE OIL FILTER AND PERFORM VISUAL INSPECTION OF THE VEHICLE. MEL Oil. REPLACE TWO DIESEL FILTER 31076 STEERING DAMPER ON ORDER PARTS ON ORDER 31076 I INSPECTED THE TRUCK FOR THE CONCERN AND FOUND A TCM SOFTWARE UPDATE. I REPROGRAMMED THE TCM AND PERFORMED A QUICKLEARN PROCEDURE. THEN I VERIFIED THE TRANSMISSION SHIFTS PROPERLY Module, Transmission Control (TCM) Reprogram Module, Transmission Control (TCM) Inspect and Reprogram (0 Low Skilled) 31076 I INSPECTED THE AC FOR THE CONCERN I FOUND THE CHARGE WAS LOW BUT DID NOT SEE ANY LEAKS AT THIS TIME I RECHARGED THE AC SYSTEM AND ADDED DYE A/C Performance Test and Recharge Leak Test and Correct Fill Front unit (1 Semi Skilled) AIR CONDITIONING SYSTEM Leak test and correct low fill Transmitter, Integrated Key FOB Test and Replace Transmitter keyless ignition one or all (0

LOP Information

LOP	LOP Description
24010101	Air Conditioning & Heater ; A/C System Charge ; A/C Performance Test and Recharge ; Front unit
181905PF	Software Flash ; Module ; Module, Transmission Control (TCM) ; Module, Transmission Control (TCM) Inspect and Reprogram
08804420	Electrical System ; Switches, Steering wheel/IP/Center Stack Lower/Module/WIN/Keyless Entry ; Transmitter, Integrated Key FOB ; Transmitter - keyless ignition - one or all

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68538047AB	TRANSMITT INTEGRATED KEY FOB	1	\$97.27	No	
68436631AA	FILTER KI FUEL WATER SEPARATOR	1	\$70.50	No	
68357422AA	OIL -5W40	12	\$5.00	No	
68157291AA	FILTER -FUEL	1	\$132.00	No	
5083285AA	FILTER ENGINE OIL	1	\$35.00	No	

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRLAJ6L [REDACTED]

VIN	3C7WRLAJ6L [REDACTED]	Model Year	2020	Body	DP9L63	RAM 4500 REG CAB CHASSIS	
Built Date	11/12/2020	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ESB	6 4L V8 HEAVY DUTY HEMI ENGINE			Serial #	6218011190	
Transmission	DF3	6-SPD AUTO AISIN AS66RC HD TRANS			Serial #	F300000125	

Report #	[REDACTED]	System Key	562514899	Report Version	9	Open Date	08/31/2022
Close Date	09/21/2022	Narrative Date	09/22/2022	Category	0	Mileage	1,457
MDH	111211	Engine Built Date	01/18/2021	Built Date	11/12/2020	Advisor	136003 ROBERT VINCEN
Dealer	45562	Empire Chrysler Jeep Dodge Ram					
Dealer Address	555 SUNRISE HWY						
Dealer City	WEST ISLIP	State	NY	Zip	117952124		

Complaint: (Multi-point inspection according to maintenance interval) CUSTOMER STATES SEE TRANSMISSION FLUID LEAKING.
Cause: TECH VERIFIED OIL LEAKING FROM TRANSMISSION LINES AND FITTINGS
Correction: COMPLETED RECOMMENDATIONS GIVEN TO CUSTOMER REPLACE PRESSURE AND COOLER BUNDLE AND RELATED FITTINGS

LOP Information

LOP	LOP Description
21251703	Transmission ; Oil Cooler/Heater/Line/Hose ; Hose / tube, transmission oil cooler ; Oil cooler pressure and return bundle

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CH68445730 AA	ELBOW OIL COOLER LINE	1	\$67.66	No	
CH68359845-AC	TUBE -OIL COOLER PRESSURE AND RE	1	\$238.35	No	
CH68224591 AB	ELBOW OIL COOLER LINE	1	\$130.71	No	
CH68020021 AA	FITTING QUICK CONNECT	2	\$257.57	No	
68445730AA	ELBOW OIL COOLER LINE	1	\$67.66	No	01/01/0001
68359845AC	TUBE OIL COOLER PRESSURE AND RE	1	\$238.35	No	01/01/0001
68224591AB	ELBOW OIL COOLER LINE	1	\$130.71	No	01/01/0001
68020021AA	FITTING QUICK CONNECT	2	\$515.15	No	01/01/0001

Repair Order Detailed Report [REDACTED] For VIN: 3C7WRSCL1L[REDACTED]

VIN	3C7WRSCL1L[REDACTED]	Model Year	2020	Body	DD3L93	RAM 3500 CREW CAB CHASSIS	
Built Date	09/02/2020	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PPF OLIVE GREEN PEARL COAT						
Engine	ETN	6 7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F22505D97F	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F230000033	

Report #	[REDACTED]	System Key	562646854	Report Version	8	Open Date	09/01/2022
Close Date	01/01/0001	Narrative Date	09/13/2022	Category	0	Mileage	0
MDH	090204	Engine Built Date	10/23/2020	Built Date	09/02/2020	Advisor	5219 JENELL LEA DURL
Dealer	59572	B & B CHRYSLER DODGE JEEP RAM					
Dealer Address	125 GRANDVIEW AVE						
Dealer City	HONESDALE	State	PA	Zip	184311119		

Complaint: OWNER REQUEST

Cause:

Correction:

LOP Information is not available

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CH68533455 AA	TRANS WITH TORQUE CONVERTER	2	\$7,008 00	No	

Repair Order Detailed Report [REDACTED] For VIN: 3C7WRNDL0LG [REDACTED]

VIN	3C7WRNDL0LG [REDACTED]	Model Year	2020	Body	DP0L66	RAM 5500 REG CAB CHASSIS	
Built Date	02/08/2020	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PX8	BLACK CLEAR COAT					
Engine	ETN	6 7L I6 CUMMINS TURBO DIESEL ENGINE				Serial #	F02204FDCB
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS				Serial #	F023000128

Report #	[REDACTED]	System Key	562780653	Report Version	1	Open Date	08/29/2022
Close Date	08/31/2022	Narrative Date	09/05/2022	Category	0	Mileage	68,119
MDH	020801	Engine Built Date	04/08/2020	Built Date	02/08/2020	Advisor	847 RICHARDSON,ASHLE
Dealer	52664	JUNCTION AUTO SALES INC					
Dealer Address	12423 MAYFIELD RD						
Dealer City	CHARDON	State	OH	Zip	440249476		

Complaint: Multi-point inspection (according to maintenance interval) Recall / Customer Satisfaction Notification 1 Safety Recall Y78 - High Pressure Fuel Pump ** CUSTOMER REQUEST CHANGE OIL, FILTER AND LUBRICATE CHASSIS, HEAVY TRUCK 2500 + UP OR DIESEL c/s to replace engine air filter 2500 + or diesel CUSTOMER REQUESTS CABIN AIR FILTER REPLACEMENT 2500 and higher models or Diesel CUSTOMER STATES TO REPLACE FUEL FILTER/FILTERS 2500+ MODELS AND DIESEL CUSTOMER STATES TO REPLACE THE FRONT BRAKE PADS AND ROTORS, CLEAN THE CALIPER SLIDES AND ADJUSTERS WITH REPLACEMENT HEAVY TRUCK 2500 + OR DIESEL

Cause: MFG RECALL

Correction: TOPPED OFF FLUID LEVELS AND ADJUSTED TIRE PRESSURE replaced engine air filter replaced cabin filter REPLACED FUEL FILTER/FILTERS REPLACED THE FRONT BRAKE PADS AND ROTORS, CLEANED THE CALIPER SLIDES AND ADJUSTERS

LOP Information

LOP	LOP Description
14Y78182	Air & Fuel system ; Recall Y7 ; Safety Recall Y78 High Pressure Fuel Pump ; Replace High Pressure Fuel Pump and Reprogram PCM

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CSRLY781AA	MODULEKIT FUEL INJECTION	1	\$708 21	No	
68436631AA	FILTER KI FUEL WATER SEPARATOR	1	\$70 50	No	
68415392AA	ROTOR -BRAKE	2	\$256.00	No	
68406048AA	FILTER CABIN AIR	1	\$32 20	No	
68232237AB	T6 5W40 5W40 TURBO DIESEL	3	\$32 00	No	
68157291AA	FILTER FUEL	1	\$132 00	No	
53034051AB	FILTER AIR	1	\$70 15	No	
5083285AA	FILTER ENGINE OIL	1	\$15 45	No	
2AMV1093AC	PAD KIT DISC BRAKE	1	\$110 00	No	

Repair Order Detailed Report # [REDACTED] For VIN: 3C63R3EL8LG [REDACTED]

VIN	3C63R3EL8LG [REDACTED]	Model Year	2020	Body	D28P91	RAM 3500 LARAMIE CREW CAB 4X4	
Built Date	02/19/2020	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PRV	DELMONICO RED PEARL COAT					
Engine	ETM	6 7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F0370515E9	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F017000005	

Report #	[REDACTED]	System Key	563002781	Report Version	4	Open Date	09/07/2022
Close Date	09/26/2022	Narrative Date	09/28/2022	Category	0	Mileage	29,599
MDH	021907	Engine Built Date	06/16/2020	Built Date	02/19/2020	Advisor	102682 DANNY LOPEZ
Dealer	45854	HUNTER DODGE CHRYSLER JEEP RAM					
Dealer Address	1130 AUTO MALL DR						
Dealer City	LANCASTER	State	CA	Zip	935346302		

Complaint: CUSTOMER STATES TRANSMISSION IS HAVING SAME ISSUE PLEASE CHECK AND ADV ENTERPRISE RENTAL PERFORM MULTIPOINT INSPECTION CHECK TIRE PRESSURE Disinfect vehicle and keys before delivering vehicle to customer TIRES REQUIRE IMMEDIATE ATTENTION COMMENTS ELECTRONIC AUTHORIZATION FROM SERVICE MANAGER FOR DIAG TIME, ACTUAL TIME, ADD ONS, GOODWILL, FLEX, RENTAL, STOCK UNIT

Cause: TRANS SIPPING IN 1ST TO 2ND ON AN INCLINE TRANS WITH INTERNAL FAILURE, NO AVAILABLE TRANS CASE, STAR CASE# [REDACTED] STAR SUGGESTED TO REPLACE TRANS DUE TO NO TRANS CASE AVAILABLE MAINT ALL TIRES AT OR CLOSE TO WEAR BARS COMMENTS: SM DIEGO M

Correction: SCANNED VEH, CHECKED TRANS FLUID, LEVEL OK, ROAD TEST VEH, TRANS SLIPPING/FREEWHEEL ON 1 2, START STAR CASE # STAR SUGGESTED TO REPLACE TRANS DUE TO NO AVAILABLE PARTS FOR THIS REPAIR, REMOVED FRONT AND REAR DRIVE SHAFTS, ALL CONNECTORS, BRACKETS, SHIFTER CABLE, COOLER LINES, CROSS MEMBER, MOUNTS, TRANSFER CASE, T/C BOLTS, REMOVED TRANS, INSPECTED, TRANSFER ALL BRACKETS TO NEW/REMAN TRANS, INSTALLED TRANS WITH TORQUE CONVERTER, ALL CONNECTORS, BRACKETS, SHIFTER CABLE, REVERSE FLUSH TRANS COOLER/COOLER LINES, INSTALLED COOLER LINES, TRANSFER CASE, MOUNTS, CROSS MEMBER, DRIVE SHAFTS, SKID PLATES, T/C BOLTS, TOP OFF FLUID, PERFORMED TRANS QUICK LEARN, ROAD TEST AND CHECKED FOR LEAKS. PERFORMED MULTIPOINT INSPECTION TIRE TREAD MEASUREMENTS: LF.....RF.....LR.....RR..... TIRES SET TO LF:60 RF:60 LR:80 RR:80 Provide gloves for all employees who enter a customer vehicle Provide COVID-19 effective cleaning supplies COMMENTS 9/7/2022 17 30

LOP Information

LOP	LOP Description
95400142	Special Services ; Loaner ; Loaner Car ; High Line Vehicles
85LOAN00	Special Services ; Loaner ; Loaner Car ; Loaner Car
85410000	Special Services ; Diagnostic LOP ; Operation diagnostics With repair ; Must be used in conjunction with appropriate repair Labor Operation
21002766	Transmission ; Out of Vehicle Operations ; Transmission, Replace automatic ; 4 4/AWD equipped
21002762	Transmission ; Out of Vehicle Operations ; Transmission, Replace - automatic ; Two piece propeller shaft equipped
21002760	Transmission ; Out of Vehicle Operations ; Transmission, Replace automatic ; Skid plate equipped
21002712	Transmission ; Out of Vehicle Operations ; Transmission, Replace automatic ; AS68RC/AS69RC

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CH68533466-AA	TRANS -WITH TORQUE CONVERTER	2	\$9,999.99	No	
CH5189977-AD	FLUID AFT-AUTOMATIC TRANSMISSION	2	\$62.93	No	
68533466AA	TRANS WITH TORQUE CONVERTER	1	\$7,562.54	No	01/01/0001
05189977AD	FLUID AFT AUTOMATIC TRANSMISSION	2	\$125.86	No	01/01/0001

Repair Order Detailed Report # [REDACTED] For VIN: 3C63R3EL9LG [REDACTED]

VIN	3C63R3EL9LG [REDACTED]	Model Year	2020	Body	D28P91	RAM 3500 LARAMIE CREW CAB 4X4	
Built Date	01/07/2020	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETM	6 7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F34594D3D8	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	S177900012	

Report #	[REDACTED]	System Key	563143144	Report Version	1	Open Date	09/08/2022
Close Date	09/08/2022	Narrative Date	09/11/2022	Category	0	Mileage	39,216
MDH	010708	Engine Built Date	07/07/2020	Built Date	01/07/2020	Advisor	22855 ATHENA HUNT
Dealer	60730	Lake City Chrysler Dodge Jeep					
Dealer Address	4325 W US HIGHWAY 90						
Dealer City	LAKE CITY	State	FL	Zip	320554877		

Complaint: ALIGNMENT CHECK IF NEEDED PLEASE LET ME KOW SO I CAN TALK WI TH CUSTOMER (Multi-point inspection according to maintenance interval) Recall Customer Satisfaction Notification 1 Y78 2019 2020 Ram HD High Pressure Fuel Pump (Recall Customer Satisfaction Notification 1) (Change diesel engine oil and filter synthetic oil may be re quired based on geographic location 12qt 10W30) CUSTOMER REQUESTS TIRES ROTATED AND BALANCED

Cause: ALIGNMENT WAS NOT NEEDED 68436631AA FUEL FILTER CSRLY781AA 0908WP

Correction: Multi Point Inspection All PUMP HAS BEEN ORDERED NO ETA OIL WAS CHANGED Balance & Rotate Tires 19/21 Four Heavy Duty

LOP Information

LOP	LOP Description
1921	Steering ; Steering column cover/boot
0908WP	Engine

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CH68438447 PA	OIL 10W30	3	\$53 00	No	
CH68436631 AA	FILTER KI FUEL WATER SEPARATOR	1	\$70 50	No	
CH5083285 AA	FILTER ENGINE OIL	1	\$25 75	No	

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRTCL8KG [REDACTED]

VIN	3C7WRTCL8KG [REDACTED]	Model Year	2019	Body	DD8L93	RAM 3500 CREW CAB CHASSIS 4X4	
Built Date	09/12/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETN	6 7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F246941B77	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F222900049	

Report #	[REDACTED]	System Key	563157826	Report Version	2	Open Date	09/08/2022
Close Date	09/09/2022	Narrative Date	09/12/2022	Category	0	Mileage	31,513
MDH	091212	Engine Built Date	08/24/2020	Built Date	09/12/2019	Advisor	650130
Dealer	68807	BAXTER CHRYSLER DODGE JEEP RAM					
Dealer Address	14920 CREST RD						
Dealer City	OMAHA	State	NE	Zip	681384432		

Complaint: Recall / Customer Satisfaction Notification 1 [Safety Recall Y78 -High Pressure Fuel Pump **] General Concern #1 [Customer Statesfront end is loose and wobbling install SOP] General Concern #2 [Customer Statesscreen goes blank and radio rebootgoing down the road] Multi point inspection (according to maintenance interval) PERFORM TIRE ROTATION TO MOST OPTIMUM POSITION MEL Tire Rotation

Cause: PER MAINTENANCE AND TIRE WEAR

Correction: Replace HPFP and Reprogram PCM14 Y7 81 82 Safety Recall Y78 High Pressure Fuel Pump Replace Replace High Pressure Fuel Pump and Reprogram PCM (2 Skilled) COMPLIMENTARY UBER RIDE SERVICE UBER RIDE COMPLIMENTARY UBER RIDE SERVICE SUBLET REPAIRS Verified concern Found faulty steeringdamper Replaced damper Steering works asdesigned Damper, steering Replace (1 Semi Skilled) DAMPER, STEERING Replace (C) Did not duplicate No pertaining codes Found update pertaining to symptoms Updateradio to latest available level Radio Reprogram Radio, Check Software Level and Perform Software Update (0 Low Skilled) RADIO SOFTWARE UPDATE Performed inspection Multi point inspection (according to maintenanceinterval) PERFORM COMPLIMENTARY MULTI POINT VISUAL INSPECTION OF VEHICLE MEL INSPECTION Rotated tires PERFORM TIRE ROTATION TO MOST OPTIMUM POSITION MEL Tire Rotation

LOP Information

LOP	LOP Description
186002AV	Software Flash ; Software Flash ; Radio ; Radio, Check Software Level and Perform Software Update
02152001	Suspension & Front A le ; Shock Absorber/Strut/Steering Damper ; Damper, steering

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CSRLY781AA	MODULEKIT FUEL INJECTION	1	\$719 91	No	
68232449AC	DAMPER STEERING	1	\$244 43	No	
68218057AC	FLUID AUTOMATIC TRANSMISSION ATF	1	\$12 05	No	

Repair Order Detailed Report # [REDACTED] For VIN: 3C63R3EL2MG [REDACTED]

VIN	3C63R3EL2MG [REDACTED]	Model Year	2021	Body	D28P91	RAM 3500 LARAMIE CREW CAB 4X4	
Built Date	06/04/2021	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PRV	DELMONICO RED PEARL COAT					
Engine	ETM	6 7L I6 CUMMINS HO TURBO DIESEL ENG				Serial #	F13217CBCD
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS				Serial #	F141100035

Report #	[REDACTED]	System Key	563776634	Report Version	1	Open Date	09/16/2022
Close Date	09/16/2022	Narrative Date	09/19/2022	Category	0	Mileage	45,272
MDH	060418	Engine Built Date	07/26/2021	Built Date	06/04/2021	Advisor	8018
Dealer	42604	DAVE SMITH MOTORS					
Dealer Address	210 N DIVISION ST						
Dealer City	KELLOGG	State	ID	Zip	838372306		

Complaint: CUSTOMER REQUESTS PERFORM LUBE OIL FILTER CHANGE USING SCHAEFFERS SYNTHETIC MOTOR OIL. CUSTOMER REQUESTS REPLACE FUEL FILTER DIESEL ENGINE MOPAR EXPRESS LANE INSPECTION ***OKTO REPLACE AF/CAF IF NEEDED CUSTOMER REQUESTS REPLACE AIR FILTER CUSTOMER REQUESTS REPLACE CABIN AIRFILTER

Cause: fule filters as requested MOPAR EXPRESS LANE INSPECTION

Correction: 45272 PERFORMED LUBE OIL AND FILTER CHANGE USING 12 QUARTS 5W40 SCHAEFFERS SYNTHETIC MOTOR OIL PERFORMED DIESEL LUBE OIL FILTER CHANGE 45272 fule filters as requested 120 RR fuel filter and water separator as per service information Reset service indicator CUSTOMER REQUESTS REPLACE FUEL FILTER DIESEL ENGINE MOPAR EXPRESS LANE INSPECTION CUSTOMER REQUESTS REPLACE AIR FILTER AIR FILTER CUSTOMER REQUESTS REPLACE AIR FILTER LUBE OIL GREASE CHARGES CUSTOMER REQUESTS REPLACE CABIN AIR FILTER

LOP Information is not available

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
NMPSCH5W40		12	\$9 23	No	
68436631AA	FILTER KI-FUEL WATER SEPARATOR	1	\$56.40	No	
68406048AA	FILTER CABIN AIR	1	\$25 76	No	
68157291AA	FILTER FUEL	1	\$105 60	No	
5083285AA	FILTER -ENGINE OIL	1	\$17.00	No	

Repair Order Detailed Report # [REDACTED] For VIN: 3C63RRKL2LG [REDACTED]

VIN	3C63RRKL2LG [REDACTED]	Model Year	2020	Body	D28R92	RAM 3500 LONGHORN CREW CAB 4X4	
Built Date	03/14/2020	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					
Engine	ETM	6 7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F0640542CD	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F057000181	

Report #	[REDACTED]	System Key	563812555	Report Version	1	Open Date	06/22/2022
Close Date	09/14/2022	Narrative Date	09/19/2022	Category	0	Mileage	52,890
MDH	031421	Engine Built Date	09/11/2020	Built Date	03/14/2020	Advisor	4095
Dealer	45368	TOMBALL DODGE CHRYSLER JEEP					
Dealer Address	23777 SH 249						
Dealer City	TOMBALL	State	TX	Zip	77375		

Complaint: RENTAL FOR RO [REDACTED] CHRYSLER GOODWILL PER SERVICE MANAGEMNT

Cause: E

Correction: --SUBLET-- RENTAL INVOICE 14116760 FIRST WC PAYMENT RENTAL INVOICE [REDACTED] PAYMENT RENTAL DIFFERENCE --SUBLET--
 SUBLET REPAIRS SUBLET REPAIRS SUBLET REPAIRS

LOP Information

LOP	LOP Description
95400142	Special Services ; Loaner ; Loaner Car ; High Line Vehicles
85434343	Special Services ; Goodwill Administration ; Goodwill Authorization ; Goodwill Authorization
21002712	Transmission ; Out of Vehicle Operations ; Transmission, Replace - automatic ; AS68RC/AS69RC
14116760	Air & Fuel system ; Bracket/Mounts, Air intake system

Part Information is not available

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRNFL6LG [REDACTED]

VIN	3C7WRNFL6LG [REDACTED]	Model Year	2020	Body	DP0L94	RAM 5500 CREW CAB CHASSIS	
Built Date	02/01/2020	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETN	6 7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F01504FBF5	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F010000222	

Report #	[REDACTED]	System Key	564013229	Report Version	1	Open Date	08/11/2022
Close Date	09/20/2022	Narrative Date	09/21/2022	Category	0	Mileage	74,960
MDH	020106	Engine Built Date	11/24/2020	Built Date	02/01/2020	Advisor	23 RICHARD;COLBY
Dealer	27037	Thornton Chrysler Dodge Jeep R					
Dealer Address	2980 CAPE HORN RD						
Dealer City	RED LION	State	PA	Zip	173569067		

Complaint: CHECK VEHICLE FOR THE THE USED CAR DEPARTMENT CHECK VEHICLE TO MAKE SURE IT IS ROAD WORTHY Recall #: Y21, Launch Date: 06/17/2021 2019 2020 HD POWERTRAIN CONTROL MODULE S Recall # Y26, Launch Date 06/08/2021 2012 21 D TRUCK M14 WHEEL STUDS Recall # Y78, Launch Date 11/18/2021 2019 2020 Ram HD High Pressure Fuel Pump Recall # Z08, Launch Date 02/03/2022 2019 2020 D Truck Windshield Wipers Customer states TPM not reading in 3 wheels and active codes please check and advise LUBRICATE CHASSIS, CHANGE OIL & FILTER RESET THE OIL CHANGE REMINDER IF APPLICABLE REPLACE REAR BRAKE PADS AND MACHINE ROTORS MOUNT AND BALANCE 4 NEW TIRES ON REAR ALIGN ALL WHEELS Customer states FILL DEF FLUID REPLACE WINDSHIELD

Cause: pulled back in and scanned the controllers and the RFH has 3 active codes #1 C1502-31 - Tire Pressure Sensor 2-No Signal, #2 C1503-31 - Tire Pressure Sensor 3 No Signal, #3 C1504 31 Tire Pressure Sensor 4 No Signal I used the hand held analyzer and tested all of the TPM sensors and the only one I could not read was the RR inside tire looked at the data and they are differnt sensor numbers programed the sensors I can read and cleared the codes road tested to see what codes returned and what sensors show up in the cluster and the cluster the RF, RR inner, and LR outer tires do not read and now code C151C 00 Tire Pressure Sensors Missing is active the 3 sensors need replaced

Correction: can not perform warranty repairs on 5500 trucks can not perform warranty repairs on 5500 trucks can not perform warranty repairs on 5500 trucks can not perform warranty repairs on 5500 trucks PERFORMED LUBE, OIL AND FILTER CHANGE replaced the rear brake pads with new ones I tried turning the rotors on the truck but we do not have the proper adapter to connect it to the hub, also the cutter bar is too short to reach replaced all 4 rear tires with new ones road tested and centered the steering wheel added DEF to tank sublet repair

LOP Information

LOP	LOP Description
02032022	Suspension & Front Axle

Part Information is not available

Repair Order Detailed Report [REDACTED] For VIN: 3C63RRHL6MG [REDACTED]

VIN	3C63RRHL6MG [REDACTED]	Model Year	2021	Body	D28H92	RAM 3500 BIG HORN CREW CAB 4X4	
Built Date	06/10/2021	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PRV	DELMONICO RED PEARL COAT					
Engine	ETM	6 7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F13717D353	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F145100371	

Report #	[REDACTED]	System Key	564436310	Report Version	1	Open Date	09/21/2022
Close Date	09/22/2022	Narrative Date	09/26/2022	Category	0	Mileage	41,324
MDH	061000	Engine Built Date	07/29/2021	Built Date	06/10/2021	Advisor	02 MITCH POOLE
Dealer	60751	Jimmy Britt Chrysler Dodge Jee					
Dealer Address	2054 HWY 441 S.						
Dealer City	DUBLIN	State	GA	Zip	31021		

Complaint: EXPRESS LANE INSPECTION (01- ADAM-) Customer Requests check brakes FRONT BRAKES 60%+/- REAR BRAKES DOWN TO METAL SEE LINE 3 (01 ADAM) PERFORM REAR BRAKE SERVICE REAR BRAKES METAL DAMAGED ROTORS REPLACED REAR PADS AND ROTORS ROAD TESTED BRAKES FUNCTION PROPERLY AT THIS TIME (01 ADAM)

Cause:

Correction:

LOP Information is not available

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68451229AA	PAD KIT REAR DISC BRAKE	1	\$282 90	No	
68290077AB	ROTOR BRAKE	2	\$141 45	No	

Repair Order Detailed Report #85990 For VIN: 3C63RRKL2LG177669

VIN	3C63RRKL2LG [REDACTED]	Model Year	2020	Body	D28R92	RAM 3500 LONGHORN CREW CAB 4X4	
Built Date	03/14/2020	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PSC BILLET SILVER METALLIC CLEAR COAT						
Engine	ETM	6 7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F0640542CD	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F057000181	

Report #	[REDACTED]	System Key	564456189	Report Version	1	Open Date	09/22/2022
Close Date	09/22/2022	Narrative Date	09/26/2022	Category	0	Mileage	82,851
MDH	031421	Engine Built Date	09/11/2020	Built Date	03/14/2020	Advisor	A07 IVERS,CASEY
Dealer	68141	BILLION DODGE CHRYSLER JEEP					
Dealer Address	355 AUTOMOTIVE AVE						
Dealer City	BOZEMAN	State	MT	Zip	597187508		

Complaint: LOF DIESEL SYNTHETIC EXPRESS INSPECTION Customer requests the replacement of both fuel filters, Customer Brought own filters on center console. 30 Day car wash code

Cause: Requires maintenance

Correction: Performed synthetic Oil and filter change for diesel engines perform multipoint inspection check all tire pressures, lubed fitting on front drive shaft (4x4 models only). Inspected vehicle see MPI report. Tech replaced both fuel filters as per customer request [REDACTED]

LOP Information is not available

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68147411PB	ROT 5W40 5W40 TURBO DIESEL	12	\$10 00	No	
5083285AA	FILTER ENGINE OIL	1	\$25 75	No	

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRNFL7KG [REDACTED]

VIN	3C7WRNFL7KG [REDACTED]	Model Year	2019	Body	DP0L94	RAM 5500 CREW CAB CHASSIS	
Built Date	02/13/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETN	6 7L I6 CUMMINS TURBO DIESEL ENGINE				Serial #	F036912BD9
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS				Serial #	F007900141

Report #	[REDACTED]	System Key	564860192	Report Version	1	Open Date	09/29/2022
Close Date	09/29/2022	Narrative Date	10/02/2022	Category	0	Mileage	169,149
MDH	021304	Engine Built Date	05/30/2019	Built Date	02/13/2019	Advisor	G6G WILLIFRYD MAGNIM
Dealer	45478	GILLMAN CHRYSLER JEEP DODGE					
Dealer Address	10585 W SAM HOUSTON PKWY S						
Dealer City	HOUSTON	State	TX	Zip	770992844		

Complaint: CUSTOMER STATES PERFORM COURTESY MULTI-POINT INSPECTION FOR NEEDED PREVENTATIVE MAINTENANCE AND REPAIRS, SEE BACK OF RECEIPT FOR ANY NECESSARY RECOMMENDATIONS Safety Recall Y78 - High Pressure Fuel Pump (Recall Customer Satisfaction Notification 2) CUSTOMER STATES CHANGE OIL AND FILTER, DIESEL TRUCK, CUMMINS POWERED

Cause: NO WORK DONE

Correction: COMPLETED NEED AN APPOINTMENT COMPLETED

LOP Information is not available

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68438447PA	OIL 10W30	3	\$35 00	No	
05083285AA	FILTER ENGINE OIL	1	\$27 04	No	
00093400		1	\$12.89	No	

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRLE0MG [REDACTED]

VIN	3C7WRLE0MG [REDACTED]	Model Year	2021	Body	DP9L93	RAM 4500 CREW CAB CHASSIS	
Built Date	05/25/2021	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7		BRIGHT WHITE CLEAR COAT				
Engine	ETN	6 7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F13717D2CF	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F137100161	

Report #	[REDACTED]	System Key	565713415	Report Version	11	Open Date	10/10/2022
Close Date	11/07/2022	Narrative Date	11/08/2022	Category	0	Mileage	54,032
MDH	052507	Engine Built Date	07/20/2021	Built Date	05/25/2021	Advisor	77316 RISHAWN ROBINS
Dealer	45489	BLACK CHRYSLER DODGE JEEP RAM					
Dealer Address	831 SALISBURY RD						
Dealer City	STATESVILLE	State	NC	Zip	286776223		

Complaint: CUSTOMER STATES CHECK FOR A ENGINE CHATTER WHILE DRIVING BET WEEN 1800-200 RPMS CAN ALSO HEAR WHILE VEHICLE IS CHANGING G EARS THE FLEXPLATE HAS BEEN REPLACED (Preliminary Diagnostic Fee) CUSTOMER REQUEST REPLACE TRANS FILTER AND FLUID ASIN WARNER TRANSMISSION

Cause: NO DTCS PRESENT OIL PAN WAS REMOVED METAL IS PRESENT IN THE TRANS OIL PAN INTERNAL TRANSMISSION FAILURE IS CASUE OIL PAN WAS REINSTALLED AND TRANS WAS FILLED TO MOVE VEHICLE WHILE WAITING ON NEW TRANSMISSION

Correction: REMOVED DRIVE SHAFT AND PROPLER SHAFT REMOVED STARTER, AND TORQUE CONVERTOR BOLTS REMOVED TRANSFER CASE REMOVED TRANSMISSION INSTALLED NEW TRANSMISSION INSTALLED ALL REMO VED PARTS BROUGHT TRANS FLUID TO OPERATING TEMP AND PERFORM ED QUICKLEARN REPAIR COMPLETE UPON REMOVING THE TRANSMISSION PAN FOUND METAL REPLACE TRANSMISSION ASSEMBLY

LOP Information

LOP	LOP Description
21570140	Transmission ; Quick Learn ; TCM Quick Learn ; 42RLE, 55RFE, 65RFE, 66RFE, 68RFE, AS69RC, AS66RC Transmissions only
21002766	Transmission ; Out of Vehicle Operations ; Transmission, Replace automatic ; 4 /AWD equipped
21002762	Transmission ; Out of Vehicle Operations ; Transmission, Replace automatic ; Two piece propeller shaft equipped
21002712	Transmission ; Out of Vehicle Operations ; Transmission, Replace - automatic ; AS68RC/AS69RC

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CH68498557 AA	TRANSMISS WITH TORQUE CONVERTER	2	\$9,835.08	No	
CH6511777 AA	BOLT HEX HEAD	6	\$3.99	No	
CH5189966 AD	FLUID AFT AUTOMATIC TRANSMISSION	8	\$14.12	No	
68498557AA	TRANSMISS-WITH TORQUE CONVERTER	1	\$7,335.08	No	01/01/0001
06511777AA	BOLT HEX HEAD	6	\$23.92	No	01/01/0001
05189966AD	FLUID AFT AUTOMATIC TRANSMISSION	8	\$112.98	No	01/01/0001

Repair Order Detailed Report # [REDACTED] For VIN: 3C63R3GL3LG [REDACTED]

VIN	3C63R3GL3LG [REDACTED]	Model Year	2020	Body	D28L92	RAM 3500 TRADESMAN CREW CAB 4X4	
Built Date	10/17/2020	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PSC BILLET SILVER METALLIC CLEAR COAT						
Engine	ETM	6 7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F28106469E	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F276000187	

Report #	[REDACTED]	System Key	566216956	Report Version	1	Open Date	10/12/2022
Close Date	10/14/2022	Narrative Date	10/17/2022	Category	0	Mileage	50,653
MDH	101704	Engine Built Date	12/28/2020	Built Date	10/17/2020	Advisor	SM Seth
Dealer	68009	DOUG SMITH CHRYSLER JEEP DODGE					
Dealer Address	523 W MAIN ST						
Dealer City	AMERICAN FORK	State	UT	Zip	840032274		

Complaint: RAPID RESPONSE TRANSMITTAL CHECK FOR OUTSTANDING RECALLS WITH FACTORY. VEHICLE COURTESY INSPECTION *NO CHARGE* / DEALERSHIP RENT A CAR

Cause:

Correction:

LOP Information

LOP	LOP Description
95400142	Special Services ; Loaner ; Loaner Car ; High Line Vehicles
14Y78182	Air & Fuel system ; Recall Y7 ; Safety Recall Y78 High Pressure Fuel Pump ; Replace High Pressure Fuel Pump and Reprogram PCM

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CSRLY781AA	MODULEKIT FUEL INJECTION	1	\$684.39	No	01/01/0001
68218064AC	FLUID POWER STEERING	1	\$12.10	No	01/01/0001

Repair Order Detailed Report # [REDACTED] For VIN: 3C63R3GL6KG [REDACTED]

VIN	3C63R3GL6KG [REDACTED]	Model Year	2019	Body	D28L92	RAM 3500 TRADESMAN CREW CAB 4X4	
Built Date	10/18/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PAU GRANITE CRYSTAL MET. CLEAR COAT						
Engine	ETM	6 7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F28294615C	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F275900203	

Report #	[REDACTED]	System Key	566518883	Report Version	1	Open Date	10/19/2022
Close Date	10/19/2022	Narrative Date	10/20/2022	Category	0	Mileage	0
MDH	101809	Engine Built Date	04/22/2020	Built Date	10/18/2019	Advisor	76 CURTIS A REED
Dealer	60789	GRAHAM BAY AREA CJDR					
Dealer Address	1400 OCEAN BOULEVARD						
Dealer City	COOS BAY	State	OR	Zip	974202034		

Complaint: CUSTOMER CONCERN FOR TPMS LIGHT ON CUSTOMER CONCERN FOR CLUNK OR POPPING IN STEERING. CUSTOMER CONCERN FOR REAR DIFFERENTIAL OPERATION.

Cause: TECHNICIAN FOUND INTERNAL FAILURE OF TIRE PRESSURE MONITOR SENSOR, WOULD NOT COMMUNICATE TECHNICIAN RECOMMENDS REPLACING TPM SENSOR, LEFT REAR TECHNICIAN INSPECTED STEERING COMPONENTS, VERIFIED CLUNKING SOUND WHEN MOVING THE STEERING WHEEL FROM SIDE TO SIDE IN PARK WITH THE ENGINE OFF TECHNICIAN FOUND LOUD NOISE COMING FROM STEERING GEAR TECHNICIAN RECOMMENDS REPLACEMENT OF STEERING GEAR TECHNICIAN PERFORMED TEST DRIVE AND RAN VEHICLE IN AIR VERIFIED REAR DIFFERENTIAL OPERATION, REAR DIFFERENTIAL OPERATING AS DESIGNED

Correction: TIRE PRESSURE MONITOR SENSOR REPLACED BY TECHNICIAN, TESTED, OPERATING AS INTENDED TECHNICIAN REPLACED STEERING GEAR, TOPPED OFF STEERING FLUID, VERIFIED OPERATION, CONCERN CORRECTED NO REPAIR MADE AT THIS TIME

LOP Information

LOP	LOP Description
22140102	Wheels ; Tire Pressure Monitor ; Sensor, low tire pressure ; One
19000519	Steering ; Steering gear ; Steering gear, Electric power steering ; Heavy Duty Trucks Only
19000113	Steering ; Steering gear ; Steering gear, Hydraulic ; Recirculating ball type

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CH68575538-AA	GEAR -POWER STEERING	2	\$1,129.20	No	
CH68378369 AF	SENSOR TIRE PRESSURE	1	\$38.43	No	
68575538AA	GEAR POWER STEERING	1	\$1,054.20	No	01/01/0001
68378369AF	SENSOR -TIRE PRESSURE	1	\$38.43	No	01/01/0001

Repair Order Detailed Report # [REDACTED] For VIN: 3C63RRJL5KG [REDACTED]

VIN	3C63RRJL5KG [REDACTED]	Model Year	2019	Body	D28P92	RAM 3500 LARAMIE CREW CAB 4X4	
Built Date	03/28/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					
Engine	ETM	6 7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F076916FBC	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F070900125	

Report #	[REDACTED]	System Key	566715038	Report Version	1	Open Date	09/21/2022
Close Date	10/20/2022	Narrative Date	10/24/2022	Category	0	Mileage	32,343
MDH	032813	Engine Built Date	07/01/2019	Built Date	03/28/2019	Advisor	174 KYLE MAYO
Dealer	43931	CHAPMAN'S LAS VEGAS CHRYSLER					
Dealer Address	3175 E SAHARA AVE						
Dealer City	LAS VEGAS	State	NV	Zip	891044302		

Complaint: DRIVEABILITY RECALL ENGINE MECHANICAL

Cause: Found check engine lighth on Engine running

Correction: 14550197 14550197 09352521 09352521

LOP Information

LOP	LOP Description
14550197	Air & Fuel system
14450197	Air & Fuel system ; Injection Pump ; Pump, diesel fuel high pressure ; Kit, Fuel System Install and Flush Fuel System
09352521	Engine ; Cylinder Head/Valve Cover/Block Heater ; Gasket, cylinder head cover ; 6.7 liter diesel engine

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
U8583897AA		2	\$0 00	No	
R8583897AA	FUEL KIT INJECTION	1	\$2,430 00	No	
68579319AA-C	MODULEKIT-FUEL INJECTION	2	\$0.00	No	
68579319AA	MODULEKIT-FUEL INJECTION	1	\$1,015.00	No	
68534793AB	TANK FUEL	1	\$1,385 00	No	
68005162AA	GASKET CRANKCASE BREATHER COVER	1	\$27 25	No	
68002992AA	WASHER -FUEL LINE BANJO	2	\$7.85	No	
5179091AD	GASKET -CYLINDER HEAD COVER	1	\$578.00	No	
5145571AA	MODULE FUEL PUMP LEVEL UNIT	1	\$477 00	No	
5114418AA	GASKET ROCKER ARM HOUSING	1	\$54 45	No	
05179091AD	GASKET -CYLINDER HEAD COVER	1	\$629.75	No	01/01/0001
05145571AA	MODULE -FUEL PUMP LEVEL UNIT	1	\$520.55	No	01/01/0001
05114418AA	GASKET ROCKER ARM HOUSING	1	\$59 43	No	01/01/0001

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRSCL1LG [REDACTED]

VIN	3C7WRSCL1LG [REDACTED]	Model Year	2020	Body	DD3L93	RAM 3500 CREW CAB CHASSIS	
Built Date	09/02/2020	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PFP OLIVE GREEN PEARL COAT						
Engine	ETN	6 7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F22505D97F	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F230000033	

Report #	[REDACTED]	System Key	566985145	Report Version	4	Open Date	10/25/2022
Close Date	10/28/2022	Narrative Date	10/31/2022	Category	0	Mileage	45,213
MDH	090204	Engine Built Date	10/23/2020	Built Date	09/02/2020	Advisor	5219 JENELL LEA DURL
Dealer	59572	B & B CHRYSLER DODGE JEEP RAM					
Dealer Address	125 GRANDVIEW AVE						
Dealer City	HONSDALE	State	PA	Zip	184311119		

Complaint: CUSTOMER STATES VEHICLE QUIT MOVING PERFORM RECALL Y71

Cause: CONFIRM CONCERN, PULL CODE/SCAN REPORT WITH WITECH CHECK FLUID LEVEL OK SMELLS BURNT P0868 IS IN TCM FOLLOWED DIAG HAS INTERNAL ISSUE IN TRANS FILLOUT OF DIAG SHEET AS PER RECALL BULLETIN

Correction: STARTED TRANS REMOVAL PULLED TRANS OUT & TOOK OFF THE JACK WITH MOTOR CRANE PUT NEW TRANS ON JACK & INSTALLED TRANS IN VEHICLE FLUSHED COOLER & LINES HAD TO CHARGE BATTERY & JUMP START VEHICLE PERFORMED QUICK LEARN PROCEDURE & ROAD TEST VEHICLE INSPECT & REPROGRAM TCM SOFTWARE LEVEL

LOP Information

LOP	LOP Description
18Y17182	Software Flash ; Recall Y ; Customer Satisfaction Notification Y17 Transmission Software Update ; Module, Transmission Control (TCM) Reprogram Software and Perform Quicklearn

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CH68533455 AA	TRANS WITH TORQUE CONVERTER	2	\$8,415 00	No	
CH5189966 AD	FLUID AFT AUTOMATIC TRANSMISSION	3	\$11 90	No	

Repair Order Detailed Report [REDACTED] For VIN: 3C7WRNFL3KG [REDACTED]

VIN	3C7WRNFL3KG [REDACTED]	Model Year	2019	Body	DP0L94	RAM 5500 CREW CAB CHASSIS	
Built Date	05/13/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETN	6 7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F119933D05	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F119900010	

Report #	[REDACTED]	System Key	567076481	Report Version	1	Open Date	07/15/2022
Close Date	10/25/2022	Narrative Date	10/27/2022	Category	0	Mileage	22,792
MDH	051303	Engine Built Date	02/26/2020	Built Date	05/13/2019	Advisor	447
Dealer	45113	BRIGGS DODGE RAM FIAT					
Dealer Address	3001 S KANSAS AVE						
Dealer City	TOPEKA	State	KS	Zip	666112218		

Complaint: CUSTOMER STATES TRUCK WON'T GO INTO GEAR REVERSE OR DRIVE WON'T ACCELERATE JUST REVS UP BRIGGS WORLD CLASS MULTI-POINT INSPECTION CUSTOMER PAY FOR MUD REMOVAL EXTRA TIME

Cause: TRANSMISSION

Correction: 22792 confirmed customer concern inspected and found dtc p077c 00 p0732 00 p0722 00p07bf 00 cleared dtc found dtc to come back found truck to not move. inspected fluid level. found fluid level to be in the running range. inspected fluid found fluid to be very dark and burnt. removed transmission pan and inspected found clutch material to be in fluid inspected and found transmission to be faulty replaced transmission, transmission bypass valve, and transmission cooler test drove truck for 30 miles found no related concerns at this time APPROVAL WAS GIVEN AFTER SUBMITTING DIGITAL IMAGING ALL DOCUMENTED PAPERWORK IS ATTACHED TO CLAIM NOTE FROM APPROVING AGENT Replacement Approved Be sure to have the parts department order the Transmission Part Number that was approved Be sure to DRAIN ALL FLUIDS from the returned components If there is any issue with the cooler replace it Be sure to add the Administration Lop 85700001 for 8 to your claim for PTPA submittal Claim authorization number is PA All the parts that came installed in or on the transmission including the sump filter must be returned to avoid chargeback Note The authorized replacement transmission must be registered electronically in the Mopar Part Registration Application found under the Parts tab on Dealer CONNECT. Vehicle repairs must be performed by a technician with the proper skill level. Thank You! Transmission Replace Automatic- GROUP A Transmission Replace Automatic Transmission Replace Automatic Oil cooler, external auxiliary Cooler PSC Trans/Transale/Cummins Diesel Engine Administrative 22792 performed inspection BRIGGS WORLD CLASS MULTI POINT INSPECTION ADDED TIME FOR MUD REMOVAL FOR TIME FOR TECHNICIAN CUSTOMER PAY REPAIR

LOP Information

LOP	LOP Description
85700001	Special Services ; Digital Image ; Digital Imaging ; Process time
21252050	Transmission ; Oil Cooler/Heater/Line/Hose ; Oil cooler, external / auxiliary ; Cooler (2 Skilled)
21002766	Transmission ; Out of Vehicle Operations ; Transmission, Replace automatic ; 4 AWD equipped
21002762	Transmission ; Out of Vehicle Operations ; Transmission, Replace automatic ; Two piece propeller shaft equipped
21002760	Transmission ; Out of Vehicle Operations ; Transmission, Replace - automatic ; Skid plate equipped
21002712	Transmission ; Out of Vehicle Operations ; Transmission, Replace automatic ; AS68RC/AS69RC

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68533456AA	TRANS WITH TORQUE CONVERTER	1	\$7,232.11	No	01/01/0001
68359847AC	TOC ASSY OIL COOLER PRESSURE AND RE	1	\$153.17	No	01/01/0001
68322497AC	COOLER TRANSMISSION OIL	1	\$247.81	No	01/01/0001
5189977AD	FLUID AFT AUTOMATIC TRANSMISSION	0	\$60.55	No	
5189966AD	FLUID AFT AUTOMATIC TRANSMISSION	0	\$14.94	No	

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRNFL7KG [REDACTED]

VIN	3C7WRNFL7KG [REDACTED]	Model Year	2019	Body	DP0L94	RAM 5500 CREW CAB CHASSIS	
Built Date	02/13/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETN	6 7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F036912BD9	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F007900141	

Report #	[REDACTED]	System Key	567960472	Report Version	1	Open Date	11/05/2022
Close Date	11/05/2022	Narrative Date	11/07/2022	Category	0	Mileage	178,218
MDH	021304	Engine Built Date	05/30/2019	Built Date	02/13/2019	Advisor	G48 JOSH BIGORNIA
Dealer	45478	GILLMAN CHRYSLER JEEP DODGE					
Dealer Address	10585 W SAM HOUSTON PKWY S						
Dealer City	HOUSTON	State	TX	Zip	770992844		

Complaint: CUSTOMER STATES CHANGE OIL AND FILTER, DIESEL TRUCK, CUMMINS POWERED CUSTOMER STATES PERFORM COURTESY MULTI-POINT INSPECTION FOR NEEDED PREVENTATIVE MAINTENANCE AND REPAIRS, SEE BACK OF RECEIPT FOR ANY NECESSARY RECOMMENDATIONS REPLACE CUMMINS DIESEL AIR FILTER

Cause:

Correction: COMPLETED COMPLETED COMPLETED

LOP Information is not available

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68438447PA	OIL 10W30	3	\$35 00	No	
53034051AB	FILTER AIR	1	\$50 00	No	
05083285AA	FILTER -ENGINE OIL	1	\$27.04	No	
00093400		1	\$12.00	No	

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRKAL6MG [REDACTED]

VIN	3C7WRKAL6MG [REDACTED]	Model Year	2021	Body	DP4L63	RAM 4500 REG CAB CHASSIS	
Built Date	03/29/2021	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETN	6 7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F077176665	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F083100068	

Report #	[REDACTED]	System Key	567967175	Report Version	8	Open Date	11/04/2022
Close Date	11/15/2022	Narrative Date	11/16/2022	Category	0	Mileage	60
MDH	032913	Engine Built Date	06/01/2021	Built Date	03/29/2021	Advisor	2188 WESLEY ALLEN GR
Dealer	45716	Jerry Ulm Chrysler Dodge Jeep					
Dealer Address	2966 N DALE MABRY HWY						
Dealer City	TAMPA	State	FL	Zip	336072415		

Complaint: FLEET COMPANY STATES CLUSTER WILL NOT ILLUMINATE PLEASE CHECK AND ADVISE (Electrical Non PCM Flashes Concern) FLEET COMPANY STATES ALL 6 TPMS SENSOR GIVE IRRATIC READINGS AND SOMETIME DO NOT READ PSI AT ALL (Tire Wheel Concern) FLEET COMPANY STATES POWER STEERING FLUID LEAK PRESENT PLEASE CHECK AND ADVISE Safety Recall Y76 Intake Air Heater Relay (Recall Customer Satisfaction Notification 1) FLEET COMPANY STATES VEHICLE NEEDS TO BE JUMPED EVERY 3 DAYS PLEASE CHECK AND ADVISE EXPRESS LANE COURTESY INSPECTION PERFORM ALL INSPECTIONS PER ATTACHED CHECKLIST NOTE THE CONDITION OF ALL LISTED COMPONENTS & ADVISE OF ANY CONCERNS NOTE THIS INCLUDES UNDER VEHICLE, EXTERIOR, & UNDER HOOD

Cause: VERIFIED CONCERN AND FOUND CLUSTER OFFLINE DUE TO INTERNAL SHORTAGE VERIFIED CONCERN AND FOUND POWER STEERING HOSE LEAKING PERFORMED CHARGED BATTERIES RECOMMENDED

Correction: REMOVED AND REPLACED CLUSTER CLUSTER NOW OPERATES AS DESIGNED UNABLE TO VERIFY AT THIS TIME REMOVED AND REPLACED POWER STEERING HOSE. NO LEAKS PRESENT AT THIS TIME. RECALL COMPLETE BATTERIES NOW OPERATE AS DESIGNED. INSPECTION COMPLETE...SEE ATTACHED INSPECTION REPORT SEE RECOMMENDED SERVICES.

LOP Information

LOP	LOP Description
95081902	Special Services ; Battery Fee ; Equipment Safety Recall 17A Rearview Camera
08Y76182	Electrical System ; Recall Yxx ; Safety Recall Y76 - Intake Air Heater Relay ; Inspect and Perform Grid Heater Relay Test
08451001	Electrical System ; Instrument Cluster/Sensor/Module ; Cluster, Instrument Panel ; Cluster

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CH68492682 AD	CLUSTER INSTRUMENT PANEL	1	\$945.86	No	
CH68359768 AG	HOSE POWER STEERING PRESSURE	1	\$239.96	No	
CH68218064-AC	FLUID -POWER STEERING	1	\$15.20	No	
CH6510495 AA	WASHER NONE	2	\$6.80	No	
CH6510387 AA	SCREW HEX HEAD	1	\$10.10	No	

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRSCL1L [REDACTED]

VIN	3C7WRSCL1L [REDACTED]	Model Year	2020	Body	DD3L93	RAM 3500 CREW CAB CHASSIS	
Built Date	09/02/2020	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PFP OLIVE GREEN PEARL COAT						
Engine	ETN	6 7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F22505D97F	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F230000033	

Report #	[REDACTED]	System Key	567975922	Report Version	9	Open Date	11/04/2022
Close Date	01/17/2023	Narrative Date	01/18/2023	Category	0	Mileage	48,110
MDH	090204	Engine Built Date	10/23/2020	Built Date	09/02/2020	Advisor	5219 JENELL LEA DURL
Dealer	59572	B & B CHRYSLER DODGE JEEP RAM					
Dealer Address	125 GRANDVIEW AVE						
Dealer City	HONESDALE	State	PA	Zip	184311119		

Complaint: CUSTOMER STATES FIRST GEAR RATIO CODE

Cause: PULL FAULT CODES, GET WITH CUSTOMER & DUPLICATE CONCERN NO FORWARD GEAR OPEN STAR CASE COMMUNICATE WITH STAR AGENT THERE ARE ISSUES WITH NEW ASSEMBLIES NEED TO REPLACE UNIT ORDER TRANS ASSEMBLY (ACTIVE CODE P0731)

Correction: REMOVE AND INSTALL TRANS ASSEMBLY CHECK FLUID LEVEL & ADJUST INSPECT SOFTWARE IN PCM/TCM PERFORM QUICK LEARN ROAD TEST VEHICLE AND VERIFY PROPER OPERATION

LOP Information

LOP	LOP Description
85410000	Special Services ; Diagnostic LOP ; Operation diagnostics With repair ; Must be used in conjunction with appropriate repair Labor Operation
21002762	Transmission ; Out of Vehicle Operations ; Transmission, Replace - automatic ; Two piece propeller shaft equipped
21002712	Transmission ; Out of Vehicle Operations ; Transmission, Replace automatic ; AS68RC/AS69RC

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CH68498422 AB	TRANSMISS WITH TORQUE CONVERTER	2	\$8,422.00	No	
CH6511777 AA	BOLT HEX HEAD	6	\$3.36	No	
68498422AB	TRANSMISS WITH TORQUE CONVERTER	1	\$5,922.00	No	01/01/0001
06511777AA	BOLT HEX HEAD	6	\$20.16	No	01/01/0001

Repair Order Detailed Report # [REDACTED] For VIN: 3C63R3GL6KG [REDACTED]

VIN	3C63R3GL6KG [REDACTED]	Model Year	2019	Body	D28L92	RAM 3500 TRADESMAN CREW CAB 4X4	
Built Date	10/18/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PAU	GRANITE CRYSTAL MET CLEAR COAT					
Engine	ETM	6 7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F28294615C	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F275900203	

Report #	[REDACTED]	System Key	568691954	Report Version	1	Open Date	11/14/2022
Close Date	11/14/2022	Narrative Date	11/15/2022	Category	0	Mileage	0
MDH	101809	Engine Built Date	04/22/2020	Built Date	10/18/2019	Advisor	90420 ERIK SCHUTTPEL
Dealer	60789	GRAHAM BAY AREA CJDR					
Dealer Address	1400 OCEAN BOULEVARD						
Dealer City	COOS BAY	State	OR	Zip	974202034		

Complaint: CUSTOMER CONCERN FOR CLUNK NOISE WHILE TURNING, MOST EVIDENT WHILE PARKED. SEE VEHICLE HISTORY FOR PREVIOUS VISITS/REPAIRS PERFORM MULTI POINT INSPECTION AND COMPLETE INSPECTION CHECKLIST

Cause:

Correction: UNABLE TO DUPLICATE CONCERN, TEST DROVE IN PARKING LOT TURNING GOING FORWARD AND REVERSE, NO ISSUES FOUND ON VISUAL INSPECTION PERFORMED INSPECTION, TECHNICIAN NOTED ANY NECESSARY MAINTENANCE ITEMS WHICH WERE BROUGHT TO THE ATTENTION OF THE CUSTOMER

LOP Information is not available

Part Information is not available

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRLFL9L [REDACTED]

VIN	3C7WRLFL9L [REDACTED]	Model Year	2020	Body	DP9L94	RAM 4500 CREW CAB CHASSIS	
Built Date	07/11/2020	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETN	6 7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F182058A9C	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F175000079	

Report #	[REDACTED]	System Key	569007359	Report Version	9	Open Date	11/17/2022
Close Date	01/04/2023	Narrative Date	01/05/2023	Category	0	Mileage	36,726
MDH	071119	Engine Built Date	12/22/2020	Built Date	07/11/2020	Advisor	61879 MICHAEL TODD S
Dealer	45315	ROBERT LOEHR CHRYSLER DODGE JE					
Dealer Address	567 E MAIN ST						
Dealer City	CARTERSVILLE	State	GA	Zip	301213355		

Complaint: CUSTOMER STATES WHEN PUTTING VEHICLE INTO GEAR IS WILL SLAM INTO GEAR AND WILL SLAM INTO GEAR WHEN CHANGING GEARS AS WEL L (Automatic Transmission Concern) (Multi-point inspection according to maintenance interval) Customer Satisfaction Notification Y17 - Transmission Software Update (Recall Customer Satisfaction Notification 1) Safety Recall Y21 Powertrain Control Module Software (Recall Customer Satisfaction Notification 2) Safety Recall Y26 Wheel Studs (Recall Customer Satisfaction Notification 3) Safety Recall Y78 High Pressure Fuel Pump (Recall Customer Satisfaction Notification 4) Safety Recall ZA5 Rear Brake Hose (Recall Customer Satisfaction Notification 5)

Cause: TECH SCANNED AND FOUND CODE IN SYSTEM FOR 1ST AND 2ND GEAR RATIO ERROR CODES (P0731 AND P0732) PULLED PAN AND FOUND METAL INSIDE PAN MUST REPLACE TRANSMISSION

Correction: TECH REMOVED AND REPLACED TRANSMISSION AND TEST DROVE VEHICLE 9 MILES AND WORKING AS DESIGNED PERFORMED RECALL BY INSPECTING SOFTWARE LEVEL AND QUICK LEARNING TRANSMISSION INSPECTED SOFTWARE LEVEL PERFORMED RECALL INSPECTION NO PARTS NO PARTS

LOP Information

LOP	LOP Description
21252050	Transmission ; Oil Cooler/Heater/Line/Hose ; Oil cooler, external / auxiliary ; Cooler (2 Skilled)
21002766	Transmission ; Out of Vehicle Operations ; Transmission, Replace automatic ; 4 /AWD equipped
21002762	Transmission ; Out of Vehicle Operations ; Transmission, Replace - automatic ; Two piece propeller shaft equipped
21002760	Transmission ; Out of Vehicle Operations ; Transmission, Replace - automatic ; Skid plate equipped
21002712	Transmission ; Out of Vehicle Operations ; Transmission, Replace automatic ; AS68RC/AS69RC
18Y17182	Software Flash ; Recall Y ; Customer Satisfaction Notification Y17 Transmission Software Update ; Module, Transmission Control (TCM) Reprogram Software and Perform Quicklearn

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CH68498557-AB	TRANSMISS-WITH TORQUE CONVERTER	2	\$8,616.00	No	
CH68359847 AC	TOC ASSY OIL COOLER PRESSURE AND RE	1	\$153.00	No	
CH68322494 AC	COOLER TRANSMISSION OIL	1	\$234.00	No	
CH6511777-AA	BOLT -HEX HEAD	6	\$4.00	No	
68498557AB	TRANSMISS WITH TORQUE CONVERTER	1	\$6,724.54	No	01/01/0001
68359847AC	TOC ASSY OIL COOLER PRESSURE AND RE	1	\$147.63	No	01/01/0001
68322494AC	COOLER TRANSMISSION OIL	1	\$225.76	No	01/01/0001
06511777AA	BOLT -HEX HEAD	6	\$23.22	No	01/01/0001

Repair Order Detailed Report [REDACTED] For VIN: 3C63R3ML7MG [REDACTED]

VIN	3C63R3ML7MG [REDACTED]	Model Year	2021	Body	D28P81	RAM 3500 LARAMIE MEGA CAB 4X4	
Built Date	12/16/2020	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PSC BILLET SILVER METALLIC CLEAR COAT						
Engine	ETM	6 7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F34506BB5A	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F318000147	

Report #	[REDACTED]	System Key	570085858	Report Version	1	Open Date	11/25/2022
Close Date	11/30/2022	Narrative Date	12/05/2022	Category	0	Mileage	21,678
MDH	121612	Engine Built Date	01/18/2021	Built Date	12/16/2020	Advisor	648 Rick DeLoof
Dealer	68942	COLE CHRY JEEP DODGE LLC					
Dealer Address	15514 W MICHIGAN AVE						
Dealer City	MARSHALL	State	MI	Zip	490689503		

Complaint: DIAGNOSE

Cause:

Correction:

LOP Information is not available

Part Information is not available

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRTCL8KG [REDACTED]

VIN	3C7WRTCL8KG [REDACTED]	Model Year	2019	Body	DD8L93	RAM 3500 CREW CAB CHASSIS 4X4	
Built Date	09/12/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETN	6 7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F246941B77	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F222900049	

Report #	[REDACTED]	System Key	570132571	Report Version	1	Open Date	11/10/2022
Close Date	11/30/2022	Narrative Date	12/05/2022	Category	0	Mileage	33,860
MDH	091212	Engine Built Date	08/24/2020	Built Date	09/12/2019	Advisor	650080
Dealer	27321	H&H Chrysler Dodge Jeep RAM Fi					
Dealer Address	14920 CREST RD						
Dealer City	OMAHA	State	NE	Zip	681384432		

Complaint: PERFORM COMPLIMENTARY MULTI-POINT VISUAL INSPECTION OF VEHICLE. MEL INSPECTION. RENTAL VEHICLE STARTS HARD HEARING TICKING NOISE AROUND FUEL PUMP WHEN DRIVING IT IS JERKING LIKE IT IS LOSING POWER CAN HEAR SOMETHING CREAKING IN THE REAR END WHEN TURNING JERKING IS CAUSING SUSPENSION TO RIDE ROUGH

Cause: CUSTOMER REQUESTED RENTAL

Correction: NO OTHER CONCERNS PERFORM COMPLIMENTARY MULTI-POINT VISUAL INSPECTION OF VEHICLE. MEL INSPECTION. RENTAL VEHICLE RENTAL VEHICLE RENTAL VEHICLE SUBLET REPAIRS I INSPECTED THE CAR FOR THE CONCERN AND FOUND AT THIS TIME IT IS STARTING PROPERLY THERE ARE NO RELATED BULLETINS, DIAGNOSTIC CODES, OR SOFTWARE UPDATES IF THE CUSTOMER CAN DUPLICATE THE CONCERN WE CAN DIAGNOSE FURTHER NO PROBLEM FOUND Radio/Telematics Gateway Module Test and Replace E change unit (1 Semi Skilled) REMOVE RADIO TO OBTAIN ESN NUMBER NO PROBLEM FOUND RADIO Test and replace with e change unit (B) REMOVE RADIO TO OBTAIN ESN NUMBER I INSPECTED THE CAR FOR THE CONCERN BUT AT THIS TIME WAS NOT ABLE TO DUPLICATE THE CONCERN IF THE CUSTOMER CAN DUPLICATE THE CONCERN WE CAN DIAGNOSE FURTHER NO PROBLEM FOUND I DROVE THE TRUCK FOR THE CONCERN I WAS NOT ABLE TO DUPLICATE THE CONCERN AT THIS TIME BUT THERE WAS A TCM SOFTWARE UPDATE WITH SEVERAL TRANSMISSION CONCERNS THAT ARE SIMILAR. I REPROGRAMMED THE TCM AND VERIFIED THE REPAIR NO PROBLEM FOUND I INSPECTED THE TRUCK FOR THE CONCERN. AT THIS TIME ALL I CAN HEAR IS NOISE FROM THE UTILITY BOX NO PROBLEM FOUND SAME AS LINE E NO PROBLEM FOUND

LOP Information

LOP	LOP Description
95400141	Special Services ; Loaner ; Loaner Car ; Standard Line Vehicles
08600270	Electrical System ; Audio ; Radio/Telematics Gateway Module ; E change unit
08600251	Electrical System ; Audio ; Radio/Telematics Gateway Module ; Obtain ESN from radio

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
Z8428584AD	RADIO MULTI MEDIA	1	\$0.00	No	01/01/0001

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRKAL6MG [REDACTED]

VIN	3C7WRKAL6MG [REDACTED]	Model Year	2021	Body	DP4L63	RAM 4500 REG CAB CHASSIS	
Built Date	03/29/2021	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETN	6 7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F077176665	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F083100068	

Report #	[REDACTED]	System Key	570321155	Report Version	2	Open Date	12/02/2022
Close Date	12/05/2022	Narrative Date	12/07/2022	Category	0	Mileage	295
MDH	032913	Engine Built Date	06/01/2021	Built Date	03/29/2021	Advisor	2188 WESLEY ALLEN GR
Dealer	45716	Jerry Ulm Chrysler Dodge Jeep					
Dealer Address	2966 N DALE MABRY HWY						
Dealer City	TAMPA	State	FL	Zip	336072415		

Complaint: CUSTOMER STATES VEHICLE NEEDS TO BE JUMPED AT TIMES (Electri calNon PCM Flashes Concern) FLEET COMPANY STATES TPMS SYSTEM INOP PLEASE CHECK AND ADVIS E (TireWheel Concern) (FLEET VEHICLE) EXPRESS LANE COURTESY INSPECTION PERFORM ALL INSPECTIONS PER ATTACHED CHECKLIST NOTE THE CONDITION OF ALL LISTED COMPONENTS & ADVISE OF ANY CONCERNS NOTE THIS INCLUDES UNDER VEHICLE, EXTERIOR, & UNDER HOOD HAVE WE MENTIONED OUR MORGAN PLATINUM CARD? IN HOUSE FINANCING WITH DEFERRED INTEREST FOR 6 MONTHS 10% OFF YOUR FIRST TIME USE (UP TO A MAX OF \$200) RECEIVE SERVICE RELATED PORMOTIONS THROUGHOUT THE YEAR

Cause: VERIFIED CONCERN AND FOUND BOTH BATTERIES FAILED GR8 TEST VERIFIED CONCERN AND FOUND TPMS SENSORS AND RFH HUB DEFECTIVE FLEET COMPANY VEHICLE TOTAL APPROVED - APPROVED BY - AUTHORIZATION NUMBER (IF APPLICABLE) - RECOMMENDED

Correction: REMOVED AND REPLACED BOTH MAIN BATTERIES TPMS SENSORS AND RFH HUB ON ORDER FLEET COMPANY INSPECTION COMPLETE SEE ATTACHED INSPECTION REPORT SEE RECOMMENDED SERVICES HAVE WE MENTIONED OUR MORGAN PLATINUM CARD?

LOP Information

LOP	LOP Description
08080111	Electrical System ; Battery ; Battery ; Both batteries

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CHBBH7F001 AA	BATTERY STORAGE	4	\$367.95	No	
CH68535935-AB	MODULE -HUB	1	\$149.58	No	
CH68475578-AC	SENSOR PA-TIRE PRESSURE	2	\$68.39	No	
CH68475577 AC	SENSOR TIRE PRESSURE	2	\$69.19	No	
CH68475571 AD	SENSOR TIRE PRESSURE	2	\$64.49	No	
BBH7F001AA	BATTERY -STORAGE	2	\$699.90	No	01/01/0001

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRNFL6LG [REDACTED]

VIN	3C7WRNFL6LG [REDACTED]	Model Year	2020	Body	DP0L94	RAM 5500 CREW CAB CHASSIS	
Built Date	02/01/2020	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETN	6 7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F01504FBF5	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F010000222	

Report #	[REDACTED]	System Key	570346825	Report Version	1	Open Date	09/23/2022
Close Date	12/02/2022	Narrative Date	12/06/2022	Category	0	Mileage	76,177
MDH	020106	Engine Built Date	11/24/2020	Built Date	02/01/2020	Advisor	940 Jeremy Russell
Dealer	60835	Rhythm Chrysler Dodge Jeep Ram					
Dealer Address	1221 W MAIN ST						
Dealer City	HENDERSONVILLE	State	TN	Zip	370752040		

Complaint: RECALL RECALL CUSTOMER STATES EXPRESS LANE INSPECTION SEND VEHICLE TO OUTSIDE REPAIR SHOP

Cause: INSPECTED FQS BORE FOUND METAL CONTAMINATION

Correction: 14Y78183 - Safety Recall Y78 High Pressure Fuel Pump Replace 14Y78183 - High Pressure Fuel Pump, Fuel Lines, Fuel Injector 14Y78183 - s, Fuel Rail, Fuel Filters, Flush Fuel Sys 23Z08182 - Safety Recall Z08 Windshield Wipers Nut, Wiper Arm 23Z08182 - s Torque Front REPLACED TRANSMISSION ASSEMBLY AND FILLED WITH COMPLETED INSPECTION

LOP Information

LOP	LOP Description
23Z08182	Body ; Recall Z0x ; Safety Recall Z08 - Windshield Wipers ; Nut, Wiper Arms - Torque Front
14Y78182	Air & Fuel system ; Recall Y7x ; Safety Recall Y78 - High Pressure Fuel Pump ; Replace High Pressure Fuel Pump and Reprogram PCM

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CSRLY783AA C	FUEL KIT INJECTION	2	\$0 00	No	
CSRLY783AA	FUEL KIT INJECTION	1	\$1,720 00	No	
CSRLY781AA	MODULEKIT-FUEL INJECTION	1	(\$736.72)	No	01/01/0001
68498557AB-C	TRANSMISS-WITH TORQUE CONVERTER	2	\$0.00	No	
68498557AB	TRANSMISS WITH TORQUE CONVERTER	1	\$5,560 00	No	
68282012AA	SENSOR INTAKE MANIFOLD	1	\$333 00	No	
5189977AD	FLUID AFT-AUTOMATIC TRANSMISSION	2	\$57.45	No	
5189966AD	FLUID AFT-AUTOMATIC TRANSMISSION	7	\$14.20	No	

Repair Order Detailed Report # [REDACTED] For VIN: 3C63R3EL9LG [REDACTED]

VIN	3C63R3EL9LG [REDACTED]	Model Year	2020	Body	D28P91	RAM 3500 LARAMIE CREW CAB 4X4	
Built Date	01/07/2020	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETM	6 7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F34594D3D8	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	S177900012	

Report #	[REDACTED]	System Key	570446548	Report Version	1	Open Date	12/05/2022
Close Date	12/05/2022	Narrative Date	12/07/2022	Category	0	Mileage	44,845
MDH	010708	Engine Built Date	07/07/2020	Built Date	01/07/2020	Advisor	22855 ATHENA HUNT
Dealer	60730	Lake City Chrysler Dodge Jeep					
Dealer Address	4325 W US HIGHWAY 90						
Dealer City	LAKE CITY	State	FL	Zip	320554877		

Complaint: Recall Customer Satisfaction Notification 1 Y78 - 2019-2020 Ram HD High Pressure Fuel Pump (Recall Customer Satisfaction Notification 1) CUSTOMER STATES CHECK ENGINE LIGHT CAME ON AND A MESSAGE STA TING 4X4 HAS BEEN DISABLED ALSO HAVING ISSUES WITH ACCLERATI ON (Engine Mechanical Concern) PERFORM COMPLETE MULTI POINT INSPECTION HAVE WE MENTIONED OUR MORGAN PLATINUM CARD? IN HOUSE FINANCING WITH DEFERRED INTEREST FOR 6 MONTHS 10% OFF YOUR FIRST TIME USE (UP TO A MAX OF \$200) RECEIVE SERVICE RELATED PROMOTIONS THROUGH OUT THE YEAR

Cause: TECH VERIFIED RECALL TECH FOUND CODE P0969 IN TCM CHECKED T815 AND T814 DID NOT FIND ANY FAULTS AT THIS TIME TEST DROVE VEHICLE TO ATTEMPT TO REPLICATE AND COULD NOT REPLICATE AT THIS TIME FOUND FLASH FOR TCM

Correction: PARTS HAVE BEEN ORDERED TECH PERFORMED TCM FLASH LOP 181905 RT Multi Point Inspection All THANK YOU FOR YOUR BUSINESS

LOP Information

LOP	LOP Description
181905RT	Software Flash ; Module ; Module, Transmission Control (TCM) ; Module, Transmission Control (TCM) - Reprogram, Includes Quicklearn Routine
181905	Software Flash ; Module ; Module, Transmission Control (TCM)

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CHCSRLY781-AA	MODULEKIT-FUEL INJECTION	1	\$804.62	No	

Repair Order Detailed Report # [REDACTED] For VIN: 3C63R3EL9LG [REDACTED]

VIN	3C63R3EL9LG [REDACTED]	Model Year	2020	Body	D28P91	RAM 3500 LARAMIE CREW CAB 4X4	
Built Date	01/07/2020	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETM	6 7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F34594D3D8	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	S177900012	

Report #	[REDACTED]	System Key	570989861	Report Version	1	Open Date	12/12/2022
Close Date	12/12/2022	Narrative Date	12/13/2022	Category	0	Mileage	45,273
MDH	010708	Engine Built Date	07/07/2020	Built Date	01/07/2020	Advisor	22855 ATHENA HUNT
Dealer	60730	Lake City Chrysler Dodge Jeep					
Dealer Address	4325 W US HIGHWAY 90						
Dealer City	LAKE CITY	State	FL	Zip	320554877		

Complaint: CUSTOMER STATES CHECK ENGINE LIGHT CAME ON AND A MESSAGE STA TING 4X4 NOT AVAILABLE AT THIS TIME (Engine Mechanical Conce rn) CUSTOMER STATES THAT THRE VEHICLE WILL SHIFT HARD IN TO GEAR, VEHICLE JERKED LIKE IT WAS GOING OVER A SPEED BUMP 5/6 TIMES CHECKED TRANSMISSION TEMP192 TO ORLANDO 168 TO LAKE CITY (Aut omatic Transmission Concern) CUSTOMER STATES THAT THE VEHICLE WOULD NOT GET POWER WHEN PUT HIS FOOT IN TO IT FROM ORLANDO THE RPMS WERE OVER 2000 AT 70MPH COMING TO DODGE IT WAS 1800 (General Concern 1) CRUSE CONTROL WONT WORK (Engine Performance Concern) PERFORM COMPLETE MULTI POINT INSPECTION HAVE WE MENTIONED OUR MORGAN PLATINUM CARD? IN HOUSE FINANCING WITH DEFERRED INTEREST FOR 6 MONTHS 10% OFF YOUR FIRST TIME USE (UP TO A MAX OF \$200) RECEIVE SERVICE RELATED PROMOTIONS THROUGH OUT THE YEAR

Cause: TECH INSPECTED CUSTOMERS CONCERN AND FOUND CODE P0966 IN TCM FOUND SHIFT SOLENOID #2 BAD WILL NEED SHIFT SOLENOID REPLACED TECH HAS INSPECTED CUSTOMERS CONCERN THE PROBLEM IS REVOLVING AROUND THE HIGH PRESSURE FUEL PUMP RECALL TECH HAS INSPECTED CUSTOMERS CONCERN THE CRUSE CONTROL WILL NOT WORK DO TO THE CODE PULLING FOR THE SHIFT SOLENOID ON JOB LINE 1

Correction: TECH HAS ORDERED PARTS WILL NOTIFY CUSTOMER WHEN PARTS COME IN REFER TO JOB LINE ONE PARTS HAVE BEEN ORDERED IN FOR THE HIGH PRESSURE FUEL PUMP ON 12/05/22. WILL NOTIFY CUSTOMER WHEN PARTS COME IN. REFER TO JOB LINE ONE COMPLETED MULTI POINT INSPECTION TOPPED OFF ALL FLUIDS (DEF FLUID TOP OFF ADDITIONAL) THANK YOU FOR YOUR BUSINESS

LOP Information

LOP	LOP Description
2000	

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CH68445748 AA	BODY ASSY NONE	1	\$2,704.49	No	

Repair Order Detailed Report # [REDACTED] For VIN: 3C63R3CL5L [REDACTED]

VIN	3C63R3CL5L [REDACTED]	Model Year	2020	Body	D28L91	RAM 3500 TRADESMAN CREW CAB 4X4	
Built Date	08/06/2020	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PSC BILLET SILVER METALLIC CLEAR COAT						
Engine	ETM	6 7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F21005BB62	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F204000229	

Report #	[REDACTED]	System Key	571399692	Report Version	1	Open Date	11/30/2022
Close Date	12/16/2022	Narrative Date	12/19/2022	Category	0	Mileage	45,998
MDH	080604	Engine Built Date	09/03/2020	Built Date	08/06/2020	Advisor	095 Wayne Wheeler
Dealer	43508	CARSON CHRYSLER JEEP DODGE					
Dealer Address	3059 S CARSON ST						
Dealer City	CARSON CITY	State	NV	Zip	897014513		

Complaint: MISCELLENOUS CONCERNS Multi Point Vehicle Inspection MISCELLENOUS CONCERNS MISCELLENOUS CONCERNS MISCELLENOUS CONCERNS MISCELLENOUS CONCERNS ADDITIONAL TECH TIME

Cause:

Correction: 274=1.6 274= 2

LOP Information

LOP	LOP Description
85410000	Special Services ; Diagnostic LOP ; Operation diagnostics With repair ; Must be used in conjunction with appropriate repair Labor Operation
25080260	Emission System ; Diesel E haust Fluid System ; Tank ; Skid Plate Equipped
25080201	Emission System ; Diesel Exhaust Fluid System ; Tank ; 6.7 liter diesel - Tank (DEF)

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68517554AA	FILTER AIR	1	\$61 35	No	
68436631AA	FILTER KI FUEL WATER SEPARATOR	1	\$74 70	No	
68157291AA	FILTER -FUEL	1	\$132.00	No	
68101172AA	O RING UREA MODULE	1	\$34 20	No	
68056278AC	FLUID DIESEL EXHAUST	3	\$37 20	No	
57009086AC	TANK DIESEL EXHAUST FLUID	1	\$615 00	No	

Repair Order Detailed Report # [REDACTED] For VIN: 3C63RRHL6MG [REDACTED]

VIN	3C63RRHL6MG [REDACTED]	Model Year	2021	Body	D28H92	RAM 3500 BIG HORN CREW CAB 4X4	
Built Date	06/10/2021	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PRV	DELMONICO RED PEARL COAT					
Engine	ETM	6 7L I6 CUMMINS HO TURBO DIESEL ENG				Serial #	F13717D353
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS				Serial #	F145100371

Report #	[REDACTED]	System Key	571468621	Report Version	1	Open Date	12/12/2022
Close Date	12/15/2022	Narrative Date	12/19/2022	Category	0	Mileage	49,292
MDH	061000	Engine Built Date	07/29/2021	Built Date	06/10/2021	Advisor	02 MITCH POOLE
Dealer	60751	Jimmy Britt Chrysler Dodge Jee					
Dealer Address	2054 HWY 441 S.						
Dealer City	DUBLIN	State	GA	Zip	31021		

Complaint: customer states exhaust system check indicator is on. states they just put in DEF fluid recently. check and advise -AM P203F-00 REDUCTANT LEVEL TOO LOW (STORED) DEF FULL AT THIS TIME CLEARED CODES RESET ALL PARAMETERS (01- ADAM-) CHECK FUEL FILTERS LIGHT COME ON IN DASH HAD CHANGED ABOUT A MONTH AGO SEE BILLY WITH QUESTIONS CUSTOMER PURCHASED AND REPLACED FILTERS RESET FUEL LIFE MONITOR (01 ADAM)

Cause:

Correction:

LOP Information is not available

Part Information is not available

Repair Order Detailed Report # [REDACTED] For VIN: 3C63RRHL6MG [REDACTED]

VIN	3C63RRHL6MG [REDACTED]	Model Year	2021	Body	D28H92	RAM 3500 BIG HORN CREW CAB 4X4	
Built Date	06/10/2021	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PRV	DELMONICO RED PEARL COAT					
Engine	ETM	6 7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F13717D353	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F145100371	

Report #	[REDACTED]	System Key	571468645	Report Version	1	Open Date	12/17/2022
Close Date	12/17/2022	Narrative Date	12/19/2022	Category	0	Mileage	49,292
MDH	061000	Engine Built Date	07/29/2021	Built Date	06/10/2021	Advisor	04 JAMIE BONEY
Dealer	60751	Jimmy Britt Chrysler Dodge Jee					
Dealer Address	2054 HWY 441 S.						
Dealer City	DUBLIN	State	GA	Zip	31021		

Complaint: REPLACE FRONT FUEL FILTER DRAIN WATER REPLACED FUEL FILTER (31- FRED-) REPLACE CHASSIS MOUNTED FUEL FILTER REPLACED WATER SEPARATOR (31- FRED-) DIESEL OIL CHANGE PERFORMED OIL AND FILTER CHANGE (31- FRED-) EXPRESS LANE INSPECTION PERFORMED INSPECTION (31 FRED) EXPRESS LANE AIR FILTER REPLACEMENT REPLACED (31 FRED) REPLACE CABIN FILTER REPLACED (31 FRED)

Cause:

Correction:

LOP Information is not available

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68535623AA	FILTER CABIN AIR	1	\$41 00	No	
68517554AA	FILTER AIR	1	\$62 00	No	
68440571PA	OIL -10W30	12	\$8.95	No	
68436631AA	FILTER KI-FUEL WATER SEPARATOR	1	\$59.95	No	
68157291AA	FILTER FUEL	1	\$94 80	No	
5083285AA	FILTER ENGINE OIL	1	\$21 95	No	

Repair Order Detailed Report [REDACTED] For VIN: 3C7WRLE0MG [REDACTED]

VIN	3C7WRLE0MG [REDACTED]	Model Year	2021	Body	DP9L93	RAM 4500 CREW CAB CHASSIS	
Built Date	05/25/2021	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETN	6 7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F13717D2CF	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F137100161	

Report #	[REDACTED]	System Key	571785768	Report Version	8	Open Date	12/21/2022
Close Date	05/26/2023	Narrative Date	05/29/2023	Category	0	Mileage	55,562
MDH	052507	Engine Built Date	07/20/2021	Built Date	05/25/2021	Advisor	77316 RISHAWN ROBINS
Dealer	45489	BLACK CHRYSLER DODGE JEEP RAM					
Dealer Address	831 SALISBURY RD						
Dealer City	STATESVILLE	State	NC	Zip	286776223		

Complaint: CUSTOMER STATES THE CHECK ENGINE LIGHT IS ON AND FEELS LIKE THE VEHICLE IS STUCK IN 3RD GEAR (Preliminary Diagnostic Fee) COMPLETE FREE 23 POINT INSPECTION CUSTOMER STATES CHECK FOR AN ABNORMAL NOISE COMING FROM THE TRANS WHILE DRIVING

Cause: DTC P0731 AND P0732 ARE SET ACTIVE TRANSMISSION WAS PREVIOUSLY REPLACED AND COOLER AND LINES WERE FLUSHED STAR WAS CONTACTED STAR STATED TO REPLACE THE TRANSMISSION AGAIN THE OIL COOLER WILL BE REPLACED THIS TIME AND THE LINES WILL BE FLUSHED AGAIN ADVISE CUSTOMER OF ALL FINDINGS AND PROVIDE AN ESTIMATE NO DTCS PRESENT ABNORMAL VIBRATION NOISE COMING FROM TRANSMISSION DURING SHIFTS TOOK A FLUID SAMPLE METAL IS PRESENT IN THE TRANSMISSION FLUID SAMPLE THE REPLACEMENT TRANSMISSION IS DEFECTIVE AND WILL BE REPLACED WITH A ANOTHER NEW TRANSMISSION

Correction: REMOVED 2 PEICE DRIVE SHAFT AND PROPEPELLOR SHAFT REMOVED TRANSMISSION INSTALLED NEW TRANSMISSION USING NEW TORQUED CONVERTOR BOLTS LOWERED VEICLE RMEOVED GRILLE REMOVED TRANS COOLER FLUSHED COOLER LINES USING FRESH TRANS FLUID INSTALLED NEW COOLER CONNECTED LINES PERFORMED QUICK LEARN WITH SCAN TOOL TOPPED OFF FLUID CLEARED DTCS TEST DROVE VEHICLE NO DTCS HAVE RETURNED REPAIR COMPLETE COMPLETE 23 POINT INSPECTION FLUSHED TRANSMISSION COOLER AND LINES WITH FRESH TRANSMISSION FLUID. REMOVED FRONT AND REAR DRIVESHAFTS. REMOVED CROSSMEM BER. REMOVED TRANSFER CASE. REMOVED TRANSMISSION. INSTALLED NEW TRANSMISSION USING NEW TORQUE CONVERTER BOLTS INSTALLED OTHER REMOVED PARTS BROUGHT VEHICLE TO OPERATING TEMP ADJUSTED TRANSMISSION FLUID LEVEL TEST DROVE VEHICLE NO DTC PRESENT NO ABNORMAL NOISE OR SHIFS PRESENT VEHICLE WILL BE RETURNED TO THE CUSTOMER

LOP Information

LOP	LOP Description
21251050	Transmission ; Oil Cooler/Heater/Line/Hose ; Lines, transmission and torque converter oil cooler ; One or Both (1 Semi Skilled)
21002766	Transmission ; Out of Vehicle Operations ; Transmission, Replace automatic ; 4 /AWD equipped
21002762	Transmission ; Out of Vehicle Operations ; Transmission, Replace automatic ; Two piece propeller shaft equipped
21002712	Transmission ; Out of Vehicle Operations ; Transmission, Replace automatic ; AS68RC/AS69RC
21000169	Transmission ; Out of Vehicle Operations ; Transmission ; DEF equipped 2500 3500 4 4 pick up only

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CH68498557 AB	TRANSMISS WITH TORQUE CONVERTER	1	\$9,428 04	No	
CH68322494 AC	COOLER TRANSMISSION OIL	1	\$232 60	No	
CH6511777-AA	BOLT -HEX HEAD	6	\$3.99	No	
CH5189966 AD	FLUID AFT AUTOMATIC TRANSMISSION	3	\$14 12	No	
68498557AB	TRANSMISS WITH TORQUE CONVERTER	1	\$7,185 56	No	01/01/0001
68322494AC	COOLER TRANSMISSION OIL	1	\$245 89	No	01/01/0001
06511777AA	BOLT HEX HEAD	6	\$23 92	No	01/01/0001
05189966AD	FLUID AFT AUTOMATIC TRANSMISSION	3	\$42 37	No	01/01/0001

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRKAL6M [REDACTED]

VIN	3C7WRKAL6M [REDACTED]	Model Year	2021	Body	DP4L63	RAM 4500 REG CAB CHASSIS	
Built Date	03/29/2021	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETN	6 7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F077176665	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F083100068	

Report #	[REDACTED]	System Key	571905126	Report Version	4	Open Date	12/22/2022
Close Date	12/28/2022	Narrative Date	12/29/2022	Category	0	Mileage	1,020
MDH	032913	Engine Built Date	06/01/2021	Built Date	03/29/2021	Advisor	2188 WESLEY ALLEN GR
Dealer	45716	Jerry Ulm Chrysler Dodge Jeep					
Dealer Address	2966 N DALE MABRY HWY						
Dealer City	TAMPA	State	FL	Zip	336072415		

Complaint: FLEET COMPANY STATES TPMS SENSORS INOP PLEASE INSTALL SOP SE NSORS AND MODULE (TireWheel Concern) FLEET COMPANY STATES FLUID LEAK IN FROM BOOSTER INPUT SHAFT POSSIBLE BRAKE BOOSTER LEAKING PLEASE CHECK AND ADVISE (Brake Systems Concern) FLEET COMPANY STATES MOISTURE IN BOTH FRONT HEAD LIGHTS (Electrical/Non PCM Flashes Concern [REDACTED] (FLEET VEHICLE) EXPRESS LANE COURTESY INSPECTION PERFORM ALL INSPECTIONS PER ATTACHED CHECKLIST NOTE THE CONDITION OF ALL LISTED COMPONENTS & ADVISE OF ANY CONCERNS NOTE THIS INCLUDES UNDER VEHICLE, EXTERIOR, & UNDER HOOD HAVE WE MENTIONED OUR MORGAN PLATINUM CARD? IN HOUSE FINANCING WITH DEFERRED INTEREST FOR 6 MONTHS 10% OFF YOUR FIRST TIME USE (UP TO A MAX OF \$200) RECEIVE SERVICE RELATED PROMOTIONS THROUGHOUT THE YEAR

Cause: VERIFIED CONCERN AND FOUND TPMS SENSOR AND MODULE TO HAVE LOSS OF COMMUNICATION VERIFIED CONCERN AND FOUND BRAKE BOOSTER LEAKING FLEET COMPANY VEHICLE TOTAL APPROVED APPROVED BY AUTHORIZATION NUMBER (IF APPLICABLE) RECOMMENDED

Correction: REMOVED AND REPLACED ALL TPMS SENSORS AND TPMS MODULE TPMS NOW OPERATES AS DEIGNED REMOVED AND REPLACED BRAKE BOOSTER. NO PROBLEM FOUND AT THIS TIME FLEET COMPANY. INSPECTION COMPLETE...SEE ATTACHED INSPECTION REPORT SEE RECOMMENDED SERVICES. HAVE WE MENTIONED OUR MORGAN PLATINUM CARD?

LOP Information

LOP	LOP Description
22140107	Wheels ; Tire Pressure Monitor ; Sensor, low tire pressure ; Si
08197301	Electrical System ; Modules ; Hub, radio frequency (RFH) wireless control
05600103	Brake System ; Power Brake/Booster/ABS pump/Vacuum line ; Booster, power brake ; All others

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CH68535935 AB	MODULE HUB	1	\$149 58	No	
CH68475578 AC	SENSOR PA TIRE PRESSURE	2	\$68 39	No	
CH68475577 AC	SENSOR TIRE PRESSURE	2	\$69 19	No	
CH68475571 AD	SENSOR TIRE PRESSURE	2	\$64 49	No	
CH68351516 AA	BOOSTER POWER BRAKE	1	\$1,239 81	No	
CH68218057-AC	FLUID -AUTOMATIC TRANSMISSION ATF	1	\$15.40	No	
68535935AB	MODULE HUB	1	\$149 58	No	01/01/0001
68475578AC	SENSOR PA TIRE PRESSURE	2	\$136 78	No	01/01/0001
68475577AC	SENSOR TIRE PRESSURE	2	\$138 38	No	01/01/0001
68475571AD	SENSOR -TIRE PRESSURE	2	\$128.98	No	01/01/0001
68351516AA	BOOSTER POWER BRAKE	1	\$1,239 81	No	01/01/0001
68218057AC	FLUID AUTOMATIC TRANSMISSION ATF	1	\$15 40	No	01/01/0001

Repair Order Detailed Report For VIN: 3C7WRNFL5MG

VIN	3C7WRNFL5MG	Model Year	2021	Body	DP0L94	RAM 5500 CREW CAB CHASSIS	
Built Date	02/19/2021	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETN	6 7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F044172916	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F035100070	

Report #		System Key	572265816	Report Version	1	Open Date	12/06/2022
Close Date	12/28/2022	Narrative Date	12/29/2022	Category	0	Mileage	137,497
MDH	021901	Engine Built Date	06/01/2021	Built Date	02/19/2021	Advisor	100779
Dealer	45501	NAPLETON'S CLERMONT CHRYSLER J					
Dealer Address	15859 STATE ROAD 50						
Dealer City	CLERMONT	State	FL	Zip	347119533		

Complaint: Multi-point inspection (according to maintenance interval) General Concern #1 [CS vehicle has loss of power] General Concern #2 [CS vehicle willnot move] Transmission , cooler, transmissionfluid 12

Cause:

Correction: Multi-point inspection (according to maintenanceinterval) MULTI POINT INSPECTION 23 POINT INSPECTION MISC. SHOP CHARGES 137497 After installing transmission foundfan shroud seal hitting fan blade .Repositioned seal not making contact anymore. Road tested truck turbo boost at 28 psi .Using witech performed cylinder contributiontest passed performed turbo test passed Allpower restored with transmission replacement General Concern #1 GENERAL CONCERN 137497 Pulled truck into shop chargedbatteries and using witech found several DTCsin system p1720 p1731 p0713 p0868 p0919 Let truck get to operating temp transmissionfront pump making noise and whining andgrinding Inspected fluid burnt and removedtransmission pan found chunks of frictionmaterial and metal in pan General Concern #2 GENERAL CONCERN 137497 Removed and replaced failedtransmission Installed new torque converterbolts removed and replaced transmissioncooler . Let truck get to operating temp andtopped off transmission fluid . Updated TCMwith the latest software and performedquick-learn . Road tested truck several miles28 psi of boost and shifting properly and allpower restored Transmission , cooler, transmission fluid x12

LOP Information

LOP	LOP Description
24010201	Air Conditioning & Heater ; A/C System Charge ; A/C Performance Test, Recovery and Recharge ; Note this operation is used whenever it is necessary to test, recover, replace failed A/C plumbing component, and recharge the A/C system
21252050	Transmission ; Oil Cooler/Heater/Line/Hose ; Oil cooler, external / auxiliary ; Cooler (2 - Skilled)
21251050	Transmission ; Oil Cooler/Heater/Line/Hose ; Lines, transmission and torque converter oil cooler ; One or Both (1 Semi Skilled)
21002766	Transmission ; Out of Vehicle Operations ; Transmission, Replace automatic ; 4 /AWD equipped
21002762	Transmission ; Out of Vehicle Operations ; Transmission, Replace - automatic ; Two piece propeller shaft equipped
21002712	Transmission ; Out of Vehicle Operations ; Transmission, Replace - automatic ; AS68RC/AS69RC
21002700	Transmission ; Out of Vehicle Operations ; Transmission, Replace automatic

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68498557AB	TRANSMISS WITH TORQUE CONVERTER	1	\$8,320.82	No	
68359847AC	TOC ASSY -OIL COOLER PRESSURE AND RE	1	\$182.68	No	01/01/0001
68322497AC	COOLER TRANSMISSION OIL	1	\$297.31	No	01/01/0001
6511777AA	BOLT HEX HEAD	6	\$4.79	No	
5189966AD	FLUID AFT AUTOMATIC TRANSMISSION	0	\$25.93	No	
06511777AA	BOLT -HEX HEAD	6	\$28.73	No	01/01/0001

Repair Order Detailed Report [REDACTED] **For VIN: 3C63R3EL9LG** [REDACTED]

VIN	3C63R3EL9LG [REDACTED]	Model Year	2020	Body	D28P91	RAM 3500 LARAMIE CREW CAB 4X4	
Built Date	01/07/2020	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETM	6 7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F34594D3D8	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	S177900012	

Report #	[REDACTED]	System Key	572284651	Report Version	9	Open Date	12/28/2022
Close Date	01/28/2023	Narrative Date	01/30/2023	Category	0	Mileage	45,328
MDH	010708	Engine Built Date	07/07/2020	Built Date	01/07/2020	Advisor	10191 PATRICIA LUIISO
Dealer	60730	Lake City Chrysler Dodge Jeep					
Dealer Address	4325 W US HIGHWAY 90						
Dealer City	LAKE CITY	State	FL	Zip	320554877		

Complaint: Safety Recall - Tailgate Latch Alignment (Recall Customer Satisfaction Notification 2) Safety Recall Y78 - High Pressure Fuel Pump (Recall Customer Satisfaction Notification 1) Software Flash for PCM (Flash Software 1) CUSTOMER STATES CHECK ENGINE LIGHT CAME ON AND A MESSAGE STATING 4X4 NOT AVAILABLE AT THIS TIME Engine Mechanical Concern (General Concern 1) PERFORM COMPLETE MULTI POINT INSPECTION HAVE WE MENTIONED OUR MORGAN PLATINUM CARD? IN HOUSE FINANCING WITH DEFERRED INTEREST FOR 6 MONTHS 10% OFF YOUR FIRST TIME USE (UP TO A MAX OF \$200) RECEIVE SERVICE RELATED PROMOTIONS THROUGH OUT THE YEAR PERFORM OIL CHANGE, CHECK ALL FLUIDS JMA LOF 160 00

Cause: verified VERIFIED RECALL ON VEHICLE TECH TEST DROVE VERIFIED 4X4 LIGHT ON HAS NO FIRST GEAR AND HARD TO GO INTO REVERSE ENGAGEMENT IS SLIPPING PERFORMED VSR FOUND CODES P0731 P0966 FOR INCORRECT GEAR RATIO AND ALSO SOLENOID CIRCUITS OPEN PUT ON LIFT AND REMOVED THE TRANSMISSION PAN FOUND METAL BRASS SHAVING PEICES ALL IN THE PAN TOOK PICTURES FOR RECORDS NEEDS TRANSMISSION TRANSMISSION PART NUMBER 68498560AB ORDER# [REDACTED] NO ETA MAINTENANCE AUTHORIZED 12/28/2022 B6118804 16000

Correction: tailgate latch ok at this time INSTALLED HIGH PRESSURE FUEL RAIL see line 4 REMOVED FRONT AND REAR DRIVE, TRANSFER CASE, CROSS MEMBER, REMOVED TRANSMISSION AND INSTALLED NEW TRANSMISSION. INSTALLED TRANS CASE AND CROSS MEMBER. TOPPED WITH FLUIDS AND TEST DROVE. CLEARED ALL CODES. VEHICLE IS SHIFTING AS FACTORY SPEC. ALL IS OK. COMPLETED MULTI POINT INSPECTION. TOPPED OFF ALL FLUIDS (DEF FLUID TOP OFF ADDITIONAL) THANK YOU FOR YOUR BUSINESS OEM Oil & Filter Change 6 7L 19/21 Ambient Temperature Above

LOP Information

LOP	LOP Description
23ZB8181	Body ; Recall ZBx ; Safety Recall ZB8 - Tailgate Latch Alignment ; Inspect Tailgate Strikers for Alignment
1921	Steering ; Steering column cover/boot
14Y78182	Air & Fuel system ; Recall Y7 ; Safety Recall Y78 High Pressure Fuel Pump ; Replace High Pressure Fuel Pump and Reprogram PCM

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CSRLY781AA	MODULEKIT FUEL INJECTION	1	\$804.62	No	01/01/0001
CHCSRLY781-AA	MODULEKIT-FUEL INJECTION	1	\$804.62	No	
CH68498560 AB	TRANSMISS WITH TORQUE CONVERTER	2	\$9,999.99	No	
CH68438447 PA	OIL 10W30	3	\$55.85	No	
CH68218057 AC	FLUID AUTOMATIC TRANSMISSION ATF	1	\$14.31	No	
CH5189966-AD	FLUID AFT-AUTOMATIC TRANSMISSION	2	\$15.91	No	
CH5083285 AA	FILTER ENGINE OIL	1	\$25.75	No	
CH06 000024		1	\$3.00	No	
68218057AC	FLUID AUTOMATIC TRANSMISSION ATF	1	\$14.31	No	01/01/0001

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRKAL6MG [REDACTED]

VIN	3C7WRKAL6MG [REDACTED]	Model Year	2021	Body	DP4L63	RAM 4500 REG CAB CHASSIS	
Built Date	03/29/2021	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETN	6 7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F077176665	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F083100068	

Report #	[REDACTED]	System Key	572390178	Report Version	9	Open Date	12/29/2022
Close Date	01/24/2023	Narrative Date	01/25/2023	Category	0	Mileage	1,020
MDH	032913	Engine Built Date	06/01/2021	Built Date	03/29/2021	Advisor	2188 WESLEY ALLEN GR
Dealer	45716	Jerry Ulm Chrysler Dodge Jeep					
Dealer Address	2966 N DALE MABRY HWY						
Dealer City	TAMPA	State	FL	Zip	336072415		

Complaint: FLEET COMPANY STATES HEADLIGHTS HAVE MOISTURE IN PLEASE CHECK AND ADVISE (Electrical Non PCM Flashes Concern) FLEET COMPANY STATES WHEN TRAVELING AT HIGHWAY SPEEDS TRANSMISSION SHIFT BACK INTO 2ND GEAR VERY VIOLENT DOES NOT HAPPEN ALL THE TIME (Automatic Transmission Concern) (FLEET VEHICLE) EXPRESS LANE COURTESY INSPECTION PERFORM ALL INSPECTIONS PER ATTACHED CHECKLIST NOTE THE CONDITION OF ALL LISTED COMPONENTS & ADVISE OF ANY CONCERNS NOTE THIS INCLUDES UNDER VEHICLE, EXTERIOR, & UNDER HOOD HAVE WE MENTIONED OUR MORGAN PLATINUM CARD? IN HOUSE FINANCING WITH DEFERRED INTEREST FOR 6 MONTHS 10% OFF YOUR FIRST TIME USE (UP TO A MAX OF \$200) RECEIVE SERVICE RELATED PROMOTIONS THROUGHOUT THE YEAR

Cause: VERIFIED CONCERN AND FOUND MOISTURE IN HEADLIGHTS VERIFIED CONCERN VEHICLE WILL DOWN SHIFT WHILE DRIVING DUE TO INTERNAL TRANSMISSION FAILURE FLEET COMPANY VEHICLE TOTAL APPROVED APPROVED BY AUTHORIZATION NUMBER (IF APPLICABLE) RECOMMENDED

Correction: FOUND TSB AVAILABLE AND RAN TEST PROCEDURE PER CHRYSLER AND FOUND THE MOISTURE TO GO AWAY AFTER 20 MINS OF KEEPING THE HEADLIGHTS ON THE MOISTURE ENTERS HEADLIGHT ASSEMBLY THROUGH AIR VENTS ON BACKSIDE OF HEADLIGHT HOUSING NO PROBLEMS FOUND AT THIS TIME REPLACED TRANSMISSION ASSEMBLY TRANSMISSION EXTERNAL COOLER, TOC ASSEMBLY AND LINES PERFORMED QUICK LEARN AND TEST DROVE VEHICLE NOW OPERATES AS DESIGNED ALSO UPDATED TCM SOFTWARE FLEET COMPANY INSPECTION COMPLETE SEE ATTACHED INSPECTION REPORT SEE RECOMMENDED SERVICES HAVE WE MENTIONED OUR MORGAN PLATINUM CARD?

LOP Information

LOP	LOP Description
85700001	Special Services ; Digital Image ; Digital Imaging ; Process time
21252050	Transmission ; Oil Cooler/Heater/Line/Hose ; Oil cooler, external / auxiliary ; Cooler (2 Skilled)
21251050	Transmission ; Oil Cooler/Heater/Line/Hose ; Lines, transmission and torque converter oil cooler ; One or Both (1 Semi Skilled)
21002762	Transmission ; Out of Vehicle Operations ; Transmission, Replace automatic ; Two piece propeller shaft equipped
21002712	Transmission ; Out of Vehicle Operations ; Transmission, Replace automatic ; AS68RC/AS69RC

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CH68498422 AB	TRANSMISSION WITH TORQUE CONVERTER	2	\$9,999.99	No	
CH68359847 AC	TOC ASSY OIL COOLER PRESSURE AND RE	1	\$185.63	No	
CH68359846 AE	LINES ASSY OIL COOLER PRESSURE AND RE	1	\$168.59	No	
CH68322494-AC	COOLER -TRANSMISSION OIL	1	\$283.86	No	
CH6511777 AA	BOLT HEX HEAD	6	\$4.87	No	
68498422AB	TRANSMISSION WITH TORQUE CONVERTER	1	\$8,576.75	No	01/01/0001
68359847AC	TOC ASSY OIL COOLER PRESSURE AND RE	1	\$185.63	No	01/01/0001
68359846AE	LINES ASSY OIL COOLER PRESSURE AND RE	1	\$168.59	No	01/01/0001
68322494AC	COOLER TRANSMISSION OIL	1	\$283.86	No	01/01/0001
06511777AA	BOLT HEX HEAD	6	\$29.20	No	01/01/0001

Repair Order Detailed Report [REDACTED] For VIN: 3C63RRJL5KG [REDACTED]

VIN	3C63RRJL5K [REDACTED]	Model Year	2019	Body	D28P92	RAM 3500 LARAMIE CREW CAB 4X4	
Built Date	03/28/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					
Engine	ETM	6 7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F076916FBC	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F070900125	

Report #	[REDACTED]	System Key	572597605	Report Version	1	Open Date	12/29/2022
Close Date	12/31/2022	Narrative Date	01/02/2023	Category	0	Mileage	31,987
MDH	032813	Engine Built Date	07/01/2019	Built Date	03/28/2019	Advisor	252475
Dealer	60917	DESERT 215 SUPERSTORE					
Dealer Address	8030 RAFAEL RIVERA WAY						
Dealer City	LAS VEGAS	State	NV	Zip	891135332		

Complaint: RO OPEN TO CREDIT W FOR FUEL SYSTEM RO OPEN TO DEBIT INTERNAL ISP/IPP

Cause:

Correction: INFORMATION ONLY INFORMATION ONLY

LOP Information is not available

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
R8583897AA	FUEL KIT INJECTION	1	\$1,120 00	No	
68579319AA	MODULEKIT FUEL INJECTION	1	\$1,162 01	No	
68447760AA	RAIL FUEL	1	\$200 00	No	
68426385AA	SEAL -CRANKSHAFT OIL	1	\$51.96	No	
68005162AA	GASKET CRANKCASE BREATHER COVER	1	\$31 35	No	
68002992AA	WASHER FUEL LINE BANJO	6	\$9 01	No	
5145571AA	MODULE FUEL PUMP LEVEL UNIT	1	\$548 41	No	

Repair Order Detailed Report [REDACTED] **For VIN: 3C7WRNEL9KG** [REDACTED]

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

Report #	[REDACTED]	System Key	572666923	Report Version	2	Open Date	01/02/2023
Close Date	01/03/2023	Narrative Date	01/04/2023	Category	0	Mileage	47,318
MDH	062100	Engine Built Date	08/22/2019	Built Date	06/21/2019	Advisor	279 KYLE J RILEY
Dealer	27019	Lodi Chrysler Dodge Jeep Ram					
Dealer Address	1255 S BECKMAN RD						
Dealer City	LODI	State	CA	Zip	952403174		

Complaint: PERFORM RECALL Y78 - 2019-2020 Ram HD High Pressure Fuel Pump PERFORM RECALL Z08 - 2019-2020 D Truck Windshield Wipers

Cause: RECALL

Correction: Replace HPFP and Reprogram PCM 14-Y7-81-82 3.5hours Tighten Windshield Wiper Arm Nuts 23-Z0-81-82 0.1hours

LOP Information

LOP	LOP Description
23Z08182	Body ; Recall Z0 ; Safety Recall Z08 Windshield Wipers ; Nut, Wiper Arms Torque Front
14Y78182	Air & Fuel system ; Recall Y7x ; Safety Recall Y78 - High Pressure Fuel Pump ; Replace High Pressure Fuel Pump and Reprogram PCM

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CSRLY781AA	MODULEKIT-FUEL INJECTION	1	\$722.27	No	01/01/0001
CHCSRLY781 AA	MODULEKIT FUEL INJECTION	1	\$722.27	No	

Repair Order Detailed Report # [REDACTED] For VIN: 3C63R3GL6K [REDACTED]

VIN	3C63R3GL6K [REDACTED]	Model Year	2019	Body	D28L92	RAM 3500 TRADESMAN CREW CAB 4X4	
Built Date	10/18/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PAU	GRANITE CRYSTAL MET CLEAR COAT					
Engine	ETM	6 7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F28294615C	
Transmission	DF2	6 SPD AUTO AISIN AS69RC HD TRANS			Serial #	F275900203	

Report #	[REDACTED]	System Key	572775522	Report Version	1	Open Date	01/03/2023
Close Date	01/03/2023	Narrative Date	01/04/2023	Category	0	Mileage	0
MDH	101809	Engine Built Date	04/22/2020	Built Date	10/18/2019	Advisor	90424 ARAH WEEKLY
Dealer	60789	GRAHAM BAY AREA CJDR					
Dealer Address	1400 OCEAN BOULEVARD						
Dealer City	COOS BAY	State	OR	Zip	974202034		

Complaint: PERFORM LUBE OIL AND FILTER CHANGE USING SYNTHETIC OIL LUBRICATED FRONT SUSPENSION IF NEEDED PERFORM MULTI POINT INSPECTION AND COMPLETE INSPECTION CHECKLIST CUSTOMER REQUEST FUEL FILTER REPLACEMENT

Cause: ESSENTIAL CARE 75 CUSTOMER ESSENTIAL CARE 75 CUSTOMER

Correction: CHANGED OIL AND FILTER USING SYNTHETIC OIL LUBED FRONT SUSPENSION AS NEEDED PERFORMED INSPECTION, TECHNICIAN NOTED ANY NECESSARY MAINTENANCE ITEMS WHICH WERE BROUGHT TO THE ATTENTION OF THE CUSTOMER NO FUEL FILTER WAS PUT IN TO DAY AS WE DID NOT HAVE A MOPAR

LOP Information

LOP	LOP Description
95260001	Special Services ; Intl oil chang ; Maintenance Allowance ; Fixed Cost Maintenance
26860303	Maintenance ; Service Contract Maintenance ; Maintenance Interval Schedule B ; To be used every 3,000 Intervals

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
PK68357422AA		12	\$0 00	No	
PK285		1	\$0 00	No	
CH890		1	\$4 69	No	
CH68357422 AA	OIL 5W40	12	\$7 84	No	
CH5083285 AA	FILTER ENGINE OIL	1	\$21 63	No	

Repair Order Detailed Report [REDACTED] For VIN: 3C7WRNFL7KG [REDACTED]

VIN	3C7WRNFL7KG [REDACTED]	Model Year	2019	Body	DP0L94	RAM 5500 CREW CAB CHASSIS	
Built Date	02/13/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETN	6.7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F036912BD9	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F007900141	

Report #	[REDACTED]	System Key	572951027	Report Version	9	Open Date	01/05/2023
Close Date	02/01/2023	Narrative Date	02/02/2023	Category	0	Mileage	0
MDH	021304	Engine Built Date	05/30/2019	Built Date	02/13/2019	Advisor	1340251 MATTHEW WHIT
Dealer	45056	HELFMAN DODGE CHRYSLER JEEP RA					
Dealer Address	7720 KATY FWY						
Dealer City	HOUSTON	State	TX	Zip	770242004		

Complaint: Vehicle will not move in gear (TRANSMISSION)

Cause: MULTIPLE FAULT CODES IN SEVERAL MODULES DURING DIAG INSPECTION NOTED UNDERCARRIAGE SATURATED WITH FLUID, ABLE TO TRANS ROOT CAUSE TO T-CASE ASSEMBLY T-CASE MISSING DRAIN PLUG, LOSS OF FLUID HAS RESULTED IN T-CASE INTERNAL FAILURE NEED TO REPLACE T-CASE ASSEMBLY FIRST AND RE-EVALUATE TRANS OPERATION AFTER

Correction: H/A

LOP Information is not available

Part Information is not available

Repair Order Detailed Report # [REDACTED] For VIN: 3C63R3GL6KG [REDACTED]

VIN	3C63R3GL6KG [REDACTED]	Model Year	2019	Body	D28L92	RAM 3500 TRADESMAN CREW CAB 4X4	
Built Date	10/18/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PAU GRANITE CRYSTAL MET. CLEAR COAT						
Engine	ETM	6 7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F28294615C	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F275900203	

Report #	[REDACTED]	System Key	573130430	Report Version	9	Open Date	01/06/2023
Close Date	03/06/2023	Narrative Date	03/07/2023	Category	0	Mileage	0
MDH	101809	Engine Built Date	04/22/2020	Built Date	10/18/2019	Advisor	10 JASON GRAHAM
Dealer	60789	GRAHAM BAY AREA CJDR					
Dealer Address	1400 OCEAN BOULEVARD						
Dealer City	COOS BAY	State	OR	Zip	974202034		

Complaint: WINDING NOISE WOULD NOT STAY IN GEAR CHECK ENGINE LIGHT CAME ON AND DIED PROVIDE NON WAGONEER HIGH LINE SERVICE LOANER

Cause: TECHNICIAN CONFIRMED CHECK ENGINE LIGHT, FOUND TROUBLE CODES P0868, P0734, P0733, FRONT PUMP EXTREMELY NOISY IN TRANSMISSION TECHNICIAN REMOVED TRANSMISSION PAN FOUND LARGE AMOUNT OF DEBRIS IN FLUID, PUMP IS NOT MAKING ANY FLUID PRESSURE INTERNAL TRANSMISSION FAILURE PROVIDE LOANER

Correction: TECHNICIAN REPLACED TRANSMISSION, COOLER LINES, AND CODER BYPASS TECHNICIAN TEST DROVE VEHICLE, OPERATING AS INTENDED LOANER

LOP Information

LOP	LOP Description
95400141	Special Services ; Loaner ; Loaner Car ; Standard Line Vehicles
85LOAN00	Special Services ; Loaner ; Loaner Car ; Loaner Car
21002712	Transmission ; Out of Vehicle Operations ; Transmission, Replace automatic ; AS68RC/AS69RC

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CH68498560-AB	TRANSMISS-WITH TORQUE CONVERTER	2	\$8,212.00	No	
CH68397154 AD	TUBE OIL COOLER PRESSURE AND RE	1	\$117.53	No	
CH68359847 AC	TOC ASSY OIL COOLER PRESSURE AND RE	1	\$128.17	No	
CH68322497-AC	COOLER -TRANSMISSION OIL	1	\$208.60	No	
CH6511777-AA	BOLT -HEX HEAD	6	\$3.36	No	
68498560AB	TRANSMISS WITH TORQUE CONVERTER	1	\$5,922.00	No	01/01/0001
68397154AD	TUBE OIL COOLER PRESSURE AND RE	1	\$121.66	No	01/01/0001
68359847AC	TOC ASSY -OIL COOLER PRESSURE AND RE	1	\$132.65	No	01/01/0001
68322497AC	COOLER -TRANSMISSION OIL	1	\$217.00	No	01/01/0001
06511777AA	BOLT HEX HEAD	6	\$20.16	No	01/01/0001

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRNAL4MG [REDACTED]

VIN	3C7WRNAL4MG [REDACTED]	Model Year	2021	Body	DP0L63	RAM 5500 REG CAB CHASSIS	
Built Date	01/04/2021	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETN	6 7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F35306C90A	
Transmission	DF2	6 SPD AUTO AISIN AS69RC HD TRANS			Serial #	F345000065	

Report #	[REDACTED]	System Key	573337953	Report Version	1	Open Date	09/26/2022
Close Date	01/10/2023	Narrative Date	01/11/2023	Category	0	Mileage	10,902
MDH	010411	Engine Built Date	04/01/2021	Built Date	01/04/2021	Advisor	207758
Dealer	60408	FRIENDSHIP CHRYSLER DODGE JEEP					
Dealer Address	3193 W STATE ST						
Dealer City	BRISTOL	State	TN	Zip	376201610		

Complaint: Manual Transmission Concern [CUSTOMER STATES WHILE DRIVING HEARA LOUD POP AND NOW VEHILE WILL NOT MOVE CHECK AND AVISE]
Multi point inspection (according to maintenance interval)

Cause:

Correction: 10898 VERIFY COMPLAINT RAISED VEHICLE ONHOIST FOUND TRANSMISSION CASE CRACKED INHALF SERVICE ADVISOR SENT DI FOR APPROVAL DURING R AND R OF TRANSFER CASE FOUND NUT FORYOKE ON TRANSFER CASE BACKED OFF AND DAMAGEDTRANSFER CASE, REMOVED AND REPLACED TRANSASSY AND TRANSFER CASE, TOPPED OFF FLUID ANDPERFORMED QUICK LEARN Manual Transmission Concern CUSTOMER STATES Multi point inspection (according to maintenanceinterval) COMPLETE MULTI POINT VEHICLE CHECK UP

LOP Information

LOP	LOP Description
21570140	Transmission ; Quick Learn ; TCM Quick Learn ; 42RLE, 55RFE, 65RFE, 66RFE, 68RFE, AS69RC, AS66RC Transmissions only
21020102	Tran mi ion ; Tran fer Ca e Replace ; Tran fer Ca e ; a embly
21002766	Transmission ; Out of Vehicle Operations ; Transmission, Replace automatic ; 4 4/AWD equipped
21002760	Transmission ; Out of Vehicle Operations ; Transmission, Replace automatic ; Skid plate equipped
21002712	Transmission ; Out of Vehicle Operations ; Transmission, Replace automatic ; AS68RC/AS69RC

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68498557AB	TRANSMISS WITH TORQUE CONVERTER	1	\$6,875.91	No	
68396136AD	TRANSFER BW 44 46	1	\$2,118.84	No	01/01/0001
68322497AC	COOLER TRANSMISSION OIL	0	\$245.69	No	
6511777AA	BOLT HEX HEAD	6	\$3.95	No	
6509166AA	BOLT HEX FLANGE HEAD LOCK	4	\$6.84	No	
5189966AD	FLUID AFT AUTOMATIC TRANSMISSION	3	\$14.02	No	
06511777AA	BOLT HEX HEAD	6	\$23.74	No	01/01/0001
06509166AA	BOLT HEX FLANGE HEAD LOCK	4	\$27.37	No	01/01/0001
05189966AD	FLUID AFT AUTOMATIC TRANSMISSION	3	\$42.05	No	01/01/0001

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRNEL9KG [REDACTED]

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

Report #	[REDACTED]	System Key	573997599	Report Version	3	Open Date	01/18/2023
Close Date	01/20/2023	Narrative Date	01/23/2023	Category	0	Mileage	48,764
MDH	062100	Engine Built Date	08/22/2019	Built Date	06/21/2019	Advisor	279 KYLE J RILEY
Dealer	27019	Lodi Chrysler Dodge Jeep Ram					
Dealer Address	1255 S BECKMAN RD						
Dealer City	LODI	State	CA	Zip	952403174		

Complaint: TOW IN- CHECK ENGINE LIGHT ON, VEHICLE IN LIMP MODE, NO NO POWER. POSSIBLE TRANSMISSION ISSUE. CHECK AND ADVISE

Cause: CONFIRMED CUSTOMER CONCERN VEHICLE LAGS TO SHIFT INTO GEARS AND THERE IS AN AUDIBLE NOISE COMING FROM TRANS FOUND SERVICE BULLETIN(21-020-22) RELATED TO THIS ISSUE PERFORMED TCM FLASH AND QUICKLEARN NOISE IS STILL THERE AND VEHICLE STILL SHIFTS POORLY CHECKED TRANS FLUID LEVEL AND CONFIRMED FLUID IS OVERFILLED NEED MORE INFO ON WHY FLUID WAS ADDED AND WHAT KIND OF FLUID

Correction: SUCKED OUT ROUGHLY 3/4 -1 GAL OF FLUID FROM TRANSMISSION TO GET FLUID LEVEL TO PROPER POSITION. CLEARED CODES AND TOOK VEHICLE ON TEST DRIVE VEHICLE STILL HAS AUDIBLE NOISE AND SHIFTS POORLY BUT IF USED UNDER LIGHT ACCELERATION WILL FUNCTION UNDER HARD ACCELERATION TRANS SLIPS OUT OF GEAR AND VEHICLE LOSES ALL POWER FOR A MOMENT UNTIL TRANS FINDS GEAR DURING TEST DRIVE GEAR RATIO 2 CODE BECAME ACTIVE. TRANS NEEDS TO BE FLUSHED PROPERLY AFTER SOURCE OF FLUID INTRUSION IS FOUND. ONCE ALL IS COMPLETED TRANS MIGHT BE SALVAGEABLE BUT DUE TO SOUND, SHIFT QUALITY, AND AMOUNT OF FLUID THAT WAS IN TRANS, COULD NEED TRANS REPLACEMENT.

LOP Information is not available

Part Information is not available

Repair Order Detailed Report # [REDACTED] For VIN: 3C63RRHL6MG [REDACTED]

VIN	3C63RRHL6MG [REDACTED]	Model Year	2021	Body	D28H92	RAM 3500 BIG HORN CREW CAB 4X4	
Built Date	06/10/2021	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PRV	DELMONICO RED PEARL COAT					
Engine	ETM	6 7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F13717D353	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F145100371	

Report #	[REDACTED]	System Key	574011408	Report Version	1	Open Date	01/14/2023
Close Date	01/17/2023	Narrative Date	01/19/2023	Category	0	Mileage	51,201
MDH	061000	Engine Built Date	07/29/2021	Built Date	06/10/2021	Advisor	125
Dealer	44165	MARLOW MOTOR CO INC					
Dealer Address	707 COMMERCE ST						
Dealer City	FRONT ROYAL	State	VA	Zip	22630		

Complaint: STANDARD DIAGNOSIS DOCUMENT STORAGE FEE

Cause: R/R DPF FILTER

Correction: 51201 VERIFY CONCERN, PERFORM DIAGNOSIS PER WORK SHOP MANUAL, REPLACED DPF AND PERFORMED UPDATE FOR TSB TO INCREASE RE GEN FREQUENCY, CUSTOMER CARE WAS CONTACTED AND GOODWILL EXTENDED TO CUSTOMER. CUSTOMER DEDUCTIBLE IS 1392.32 Filter diesel particulate (DPF) Replace 6.7 liter diesel engine, 2500-3500 pick up only (1 - Semi-Skilled) Module, Engine Control (ECM) - Reprogram Module, Engine Control (ECM) - Reprogram (Aisin Transmission) (0 - Low Skilled) DOC1 DOCUMENT STORAGE FEE DOCUMENT STORAGE FEE DOCUMENT PROCESSING INSPECT/DIAG BRAKE SYSTEM CONCERNS

LOP Information

LOP	LOP Description
8585CG09	Special Services ; EMEA Tool Management ; Consumer Goodwill ; Consumer Goodwill Only
181904TA	Software Flash ; Module ; Module, Engine Control (ECM) ; Module, Engine Control (ECM) - Reprogram (Aisin Transmission)
11610139	Ehaust System ; Filter, Particulate ; Filter diesel particulate (DPF) ; 6 7 liter diesel engine, 2500 3500 pick up only

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68379574AA	GASKET EXHAUST	1	\$25.76	No	01/01/0001
68296341AE	CONVERTER-CATALYTIC	1	\$2,340.19	No	

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WR SCL1LG [REDACTED]

VIN	3C7WR CL1LG [REDACTED]	Model Year	2020	Body	DD3L93	RAM 3500 CREW CAB CHA I	
Built Date	09/02/2020	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PFP		OLI E GREEN PEARL COAT				
Engine	ETN	6 7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F22505D97F	
Transmission	DF2	6 PD AUTO AI IN A 69RC HD TRAN			Serial #	F230000033	

Report #	[REDACTED]	System Key	574038001	Report Version	9	Open Date	01/18/2023
Close Date	03/01/2023	Narrative Date	03/02/2023	Category	0	Mileage	48,540
MDH	090204	Engine Built Date	10/23/2020	Built Date	09/02/2020	Advisor	5237 GINA FEOLA
Dealer	59572	B & B CHRYSLER DODGE JEEP RAM					
Dealer Address	125 GRAND IEWA E						
Dealer City	HONESDALE	State	PA	Zip	184311119		

Complaint CU TOMER TATE TRUCK WILL NOT MO E FORWARD IN GEAR IN DRI E TOWED IN

Cause: PULL DTHE TRANS OUT OF VEHICLE THERE WAS A CODE IN TCM P0731 FOR 1ST GEAR RATIO DRAINED TRANS FLUID LOOKS CLEAN PULL TORQUE CONVERTER & DRAIN FUID CLEAN REMOVE BELL HOUSING AND THEN MEASURE END PLAY 035" OF AN INCH SPEC IS 030 TO 090 PULL FRONT PUMP & INSPECT K1 & K2 CLUTCH ASSY K1 SNAP RING OUT OF RETAINER AS PER STAR FOLLOW TSB 21 002 23 ORDERED PARTS

Correction REPLACED THE K1 & INPUT A Y&IN PECCT HUB FOR K1 & K2 ET UP AND IN TALL & PUT FRONT PUMP CHECK END PLAY @ 404" PUT RE T OF TRANS TOGETHER & INSTALL FILL TRANS & CLEAR CODES & ROAD TEST FOR OPERATION FOUND LEAK IN COOLER LINE CRACK IN LINE UNION NEED TO REPLACE LINE ASSY ORDERED LINE ASSY & REPLACED COOLER LINE ASSY FROM BY PASS VALVE TO TRANS TOP OFF THE TRANS AND FINAL ROAD TEST

LOP Information

LOP	LOP Description
21000A62	Transmission ; Out of Vehicle Operation ; Transmission, Remove and install for recondition AS68RC/AS69RC ; Two piece propeller shaft equipped
21000A50	Transmission ; Out of Vehicle Operations ; Transmission, Remove and install for recondition AS68RC/AS69RC ; Complete Reconditioning of Transmission (3 Highly Skilled)
21000A01	Transmission ; Out of Vehicle Operations ; Transmission, Remove and install for recondition AS68RC/AS69RC ; Remove and install for recondition

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CH68637534 AA	CLUTCHKIT AUTOMATIC TRAN MI ION	1	\$1,027 60	No	
CH68359847 AC	TOC ASSY OIL COOLER PRESSURE AND RE	1	\$128 17	No	
CH5189966 AD	FLUID AFT AUTOMATIC TRANSMISSION	8	\$11 90	No	
CH5019061 AB	GREASE PACKET	1	\$45 57	No	
68637534AA	CLUTCHKIT AUTOMATIC TRANSMISSION	1	\$1,027 60	No	01/01/0001
68359847AC	TOC ASSY OIL COOLER PRESSURE AND RE	1	\$128 17	No	01/01/0001
05189966AD	FLUID AFT AUTOMATIC TRANSMISSION	7	\$83 30	No	01/01/0001
05019061AB	GREASE PACKET	1	\$45 57	No	01/01/0001

Repair Order Detailed Report For VIN: 3C63R3EL2MG

VIN	3C63R3EL2MG	Model Year	2021	Body	D28P91	RAM 3500 LARAMIE CREW CAB 4X4	
Built Date	06/04/2021	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PRV	DELMONICO RED PEARL COAT					
Engine	ETM	6.7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F13217CBCD	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F141100035	

Report #		System Key	574114336	Report Version	1	Open Date	12/06/2022
Close Date	01/19/2023	Narrative Date	01/20/2023	Category	0	Mileage	60,064
MDH	060418	Engine Built Date	07/26/2021	Built Date	06/04/2021	Advisor	8018
Dealer	42604	DAVE SMITH MOTORS					
Dealer Address	210 N DIVISION ST						
Dealer City	KELLOGG	State	ID	Zip	838372306		

Complaint:

Cause:

Correction: 60024 PERFORM DIESEL OIL, FILTER, AND LUBECHANGE 50 PERFORM LUBE OIL AND FILTER CHANGEUSING 3 GALLONS SCHAEFFERS SYNTHETIC MOTOROIL PERFORMED DIESEL LUBE OILFILTER CHANGE MOPAR EXPRESS LANE INSPECTION 60024 REPLACE BOTH FUEL FILTERS 120 REPLACEBOTH FUEL FILTERS CUSTOMER REQUESTS REPLACEFUEL FILTER DIESEL ENGINE

LOP Information

LOP	LOP Description
85410000	Special Services ; Diagnostic LOP ; Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.
21252050	Transmission ; Oil Cooler/Heater/Line/Hose ; Oil cooler, external / auxiliary ; Cooler (2 - Skilled)
21002766	Transmission ; Out of Vehicle Operations ; Transmission, Replace - automatic ; 4x4/AWD equipped
21002762	Transmission ; Out of Vehicle Operations ; Transmission, Replace - automatic ; Two piece propeller shaft equipped
21002712	Transmission ; Out of Vehicle Operations ; Transmission, Replace - automatic ; AS68RC/AS69RC
21000169	Transmission ; Out of Vehicle Operations ; Transmission ; DEF equipped 2500-3500 4x4 pick-up only
181905RT	Software Flash ; Module ; Module, Transmission Control (TCM) ; Module, Transmission Control (TCM) - Reprogram, Includes Quicklearn Routine
181904TA	Software Flash ; Module ; Module, Engine Control (ECM) ; Module, Engine Control (ECM) - Reprogram (Aisin Transmission)

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68498560AB	TRANSMISS-WITH TORQUE CONVERTER	1	\$6,483.53	No	01/01/0001
68438447PA	OIL -10W30	3	\$36.85	No	
68436631AA	FILTER KI FUEL WATER SEPARATOR	1	\$74.70	No	
68433227AB	BOOT -NONE	1	\$32.89	No	01/01/0001
68359847AC	TOC ASSY -OIL COOLER PRESSURE AND RE	1	\$145.48	No	01/01/0001
68322497AC	COOLER -TRANSMISSION OIL	1	\$236.78	No	01/01/0001
68157291AA	FILTER FUEL	1	\$132.00	No	
5083285AA	FILTER -ENGINE OIL	1	\$17.00	No	
06511777AA	BOLT -HEX HEAD	1	\$3.81	No	01/01/0001

Repair Order Detailed Report # [REDACTED] For VIN: 3C63R3EL2MG [REDACTED]

VIN	3C63R3EL2MG [REDACTED]	Model Year	2021	Body	D28P91	RAM 3500 LARAMIE CREW CAB 4X4	
Built Date	06/04/2021	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PRV	DELMONICO RED PEARL COAT					
Engine	ETM	6 7L I6 CUMMINS HO TURBO DIESEL ENG				Serial #	F13217CBCD
Transmission	DF2	6 SPD AUTO AISIN AS69RC HD TRANS				Serial #	F141100035

Report #	[REDACTED]	System Key	574237570	Report Version	1	Open Date	12/06/2022
Close Date	01/20/2023	Narrative Date	01/23/2023	Category	0	Mileage	60,064
MDH	060418	Engine Built Date	07/26/2021	Built Date	06/04/2021	Advisor	8018
Dealer	42604	DAVE SMITH MOTORS					
Dealer Address	210 N DIVISION ST						
Dealer City	KELLOGG	State	ID	Zip	838372306		

Complaint: CUSTOMER STATES VEHICLE FEELS LIKE IT IS MISSING TWO GEARS VEHICLE WILL KICK INTO NEUTRAL AT LOW SPEEDS, AND CORRECTS IT ELFT AT HWY PEED CU TOMER TATE WHEN EHICLE I GOING LOW INTO RE ER E IT I NOT HIFTING PROPERLY CU TOMER WENT ON A ROAD TEST W/THE SERVICE MANAGER AND THERE IS A NOTICEABLE HARD 2 3 SHIFT (IN DRIVE& REVERSE) AS WELL AS A FLARE 3 4 ***CHECK AND ADVISE MULTI POINT INSPECTION PERFORM SAFETY RECALL ZB8 19 20 TRUCK TAILGATE ALIGNMENT

Cause: FIRST ATTEMPTED TCM UPDATE BUT SHIFTING GOT WORSE TRANSMISSION HAS INTERNAL CLUTCH FAILURE AND WILLNEED TRANS DIAG TEARDOWN AND 70% SHEET PERFORMED RECALL ZB8

Correction: 60064 FIRST ATTEMPTED TCM UPDATE BUT SHIFTINGGOT WORSE TRANSMISSION HAS INTERNAL CLUTCHFAILURE AND WILL NEED TRANS DIAG TEARDOWN AND70% SHEET PERFORMED 990 UPON ARRIVALVERIFIED CONCERN THAT FEELS LIKE IT NEUTRALS/ SLIPS AT TIMES WITH A HARSH 2 3RD SHIFT ANDA FLARE 3RD TO 4TH SHIFT VERIFIED BY MYSELFAND SERVICE MANAGER FOUND TCM UPDATE PER TSB# 21 019 22 THAT INCLUDES A harsh shift from a 2 to 3 gear shift while at almost or wideopen throttle AND A harsh shift from a 3 to4 shift and heavy on the pedal, lifting offthe pedal, then back on the pedal again ANDTHEN UPDATED PCM PER TSB # TO BE UP TO DATE TO WORK WITH THE TCM UPDATE AND PERFORMED ATRANSMISSION QUICKLEARN FOUND VEHICLES TRANSEUTRALS /SLIPS BAD TO REDLINE AFTER UPDATESBETWEEN 2ND TO 3RD AND 3RD TO 4TH SHIFTS TRUCK IS NOT DRIVEABLE AFELY AT THI TIMEAND REQUIRE DIAGNO TIC TEARDOWN / 70%PROCEDURE PERFORMED TRAN MI ION DIAG TEARDOWN / 70% PROCEDURE TO FIND TRANS WELLOVER 70% WITH ONLY THE TORQUE CONVERTER, VALVE BODY, AND TRANS PUMP WHICH ANY REPAIRWILL NEED THESE HARD COMPONENTS WITH NOCLUTCHES INCLUDED DUE TO TRANS FALLING WELLOVER 70% VEHICLE WILL NEED A REPLACEMENTTRANSMISSION ASSEMBLY TO INCLUDE TRANSCOOLER, BYPASS VALVE AND FRONT DRIVESHAFTBOOT REPLACED ALL ABOVE LISTED COMPONENTS VERIFIED TRANS FILL AND PERFORMED A QUICKLEARN TEST DROVE A TOTAL OF 40 MILES WITH NOPROBLEMS NOTICED PLEASE AL

LOP Information

LOP	LOP Description
85410000	Special Services ; Diagnostic LOP ; Operation diagnostics With repair ; Must be used in conjunction with appropriate repair Labor Operation
21252050	Transmission ; Oil Cooler/Heater/Line/Hose ; Oil cooler, e ternal / au iliary ; Cooler (2 Skilled)
21002766	Transmission ; Out of Vehicle Operations ; Transmission, Replace automatic ; 4 4/AWD equipped
21002762	Tran mi ion ; Out of ehicle Operation ; Tran mi ion, Replace automatic ; Two piece propeller haft equipped
21002712	Transmission ; Out of Vehicle Operations ; Transmission, Replace automatic ; AS68RC/AS69RC
21000169	Transmission ; Out of Vehicle Operations ; Transmission ; DEF equipped 2500 3500 4 4 pick up only
1920	Steering ; Steering column components
181905RT	Software Flash ; Module ; Module, Transmission Control (TCM) ; Module, Transmission Control (TCM) Reprogram, Includes Quicklearn Routine
181904TA	Software Flash ; Module ; Module, Engine Control (ECM) ; Module, Engine Control (ECM) Reprogram (Aisin Transmission)

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68498560AB	TRANSMISS WITH TORQUE CONVERTER	1	\$6,483.53	No	01/01/0001
68433227AB	BOOT NONE	1	\$32.89	No	01/01/0001
68359847AC	TOC ASSY OIL COOLER PRESSURE AND RE	1	\$145.48	No	01/01/0001
68322497AC	COOLER TRANSMISSION OIL	1	\$236.78	No	01/01/0001
6511777AA	BOLT HEX HEAD	6	\$3.81	No	
5102403AA	WIRING 23 WAY	0	\$171.62	No	
06511777AA	BOLT HEX HEAD	1	\$3.81	No	01/01/0001

Repair Order Detailed Report For VIN: 3C7WRNEL9KG

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

Report #		System Key	574475562	Report Version	10	Open Date	01/24/2023
Close Date	04/28/2023	Narrative Date	05/01/2023	Category	0	Mileage	48,779
MDH	062100	Engine Built Date	08/22/2019	Built Date	06/21/2019	Advisor	279 KYLE J RILEY
Dealer	27019	Lodi Chrysler Dodge Jeep Ram					
Dealer Address	1255 S BECKMAN RD						
Dealer City	LODI	State	CA	Zip	952403174		

Complaint: TOW IN CHECK ENGINE LIGHT ON, VEHICLE IN LIMP MODE, NO POWER POSSIBLE TRANSMISSION ISSUE CHECK AND ADVISE REMOVE AND INSTALL PTO \$1250 00

Cause: CONFIRMED CUSTOMER CONCERN INTERNAL TRANSMISSION NOISE IS AUDIBLE AT ALL RPMs AND ALL SPEEDS TRANS SLIPPED OUT OF GEAR WHEN ATTEMPTING TO SHIFT INTO 2ND TRANS OIL SMELLS BURNT AND HAS SIGNS OOF METAL CONTAMINATION RECOMMEND REPLACE TRANS, COOLERS, AND LINES

Correction: REMOVED DRIVELINES AND T CASE REMOVED SKID PLATE AND TRANS MOUNTING BRACKET REMOVED TORQUE CONVERTER BOLTS REMOVED ELECTRICAL CONNECTORS FORM TRANS AND SHIFTER CABLE REMOVED TRANSMISSION INSTALLED NEW TRANS AND REINSTALLED ALL COMPONENTS PREVIOUSLY REMOVED REMOVED GRILL AND AIR INTAKE BOX REMOVED ACTIVE GRILL SHUTTER AND REMOVED TRANS COOLER REMOVED TRANS COOLER LINES AS WELL. INSTALLED NEW TRANS COOLER LINES AND NEW TRANS COOLER. REINSTALLED GRILL AND COMPONENTS. FILLED TRANS AND STARTED VEHICLE. MONITORED AND NO LEAKS. PERFORMED TRANS QUICK LEARN ONCE UP TO TEMP TO ENSURE SMOOTH SHIFTING. TOOK VEHICLE ON TEST DRIVE AND PERFORMED AS INTENDED. BROUGHT BACK TO SHOP AND STILL NO LEAKS. LEFT TRANS FLUID SLIGHTLY OVERFILLED TO ENSURE ENOUGH OIL FOR PTO FUNCTIONALITY CUSTOMER WILL NEED TO ADJUST TRANS FLUID LEVEL AFTER PTO ENGAGEMENT OR WILL BE RIGHT AT MAX LEVEL. REMOVED DPF, DOWNPIPE, AND PTO TO GAIN ACCESS TO TRANSMISSION FOR REMOVAL REINSTALLED ALL COMPONENTS AFTER TRANSMISSION REPAIR

LOP Information

LOP	LOP Description
21252050	Transmission ; Oil Cooler/Heater/Line/Hose ; Oil cooler, e ternal / au iliary ; Cooler (2 Skilled)
21251050	Transmission ; Oil Cooler/Heater/Line/Hose ; Lines, transmission and torque converter oil cooler ; One or Both (1 Semi Skilled)
21002795	Transmission ; Out of Vehicle Operations ; Transmission, Replace - automatic ; Aisin (AS68/69RC) Transmission Diagnostic Teardown/Reassembly Procedure
21002766	Transmission ; Out of Vehicle Operations ; Transmission, Replace - automatic ; 4x4/AWD equipped
21002762	Transmission ; Out of Vehicle Operations ; Transmission, Replace automatic ; Two piece propeller shaft equipped
21002760	Transmission ; Out of Vehicle Operations ; Transmission, Replace automatic ; Skid plate equipped
21002712	Transmission ; Out of Vehicle Operations ; Transmission, Replace - automatic ; AS68RC/AS69RC
21000169	Transmission ; Out of Vehicle Operations ; Transmission ; DEF equipped 2500-3500 4x4 pick-up only

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CH68498557 AB	TRANSMISS WITH TORQUE CONVERTER	2	\$9,764.70	No	
CH68379689-AA	GASKET -EXHAUST	1	\$19.32	No	
CH68359847-AC	TOC ASSY -OIL COOLER PRESSURE AND RE	1	\$159.15	No	
CH68359846 AE	LINESASSY OIL COOLER PRESSURE AND RE	1	\$144.54	No	
CH68322497 AC	COOLER TRANSMISSION OIL	1	\$260.35	No	
CH68306262-AB	SENSOR -EXHAUST TEMPERATURE	1	\$128.58	No	
CH68163848-AB	ANTIFREEZ-COOLANT	2	\$24.36	No	
CH6511777 AA	BOLT HEX HEAD	6	\$4.03	No	
CH6509166 AA	BOLT HEX FLANGE HEAD LOCK	8	\$6.97	No	
CH52122213-AB	GASKET -FLANGE	1	\$22.84	No	
CH5189966-AD	FLUID AFT-AUTOMATIC TRANSMISSION	17	\$14.28	No	
68498557AB	TRANSMISS WITH TORQUE CONVERTER	1	\$7,264.70	No	01/01/0001
68379689AA	GASKET EXHAUST	1	\$19.32	No	01/01/0001
68359847AC	TOC ASSY -OIL COOLER PRESSURE AND RE	1	\$159.15	No	01/01/0001
68359846AE	LINESASSY-OIL COOLER PRESSURE AND RE	1	\$144.54	No	01/01/0001
68322497AC	COOLER TRANSMISSION OIL	1	\$260.35	No	01/01/0001
68306262AB	SENSOR EXHAUST TEMPERATURE	1	\$128.58	No	01/01/0001
68163848AB	ANTIFREEZ-COOLANT	2	\$48.71	No	01/01/0001
52122213AB	GASKET -FLANGE	1	\$22.84	No	01/01/0001
06511777AA	BOLT HEX HEAD	6	\$24.19	No	01/01/0001
06509166AA	BOLT HEX FLANGE HEAD LOCK	8	\$55.77	No	01/01/0001
05189966AD	FLUID AFT-AUTOMATIC TRANSMISSION	9	\$128.50	No	01/01/0001

Repair Order Detailed Report # [REDACTED] for VIN: 3C7WRNDL0LG [REDACTED]

VIN	3C7WRNDL0LG [REDACTED]	Model Year	2020	Body	DP0L66	RAM 5500 REG CAB CHASSIS	
Built Date	02/08/2020	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PX8	BLACK CLEAR COAT					
Engine	ETN	6 7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F02204FDCB	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F023000128	

Report #	[REDACTED]	System Key	574483731	Report Version	1	Open Date	10/31/2022
Close Date	01/23/2023	Narrative Date	01/25/2023	Category	0	Mileage	69,962
MDH	020801	Engine Built Date	04/08/2020	Built Date	02/08/2020	Advisor	2172
Dealer	41943	Ken Ganley Chrysler Dodge Jeep					
Dealer Address	310 BROADWAY AVE						
Dealer City	BEDFORD	State	OH	Zip	441462131		

Complaint:

Cause:

Correction: 69962 VEHICLE HAS COMPLETE RESTRICTION ONVIN. NO WARRANTY

LOP Information is not available

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68498557AB	TRANSMISS-WITH TORQUE CONVERTER	0	\$4,448.00	No	

Repair Order Detailed Report # [REDACTED] For VIN: 3C63R3ML7MC [REDACTED]

VIN	3C63R3ML7MC [REDACTED]	Model Year	2021	Body	D28P81	RAM 3500 LARAMIE MEGA CAB 4 4	
Built Date	12/16/2020	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	P C	BILLET IL ER METALLIC CLEAR COAT					
Engine	ETM	6 7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F34506BB5A	
Transmission	DF2	6 PD AUTO AI INA 69RC HD TRAN			Serial #	F318000147	

Report #	[REDACTED]	System Key	574542625	Report Version	1	Open Date	01/18/2023
Close Date	01/24/2023	Narrative Date	01/25/2023	Category	0	Mileage	22,994
MDH	121612	Engine Built Date	01/18/2021	Built Date	12/16/2020	Advisor	109 Drake Dopp
Dealer	68942	COLE CHRY JEEP DODGE LLC					
Dealer Address	15514 W MICHIGAN A E						
Dealer City	MARSHALL	State	MI	Zip	490689503		

Complaint TRAN MI ION REPAIR PERFORM RECALL GENERAL REPAIR CUMMIN OIL CHANGE

Cause tran lipping in 3rd gear and fluid i burnt

Correction: 21002712 21002712; 21000169 21000169; 21002766 21002766; 21002760 21002760; 21252050 21252050; 24011002 24011002 23ZB8181 23ZB8181 Cummins LOF completed

LOP Information

LOP	LOP Description
24011002	Air Conditioning & Heater ; A/C System Charge ; A/C Performance Test, recovery and recharge ; Note Powertrain This operation is used whenever discharge of the A/C system is required to allow service of A/C non plumbing / powertrain repair
21252050	Tran mi ion ; Oil Cooler/Heater/Line/Ho e ; Oil cooler, e ternal / au iliary ; Cooler (2 killed)
21002766	Tran mi ion ; Out of ehicle Operation ; Tran mi ion, Replace automatic ; 4 4/AWD equipped
21002760	Transmission ; Out of Vehicle Operations ; Transmission, Replace automatic ; Skid plate equipped
21002712	Transmission ; Out of Vehicle Operations ; Transmission, Replace automatic ; AS68RC/AS69RC
21000169	Tran mi ion ; Out of ehicle Operation ; Tran mi ion ; DEF equipped 2500 3500 4 4 pick up only

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68498560AB C	TRAN MI WITH TORQUE CON ENTER	2	\$0 00	No	
68498560AB	TRANSMISS WITH TORQUE CONVERTER	1	\$6,800 00	No	
68438447PA	OIL 10W30	3	\$55 70	No	
68322507AB	TUBE JUMPER	1	\$103 00	No	
68322497AC	COOLER TRAN MI ION OIL	1	\$249 00	No	
5189966AD	FLUID AFT AUTOMATIC TRANSMISSION	1	\$14 20	No	
5083285AA	FILTER ENGINE OIL	1	\$25 75	No	
05189966AD	FLUID AFT AUTOMATIC TRAN MI ION	1	\$14 59	No	01/01/0001

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRTCLXKG [REDACTED]

VIN	3C7WRTCLXKG [REDACTED]	Model Year	2019	Body	DD8L93	RAM 3500 CREW CAB CHASSIS 4X4	
Built Date	06/04/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PWQ	PEARL WHITE					
Engine	ETN	6.7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F129934DB3	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F122900068	

Report #	[REDACTED]	System Key	575017860	Report Version	1	Open Date	01/26/2023
Close Date	01/30/2023	Narrative Date	01/31/2023	Category	0	Mileage	83,383
MDH	060414	Engine Built Date	07/19/2019	Built Date	06/04/2019	Advisor	734 Sarrah Farley
Dealer	60813	Thornhill Chrysler Dodge Jeep					
Dealer Address	509 DINGESS ST						
Dealer City	LOGAN	State	WV	Zip	256013500		

Complaint: MULTI POINT VEHICLE INSPECTION HIGH PRESSURE FUEL PUMP 2019-2020 D TRUCK WINDSHIELD WIPERS CHANGE OIL AND FILTER REPLACE ENGINE AIR FILTER CUSTOMER REQUEST CABIN AIRFILTER CHANGED

Cause:

Correction: 14Y78182 - 14Y78182; 14Y78161 - 14Y78161 23Z08182 - 23Z08182 Technician changed oil and filter and reset oil Technician removed and replaced engine air Technician removed and replaced cabin air filter

LOP Information

LOP	LOP Description
23Z08182	Body ; Recall Z0x ; Safety Recall Z08 - Windshield Wipers ; Nut, Wiper Arms - Torque Front
14Y78182	Air & Fuel system ; Recall Y7x ; Safety Recall Y78 - High Pressure Fuel Pump ; Replace High Pressure Fuel Pump and Reprogram PCM
14Y78161	Air & Fuel system ; Recall Y7 ; Safety Recall Y78 High Pressure Fuel Pump ; Dual Alternator Equipped

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CSRLY781AA	MODULEKIT-FUEL INJECTION	1	\$717.00	No	
68535623AA	FILTER -CABIN AIR	1	\$34.20	No	
68438447PA	OIL 10W30	3	\$55.70	No	
53034051AB	FILTER AIR	1	\$74.35	No	
5083285AA	FILTER -ENGINE OIL	1	\$25.75	No	

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRTBL2K [REDACTED]

VIN	3C7WRTBL2K [REDACTED]	Model Year	2019	Body	DD8L64	RAM 3500 REG CAB CHASSIS 4X4	
Built Date	06/27/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETN	6 7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F15993857F	
Transmission	DF2	6 SPD AUTO AISIN AS69RC HD TRANS			Serial #	F161900011	

Report #	[REDACTED]	System Key	575199900	Report Version	1	Open Date	06/03/2022
Close Date	01/31/2023	Narrative Date	02/02/2023	Category	0	Mileage	29,849
MDH	062719	Engine Built Date	01/13/2020	Built Date	06/27/2019	Advisor	4540
Dealer	26750	MCLARTY DANIEL CHRYSLER DODGE					
Dealer Address	2201 SE MOBERLY LN						
Dealer City	BENTONVILLE	State	AR	Zip	727123751		

Complaint: Change diesel engine oil and filter (synthetic oil may be required based on geographic location) [12qt 10W30] General Concern #1 [CUSTOMER STATE THAT THE ABS LIGHT IS ON CHECK AND ADVISE] General Concern #2 [CUSTOMER STATE THAT THE CHECK ENGINE LIGHT IS ON CHECK AND ADVISE] Recall / Customer Satisfaction Notification 1 [Safety Recall Y26 Wheel Studs **] Recall / Customer Satisfaction Notification 2 [Safety Recall Y78 High Pressure Fuel Pump **] Recall / Customer Satisfaction Notification 3 [Safety Recall Z08 Windshield Wipers **] Multi point inspection (according to maintenance interval) CUSTOMER REQUESTS FOUR WHEEL DRIVE SERVICE CHANGE FRONT AND REAR DIFFERENTIAL FLUIDS AS RECOMMENDED ADD \$30 00 FOR ELECTRONIC TRANSFER CASES TRANSMISSION FILTER CUSTOMER REQUESTS REAR BRAKE JOB INCLUDES MACHINE SURFACE FRONT ROTORS IF APPLICABLE REPLACE REAR BRAKE PADS LUBRICATE NECESSARY COMPONENTS

Cause: E E RECOMMENDED SERVICE BY MANUFACTURER RECOMMENDED MAINTENANCE DUE TO BRAKE PAD THICKNESS OR GLAZING

Correction: 29849 dlof completed Change diesel engine oil and filter (synthetic oil may be required based on geographic location) [12qt 10W30] CUSTOMER REQUESTS DIESEL ENGINE LUBE, OIL, AND FILTER USING DIESEL ENGINE OIL SPECIFIC TO THE ENGINE OIL FILTER DRAIN PLUG OIL LEVEL NO LEAKS WASHER FLUID OIL LIFE RESET NEW OIL CHANGE STICKER NO PRINTS 29849 wheel bearing active code coo31 up and down play in wheel hub upon inspection found a failed front wheel bearing that has ruined the u joint replaced hub bearing and u joint test drove all is good at this time General Concern #1 A 29849 cel active code p0716 replaced input speed sensor and internal wiring harness per service information flashed pcm and found truck would not move or perform quick learn and stellantis had a pcm flash to fix concern while waiting for pcm flash a service bulletin was posted for incorrect valve body harness wire colors removed pan again and checked new harness and removed valve body a second

LOP Information

LOP	LOP Description
21980355	Transmission ; Transmission Harness/Switch/Solenoid ; Sensor ; Oil Temperature Sensor Aisin Transmission Replace (3 Highly Skilled)
21550233	Transmission ; Oil Pan/Related Repairs Valve Body etc ; Pan, Oil Related Repairs ; Aisin Transmission
05210965	Brake System ; Disc/hub/bearing ; Hub and Bearing, front ; Wheel house e tension equipped
02130660	Suspension & Front A le ; Front A le shaft/universal joint ; Universal joint, front a le shaft ; Wheel house e tension equipped
02130604	Suspension & Front A le ; Front A le shaft/universal joint ; Universal joint, front a le shaft ; 235 275 mm Right or left

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CSRLY781AA	MODULE KIT FUEL INJECTION	1	\$739 99	No	
68461656AC	PAD KIT FRONT DISC BRAKE	0	\$343 90	No	
68453097AB	PAD KIT REAR DISC BRAKE	0	\$397 60	No	
68449546AA	LUBRICANT GEAR	6	\$33 35	No	
68438447PA	OIL 10W30	3	\$42 57	No	
68414882AB	ROTOR BRAKE	0	\$235 20	No	
68292887AA	HUB BRAKE	1	\$431 95	No	
68244169AA	SENSOR TRANSMISSION SPEED	1	\$218 55	No	
68224246AA	WIRING TRANSMISSION	1	\$437 11	No	01/01/0001
68224232AA	FILTER TRANSMISSION OIL	1	\$126 56	No	
68214914AA	GASKET TRANSMISSION CASE	2	\$49 73	No	
68210057AB	LUBRICANT GEAR	4	\$26 00	No	
68089195AA	LUBRICANT TRANSFER CASE	2	\$58 39	No	
68065428AD	JOINT KIT NONE	1	\$249 53	No	
68055893AA	OIL 15W40 BULK CJ 4	0	\$7 50	No	
6509853AA	STUD HUB	1	\$12 56	No	
5189966AD	FLUID AFT AUTOMATIC TRANSMISSION	23	\$14 63	No	
5083285AA	FILTER ENGINE OIL	1	\$28 84	No	
05189966AD	FLUID AFT AUTOMATIC TRANSMISSION	9	\$131 65	No	01/01/0001

Repair Order Detailed Report [REDACTED] For VIN: 3C7WRNFL7K[REDACTED]

VIN	3C7WRNFL7K[REDACTED]	Model Year	2019	Body	DP0L94	RAM 5500 CREW CAB CHA I	
Built Date	02/13/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETN	6 7L I6 CUMMINS TURBO DIESEL ENGINE				Serial #	F036912BD9
Transmission	DF2	6 SPD AUTO AISIN AS69RC H TRANS				Serial #	F007900141

Report #	[REDACTED]	System Key	575225448	Report Version	1	Open Date	02/01/2023
Close Date	02/01/2023	Narrative Date	02/02/2023	Category	0	Mileage	0
MDH	021304	Engine Built Date	05/30/2019	Built Date	02/13/2019	Advisor	1340251 MATTHEW WHIT
Dealer	45056	HELFFMAN DODGE CHRYSLER JEEP RA					
Dealer Address	7720 KATY FWY						
Dealer City	HOUSTON	State	TX	Zip	770242004		

Complaint: MOPAR BATTERIES FROM RO [REDACTED]

Cause: BOTH BATTERIES FAILED LOAD TEST

Correction: REPLACED BATTERIES 2 MIDTRONICS VALIDATION CODES WERE EMAILED TO WARRANTY EMAIL

LOP Information

LOP	LOP Description
95080201	Special Services ; Battery Fee ; Battery Disposal Fee
08080111	Electrical System ; Battery ; Battery ; Both batteries

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CHBBH7F001 AA	BATTERY STORAGE	2	\$274 45	No	
BBH7F001AA	BATTERY STORAGE	2	\$548 91	No	01/01/0001

Repair Order Detailed Report # [REDACTED] For VIN: 3C63RRHL6MG [REDACTED]

VIN	3C63RRHL6MG [REDACTED]	Model Year	2021	Body	D28H92	RAM 3500 BIG HORN CREW CAB 4X4	
Built Date	06/10/2021	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PRV	DELMONICO RED PEARL COAT					
Engine	ETM	6.7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F13717D353	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F145100371	

Report #	[REDACTED]	System Key	575516082	Report Version	1	Open Date	01/31/2023
Close Date	02/03/2023	Narrative Date	02/06/2023	Category	0	Mileage	51,851
MDH	061000	Engine Built Date	07/29/2021	Built Date	06/10/2021	Advisor	02 MITCH POOLE
Dealer	60751	Jimmy Britt Chrysler Dodge Jee					
Dealer Address	2054 HWY 441 S						
Dealer City	DUBLIN	State	GA	Zip	31021		

Complaint: Customer States check engine light is on it did have the shut down message but it went away NO SHUTDOWN MESSAGES OR CODES PRESENT P0087 LOW RAIL PRESSURE CODE CHECKED FUEL SYSTEM AND FOUND NO ISSUES EXTERNALLY FUEL PRESSURES GOOD CHECKED ALL FUEL INJECTOR LINES AND CONNECTOR NUTS AND FOUND TIGHT CLEARED CODES AND ROAD TESTED NO CODES RETURNED AT THIS TIME (01 ADAM) Safety Recall Tailgate Latch Alignment ** CHRYSLER REQUIRED 23 ZB 81 81 0 2 HOUR (01 ADAM)

Cause:

Correction:

LOP Information

LOP	LOP Description
85412502	Special Services ; Diagnostic LOP ; Check Engine Light, Powertrain Related Issues, Trouble Not Found ; Diesel emissions

Part Information is not available

Repair Order Detailed Report # [REDACTED] for VIN: 3C7WRMBLXK [REDACTED]

VIN	3C7WRMBLXK [REDACTED]	Model Year	2019	Body	DP5L64	RAM 5500 REG CAB CHASSIS	
Built Date	03/29/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETN	6 7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F06391589F	
Transmission	DF2	6 SPD AUTO AISIN AS69RC HD TRANS			Serial #	F079900015	

Report #	[REDACTED]	System Key	575679089	Report Version	1	Open Date	11/07/2022
Close Date	02/07/2023	Narrative Date	02/08/2023	Category	0	Mileage	76,962
MDH	032904	Engine Built Date	04/06/2020	Built Date	03/29/2019	Advisor	213 TAYLOR EDWARDS
Dealer	26419	STARR MOTORS INCORPORATED					
Dealer Address	2584 PRUDEN BLVD						
Dealer City	SUFFOLK	State	VA	Zip	234344229		

Complaint: CUSTOMER STATES TRANSMISSION SLIPS IN 3RD GEAR

Cause:

Correction: 21002712 21002712; 21002762 21002762; 21002795 21002795; 21251050 21251050; 21002766 21002766; 85700001 Digital Imaging Process time

LOP Information

LOP	LOP Description
85700001	Special Services ; Digital Image ; Digital Imaging ; Process time
21251050	Transmission ; Oil Cooler/Heater/Line/Hose ; Lines, transmission and torque converter oil cooler ; One or Both (1 Semi Skilled)
21002795	Transmission ; Out of Vehicle Operations ; Transmission, Replace - automatic ; Aisin (AS68/69RC) Transmission Diagnostic Teardown/Reassembly Procedure
21002766	Transmission ; Out of Vehicle Operations ; Transmission, Replace automatic ; 4 4/AWD equipped
21002762	Transmission ; Out of Vehicle Operations ; Transmission, Replace automatic ; Two piece propeller shaft equipped
21002712	Transmission ; Out of Vehicle Operations ; Transmission, Replace automatic ; AS68RC/AS69RC

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68533457AB C	TRANS WITH TORQUE CONVERTER	2	\$0 00	No	
68533457AB	TRANS WITH TORQUE CONVERTER	1	\$7,300 00	No	
68359847AC	TOC ASSY OIL COOLER PRESSURE AND RE	1	\$146 72	No	01/01/0001
68359846AE	LINESASSY-OIL COOLER PRESSURE AND RE	1	\$133.26	No	01/01/0001
68322507AB	TUBE JUMPER	1	\$99 04	No	01/01/0001
68322497AC	COOLER RANSMISSION OIL	1	\$238 79	No	01/01/0001
5189966AD	FLUID AFT AUTOMATIC TRANSMISSION	6	\$14 20	No	
05189966AD	FLUID AFT-AUTOMATIC TRANSMISSION	6	\$81.73	No	01/01/0001

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRTCL8KG [REDACTED]

VIN	3C7WRTCL8KG [REDACTED]	Model Year	2019	Body	DD8L93	RAM 3500 CREW CAB CHASSIS 4X4	
Built Date	09/12/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETN	6.7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F246941B77	
Transmission	DF2	6 SPD AUTO AISIN AS69RC HD TRANS			Serial #	F222900049	

Report #	[REDACTED]	System Key	576026872	Report Version	1	Open Date	12/06/2022
Close Date	02/10/2023	Narrative Date	02/13/2023	Category	0	Mileage	34,422
MDH	091212	Engine Built Date	08/24/2020	Built Date	09/12/2019	Advisor	650136
Dealer	27321	H&H Chrysler Dodge Jeep RAM Fi					
Dealer Address	14920 CREST RD						
Dealer City	OMAHA	State	NE	Zip	681384432		

Complaint: PERFORM COMPLIMENTARY MULTI POINT VISUAL INSPECTION OF VEHICLE MEL INSPECTION CUST STATES VEHICLE JERKS WHILE DRIVING VEHICLE STARTS HARD AT TIMES MOUNT AND BALANCE ONE TIRE ON TO CUSTOMERS WHEEL PERFORMING A COMPUTERIZED SPIN BALANCE TO MAINTAIN TIRE WEAR CUST SPEAKER IS MAKING CRACKING NOISE

Cause:

Correction: PERFORM COMPLIMENTARY MULTI POINT VISUAL INSPECTION OF VEHICLE MEL INSPECTION 34422 I INSPECTED THE TRUCK FOR THE CONCERN AND FOUND THE SHOCKS WERE SOFT CAUSING THE CONCERN I REPLACED ALL 4 SHOCKS AND VERIFIED THE REPAIR Shock Absorber/Strut, Front Replace Right side (1 Semi Skilled) Shock Absorber/Strut, Front Replace Left side (1 Semi Skilled) Shock Absorber/Strut, Rear Replace Right side (1 - Semi-Skilled) Shock Absorber/Strut, Rear - Replace Left side (1 - Semi-Skilled) SHOCK ABSORBER-Replace (C) SHOCK ABSORBER-Replace (C) SHOCK ABSORBER-Replace (C) SHOCK ABSORBER-Replace (C) 34422 I INSPECTED THE TRUCK FOR THE CONCERN. I CONTACTED STAR ON THE CONCERN AND FOUND THAT COMPARED TO ANOTHER LIKE TRUCK BOTH STARTED THE SAME. THE DIFFERENCE IS IN THE SOFTWARE AND FUEL INJECTION PUMP IT'S CONSIDERED NORMAL STARTED A STAR CASE WITH CHRYSLER LEANING TOWARD NORMAL OPERATION INFORMATION MOUNT AND BALANCE ONE TIRE ON TO CUSTOMERS WHEEL PERFORMING A COMPUTERIZED SPIN BALANCE TO MAINTAIN TIRE WEAR State Tire Fee WHEEL WEIGHTS TIRE DISPOSAL FEE 1 TIRE State Tire Fee WHEEL WEIGHTS TIRE DISPOSAL FEE 1 TIRE MOUNT AND BALANCE ONE TIRE ON TO CUSTOMERS WHEEL PERFORMING A COMPUTERIZED SPIN BALANCE TO MAINTAIN TIRE WEAR 34422 THE DRIVER DOOR SPEAKER WAS MAKING NOISE I REPLACED THE SPEAKER AND VERIFIED THE REPAIR Speaker Test and Replace Door mounted Left (1 Semi Skilled) SPEAKER, INFINITY SOUND SYSTEM Test and replace (B)

LOP Information

LOP	LOP Description
08607005	Electrical System ; Audio ; Speaker ; Door mounted Right or left
02151503	Suspension & Front Axle ; Shock Absorber/Strut/Steering Damper ; Shock Absorber/Strut, Rear ; Left side
02151502	Suspension & Front Axle ; Shock Absorber/Strut/Steering Damper ; Shock Absorber/Strut, Rear ; Right side
02151003	Suspension & Front Axle ; Shock Absorber/Strut/Steering Damper ; Shock Absorber/Strut, Front ; Left side
02151002	Suspension & Front Axle ; Shock Absorber/Strut/Steering Damper ; Shock Absorber/Strut, Front ; Right side

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68428082AB	ABSBR PKG-SUSPENSION	1	\$156.29	No	01/01/0001
68379502AC	ABSORBER SUSPENSION	1	\$153.11	No	01/01/0001
5091019AB	SPEAKER NONE	1	\$60.27	No	
05091019AB	SPEAKER NONE	1	\$60.27	No	01/01/0001

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRNDL8MG [REDACTED]

VIN	3C7WRNDL8MG [REDACTED]	Model Year	2021	Body	DP0L66	RAM 5500 REG CAB CHASSIS	
Built Date	11/26/2020	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETN	6 7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F32306914F	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F322000089	

Report #	[REDACTED]	System Key	576083770	Report Version	1	Open Date	02/02/2023
Close Date	02/09/2023	Narrative Date	02/13/2023	Category	0	Mileage	63,467
MDH	112613	Engine Built Date	01/22/2021	Built Date	11/26/2020	Advisor	6504
Dealer	45862	TASCA CHRYSLER DODGE JEEP RAM					
Dealer Address	70 WESTCHESTER AVE						
Dealer City	WHITE PLAINS	State	NY	Zip	106014514		

Complaint: Recall / Customer Satisfaction Notification 1 [Customer Satisfaction Notification Y17 - Transmission Software Update **] Recall / Customer Satisfaction Notification 2 [Safety Recall Y36 - Wheel Studs **] Recall / Customer Satisfaction Notification 3 [Safety Recall Y76 - Intake Air Heater Relay **] Electrical/Non PCM Flashes Concern [CUSTOMER STATES SERVICE 4WD LIGHT IS ON] Brake Systems Concern [CUSTOMER STATES PARKING BRAKE DOES NOT HOLD] PERFORM TRANSMISSION OR TRANSAXLE SERVICE ERFORM BG COMPLETE DRIVELINE SERVICE DRAIN AND FILL FRONT DIFFERENTIAL, REAR DIFFERENTIAL ANDTRANSFER CASE Perform BG Front Differential Drainand Fill Service Perform BG Rear Differential Drain and Fill Service

Cause:

Correction: 63467 completed recall# y17 inspected andreprogrammed tcm old part# 68504639AB totargeted part number 68504639AE. andperformed quick learn lop# 18 Y1 71 82 0 4hrs Customer Satisfaction Notification Y17 Transmission Software Update Reprogram Module, Transmission Control (TCM) ReprogramSoftware and Perform Quicklearn (0 Low Skilled) 63466 completed recall# y36 inspectedwheel studs have passed inspection at thistime inserted addendum and label lop#22 Y3 61 81 0.6hrs Safety Recall Y36 - WheelStuds - Inspect Inspect Wheel Studs (0 - Low Skilled) 63466 compelted recall# y76 inspectedvehicle engine hours lop# 08-Y7-61-81 0.2 hrs Safety Recall Y76 - Intake Air Heater Relay -Inspect Inspect Vehicle Engine Hours (2 - Skilled) 63466 confirmed condition found nocommunication with dtcm module , at moduleconector found no power , inspected pdc foundfuse for dtcm missing . installed new fuse, cleared dtcs , road tested , verified ok . Electrical/Non PCM Flashes Concern ELECTRICAL CONCERN 63466 readjusted parking brake shoes ,verified normal operation of parking brake . A 2 WHEEL ALIGNMENT 63466 completed transmission servicereplaced fluid and filter filled and setfluid level , verified ok . PERFORM TRANSMISSION OR TRANSAXLE SERVICE R Perform BG Transmission Fluid E. change Serv

LOP Information

LOP	LOP Description
22Y36181	Wheels ; Recall Y3x ; Safety Recall Y36 - Wheel Studs ; Inspect Wheel Studs
18Y17182	Software Flash ; Recall Y ; Customer Satisfaction Notification Y17 Transmission Software Update ; Module, Transmission Control (TCM) Reprogram Software and Perform Quicklearn
08Y76181	Electrical System ; Recall Yxx ; Safety Recall Y76 - Intake Air Heater Relay ; Inspect Vehicle Engine Hours

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
K3104BG		1	\$57.19	No	
75064BG		3	\$85 00	No	
75032BG		3	\$42 50	No	
68224232AA	FILTER -TRANSMISSION OIL	1	\$162.65	No	
68214914AA	GASKET -TRANSMISSION CASE	1	\$72.83	No	
68144445AA	FUSE J CASE	1	\$18 28	No	
68089195AA	LUBRICANT-TRANSFER CASE	2	\$65.39	No	
5189966AD	FLUID AFT-AUTOMATIC TRANSMISSION	10	\$14.20	No	
4883971AC	ADHESIVE -NONE	0	\$19.24	No	
4318060AD	LUBRICANT AXLE	1	\$18 47	No	

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRMAL7LG [REDACTED]

VIN	3C7WRMAL7LG [REDACTED]	Model Year	2020	Body	DP5L63	RAM 5500 REG CAB CHASSIS	
Built Date	07/03/2020	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETN	6 7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F175057C05	
Transmission	DF2	6 SPD AUTO AISIN AS69RC HD TRANS			Serial #	F069000059	

Report #	[REDACTED]	System Key	576363406	Report Version	1	Open Date	01/16/2023
Close Date	02/14/2023	Narrative Date	02/16/2023	Category	0	Mileage	24,346
MDH	070311	Engine Built Date	09/21/2020	Built Date	07/03/2020	Advisor	4848
Dealer	23153	WESTBURY JEEP CHRYSLER DODGE,					
Dealer Address	100 JERICHO TPKE						
Dealer City	JERICHO	State	NY	Zip	117531004		

Complaint: Recall / Customer Satisfaction Notification 1 [Safety Recall Y26 Wheel Studs **] Recall / Customer Satisfaction Notification 2 [Safety Recall Y78 High Pressure Fuel Pump **] Recall / Customer Satisfaction Notification 3 [Safety Recall ZA5 Rear Brake Hose **] Multi point inspection (according to maintenance interval) Perform DTC In pecti on [Cu tomer tate CHECK ENGINE LIGHT I ON] General Concern #1 [Cu tomer tate EHICLE ALWAYS GOE IN TO REGEN MODE] CUSTOMER ACKNOWLEDGES AN EVALUATION FEE OF \$249 00 + TAX IS APPLIED TO ALL VEHICLES UNTIL WARRANTY COVERAGE IS CONFIRMED (PER CONCERN)

Cause: Y26 Wheel Studs Safety Recall Y78 / NHTSA 21V 880High Pressure Fuel Pump DPF/DOC

Correction 24339 Y26 Wheel tud IN PECTION ONLY safety Recall Y26 Wheel tud In pect In pect Wheel tud (0 Low killed) 24339 afety Recall Y78 / NHTSA 21V 880HighPressure Fuel Pump Replace HPFPandReprogram PCM Safety Recall Y78 High Pressure Fuel Pump Replace Replace High Pressure Fuel Pump and Reprogram PCM (2 Skilled) 24339 FCA US will conduct a voluntarysafety recall to replace the rear brakehoses Theremedy for this condition is notcurrently available Dealerswill benotifiedof the launch of this safety recallby way of established communication methods This recall is estimated tolaunch in 4thQuarter of 2022 RECALL NOT AVAILABLE AT THIS TIME NO WORK PERFORMED Multi point inspection (according to maintenanceinterval) Perform Vehicle Health Check 24345 DPF/DOC checked vehicle, found codeP0420 Catalyst System Efficiency BelowThreshold Bank 1 inspected DPF/DOC and foundfilter plugged replaced DPF/DOC replacedboth temp sensors and upstream pressuresensor hose due to being frozen in old DPF cleared dtc and reset soot load in PCM roadtested vehicle, code did not return Con enter, catalytic Replace 6 7 liter die el CR cataly t, 4500/5500 cab cha i only (2 killed) REFERENCE TO JOB #E FOR CHECK ENGINE LIGHT REPAIRS EMISSIONS CUSTOMER ACKNOWLEDGES AN EVALUATION FEE OF \$249 00+ TAX IS APPL

LOP Information

LOP	LOP Description
11500145	E haust System ; Catalytic Converter/Gasket/Shield ; Converter, catalytic ; 6 7 liter diesel SCR catalyst, 4500/5500 cab chassis only

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CSRLY78AAA	GASKET CRANKCASE BREATHER COVER	0	\$18 21	No	
CSRLY781AA	MODULEKIT FUEL INJECTION	1	\$879 91	No	
68379689AA	GASKET EXHAUST	1	\$22 71	No	01/01/0001
68375474AC	SENSOR NITROUS OXIDE	0	\$493 16	No	
68363173AC	LINE DPF PRESSURE	1	\$79 29	No	01/01/0001
68352149AB	SENSOR PARTICULATE MATTER	0	\$437 91	No	
68306262AB	SENSOR EXHAUST TEMPERATURE	1	\$151 43	No	01/01/0001
68306261AA	EN OR E HAU T TEMPERATURE	1	\$148 66	No	01/01/0001
68259654AG	CONVERTER CATALYTIC	0	\$4,686 03	No	
68259653AD	CONVERTER CATALYTIC	1	\$3,949 36	No	
52122213AB	GASKET FLANGE	1	\$26 81	No	01/01/0001
52122212AA	CLAMP E HAU T	0	\$85 33	No	

Repair Order Detailed Report # [REDACTED] For VIN: 3C63R3GL6KG [REDACTED]

VIN	3C63R3GL6KG [REDACTED]	Model Year	2019	Body	D28L92	RAM 3500 TRADESMAN CREW CAB 4X4	
Built Date	10/18/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					
Engine	ETM	6.7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F28294615C	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F275900203	

Report #	[REDACTED]	System Key	576532301	Report Version	9	Open Date	02/16/2023
Close Date	03/04/2023	Narrative Date	03/06/2023	Category	0	Mileage	0
MDH	101809	Engine Built Date	04/22/2020	Built Date	10/18/2019	Advisor	90417 TED NOBLE
Dealer	60789	GRAHAM BAY AREA CJDR					
Dealer Address	1400 OCEAN BOULEVARD						
Dealer City	COOS BAY	State	OR	Zip	974202034		

Complaint: CUSTOMER WAS NOTIFIED OF SAFETY RECALL Y78 TRUCK HIGH PRESSURE FUEL PUMP CUSTOMER WAS NOTIFIED OF SAFETY RECALL ZB8 TRUCK TAIL GATE LATCH ALIGNMENT

Cause:

Correction: TECHNICIAN PERFORMED SAFETY RECALL REPAIR ACCORDING TO FACTORY GUIDELINES, TECH REPLACED INJECTION PUMP, FLASHED PCM, ADDED 1/2 QT. ATF + 4. OPERATING AS INTENDED. TECHNICIAN PERFORMED SAFETY RECALL REPAIR ACCORDING TO FACTORY GUIDELINES, TECHNICIAN INSPECTED TAIL GATE LATCH PERFORMANCE, PASSED

LOP Information

LOP	LOP Description
14Y78182	Air & Fuel system ; Recall Y7x ; Safety Recall Y78 - High Pressure Fuel Pump ; Replace High Pressure Fuel Pump and Reprogram PCM

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CSRLY781AA	MODULEKIT FUEL INJECTION	1	\$602.00	No	01/01/0001
CHCSRLY781-AA	MODULEKIT-FUEL INJECTION	1	\$602.00	No	

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRKAL6MG [REDACTED]

VIN	3C7WRKAL6MG [REDACTED]	Model Year	2021	Body	DP4L63	RAM 4500 REG CAB CHASSIS	
Built Date	03/29/2021	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETN	6 7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F077176665	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F083100068	

Report #	[REDACTED]	System Key	576656753	Report Version	3	Open Date	02/17/2023
Close Date	02/21/2023	Narrative Date	02/22/2023	Category	0	Mileage	1,636
MDH	032913	Engine Built Date	06/01/2021	Built Date	03/29/2021	Advisor	2188 WESLEY ALLEN GR
Dealer	45716	Jerry Ulm Chrysler Dodge Jeep					
Dealer Address	2966 N DALE MABRY HWY						
Dealer City	TAMPA	State	FL	Zip	336072415		

Complaint: FLEET COMPANY STATES TPMS INOP AND BOTH KEY FOBS WILL NOT ST ART VEHICLE AT TIMES (ElectricalNon PCM Flashes Concern) (FLEET VEHICLE) Safety Recall 13A Intake Air Grid Heater Relay (Recall Customer Satisfaction Notification 1) EXPRESS LANE COURTESY INSPECTION PERFORM ALL INSPECTIONS PER ATTACHED CHECKLIST NOTE THE CONDITION OF ALL LISTED COMPONENTS & ADVISE OF ANY CONCERNS NOTE THIS INCLUDES UNDER VEHICLE, EXTERIOR, & UNDER HOOD HAVE WE MENTIONED OUR MORGAN PLATINUM CARD? IN HOUSE FINANCING WITH DEFERRED INTEREST FOR 6 MONTHS 10% OFF YOUR FIRST TIME USE (UP TO A MAX OF \$200) RECEIVE SERVICE RELATED PROMOTIONS THROUGHOUT THE YEAR

Cause: FLEET COMPANY VEHICLE TOTAL APPROVED - APPROVED BY - AUTHORIZATION NUMBER (IF APPLICABLE) - RECOMMENDED

Correction: TPMS SENSORS NEEDED TO BE RE ASSIGNED BOTH KEY FOBS ARE ON ORDER CAN ONLY ORDER 1 EVERY 7 DAYS FLEET COMPANY NO PARTS AVAILABLE AT THIS TIME INSPECTION COMPLETE SEE ATTACHED INSPECTION REPORT SEE RECOMMENDED SERVICES HAVE WE MENTIONED OUR MORGAN PLATINUM CARD?

LOP Information is not available

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CH68538048-AB	TRANSMITT-INTEGRATED KEY FOB	2	\$131.79	No	

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRNCLXPG [REDACTED]

VIN	3C7WRNCLXPG [REDACTED]	Model Year	2023	Body	DP0L65	RAM 5500 REG CAB CHASSIS	
Built Date	01/10/2023	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PXJ	DIAMOND BLACK CRYSTAL P/C					
Engine	ETN	6 7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F3492B9AB8	
Transmission	DF2	6 SPD AUTO AISIN AS69RC HD TRANS			Serial #	U3512T0599	

Report #	[REDACTED]	System Key	577236366	Report Version	1	Open Date	02/24/2023
Close Date	02/25/2023	Narrative Date	02/27/2023	Category	0	Mileage	13
MDH	011007	Engine Built Date	01/01/0001	Built Date	01/10/2023	Advisor	178976
Dealer	59564	LITHIA CHRYSLER JEEP DODGE RAM					
Dealer Address	4540 GRUMMAN DR						
Dealer City	MEDFORD	State	OR	Zip	975049165		

Complaint: NEW CAR PREP VERIFY 1/4 TANK GAS Fill diesel e haust fluid reservoir to manufacturer specifications

Cause: PDI

Correction: 5 COMPLETED NVP NEW CAR PREP 5 VERIFIED 1/4 TANK VERIFY 1/4 TANK GAS 5 DEF FILLED Fill diesel e haust fluid reservoir to manufacturer specifications Fill diesel e haust fluid reservoir to manufacturer specifications

LOP Information

LOP	LOP Description
25080142	Emission System ; Diesel E haust Fluid System ; DEF Fluid Top Off ; Vehicle Delivery Fill Cab Chassis Models Only See LOP note for vehicle specific allowances

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68056278AC	FLUID DIESEL EXHAUST	2	\$42 51	No	

Repair Order Detailed Report # [REDACTED] For VIN: 3C63RRKLXKG [REDACTED]

VIN	3C63RRKLXKG [REDACTED]	Model Year	2019	Body	D28R92	RAM 3500 LONGHORN CREW CAB 4X4	
Built Date	06/15/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PWQ		PEARL WHITE				
Engine	ETM		6.7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F158937FB8
Transmission	DF2		6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F143900153

Report #	[REDACTED]	System Key	577557634	Report Version	4	Open Date	02/28/2023
Close Date	03/06/2023	Narrative Date	03/07/2023	Category	0	Mileage	39,504
MDH	061503	Engine Built Date	08/23/2019	Built Date	06/15/2019	Advisor	705 JOHN SNELL
Dealer	24124	SHAVER CHRYSLER DODGE JEEP RAM					
Dealer Address	3888 EAST THOUSAND OAKS						
Dealer City	THOUSAND OAKS	State	CA	Zip	913623627		

Complaint: (Multi-point inspection according to maintenance interval) Complete Open Recall 1 Y26 - 2012-21 D TRUCK M14 WHEEL STUDS (Complete Open Recall 1) Complete Open Recall 2 Y78 2019 2020 Ram HD High Pressure Fuel Pump (Complete Open Recall 2) Recall Customer Satisfaction Notification 2 Z08 2019 2020 D Truck Windshield Wipers (Recall Customer Satisfaction Notification 2) Recall Customer Satisfaction Notification 7 ZB8 2019 2022 D Truck Tailgate Latch Alignment (Recall Customer Satisfaction Notification 7) (Replace both fuel filters) Customer States clunk noise coming from left front area going over a bump when turning check and advise (FRONT SUSPENSION) EVACUATE AND EXCHANGE BOTH FRONT AND REAR DIFFERENTIALS WITH BG#752-3 ULTRA-GUARD SYNTHETIC GEAR LUBRICANTS You consent to receiving texts from us on your cell phone at the number you have provided. You agree that we may contact you regarding service updates or offers via text. If you do not agree, you may provide a landline. CUSTOMER STATES REAR MUDFLAPS COMING LOOSE

Cause: COURTESY INSPECTION RECALL CAMPAIGN RECALL CAMPAIGN UNABLE TO VERIFY THE CUSTOMER'S CONCERN OF CLUNK NOISE COMING FROM LEFT FRONT AREA GOING OVER BUMPS AT THIS TIME CHECKED FOR SERVICE BULLETINS, SERVICE MESSAGES, RECALLS AND SERVICE HISTORY PERFORMED A VISUAL INSPECTION NOTHING ABNORMAL ROAD TESTED THE VEHICLE FOUND NO ABNORMAL NOISE OR CLUNKING PERFORMED A SPECIFIC STEERING AND SUSPENSION EXAMINATION OF THE BALLJOINTS, TIERODS, TRACKBAR, AND SWAYBAR AND FOUND NOTHING ABNORMAL AT THIS TIME PERFORMED A COMPLETE FRONT AND REAR SUSPENSION EXAMINATION AND DIAGNOSTIC ON THE VEHICLE HOIST TO FIND THE NOTHING OUT OF ORDINARY INSPECTION AND DIAGNOSTICS FOUND NO FAILED OR DEFECTIVE COMPONENTS DEALER RECOMMENDED MAINT SERVICE PLASTIC RETAINER CLIPS BROKEN NEW PIECE IS ON ORDER WILL INSTALL WHEN PART ARRIVES TO RESOLVE ISSUE

Correction: PERFORMED MULTI POINT INSPECTION. SEE INSPECTION FORM FOR ITEMS NEEDING ATTENTION SEE SERVICE ADVISOR FOR FURTHER DETAILS COMPLETED TIRE

LOP Information

LOP	LOP Description
22Y26181	Wheels ; Recall Y2 ; Safety Recall Y26 Wheel Studs ; Inspect Wheel Studs
22Y26160	Wheels ; Recall Y2x ; Safety Recall Y26 - Wheel Studs ; 10 Lug Equipped

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
ZR7527		1	\$0.00	No	
ZR7507		1	\$0.00	No	
PKMF472085		1	\$94.95	No	
PK6100838		1	\$94.95	No	
CHMF472085	PIN -COTTER	1	\$0.00	No	
CHCSRLY781 AA	MODULEKIT FUEL INJECTION	1	\$818.33	No	
CH68436631 AA	FILTER KI FUEL WATER SEPARATOR	1	\$87.60	No	
CH68362344-AD	SPAT -REAR	1	\$26.97	No	
CH68157291-AA	FILTER -FUEL	1	\$154.94	No	
CH6500911	RIVET NONE	3	\$16.91	No	
CH6100838	NUT -NONE	1	\$0.00	No	

Repair Order Detailed Report # [REDACTED] For VIN: 3C63R3CL1LG [REDACTED]

VIN	3C63R3CL1LG [REDACTED]	Model Year	2020	Body	D28L91	RAM 3500 TRADE MAN CREW CAB 4 4	
Built Date	09/28/2020	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PRV	DELMONICO RED PEARL COAT					
Engine	ETM	6 7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F258061821	
Transmission	DF2	6 SPD AUTO AISIN AS69RC HD TRANS			Serial #	F258000028	

Report #	[REDACTED]	System Key	577693980	Report Version	2	Open Date	03/01/2023
Close Date	03/06/2023	Narrative Date	03/08/2023	Category	0	Mileage	32,712
MDH	092815	Engine Built Date	10/30/2020	Built Date	09/28/2020	Advisor	4695
Dealer	44067	CHRISTOPHER'S DODGE RAM INC					
Dealer Address	16655 WE T COLFA A E						
Dealer City	GOLDEN	State	CO	Zip	804013866		

Complaint: FREE MAINTENANCE INSPECTION CUSTOMER STATES THE MALFUNCTION INDICATOR LAMP (MIL) IS/HAS ILLUMINATED, PLEASE CHECK AND AD I E // CU TOMER TATE THE CODE I FOR AN EGR AL E IN PECT AND AD I E AUTO LI E REPAIR ORDER RECALL CAMPAIGN Y78 2019 2020 RAM HD HIGH PRESSURE FUEL PUMP RECALL CAMPAIGN ZB8 2019 2022 D TRUCK TAILGATE LATCH ALIGNMENT CUSTOMER STATES THE RADIO WILL FREEZE NO SOUND INSTALL SOP RADIO

Cause: FOUND THAT THE VEHICLE IS EQUIPPED WITH AN AFTERMARKET AIR FILTER////////// PERFORMED ZB8 RECALL////////// VEHICLE RADIO HAS INTERNAL FAILURE//////////

Correction: FREE MAINTENANCE INSPECTION 32712 FOUND THAT THE VEHICLE IS EQUIPPED WITHAN AFTERMARKET AIRFILTER////////// 100 SCANNEDVEHICLE FOR DIAGNOSTIC TROUBLE CODES, VEHICLEPOWERTRAIN CONTROL MODULE HAS DTC P0299 TURBOCHARGER UNDERBOOST INSPECTED AND FOUND THATTHE CUSTOMER HAD JUST REPLACE THE ENGINE AIRFILTER RIGHT BEFORE BRINGING THE VEHICLE INTO THE SHOP WITH AN AFTERMARKET AIR FILTER WITHGLUE STRIPS NEED TO START BY REPLACING THEAIR FILTER WITH AN OEM FILTER THAT DOES NOTHAVE GLUE STRIPS ON THE BOTTOM OF THE AIRFILTER AS EXTRA PRECAUTION PRESSURE TESTEDTHE AIR INTAKE SYSTEM AND INSPECTED FOR ANYLEAKS THAT MAY CAUSE THE DTC AS WELL FOUNDNO AIR INTAKE SYSTEM LEAKS AT THIS TIME REMOVED AND REPLACED THE DIESEL ENGINE AIRFILTER CLEARED DTC AND TE T DRO E THE EHICLE NO DTC RETURNED DURING THE TE TDRI E EHICLE I OPERATING NORMALLY AT THI TIME CU TOMER STATES THE MALFUNCTION INDICATOR LAMP (MIL) IS/HAS ILLUMINATED, PLEASE CHECKAND ADVISE // CUSTOMER STATES THE CODE IS FOR ANEGR VALVE INSPECT AND ADVISE CUSTOMER STATES THE MALFUNCTION INDICATOR LAMP (MIL) IS/HAS ILLUMINATED, PLEASE CHECK AND ADVISE AUTO LIVE REPAIR ORDER 32712 RECALL PARTS ARE ON RESTRICTION,UNABLE TO PERFORM RECALL AT THIS TIME UNABLE TO VERIFY FAULT NO PROBLEM FOUND AT THIS TIME 32712 PERFORMED ZB8RECALL////////// 20INSPECTED AND FOUND THAT THE TAILGATESTR

LOP Information

LOP	LOP Description
08600270	Electrical System ; Audio ; Radio/Telematics Gateway Module ; E. change unit

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
Z8428581AD	RADIO MULTI MEDIA	1	\$0 00	No	
53034051AB	FILTER AIR	1	\$76 95	No	

Repair Order Detailed Report # [REDACTED] For VIN: 3C63R3EL9L [REDACTED]

VIN	3C63R3EL9L [REDACTED]	Model Year	2020	Body	D28P91	RAM 3500 LARAMIE CREW CAB 4X4	
Built Date	01/07/2020	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETM	6 7L I6 CUMMINS HO TURBO DIESEL ENG				Serial #	F34594D3D8
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS				Serial #	S177900012

Report #	[REDACTED]	System Key	577729163	Report Version	9	Open Date	03/02/2023
Close Date	07/10/2023	Narrative Date	07/11/2023	Category	0	Mileage	46,762
MDH	010708	Engine Built Date	07/07/2020	Built Date	01/07/2020	Advisor	10191 PATRICIA LUIISO
Dealer	60730	Lake City Chrysler Dodge Jeep					
Dealer Address	4325 W US HIGHWAY 90						
Dealer City	LAKE CITY	State	FL	Zip	320554877		

Complaint: CUSTOMER STATES THAT THE TRANSMISSION MADE A LOUD BANG AND THEN WOULD NOT COME OUT OF FIRST GEAR--DIAG AND ADVISE (Automatic Transmission Concern) PERFORM COMPLETE MULTI POINT INSPECTION HAVE WE MENTIONED OUR MORGAN PLATINUM CARD? IN HOUSE FINANCING WITH DEFERRED INTEREST FOR 6 MONTHS 10% OFF YOUR FIRST TIME USE (UP TO A MAX OF \$200) RECEIVE SERVICE RELATED PROMOTIONS THROUGH OUT THE YEAR

Cause: VERIFIED CONCERN AND FOUND K1 SNAP RING WAS DISLODGED INTO THE K2 HUB NEED TO REPLACE THE K1 AND K2 HUN ASSEMBLY

Correction: REPLACED K1 AND K2 HUB ASSEMBLY TEST DROVE AND VERIFIED PROPER OPERATION Multi Point Inspection All THANK YOU FOR YOUR BUSINESS

LOP Information

LOP	LOP Description
95400142	Special Services ; Loaner ; Loaner Car ; High Line Vehicles
85LOAN00	Special Services ; Loaner ; Loaner Car ; Loaner Car
21000A91	Transmission ; Out of Vehicle Operations ; Transmission, Remove and install for recondition AS68RC/AS69RC ; K1 Clutch / Input Shaft Assembly Inspect and Replace Sub-Assembly
21000A62	Transmission ; Out of Vehicle Operations ; Transmission, Remove and install for recondition - AS68RC/AS69RC ; Two piece propeller shaft equipped
21000A61	Transmission ; Out of Vehicle Operations ; Transmission, Remove and install for recondition AS68RC/AS69RC ; Skid plate equipped
21000A60	Transmission ; Out of Vehicle Operations ; Transmission, Remove and install for recondition AS68RC/AS69RC ; 4X4 equipped

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CH68637534-AA	CLUTCHKIT-AUTOMATIC TRANSMISSION	1	\$1,373.46	No	
CH68456960 AA	HUB NONE	1	\$194.60	No	
CH68433227 AB	BOOT NONE	1	\$42.57	No	
CH68269646 AB	PLATE NONE	1	\$168.41	No	
CH68269568-AB	SNAP RING-TRANSMISSION	1	\$11.70	No	
CH68269567 AB	PLATE SELECTABLE	1	\$83.36	No	
CH68269566 AB	PLATE SELECTABLE	1	\$91.41	No	
CH68269565 AB	PLATE SELECTABLE	1	\$83.36	No	
CH68269564-AB	PLATE -SELECTABLE	1	\$97.58	No	
CH68269563 AB	PLATE SELECTABLE	1	\$97.96	No	
CH68254056 AB	HUB NONE	1	\$383.60	No	
CH68253940 AA	SEAL RING NONE	1	\$13.38	No	
CH68253816-AA	RACE -THRUST BEARING	1	\$33.68	No	
CH68253815 AA	RACE THRUST BEARING	1	\$48.09	No	
CH68253814 AA	RACE THRUST BEARING	1	\$45.75	No	
CH68253813 AB	RACE THRUST BEARING	1	\$37.99	No	
CH68253771-AA	BEARING -NEEDLE ROLLER	1	\$65.96	No	
CH68253770 AA	BEARING NEEDLE ROLLER	1	\$40.79	No	
CH68244638 AA	GASKET TRANSMISSION OIL PUMP	1	\$41.82	No	
CH68244579-AA	O-RING -NONE	1	\$34.24	No	
CH68085955-AA	WASHER -DRAIN PLUG	1	\$9.08	No	
CH68019782 AA	SEAL RING NONE	1	\$7.67	No	
CH6511777 AA	BOLT HEX HEAD	6	\$4.49	No	
CH6509166-AA	BOLT -HEX FLANGE HEAD LOCK	4	\$7.77	No	
CH6506497-AA	BOLT -HEX FLANGE HEAD LOCKING	4	\$7.77	No	
CH5189966 AD	FLUID AFT AUTOMATIC TRANSMISSION	20	\$15.91	No	
CH5019061 AB	GREASE PACKET	1	\$66.71	No	
68637534AA	CLUTCHKIT-AUTOMATIC TRANSMISSION	1	\$1,373.46	No	01/01/0001
68456960AA	HUB -NONE	1	\$194.60	No	01/01/0001

68433227AB	BOOT -NONE	1	\$42.57	No	01/01/0001
68269646AB	PLATE -NONE	1	\$168.41	No	01/01/0001
68269568AB	SNAP RING-TRANSMISSION	1	\$11.70	No	01/01/0001
68269567AB	PLATE -SELECTABLE	1	\$83.36	No	01/01/0001
68269566AB	PLATE -SELECTABLE	1	\$91.41	No	01/01/0001
68269565AB	PLATE -SELECTABLE	1	\$83.36	No	01/01/0001
68269564AB	PLATE -SELECTABLE	1	\$97.58	No	01/01/0001
68269563AB	PLATE -SELECTABLE	1	\$97.96	No	01/01/0001
68254056AB	HUB -NONE	1	\$383.60	No	01/01/0001
68253940AA	SEAL RING-NONE	1	\$13.38	No	01/01/0001
68253816AA	RACE -THRUST BEARING	1	\$33.68	No	01/01/0001
68253814AA	RACE -THRUST BEARING	1	\$45.75	No	01/01/0001
68253813AB	RACE -THRUST BEARING	1	\$37.99	No	01/01/0001
68253771AA	BEARING -NEEDLE ROLLER	1	\$65.96	No	01/01/0001
68253770AA	BEARING -NEEDLE ROLLER	1	\$40.79	No	01/01/0001
68244638AA	GASKET -TRANSMISSION OIL PUMP	1	\$41.82	No	01/01/0001
68244579AA	O-RING -NONE	1	\$34.24	No	01/01/0001
68085955AA	WASHER -DRAIN PLUG	1	\$9.08	No	01/01/0001
68019782AA	SEAL RING-NONE	1	\$7.67	No	01/01/0001
06511777AA	BOLT -HEX HEAD	6	\$26.95	No	01/01/0001
06509166AA	BOLT -HEX FLANGE HEAD LOCK	4	\$31.06	No	01/01/0001
06506497AA	BOLT -HEX FLANGE HEAD LOCKING	4	\$31.06	No	01/01/0001
05189966AD	FLUID AFT-AUTOMATIC TRANSMISSION	9	\$143.15	No	01/01/0001
05019061AB	GREASE -PACKET	1	\$66.71	No	01/01/0001

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRTAL3MG [REDACTED]

VIN	3C7WRTAL3MG [REDACTED]	Model Year	2021	Body	DD8L63	RAM 3500 REG CAB CHASSIS 4X4	
Built Date	03/04/2021	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETN	6 7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F0431726CB	
Transmission	DF2	6 SPD AUTO AISIN AS69RC HD TRANS			Serial #	F040100111	

Report #	[REDACTED]	System Key	578042540	Report Version	1	Open Date	03/06/2023
Close Date	03/06/2023	Narrative Date	03/08/2023	Category	0	Mileage	7,747
MDH	030404	Engine Built Date	12/14/2021	Built Date	03/04/2021	Advisor	12 DAVID GARRISON
Dealer	27253	Kocourek Chrysler Dodge Jeep R					
Dealer Address	3668 HWY 47 N						
Dealer City	RHINELANDER	State	WI	Zip	545018819		

Complaint: GUEST STATES CEL ON, HAS CODES P0869, TRANS PRESSURE FLUID HIGH, ABS U0402 IMPLAUSIBLE DATA FROM TCM, U0402 IMPLAUSIBLE DATA RECIEVED STORED CODE INSPECT & ADVISE P0869 STORED IN TCM CHECKED TRANS FLUID LEVE L AND FOUND 1 QT LOW FILLED TRANS TO PROPER LE EL FOUND BULLETIN 21 019 22 RE A FOR TRAN MI ION IMPRO EMENT PROGRAMMED TCM FROM AC AE AL O UPDATED PCM FROM AF AH TEST DROV E VEHICLE 4 MILES AND VERIFIED NO DTCS RESET AND VEHICLE OPERATING PROPERLY (15 TRAPPER) VEHICILE BEING TOWED IN (15 TRAPPER)

Cause:

Correction

LOP Information

LOP	LOP Description
181905RT	Software Flash ; Module ; Module, Transmission Control (TCM) ; Module, Transmission Control (TCM) Reprogram, Includes Quicklearn Routine
181904TA	oftware Fla h ; Module ; Module, Engine Control (ECM) ; Module, Engine Control (ECM) Reprogram (Ai in Tran mi ion)

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
5189966AD	FLUID AFT AUTOMATIC TRANSMISSION	1	\$15 98	No	
05189966AD	FLUID AFT AUTOMATIC TRANSMISSION	1	\$15 99	No	01/01/0001

Repair Order Detailed Report # [REDACTED] For VIN: 3C63RRHL6MG [REDACTED]

VIN	3C63RRHL6MG [REDACTED]	Model Year	2021	Body	D28H92	RAM 3500 BIG HORN CREW CAB 4X4	
Built Date	06/10/2021	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PRV	DELMONICO RED PEARL COAT					
Engine	ETM	6.7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F13717D353	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F145100371	

Report #	[REDACTED]	System Key	578564166	Report Version	11	Open Date	03/13/2023
Close Date	03/28/2023	Narrative Date	03/29/2023	Category	0	Mileage	54,211
MDH	061000	Engine Built Date	07/29/2021	Built Date	06/10/2021	Advisor	8820 MATHEW HAZELWOOD
Dealer	60629	LOUISVILLE CHRYSLER DODGE JEEP					
Dealer Address	5311 DIXIE HWY						
Dealer City	LOUISVILLE	State	KY	Zip	402161557		

Complaint: Safety Recall 13A - Intake Air Grid Heater Relay (Recall Customer Satisfaction Notification 7) Customer states cel comes on and goes off at random and vehicle has now stalled two separate times message on dash says exhaust system service required see dealer please check and advise (General Concern 1) customer states when trying to put address in navigation system there is a message coming up on radio saying offline customer has called both chrysler and siriusxm and they have both said this a dealership concern please check and advise (General Concern 2) CUSTOMER REQUESTS DIESEL FUEL FILTER REPLACEMENT (BOTH)

Cause: VEHICLE CAME IN WITH CODE P0087, LIFT PUMP IS TESTING 437mL, RECOMMEND REPLACING FUEL FILTERS AND THEN RETESTING PUMP REFER TO STAR BULLETIN S1908000022, CUSTOMER NEED TO BUY A SIRIUS GUARDIAN SUBSCRIPTION MAINTENANCE

Correction: ORDERED RECALL PARTS AFTER FILTER REPLACEMENT LIFT PUMP RESULTS ARE THE SAME REPLACED FUEL LIFT PUMP CLEARED CODES AND TEST DROVE. INSTALLED NEW DIESEL FUEL FILTERS

LOP Information

LOP	LOP Description
85434343	Special Services ; Goodwill Administration ; Goodwill Authorization ; Goodwill Authorization
14500502	Air & Fuel system ; Fuel Pump ; Module/Pump, Diesel ; Fuel tank mounted 6.7 liter Diesel Midship Tank

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CHCSTP13A1-AA	RELAY -NONE	1	\$86.28	No	
CH68436631-AA	FILTER KI-FUEL WATER SEPARATOR	1	\$77.30	No	
CH68157291-AA	FILTER FUEL	1	\$140.00	No	
CH5145571-AA	MODULE -FUEL PUMP LEVEL UNIT	1	\$522.35	No	
05145571AA	MODULE -FUEL PUMP LEVEL UNIT	1	\$522.35	No	01/01/0001

Repair Order Detailed Report # [REDACTED] For VIN: 3C63R3GL6KG [REDACTED]

VIN	3C63R3GL6KG [REDACTED]	Model Year	2019	Body	D28L92	RAM 3500 TRADESMAN CREW CAB 4X4	
Built Date	10/18/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PAU	GRANITE CRYSTAL MET CLEAR COAT					
Engine	ETM	6 7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F28294615C	
Transmission	DF2	6 SPD AUTO AISIN AS69RC HD TRANS			Serial #	F275900203	

Report #	[REDACTED]	System Key	579638954	Report Version	1	Open Date	03/24/2023
Close Date	03/24/2023	Narrative Date	03/27/2023	Category	0	Mileage	0
MDH	101809	Engine Built Date	04/22/2020	Built Date	10/18/2019	Advisor	90424 SARAH WEEKLY
Dealer	60789	GRAHAM BAY AREA CJDR					
Dealer Address	1400 OCEAN BOULEVARD						
Dealer City	COOS BAY	State	OR	Zip	974202034		

Complaint: PERFORM MULTI POINT INSPECTION AND COMPLETE INSPECTION CHECKLIST HEARING CLUNKING ON SMALL BUMPS, SLOW OR FAST CUSTOMER REQUESTS FUEL FILTER REPLACEMENT

Cause:

Correction: PERFORMED INSPECTION, TECHNICIAN NOTED ANY NECESSARY MAINTENANCE ITEMS WHICH WERE BROUGHT TO THE ATTENTION OF THE CUSTOMER FULE FILTERS REPLACED

LOP Information is not available

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CH68436631 AA	FILTER KI FUEL WATER SEPARATOR	1	\$77.00	No	
CH68157291 AA	FILTER FUEL	1	\$136.00	No	
CH248		1	\$21.00	No	

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRNCLXP[REDACTED]

VIN	3C7WRNCL [REDACTED]	Model Year	2023	Body	DP0L65	RAM 5500 REG CAB CHA I	
Built Date	01/10/2023	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PXJ	DIAMOND BLACK CRYSTAL P/C					
Engine	ETN	6 7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F3492B9AB8	
Transmission	DF2	6 SPD AUTO AISIN AS69RC HD TRANS			Serial #	U3512T0599	

Report #	[REDACTED]	System Key	579966282	Report Version	1	Open Date	03/28/2023
Close Date	03/28/2023	Narrative Date	03/30/2023	Category	0	Mileage	15
MDH	011007	Engine Built Date	01/01/0001	Built Date	01/10/2023	Advisor	178976
Dealer	59564	LITHIA CHRYSLER JEEP DODGE RAM					
Dealer Address	4540 GRUMMAN DR						
Dealer City	MEDFORD	State	OR	Zip	975049165		

Complaint: 13A

Cause:

Correction: 14 13A Replace Relay, Intake AirHeater08 13 A1 820 2hours CUSTOMER STATES COMPLY WITH SERVICE ACTION #

LOP Information

LOP	LOP Description
0813A182	Electrical System ; Recall 13 ; Safety Recall 13A Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CSTP13A1AA	RELAY NONE	1	\$59 86	No	

Repair Order Detailed Report [REDACTED] For VIN: 3C63R3EL5LG [REDACTED]

VIN	3C63R3EL5LG [REDACTED]	Model Year	2020	Body	D28P91	RAM 3500 LARAMIE CREW CAB 4X4	
Built Date	09/23/2020	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PRV	DELMONICO RED PEARL COAT					
Engine	ETM	6.7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F259061A5F	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F255000183	

Report #	[REDACTED]	System Key	580359079	Report Version	1	Open Date	02/24/2023
Close Date	04/03/2023	Narrative Date	04/04/2023	Category	0	Mileage	45,001
MDH	092319	Engine Built Date	02/01/2021	Built Date	09/23/2020	Advisor	3213
Dealer	43348	FREMONT MOTOR COMPANY					
Dealer Address	1731 West Main Street						
Dealer City	LANDER	State	WY	Zip	825202659		

Complaint: General Concern #1 [customer reports trans quit pulling coming down southpass and now wont go, makes a chain sound in park now also]

Cause:

Correction: 45001 VEHICLES TRANSFER CASE STUCK IN 4WDLOW. R&D T-CASE FOUND THE LOWER SHIFT FORKHAS BROKEN CAUSING REDUCTION HUB TO SEPERATEFROM SHIFT FORK LEAVING HUB IN 4WD LOW21380458 1.4, 21030112 2.1, 21030161 .6REPLACED DAMAGED AND EFFECTED PARTS IN T-CASEREINSTALL AND ROAD TESTED VEHICLE DROVENORMAL REACHING HIGH WAY SPEEDS TESTEDTRANSFER CASE. WORKS NORMAL, SHIFTING IN ANDOUT OF ALL RANGES GROUP C TRANSFER CASE REMOVE AND INSTALL FOR REPAIR Dual e haust equipped

LOP Information

LOP	LOP Description
21380458	Transmission ; Group repair ; Transfer Case Group C ; - Includes A and B, low range planetary, input gear, front bearing, front case.(2 - Skilled)
21030161	Transmission ; Transfer Case Repair ; T-case remove and install for repair- ; DEF equipped 2500-3500 pick-up only
21030112	Transmission ; Transfer Case Repair ; T case remove and install for repair ; for repair 6 7 liter diesel

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68538050AB	TRANSMITT-INTEGRATED KEY FOB	0	\$0.00	No	
68403033AA	FORK -FORK SHIFT	1	\$43.96	No	
68399889AA	KEY BLANK	0	\$35.45	No	
68161357AA	TUBE -OIL PICKUP	1	\$28.28	No	01/01/0001
68161354AA	SLEEVE -RANGE	1	\$130.83	No	01/01/0001
68089711AA	FILTER -TRANSFER CASE OIL	1	\$20.02	No	01/01/0001
68089710AA	PUMP TRANSFER CASE OIL	1	\$163.80	No	01/01/0001
68089195AA	LUBRICANT-TRANSFER CASE	2	\$37.59	No	
68055261AA	SEAL -INPUT	1	\$14.98	No	01/01/0001
5010884AD	SEALER -NONE	1	\$8.47	No	
05010884AD	SEALER NONE	1	\$8.47	No	01/01/0001

Repair Order Detailed Report # [REDACTED] For VIN: 3C63R3GL6KG [REDACTED]

VIN	3C63R3GL6KG [REDACTED]	Model Year	2019	Body	D28L92	RAM 3500 TRADESMAN CREW CAB 4X4	
Built Date	10/18/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					
Engine	ETM	6 7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F28294615C	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F275900203	

Report #	[REDACTED]	System Key	580383231	Report Version	11	Open Date	04/03/2023
Close Date	01/01/0001	Narrative Date	04/30/2023	Category	0	Mileage	0
MDH	101809	Engine Built Date	04/22/2020	Built Date	10/18/2019	Advisor	90417 TED NOBLE
Dealer	60789	GRAHAM BAY AREA CJDR					
Dealer Address	1400 OCEAN BOULEVARD						
Dealer City	COOS BAY	State	OR	Zip	974202034		

Complaint: RAISE TRUCK, LOOK FOR WHAT COULD BE MAKING THE "CLUNKING" PERFORM MULTI-POINT INSPECTION AND COMPLETE INSPECTION CHECKLIST

Cause:

Correction: PERFORMED INSPECTION, TECHNICIAN NOTED ANY NECESSARY MAINTENANCE ITEMS WHICH WERE BROUGHT TO THE ATTENTION OF THE CUSTOMER.

LOP Information is not available

Part Information is not available

Repair Order Detailed Report [REDACTED] For VIN: 3C7WRNAL4MG [REDACTED]

VIN	3C7WRNAL4MG [REDACTED]	Model Year	2021	Body	DP0L63	RAM 5500 REG CAB CHASSIS	
Built Date	01/04/2021	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETN	6 7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F35306C90A	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F345000065	

Report #	[REDACTED]	System Key	581268093	Report Version	1	Open Date	02/14/2023
Close Date	04/13/2023	Narrative Date	04/16/2023	Category	0	Mileage	13,829
MDH	010411	Engine Built Date	04/01/2021	Built Date	01/04/2021	Advisor	207758
Dealer	60408	FRIENDSHIP CHRYSLER DODGE JEEP					
Dealer Address	3193 W STATE ST						
Dealer City	BRISTOL	State	TN	Zip	376201610		

Complaint: Automatic Transmission Concern [CUSTOMER STATES DROVE VEHICLE STOPPED SHUT OFF RESTART WENT TO PUT INTO GEAR HEARD A LOUD POP AND VEHICLE WOULDNT GO INTO DRIVE ON REVERSE] Multi-point inspection (according to maintenance interval) CUSOTMER PAY PORTION FOR AFTER MARKET PTO

Cause:

Correction: 13822 VERIFY COMPLAINT VEHICLE WONT MOVEIN FORWARD OR REVERSE GEARS CONTACTED STARWAS ADVISED TO TEAR DOWN AND INSPECT K1CLUTCH AS PER TSB 21-002-23. REMOVED TRANSAND TEAR DOWN FOUND K1 CLUTCH SNAP RINGPOPPED OUT. REPLACED K1 CLUTCH ASSY AS PERTSB 21 002 23 RE ASSEMBLED AND REINSTALLEDTRANS OPERATING AS DESIGNED Automatic Transmission Concern CUSTOMER STATES Multi point inspection (according to maintenanceinterval) COMPLETE MULTI POINT VEHICLE CHECK UP 13829 CUSTOMER PAY PORTION FOR AFTERMARKET PTO REMOVAL AND INSTALL DUE TOCHRYSLER DECLINING TO PAY FOR AFTER MARKETPTO R&R CUSTOMER STATES

LOP Information

LOP	LOP Description
21000A91	Transmission ; Out of Vehicle Operations ; Transmission, Remove and install for recondition AS68RC/AS69RC ; K1 Clutch / Input Shaft Assembly Inspect and Replace Sub Assembly
21000A60	Transmission ; Out of Vehicle Operations ; Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68637534AA	CLUTCHKIT-AUTOMATIC TRANSMISSION	1	\$1,210.29	No	
68269568AB	SNAP RING TRANSMISSION	0	\$10 44	No	
5189966AD	FLUID AFT AUTOMATIC TRANSMISSION	4	\$14 02	No	
05189966AD	FLUID AFT-AUTOMATIC TRANSMISSION	4	\$56.06	No	01/01/0001

Repair Order Detailed Report For VIN: 3C7WRNEL6KG

VIN	3C7WRNEL6KG	Model Year	2019	Body	DP0L93	RAM 5500 CREW CAB CHASSIS	
Built Date	08/16/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETN	6.7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F21393E1B3	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F204900069	

Report #		System Key	581424504	Report Version	1	Open Date	04/13/2023
Close Date	04/14/2023	Narrative Date	04/17/2023	Category	0	Mileage	65,635
MDH	081619	Engine Built Date	09/03/2019	Built Date	08/16/2019	Advisor	264548
Dealer	60062	LITHIA CHRYSLER JEEP DODGE OF					
Dealer Address	5001 GRIZZLY CT						
Dealer City	MISSOULA	State	MT	Zip	598088672		

Complaint: CUSTOMER STATES MALFUNCTION (CHECK ENGINE) LIGHT IS ILLUMINATED, PLEASE CHECK PERFORM COURTESY VEHICLE INSPECTION. INCLUDES VISUAL INSPECTION OF VEHICLE, TIRES, AND SET TIRE PRESSURE TO SPEC'S

Cause:

Correction: 65635 VERIFY CONCERN, TRANSMISSION ISSTUCK IN REVERSE WHEN IN PARK, NEUTRAL AND IN FORWARD GEAR. HOOK UP SCAN TOOL AND CHECK FOR CODES, FOUND 2 CODES. ONE CODE IS ACTIVE-P1731-00-INCORRECT GEAR ENGAGED. THE OTHER CODE IS STORED-P1720-00-OUTPUT SPEED SENSOR/WHEEL SPEED RATIONALITY RUN THROUGH DIAGNOSIS FOR CODE P1731, TESTED CIRCUITS T816 AND T817 FOR HIGH RESISTANCE, OPEN AND SHORT TO GROUND OR ANY OTHER CIRCUITS, ALLOC DIAGNOSIS LED TO REPLACING VALVE BODY AND INTERNAL TRANS WIRING HARNESS REMOVE PAN AND REPLACE VALVE BODY AND INTERNAL WIRING HARNESS. FILL WITH FLUID AND CHECK OPERATION, CODE RETURNED. AS PER DIAGNOSIS FOR CODE P1731, IF CODE RETURNS THE TRANSMISSION CONTROL MODULE AND TRANSMISSION WILL REQUIRE REPLACEMENT. REPLACE TRANSMISSION (WITH 4X4 AND 2 PIECE DRIVE SHAFT) AND TRANSMISSION CONTROL MODULE. PROGRAM TCM AND PERFORM QUICK LEARN PROCEDURE. TEST DRIVE, OK. REPLACE AS68RC TRANSMISSION 4x4 Equipped Two Piece Propeller Shaft Pan, Oil - Related Repairs AISIN TRANSMISSION O-Ring-Skid plate equipped vehicles STATE LABOR ALLOWANCE PERFORM COURTESY VEHICLE INSPECTION. INCLUDES: VISUAL INSPECTION OF VEHICLE, TIRES, AND SET TIRE PRESSURE TO SPEC'S

LOP Information

LOP	LOP Description
851STATE	Special Services ; Services ; State Labor Allowance
21950158	Transmission ; Cable Adjustment/Seal/Controls ; Valve Body ; Valve body Replace Aisin AS66RC/AS68RC/AS69RC (3 Highly Skilled)
21550233	Transmission ; Oil Pan/Related Repairs Valve Body etc ; Pan, Oil Related Repairs ; Aisin Transmission
21002766	Transmission ; Out of Vehicle Operations ; Transmission, Replace - automatic ; 4x4/AWD equipped
21002762	Transmission ; Out of Vehicle Operations ; Transmission, Replace - automatic ; Two piece propeller shaft equipped
21002712	Transmission ; Out of Vehicle Operations ; Transmission, Replace automatic ; AS68RC/AS69RC

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68498557AB	TRANSMISS-WITH TORQUE CONVERTER	1	\$8,009.04	No	
68446166AA	MODULE -TRANSMISSION CONTROL	1	\$740.72	No	01/01/0001
68445748AA	BODY ASSY-NONE	1	\$2,490.67	No	01/01/0001
68224246AA	WIRING TRANSMISSION	1	\$487.02	No	01/01/0001
68214914AA	GASKET -TRANSMISSION CASE	1	\$55.37	No	01/01/0001
5189966AD	FLUID AFT-AUTOMATIC TRANSMISSION	10	\$15.74	No	
05189966AD	FLUID AFT-AUTOMATIC TRANSMISSION	5	\$78.70	No	01/01/0001

Repair Order Detailed Report [REDACTED] For VIN: 3C7WRTCL8K[REDACTED]

VIN	3C7WRTCL8K[REDACTED]	Model Year	2019	Body	DD8L93	RAM 3500 CREW CAB CHA I 4 4	
Built Date	09/12/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETN	6 7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F246941B77	
Transmission	DF2	6 PD AUTO AI INA 69RC HD TRAN			Serial #	F222900049	

Report #	[REDACTED]	System Key	581503813	Report Version	1	Open Date	04/17/2023
Close Date	01/01/0001	Narrative Date	04/18/2023	Category	0	Mileage	0
MDH	091212	Engine Built Date	08/24/2020	Built Date	09/12/2019	Advisor	1836 Daniel Hamilton
Dealer	27321	H&H Chrysler Dodge Jeep RAM Fi					
Dealer Address	14920 CRE T RD						
Dealer City	OMAHA	State	NE	Zip	681384432		

Complaint PERFORM CERTIFIED MULTI POINT VEHICLE INSPECTION Cu tomer tate URGING GOING DOWN THE INTER TATE OR REALLY AT ANY O ER 15 MPH cp3 recall Cu tomer tate URGING GOING DOWN THE INTER TATE OR REALLY AT ANY O ER 15 MPH cp3 recall

Cause: recall pump failure recall pump failure

Correction: PERFORMED CERTIFIED MULTI POINT VEHICLE INSPECTION SUBMITTED INSPECTION FORM WITH VEHICLE STATUS

LOP Information is not available

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
52013994AB	CAP FUEL FILLER	1	\$16.70	No	

Repair Order Detailed Report # [REDACTED] For VIN: 3C63R3GL3L [REDACTED]

VIN	3C63R3GL3L [REDACTED]	Model Year	2020	Body	D28L92	RAM 3500 TRADESMAN CREW CAB 4X4	
Built Date	10/17/2020	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PSC BILLET SILVER METALLIC CLEAR COAT						
Engine	ETM	6.7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F28106469E	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F276000187	

Report #	[REDACTED]	System Key	581815870	Report Version	1	Open Date	01/31/2023
Close Date	04/20/2023	Narrative Date	04/21/2023	Category	0	Mileage	57,882
MDH	101704	Engine Built Date	12/28/2020	Built Date	10/17/2020	Advisor	DV Dirk V
Dealer	68009	DOUG SMITH CHRYSLER JEEP DODGE					
Dealer Address	523 W MAIN ST						
Dealer City	AMERICAN FORK	State	UT	Zip	840032274		

Complaint: CHECK FOR OUTSTANDING RECALLS WITH FACTORY. DIAGNOSTICS DEALERSHIP RENT A CAR DIAGNOSTICS SPECIAL ORDERED PART IS ON EITHER A BACK ORDER OR

Cause:

Correction:

LOP Information

LOP	LOP Description
85700001	Special Services ; Digital Image ; Digital Imaging ; Process time
21002795	Transmission ; Out of Vehicle Operations ; Transmission, Replace - automatic ; Aisin (AS68/69RC) Transmission Diagnostic Teardown/Reassembly Procedure
21002766	Transmission ; Out of Vehicle Operations ; Transmission, Replace - automatic ; 4x4/AWD equipped
21002712	Transmission ; Out of Vehicle Operations ; Transmission, Replace - automatic ; AS68RC/AS69RC
21000169	Transmission ; Out of Vehicle Operations ; Transmission ; DEF equipped 2500-3500 4x4 pick-up only

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68498560AB-C	TRANSMISS-WITH TORQUE CONVERTER	2	\$0.00	No	
68498560AB	TRANSMISS WITH TORQUE CONVERTER	1	\$6,732.47	No	01/01/0001
6511777AA	BOLT -HEX HEAD	6	\$4.00	No	
5189977AD	FLUID AFT-AUTOMATIC TRANSMISSION	3	\$57.45	No	
06511777AA	BOLT -HEX HEAD	6	\$22.92	No	01/01/0001
05189977AD	FLUID AFT AUTOMATIC TRANSMISSION	3	\$164.49	No	01/01/0001

Repair Order Detailed Report [REDACTED] For VIN: 3C63R3EL6KG [REDACTED]

VIN	3C63R3EL6KG [REDACTED]	Model Year	2019	Body	D28P91	RAM 3500 LARAMIE CREW CAB 4X4	
Built Date	04/06/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETM	6 7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F085917F1F	
Transmission	DF2	6 SPD AUTO AISIN AS69RC HD TRANS			Serial #	F075900027	

Report #	[REDACTED]	System Key	582005630	Report Version	1	Open Date	04/17/2023
Close Date	04/21/2023	Narrative Date	04/24/2023	Category	0	Mileage	69,811
MDH	040603	Engine Built Date	12/02/2019	Built Date	04/06/2019	Advisor	903083
Dealer	45563	GREENWAY CHRYSLER DODGE JEEP R					
Dealer Address	2354 FLORENCE BLVD						
Dealer City	FLORENCE	State	AL	Zip	356302878		

Complaint: Recall / Customer Satisfaction Notification 1 [Safety Recall Y78 High Pressure Fuel Pump **] Recall / Customer Satisfaction Notification 2 [Safety Recall ZB8 Tailgate Latch Alignment **] Flash Software 1 [Software Flash for PCM **]

Cause:

Correction: complete Safety Recall Y78 High Pressure Fuel Pump Replace High Pressure Fuel Pump and Reprogram PCM (2 Skilled) complete Safety Recall ZB8 Tailgate Latch Alignment Align Inspect and Adjust Tailgate Strikers (0 Low Skilled) Flash Software 1 COMPLETE MODULE UPDATE AND F ASHES

LOP Information

LOP	LOP Description
23ZB8182	Body ; Recall ZB ; Safety Recall ZB8 Tailgate Latch Alignment ; Inspect and Adjust Tailgate Strikers
14Y78182	Air & Fuel system ; Recall Y7 ; Safety Recall Y78 High Pressure Fuel Pump ; Replace High Pressure Fuel Pump and Reprogram PCM

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CSRLY781AA	MODULEKIT FUEL INJECTION	1	\$751.98	No	

Repair Order Detailed Report [REDACTED] For VIN: 3C7WRTAL3M[REDACTED]

VIN	3C7WRTAL3M[REDACTED]	Model Year	2021	Body	DD8L63	RAM 3500 REG CAB CHASSIS 4X4	
Built Date	03/04/2021	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETN	6 7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F0431726CB	
Transmission	DF2	6 SPD AUTO AISIN AS69RC HD TRANS			Serial #	F040100111	

Report #	[REDACTED]	System Key	582437321	Report Version	1	Open Date	04/05/2023
Close Date	04/26/2023	Narrative Date	04/30/2023	Category	0	Mileage	8,600
MDH	030404	Engine Built Date	12/14/2021	Built Date	03/04/2021	Advisor	12 DAVID GARRISON
Dealer	27253	Kocourek Chrysler Dodge Jeep R					
Dealer Address	3668 HWY 47 N						
Dealer City	RHINELANDER	State	WI	Zip	545018819		

Complaint: GUEST STATES WHEN DISENGAGING FROM 4WD MADE A LOUD POP NOISE HARD TIME SHIFTING TO REVERSE TO DRIVE WHILE PLOWING SHUTDOWN AND COULDN'T RESTART DTC P0869 TRANS PRESSURE HIGH TESTED CIRCUIT T804, T791, T790 FOR SHORT TO ANOTHER CIRCUIT SHORT TO GROUND, SHORT TO VOLTAGE, OPENS, AND HIGH RESISTANCE NEXT STEP IS REPLACE PRESSURE SWITCH, LINEAR SOLENOID 5, SHIFT SOLENOID 1 AND INTERNAL TRAN HARNE LINEAR SOLENOID 5 AND HI FT SOLENOID 1 ARE ONLY AVAILABLE BY ORDERING THE ENTIRE AL E BODY WILL NEED TO REPLACE VALVE BODY (15 TRAPPER) GUEST REQUESTS WE PERFORM ZD4 RECALL DEF PROGRAMMED DCU (15 TRAPPER) REPLACE TRANSMISSION VALVE BODY AND WIRING HARNESS REPLACED VALVE BODY, TRANS WIRING HARNESS, FILTER, AND PAN GASKET FILLED TRANSMISSION AND PERFORMED QUICK LEARN PROCEDURE TEST DROVE 4 MILES VERIFIED NO DTCS RETURNED (15 TRAPPER)

Cause:

Correction:

LOP Information

LOP	LOP Description
85410000	Special Services ; Diagnostic LOP ; Operation diagnostics With repair ; Must be used in conjunction with appropriate repair Labor Operation
21980155	Transmission ; Transmission Harness/Switch/Solenoid ; Harness wiring ; Transmission valve body wiring harness Replace (3 Highly Skilled)
21950158	Transmission ; Cable Adjustment/Seal/Controls ; Valve Body ; Valve body Replace Aisin AS66RC/AS68RC/AS69RC (3 Highly Skilled)
21570140	Transmission ; Quick Learn ; TCM Quick Learn ; 42RLE, 55RFE, 65RFE, 66RFE, 68RFE, AS69RC, AS66RC Transmissions only
21550233	Transmission ; Oil Pan/Related Repairs Valve Body etc ; Pan, Oil Related Repairs ; Aisin Transmission

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68445748AA	BODY ASSY NONE	1	\$2,528.60	No	
68224246AB	WIRING TRANSMISSION	1	\$477.52	No	
68224232AA	FILTER TRANSMISSION OIL	1	\$139.31	No	
68214914AA	GA KET TRAN MI ION CA E	1	\$56.21	No	
5189966AD	FLUID AFT AUTOMATIC TRANSMISSION	10	\$15.98	No	
05189966AD	FLUID AFT AUTOMATIC TRANSMISSION	9	\$143.91	No	01/01/0001

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRTAL3MG [REDACTED]

VIN	3C7WRTAL3MG [REDACTED]	Model Year	2021	Body	DD8L63	RAM 3500 REG CAB CHASSIS 4X4	
Built Date	03/04/2021	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETN	6.7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F0431726CB	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F040100111	

Report #	[REDACTED]	System Key	582437328	Report Version	1	Open Date	04/26/2023
Close Date	04/27/2023	Narrative Date	04/30/2023	Category	0	Mileage	8,597
MDH	030404	Engine Built Date	12/14/2021	Built Date	03/04/2021	Advisor	07 TOM FREDRICK
Dealer	27253	Kocourek Chrysler Dodge Jeep R					
Dealer Address	3668 HWY 47 N						
Dealer City	RHINELANDER	State	WI	Zip	545018819		

Complaint: DIESEL 10K SERVICE OIL AND FILTER CHANGE AND TIRE ROTATION UP TO 12 QTS 10K SERVICE (15- TRAPPER-) REPLACE FUEL FILTER AND WATER SEPARATOR REPLACED BOTH FUEL FILTERS (15 TRAPPER) COMPLIMENTARY MULTI POINT INSPECTION (\$49.95 VALUE) IF TIRES REMOVED, NEED TO BE RETORQUED IN 100 MILES (15 TRAPPER)

Cause:

Correction:

LOP Information is not available

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68436631AA	FILTER KI FUEL WATER SEPARATOR	1	\$63.96	No	
68157291AA	FILTER -FUEL	1	\$131.93	No	
5083285AA	FILTER -ENGINE OIL	1	\$20.00	No	

Repair Order Detailed Report # [REDACTED] For VIN: 3C63R3CL1LG [REDACTED]

VIN	3C63R3CL1LG [REDACTED]	Model Year	2020	Body	D28L91	RAM 3500 TRADESMAN CREW CAB 4X4	
Built Date	09/28/2020	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PRV	DELMONICO RED PEARL COAT					
Engine	ETM	6 7L I6 CUMMINS HO TURBO DIESEL ENG				Serial #	F258061821
Transmission	DF2	6 SPD AUTO AISIN AS69RC HD TRANS				Serial #	F258000028

Report #	[REDACTED]	System Key	582626636	Report Version	1	Open Date	04/15/2023
Close Date	04/28/2023	Narrative Date	05/01/2023	Category	0	Mileage	35,046
MDH	092815	Engine Built Date	10/30/2020	Built Date	09/28/2020	Advisor	4695
Dealer	44067	CHRISTOPHER'S DODGE RAM INC					
Dealer Address	16655 WEST COLFAX AVE						
Dealer City	GOLDEN	State	CO	Zip	804013866		

Complaint: FREE MAINTENANCE INSPECTION Y78 2019 2020 RAM HD HIGH PRESSURE FUEL PUMP AUTO LIVE REPAIR ORDER

Cause: PERFORMED Y78 RECALL//

Correction: FREE MAINTENANCE INSPECTION 35046 PERFORMED Y78R CALL//350 REMOVED THE ENGINE CP4 FUEL INJECTIONPUMP AND OTHER RELATED ENGINE COMPONENTS ASPER RECALL SERVICE INFORMATION INSTALLED NEWCP3 FUEL INJECTION PUMP AND OTHER RELATEDPARTS AS PER RECALL SERVICE INFORMATION FILLED AND BLED THE VEHICLE POWER STEERINGSYSTEM REPROGRAMMED VEHICLE PCM FROMSOFTWARE LEVEL S6401032SC TO SOFTWARE LEVELP6401032PB AS PER RECALL TEST DROVE VEHICLE,VEHICLE IS OPERATING NORMALLY AT THIS TIME Replace HPPFPand ReprogramPCM AUTO LIVE REPAIR ORDER

LOP Information is not available

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CSRLY781AA	MODULEKIT FUEL INJECTION	1	\$746 27	No	

Repair Order Detailed Report # [REDACTED] For VIN: 3C63R3GL3L [REDACTED]

VIN	3C63R3GL3L [REDACTED]	Model Year	2020	Body	D28L92	RAM 3500 TRADESMAN CREW CAB 4X4	
Built Date	10/17/2020	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PSC BILLET SILVER METALLIC CLEAR COAT						
Engine	ETM	6 7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F28106469E	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F276000187	

Report #	[REDACTED]	System Key	583041528	Report Version	1	Open Date	04/20/2023
Close Date	05/04/2023	Narrative Date	05/05/2023	Category	0	Mileage	58,111
MDH	101704	Engine Built Date	12/28/2020	Built Date	10/17/2020	Advisor	EM EMILY
Dealer	68009	DOUG SMITH CHRYSLER JEEP DODGE					
Dealer Address	523 W MAIN ST						
Dealer City	AMERICAN FORK	State	UT	Zip	840032274		

Complaint: VEHICLE COURTESY INSPECTION *NO CHARGE* / DEALERSHIP RENT A CAR

Cause:

Correction:

LOP Information

LOP	LOP Description
95400140	Special Services ; Loaner ; Loaner Car ; Competitive Vehicles
21002712	Transmission ; Out of Vehicle Operations ; Transmission, Replace automatic ; AS68RC/AS69RC

Part Information is not available

Repair Order Detailed Report [REDACTED] For VIN: 3C7WRMBLXKG [REDACTED]

VIN	3C7WRMBLXKG [REDACTED]	Model Year	2019	Body	DP5L64	RAM 5500 REG CAB CHASSIS	
Built Date	03/29/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETN	6.7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F06391589F	
Transmission	DF2	6 SPD AUTO AISIN AS69RC HD TRANS			Serial #	F079900015	

Report #	[REDACTED]	System Key	583078874	Report Version	1	Open Date	02/08/2023
Close Date	05/03/2023	Narrative Date	05/08/2023	Category	0	Mileage	77,239
MDH	032904	Engine Built Date	04/06/2020	Built Date	03/29/2019	Advisor	213 TAYLOR EDWARDS
Dealer	26419	STARR MOTORS INCORPORATED					
Dealer Address	2584 PRUDEN BLVD						
Dealer City	SUFFOLK	State	VA	Zip	234344229		

Complaint: CUSTOMER STATES VEHICLE IS NOT SHIFTING PROPERLY RECALL Y78 HIGH PRESSURE FUEL PUMP RECALL ZA5 REAR BRAKE HOSE

Cause:

Correction:

LOP Information is not available

Part Information is not available

Repair Order Detailed Report # [REDACTED] For VIN: 3C63RRHL6MG [REDACTED]

VIN	3C63RRHL6MG [REDACTED]	Model Year	2021	Body	D28H92	RAM 3500 BIG HORN CREW CAB 4 4	
Built Date	06/10/2021	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PRV	DELMONICO RED PEARL COAT					
Engine	ETM	6 7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F13717D353	
Transmission	DF2	6 SPD AUTO AISIN AS69RC HD TRANS			Serial #	F145100371	

Report #	[REDACTED]	System Key	583124640	Report Version	1	Open Date	05/04/2023
Close Date	05/04/2023	Narrative Date	05/08/2023	Category	0	Mileage	56,768
MDH	061000	Engine Built Date	07/29/2021	Built Date	06/10/2021	Advisor	15 CARYL MITCHELL
Dealer	60751	Jimmy Britt Chrysler Dodge Jee					
Dealer Address	2054 HWY 441						
Dealer City	DUBLIN	State	GA	Zip	31021		

Complaint: ELECTRICAL CUSTOMER NEEDS SOFTWARE UPDATE FRONT RIGHT SENSOR DOES NOT WORK CUSTOMER REQUESTED RADIO NEEDED UPDATE FOR GP TO FUNCTION CORRECTLY THRU IRIU GUARDION UPDATED RADIO TO PR40 1 (01 ADAM)

Cause:

Correction:

LOP Information is not available

Part Information is not available

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRTCLXKG [REDACTED]

VIN	3C7WRTCLXKG [REDACTED]	Model Year	2019	Body	DD8L93	RAM 3500 CREW CAB CHASSIS 4X4	
Built Date	06/04/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PWQ	PEARL WHITE					
Engine	ETN	6.7L I6 CUMMINS TURBO DIESEL ENGINE				Serial #	F129934DB3
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS				Serial #	F122900068

Report #	[REDACTED]	System Key	583301978	Report Version	1	Open Date	05/08/2023
Close Date	05/08/2023	Narrative Date	05/09/2023	Category	0	Mileage	89,343
MDH	060414	Engine Built Date	07/19/2019	Built Date	06/04/2019	Advisor	50 MATT THORNSBURY
Dealer	68551	MOORE CHRYSLER INC					
Dealer Address	1523 WEST 3RD AVE						
Dealer City	WILLIAMSON	State	WV	Zip	256613407		

Complaint: CUSTOMER STATES CHECK ENGINE LIGHT IS ON FOUND CODE:P0046-00 TURBOCHARGER BOOST CONTROL CIRCUIT PERFORMANCE (86-JOE)

Cause:

Correction:

LOP Information is not available

Part Information is not available

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRNFL7K[REDACTED]

VIN	3C7WRNFL7K[REDACTED]	Model Year	2019	Body	DP0L94	RAM 5500 CREW CAB CHASSIS	
Built Date	02/13/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETN	6 7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F036912BD9	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F007900141	

Report #	[REDACTED]	System Key	583435124	Report Version	2	Open Date	05/09/2023
Close Date	01/01/0001	Narrative Date	05/16/2023	Category	0	Mileage	0
MDH	021304	Engine Built Date	05/30/2019	Built Date	02/13/2019	Advisor	1340251 MATTHEW WHIT
Dealer	45056	HELFMAN DODGE CHRYSLER JEEP RA					
Dealer Address	7720 KATY FWY						
Dealer City	HOUSTON	State	TX	Zip	770242004		

Complaint: Safety Recall Y78 - High Pressure Fuel Pump (Recall Customer Satisfaction Notification 1) Safety Recall ZA5 - Rear Brake Hose (Recall Customer Satisfaction Notification 2)

Cause: PER RECALL

Correction: PER PREVIOUS ENGINE REPLACEMENT, ENGINE CAME UP FITTED WITH Y78 RECALL PUMP AND LINES. NO REPLACEMENT NEEDED.

LOP Information is not available

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CHCSRLY781 AA	MODULEKIT FUEL INJECTION	1	\$674.37	No	

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRNFL7KG [REDACTED]

VIN	3C7WRNFL7KG [REDACTED]	Model Year	2019	Body	DP0L94	RAM 5500 CREW CAB CHA I	
Built Date	02/13/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETN	6 7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F036912BD9	
Transmission	DF2	6 SPD AUTO AISIN AS69RC H TRANS			Serial #	F007900141	

Report #	[REDACTED]	System Key	583435126	Report Version	2	Open Date	05/09/2023
Close Date	01/01/0001	Narrative Date	05/16/2023	Category	0	Mileage	0
MDH	021304	Engine Built Date	05/30/2019	Built Date	02/13/2019	Advisor	1340251 MATTHEW WHIT
Dealer	45056	HELFMAN DODGE CHRYSLER JEEP RA					
Dealer Address	7720 KATY FWY						
Dealer City	HOUSTON	State	TX	Zip	770242004		

Complaint: CS LOW COOLANT LIGHT IS ON

Cause FOUND DTC P2560 COOLANT LE EL LOW TOPPED OFF COOLANT AND PRE URE TE TED COOLING Y TEM PRE URE WA NOT HOLDING INSPECTED COOLING SYSTEM COMPONENTS FOUND COOLANT LEAKING AT WATER INL T TUBE A THE CYLINDER HEAD TUBE WAS NOT PROPERLY TORQUED

Correction: PROPERLY TORQUED WATER INLET TUBE TOPPED OFF COOLANT AND PRESSURE TESTED COOLING SYSTEM AGAIN AT 20 PSI NO PRE URE WA LO T AFTER TIGHTEN WATER INLET TUBE EHICLE I OPERATING A DE IGNED AT THI TIME

LOP Information is not available

Part Information is not available

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRNEL1LG [REDACTED]

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

Report #	[REDACTED]	System Key	583771484	Report Version	1	Open Date	03/16/2023
Close Date	05/12/2023	Narrative Date	05/15/2023	Category	0	Mileage	16,481
MDH	052808	Engine Built Date	08/26/2020	Built Date	05/28/2020	Advisor	8802
Dealer	45518	FREMONT MOTOR CASPER, INC					
Dealer Address	6101 E 2ND ST						
Dealer City	CASPER	State	WY	Zip	826094262		

Complaint: Recall / Customer Satisfaction Notification 2 [Customer Satisfaction Notification Y17 - Transmission Software Update **] Recall / Customer Satisfaction Notification 3 [Safety Recall Y26 -Wheel Studs **] Recall / Customer Satisfaction Notification 4 [Safety Recall Y78 -High Pressure Fuel Pump **] Recall / Customer Satisfaction Notification 5 [Safety Recall ZA5 -Rear Brake Hose **] CUSTOMER STATES TRANSMISSION HAS NOGEARS. CHECK AND ADVISE. Free Multi Point Courtesy Inspection BY PROVIDING YOUR CONTACT INFORMATION YOU AUTHORIZE FREMONT MOTOR COMPANY TO CONTACT YOU BY TEXT MESSAGING WITH SERVICE UPDATESAND SPECIAL CUSTOMER OFFERS.YOU CANOPT-OUT BY CALLING 877-365-2078 OR TEXTING STOP OR BY TELLING YOUR SERVICE ADVISOR.

Cause:

Correction: 1667 4 performed y17 flashed tcm performedquicklearn Recall / Customer Satisfaction Notification2 [Customer Satisfaction Notification Y17 Transmission Software Update **] PERFORM RECALL AS DESCRIBED BY CHRYSLER 1667 6 Measured and torqued wheel studs Recall / Customer Satisfaction Notification3 [Safety Recall Y26 - Wheel Studs **] PERFORM RECALL AS DESCRIBED BY CHRYSLER 1667 350 Performed Y78 recall replacedinjection pump flashed to cp3.3 Recall / Customer Satisfaction Notification4 [Safety Recall Y78 - High Pressure Fuel Pump **] PERFORM RECALL AS DESCRIBED BY CHRYSLER Recall / Customer Satisfaction Notification5 [Safety Recall ZA5 - Rear Brake Hose **] PERFORM RECALL AS DESCRIBED BY CHRYSLER 1679 TRANS LOST ALL FOWARD GEARS AND HAS AGRINDING NOISE 730 FOUND SNAP RING FORFORWARD CLUTCHES BROKE CAUSING INTERNALDAMAGE TRANSMISSION WS ORDERED AND APPROVEDBY DM REPLACED TRANSMISSION, COOLER, ANDTHERMOSTAT. PERFORMED QUICKLEARN TEST DROVETOPPED OFF FLUID ALL OK DIAGNOSIS OF CUSTOMER CONCERN Free Multi Point CourtesyInspection BY PROVIDING YOUR CONTACTINFORMATION YOU AUTHORIZEFREMONT MOTOR COMPANY TO CONTACT YOU BY TEXT MESSAGING WITH SERVICE UPDATES AND SPECIAL CUSTOMER OFFERS.YOU CAN OPT-OUT BY CALLING 877-365-2078 OR TEXTING STOP OR BY TELLING YOUR

LOP Information

LOP	LOP Description
85700001	Special Services ; Digital Image ; Digital Imaging ; Process time
21252050	Transmission ; Oil Cooler/Heater/Line/Hose ; Oil cooler, external / auxiliary ; Cooler (2 - Skilled)
21250501	Transmission ; Oil Cooler/Heater/Line/Hose ; Valve, thermal cooler bypass
21002766	Transmission ; Out of Vehicle Operations ; Transmission, Replace - automatic ; 4x4/AWD equipped
21002762	Transmission ; Out of Vehicle Operations ; Transmission, Replace automatic ; Two piece propeller shaft equipped
21002712	Transmission ; Out of Vehicle Operations ; Transmission, Replace - automatic ; AS68RC/AS69RC

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CSRLY781AA	MODULEKIT-FUEL INJECTION	1	\$602.00	No	
68498557AB	TRANSMISS-WITH TORQUE CONVERTER	1	\$6,055.00	No	01/01/0001
68359847AC	TOC ASSY -OIL COOLER PRESSURE AND RE	1	\$132.65	No	01/01/0001
68322497AC	COOLER -TRANSMISSION OIL	1	\$217.00	No	01/01/0001
68218064AC	FLUID -POWER STEERING	1	\$10.43	No	
6511777AA	BOLT -HEX HEAD	6	\$3.36	No	
06511777AA	BOLT -HEX HEAD	6	\$20.16	No	01/01/0001

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRTCLXKG [REDACTED]

VIN	3C7WRTCLXKG [REDACTED]	Model Year	2019	Body	DD8L93	RAM 3500 CREW CAB CHASSIS 4X4	
Built Date	06/04/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PWQ	PEARL WHITE					
Engine	ETN	6 7L I6 CUMMINS TURBO DIESEL ENGINE				Serial #	F129934DB3
Transmission	DF2	6 SPD AUTO AISIN AS69RC HD TRANS				Serial #	F122900068

Report #	[REDACTED]	System Key	583944088	Report Version	1	Open Date	05/12/2023
Close Date	05/15/2023	Narrative Date	05/16/2023	Category	0	Mileage	89,689
MDH	060414	Engine Built Date	07/19/2019	Built Date	06/04/2019	Advisor	734 Sarrah Farley
Dealer	60813	Thornhill Chrysler Dodge Jeep					
Dealer Address	509 DINGESS ST						
Dealer City	LOGAN	State	WV	Zip	256013500		

Complaint: MULTI POINT VEHICLE INSPECTION CUSTOMER STATE CHECK ENGINE LIGHT IS ON GENERAL MAINTENANCE GENERAL MAINTENANCE GENERAL MAINTENANCE

Cause:

Correction tech found turbo actuator needing replaced found

LOP Information is not available

Part Information is not available

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRNFL5MG [REDACTED]

VIN	3C7WRNFL5MG [REDACTED]	Model Year	2021	Body	DP0L94	RAM 5500 CREW CAB CHASSIS	
Built Date	06/30/2021	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETN	6 7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F173181569	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F173100218	

Report #	[REDACTED]	System Key	584055647	Report Version	1	Open Date	12/15/2022
Close Date	05/15/2023	Narrative Date	05/17/2023	Category	0	Mileage	6,977
MDH	063017	Engine Built Date	11/09/2021	Built Date	06/30/2021	Advisor	474
Dealer	60565 DEERY BROTHERS OF AMES, INC						
Dealer Address	1700 SE 16TH ST						
Dealer City	AMES	State	IA	Zip	500106430		

Complaint: CUSTOMER STATES THAT THE SES LIGHT IS ON ADVISE Recall / Customer Satisfaction Notification 1 [Emissions Recall Y43 - Particulate Matter Sensor **] CUSTOMER STATES WHEN THE VEHICLE ISUPSHIFTING, THE TRANSMISSION WILL SLAM INTO GEARS FROM 2ND TO 3RD ANDFROM 4TH TO 5TH WIL DOWNSHIFT WITH NO ISSUES

Cause: E E

Correction: Indicator/Warning Lights Concern CUSTOMER STATES INDICATORWARNING LIGHTS COMING ON Recall / Customer Satisfaction Notification1 [Emissions Recall Y43 -Particulate Matter Sensor**] CUSTOMER STATES PERFORM RECALL 6977 REPLACED TRANSMISSION ANDTRANSMISSION COOLER PER DIAGNOSIS ON LINE A.ADJUSTED TRANSMISSION FLUID TO CORRECT LEVELAND PERFORMED A TRANSMISSION QUICKLEARN.VEHICLE NOW SHIFTS SMOOTH THROUGH ALL GEARS VEHICLE IS REPAIRED CUSTOMER STATES CHECK FORTRANSMISSION CONCERN

LOP Information

LOP	LOP Description
85410000	Special Services ; Diagnostic LOP ; Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.
21570140	Transmission ; Quick Learn ; TCM Quick Learn ; 42RLE, 55RFE, 65RFE, 66RFE, 68RFE, AS69RC, AS66RC Transmissions only
21252050	Transmission ; Oil Cooler/Heater/Line/Hose ; Oil cooler, e ternal / au iliary ; Cooler (2 Skilled)
21002762	Transmission ; Out of Vehicle Operations ; Transmission, Replace automatic ; Two piece propeller shaft equipped
21002760	Transmission ; Out of Vehicle Operations ; Transmission, Replace - automatic ; Skid plate equipped
21002712	Transmission ; Out of Vehicle Operations ; Transmission, Replace automatic ; AS68RC/AS69RC

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CERNY433AA	NUT HEX	2	\$1 77	No	
CERNY431AA	SENSOR -PARTICULATE MATTER	1	\$125.40	No	
68498557AB	TRANSMISS-WITH TORQUE CONVERTER	1	\$7,299.74	No	
68322497AC	COOLER TRANSMISSION OIL	1	\$261 61	No	01/01/0001
5189977AD	FLUID AFT AUTOMATIC TRANSMISSION	3	\$58 14	No	
4275086AE	LABEL -AUTHORIZED MODIFICATION	1	\$3.54	No	
05189977AD	FLUID AFT-AUTOMATIC TRANSMISSION	3	\$174.43	No	01/01/0001

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRTCL8KG [REDACTED]

VIN	3C7WRTCL8KG [REDACTED]	Model Year	2019	Body	DD8L93	RAM 3500 CREW CAB CHASSIS 4X4	
Built Date	09/12/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETN	6.7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F246941B77	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F222900049	

Report #	[REDACTED]	System Key	584132926	Report Version	15	Open Date	05/17/2023
Close Date	06/09/2023	Narrative Date	06/12/2023	Category	0	Mileage	38,725
MDH	091212	Engine Built Date	08/24/2020	Built Date	09/12/2019	Advisor	4319 Paul Kuta
Dealer	27321	H&H Chrysler Dodge Jeep RAM Fi					
Dealer Address	14920 CREST RD						
Dealer City	OMAHA	State	NE	Zip	681384432		

Complaint: PERFORM CERTIFIED MULTI-POINT VEHICLE INSPECTION C/S WHEN USING CRUISE CONTROL TRUCK WILL HAVE NO REAL POWER AND FEEL LIKE IT'S JERKING WHEN TRYING TO GO C/S AFTER FUEL PUMP RECALL PERFORMED, GAS MILEAGE HAS DROPPED FROM 15MPG TO 9MPG C/S WHEN TRYING TO ACCEL PAST ANOTHER VEHICLE, TRUCK FEELS LIKE IT HAS NO POWER AND FALLS ON IT'S FACE

Cause:

Correction: PERFORMED CERTIFIED MULTI POINT VEHICLE INSPECTION. SUBMITTED INSPECTION FORM WITH VEHICLE STATUS. NO PROBLEM FOUND NO PROBLEM FOUND NORMAL CHARACTERISTIC PER RAM SUBMITTED TO PTSC

LOP Information is not available

Part Information is not available

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRNCLXPG [REDACTED]

VIN	3C7WRNCLXPG [REDACTED]	Model Year	2023	Body	DP0L65	RAM 5500 REG CAB CHASSIS	
Built Date	01/10/2023	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PXJ	DIAMOND BLACK CRYSTAL P/C					
Engine	ETN	6 7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F3492B9AB8	
Transmission	DF2	6 SPD AUTO AISIN AS69RC HD TRANS			Serial #	U3512T0599	

Report #	[REDACTED]	System Key	584272313	Report Version	1	Open Date	04/12/2023
Close Date	05/17/2023	Narrative Date	05/21/2023	Category	0	Mileage	365
MDH	011007	Engine Built Date	03/30/2023	Built Date	01/10/2023	Advisor	91844
Dealer	59564	LITHIA CHRYSLER JEEP DODGE RAM					
Dealer Address	4540 GRUMMAN DR						
Dealer City	MEDFORD	State	OR	Zip	975049165		

Complaint: VEHICLE TOWED IN CUSTOMER STATES THAT WHILE DRIVING AT HIGHWAY SPEED WITH CRUISE CONTROL ON THE VEHICLE SUDDENLY CANCELLED CRUISE AND VEH LOST FORWARD DRIVE NOW TRANS GRINDS INTO PARK AND PARK DOESN'T HOLD VEHICLE IN PLACE, DRIVE AND REVERSE HAVE NO MOTION ONLY REVS ENGINE TEST AND ADVISE VEHICLE NO CRANK

Cause:

Correction: 345 CONFIRMED VEHICLE UNABLE TO MOVE UNDER OWN POWER TRANSMISSION SHIFTS INTO GEAR BUT VEHICLE DOES NOT DRIVE VEHICLE FREE REVS WHILE IN GEAR. WHEN SHIFTING INTO PARK, TRANSMISSION CAN BE HEARD STILL SPINNING WHILE ATTEMPTING TO ENGAGE PARK GEAR INDICATING LACK OF ENGAGEMENT TO TRANSFER CASE TOOK FLUID SAMPLE OF TRANSFER CASE FLUID CONTAINS EXTREME AMOUNTS OF METAL DEBRIS INDICATING CATASTROPHIC FAILURE RECOMMEND REPLACEMENT OF TRANSFER CASE ASSEMBLY REPLACED TRANSFER CASE VEHICLE NOW DRIVES AS DESIGNED AND SHIFTS IN AND OUT OF 4 WHEEL DRIVE HIGH AND LOW GEARS BODY MISC 345 CONFIRMED CUSTOMER COMPLAINT VEHICLE HAS TO BE JUMPSTARTED TESTED MAIN BATTERY WITH MOPAR MAXIMUS BATTERY TESTER TEST RESULTS INDICATE REPLACEMENT OF BATTERY NECESSARY RECOMMEND REPLACEMENT OF BOTH BATTERIES REPLACED 2 BATTERIES VEHICLE NOW STARTS WITHOUT NEED OF JUMPSTARTING BODY MISC

LOP Information

LOP	LOP Description
21020102	Transmission ; Transfer Case Replace ; Transfer Case ; assembly
08080111	Electrical System ; Battery ; Battery ; Both batteries

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
BBH7F001AA	BATTERY STORAGE	2	\$346.98	No	
68306997AD	TRANSFER BW 44 46	1	\$3,212.45	No	

Repair Order Detailed Report # [REDACTED] For VIN: 3C63R3EL2MG [REDACTED]

VIN	3C63R3EL2MG [REDACTED]	Model Year	2021	Body	D28P91	RAM 3500 LARAMIE CREW CAB 4X4	
Built Date	06/04/2021	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PRV	DELMONICO RED PEARL COAT					
Engine	ETM	6.7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F13217CBCD	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F141100035	

Report #	[REDACTED]	System Key	584392549	Report Version	1	Open Date	05/19/2023
Close Date	05/19/2023	Narrative Date	05/22/2023	Category	0	Mileage	74,406
MDH	060418	Engine Built Date	07/26/2021	Built Date	06/04/2021	Advisor	2414
Dealer	42604	DAVE SMITH MOTORS					
Dealer Address	210 N DIVISION ST						
Dealer City	KELLOGG	State	ID	Zip	838372306		

Complaint: PERFORM LUBE OIL FILTER CHANGE USING 5W-40 SCHAEFFERS SYNTHETIC MOTOR OIL. OLMS ON STICKER REPLACE DUAL FUEL FILTER ON RAM DIESEL ENGINE AS NEEDED, PER CUSTOMER AUTHORIZATION (BGFD)PERFORM Front Differential Fluid E change, E changes fluid andremoves harmful deposits E tends operational life Keeps critical components clean under the most e treme temperatures and load conditions (BGRD)PERFORM Rear Differential Fluid E change, E changes fluid andremoves harmful deposits E tends operational life Keeps critical components clean under the most e treme temperatures and load conditions. (BGTC)PERFORM Transfer Case Fluid Exchange, Exchanges fluid and removes harmful deposits. Extends operational life. Keeps critical components clean under the most extreme temperatures and load conditions. (BGBS)PERFORM Brake Fluid System Exchange, Exchanges brake fluid. Prevents oxidation and damage to components. Maximizes braking performance. (BGPS)PERFORM Power Steering Fluid Exchange, Dissolves and suspends varnish and deposits from seals andparts. Exchanges fluid and removes harmful debris. Reduces heat and friction while protecting vital system parts. REPLACE AIR FILTER AS NEEDED, PER CUSTOMER AUTHORIZATION REPLACE CABIN AIR FILTER AS NEEDED,PER CUSTOMER AUTHORIZATION MOPAR EXPRESS LANE INSPECTION

Cause: PERFORM LUBE OIL FILTER CHANGE USING 5W-40 SCHAEFFERS SYNTHETIC MOTOR OIL OLMS ON STICKER REPLACE DUAL FUEL FILTER ON RAM DIESEL ENGINE AS NEEDED, PERCUSTOMER AUTHORIZATION (BGFD)PERFORM Front Differential Fluid Exchange, Exchanges fluid and removes harmful deposits Extends operational lifeKeeps critical components clean under the most extreme temperatures and load conditions (BGRD)PERFORM Rear Differential Fluid Exchange, Exchanges fluid and removes harmful deposits Extends operational life Keeps critical components clean under the most extreme temperatures and load conditions (BGTC)PERFORM Transfer Case Fluid Exchange, Exchanges fluid and removes harmful deposits Extends operational life K

Correction:

LOP Information is not available

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
NMPSCH5W40		12	\$9.23	No	
68535623AA	FILTER -CABIN AIR	1	\$35.40	No	
68436631AA	FILTER KI FUEL WATER SEPARATOR	1	\$77.30	No	
68157291AA	FILTER -FUEL	1	\$140.00	No	
53034051AB	FILTER -AIR	1	\$76.95	No	
5083285AA	FILTER -ENGINE OIL	1	\$18.32	No	

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRNFL8LG [REDACTED]

VIN	3C7WRNFL8LG [REDACTED]	Model Year	2020	Body	DP0L94	RAM 5500 CREW CAB CHASSIS	
Built Date	03/18/2020	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7		BRIGHT WHITE CLEAR COAT				
Engine	ETN	6 7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F062053DB4	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F051000082	

Report #	[REDACTED]	System Key	584536848	Report Version	1	Open Date	12/12/2022
Close Date	05/22/2023	Narrative Date	05/23/2023	Category	0	Mileage	92,307
MDH	031804	Engine Built Date	04/22/2021	Built Date	03/18/2020	Advisor	RA REX ANDERSON
Dealer	60722	TADD JENKINS CHRYSLER DODGE JE					
Dealer Address	1090 FORD WAY						
Dealer City	BLACKFOOT	State	ID	Zip	832211668		

Complaint: TRANSMISSION REPAIR CHECK ENGINE LIGHT CUSTOMER STATES PERFORM RECALL CUSTOMER STATES PERFORM RECALL CUSTOMER STATES PERFORM RECALL CUSTOMER STATES PERFORM RECALL

Cause:

Correction:

LOP Information

LOP	LOP Description
85700001	Special Services ; Digital Image ; Digital Imaging ; Process time
21252050	Transmission ; Oil Cooler/Heater/Line/Hose ; Oil cooler, external / auxiliary ; Cooler (2 - Skilled)
21002795	Transmission ; Out of Vehicle Operations ; Transmission, Replace - automatic ; Aisin (AS68/69RC) Transmission Diagnostic Teardown/Reassembly Procedure
21002766	Transmission ; Out of Vehicle Operations ; Transmission, Replace automatic ; 4 4/AWD equipped
21002762	Transmission ; Out of Vehicle Operations ; Transmission, Replace - automatic ; Two piece propeller shaft equipped
21002760	Transmission ; Out of Vehicle Operations ; Transmission, Replace - automatic ; Skid plate equipped
21002712	Transmission ; Out of Vehicle Operations ; Transmission, Replace automatic ; AS68RC/AS69RC

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CSRLY781AA	MODULEKIT-FUEL INJECTION	1	\$717.00	No	
CSCLZA51AA	LINE -BRAKE	1	\$19.75	No	
68498557AB-C	TRANSMISS-WITH TORQUE CONVERTER	2	\$0.00	No	
68498557AB	TRANSMISS WITH TORQUE CONVERTER	1	\$5,770.00	No	
68359847AC	TOC ASSY -OIL COOLER PRESSURE AND RE	1	\$159.00	No	
68322497AC	COOLER -TRANSMISSION OIL	1	\$260.00	No	
68218064AC	FLUID POWER STEERING	1	\$12.45	No	
5189966AD	FLUID AFT AUTOMATIC TRANSMISSION	9	\$14.20	No	
4318080AD	FLUID -BRAKE	1	\$9.45	No	
05189966AD	FLUID AFT-AUTOMATIC TRANSMISSION	9	\$132.18	No	01/01/0001

Repair Order Detailed Report # [REDACTED] For VIN: 3C63RRHL6MG [REDACTED]

VIN	3C63RRHL6MG [REDACTED]	Model Year	2021	Body	D28H92	RAM 3500 BIG HORN CREW CAB 4 4	
Built Date	06/10/2021	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PRV	DELMONICO RED PEARL COAT					
Engine	ETM	6 7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F13717D353	
Transmission	DF2	6 SPD AUTO AISIN AS69RC HD TRANS			Serial #	F145100371	

Report #	[REDACTED]	System Key	584992480	Report Version	1	Open Date	05/25/2023
Close Date	05/27/2023	Narrative Date	05/29/2023	Category	0	Mileage	61,067
MDH	061000	Engine Built Date	07/29/2021	Built Date	06/10/2021	Advisor	125
Dealer	44165	MARLOW MOTOR CO INC					
Dealer Address	707 COMMERCE T						
Dealer City	FRONT ROYAL	State	VA	Zip	22630		

Complaint: DIAGNOSIS LOW FUEL RAIL PRESSURE CODE P0087 DOCUMENT STORAGE FEE PERFORM DIESEL ENGINE OIL AND OIL FILTER CHANGE U ING GENUINE MOPAR OIL FILTER, LUBRICATE CHA I AND RE ET MAINTENANCE REMINDER INDICATOR REPLACE DIE EL FUEL FILTER PERFORM BG DIE EL INJECTION ER ICE#K2962 PERFORM MANUAL REGEN C

Cause:

Correction TANDARD DIAGNO I DOC1 DOCUMENT TORAGE FEE DOCUMENT TORAGE FE DOCUMENT PROCE ING IN PECT/DIAG BRAKE Y TEMCONCERN PERFORM DIE EL ENGINE OILAND OIL FILTER CHANGE U ING GENUINE MOPAR OIL FILTER, LUBRICATE CHA I AND RE ET MAINTENANCE REMINDER INDICATOR WA TE OIL FILTER DI PO AL PERFORM DIE EL ENGINE OILAND OIL FILTER CHANGE U ING GENUINE MOPAR OIL FILTER, LUBRICATE CHA I AND RE ET MAINTENANCE REMINDER INDICATOR LUBE OIL GRE A E CHARGE REPLACE DIE EL FUEL FILTER CUSTOMER PRESENTED DISCOUNT COUPON PERFORM BG DIESEL INJECTION SERVICE #K2962 PERFORM MANUAL REGEN SRS

LOP Information is not available

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
PB06 N1MT		1	\$4 00	No	
K2968		1	\$105 57	No	
68438447PA	OIL 10W30	3	\$54 70	No	
68436631AA	FILTER KI FUEL WATER SEPARATOR	1	\$70 50	No	
68157291AA	FILTER FUEL	1	\$140 00	No	
5083285AA	FILTER ENGINE OIL	1	\$21 95	No	

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRNFL7KG [REDACTED]

VIN	3C7WRNFL7KG [REDACTED]	Model Year	2019	Body	DP0L94	RAM 5500 CREW CAB CHASSIS	
Built Date	02/13/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETN	6.7L I6 CUMMINS TURBO DIESEL ENGINE				Serial #	F036912BD9
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS				Serial #	F007900141

Report #	[REDACTED]	System Key	585002094	Report Version	1	Open Date	05/27/2023
Close Date	05/27/2023	Narrative Date	05/29/2023	Category	0	Mileage	0
MDH	021304	Engine Built Date	05/30/2019	Built Date	02/13/2019	Advisor	1340012 ANSELMO HERN
Dealer	45056	HELFMAN DODGE CHRYSLER JEEP RA					
Dealer Address	7720 KATY FWY						
Dealer City	HOUSTON	State	TX	Zip	770242004		

Complaint: (B-SYNTHETIC OILFILTER)

Cause: CUSTOMER REQUESTED

Correction: PERFORMED OIL CHANGE FLUIDS FILLED

LOP Information

LOP	LOP Description
95260001	Special Services ; Intl oil changc ; Maintenance Allowance ; Fi ed Cost Maintenance
26860303	Maintenance ; Service Contract Maintenance ; Maintenance Interval - Schedule B ; To be used every 3,000 Intervals

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CH68357422-AA	OIL -5W40	12	\$8.70	No	
CH5083285 AA	FILTER ENGINE OIL	1	\$26 11	No	

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRNDL8MG [REDACTED]

VIN	3C7WRNDL8MG [REDACTED]	Model Year	2021	Body	DP0L66	RAM 5500 REG CAB CHASSIS	
Built Date	11/26/2020	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETN	6 7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F32306914F	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F322000089	

Report #	[REDACTED]	System Key	585022215	Report Version	1	Open Date	02/18/2023
Close Date	05/26/2023	Narrative Date	05/29/2023	Category	0	Mileage	63,559
MDH	112613	Engine Built Date	01/22/2021	Built Date	11/26/2020	Advisor	6504
Dealer	45862	TASCA CHRYSLER DODGE JEEP RAM					
Dealer Address	70 WESTCHESTER AVE						
Dealer City	WHITE PLAINS	State	NY	Zip	106014514		

Complaint: Automatic Transmission Concern [CUSTOMER STATES IT FEEL LIKE VEHICLE HAS AN ERRATIC SHIFT] REPLACE BATTERY AND PERFORM CHARGING SYSTEM CHECK REPLACE BATTERY AND PERFORM CHARGING SYSTEM CHECK

Cause:

Correction: 63559 road testred and found at the 3 4 shiftthere is a flare and then it will bang intogear attempted to replace the valve bodyand after e tensive road testing the problemhappened again removed the transmission anddisassembled found the k2 clutches andplates burnt and worn replaced the k2clutches and plates seals for the k2retainer and piston and replaced the thrustbearing reaaembled the unit and replaced thecooler due to debris road tested to verifyrepair Automatic Transmission Concern AUTOMATIC TRANSMISSION CONCERN 63550 BATTERY FAILED GR8 TEST FOR INTERNALBAD CELL SUPPLIED AND REPLACED LEFT SIDEBATTERY , VERIFIED OK REPLACE BATTERY AND PERFORM CHARGING SYSTEM CHECK 63550 BATTERY FAILED GR8 TEST FOR INTERNALBAD CELL SUPPLIED AND REPLACED RIGHT SIDEBATTERY REPLACE BATTERY AND PERFORM CHARGING SYSTEM CHECK

LOP Information

LOP	LOP Description
21950158	Transmission ; Cable Adjustment/Seal/Controls ; Valve Body ; Valve body Replace Aisin AS66RC/AS68RC/AS69RC (3 Highly Skilled)
21550233	Transmission ; Oil Pan/Related Repairs Valve Body etc ; Pan, Oil Related Repairs ; Aisin Transmission
21252050	Transmission ; Oil Cooler/Heater/Line/Hose ; Oil cooler, e ternal / au iliary ; Cooler (2 Skilled)
21000A62	Transmission ; Out of Vehicle Operations ; Transmission, Remove and install for recondition AS68RC/AS69RC ; Two piece propeller shaft equipped
21000A60	Transmission ; Out of Vehicle Operations ; Transmission, Remove and install for recondition AS68RC/AS69RC ; 4X4 equipped
21000A50	Transmission ; Out of Vehicle Operations ; Transmission, Remove and install for recondition AS68RC/AS69RC ; Complete Reconditioning of Transmission (3 Highly Skilled)
21000A01	Transmission ; Out of Vehicle Operations ; Transmission, Remove and install for recondition - AS68RC/AS69RC ; Remove and install for recondition

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
GAS		0	\$20 00	No	
BBH7F001AA	BATTERY STORAGE	1	\$245 00	No	
68445748AA	BODY ASSY NONE	1	\$3,275 75	No	01/01/0001
68359847AC	TOC ASSY OIL COOLER PRESSURE AND RE	1	\$230 76	No	01/01/0001
68269651AA	DISC CLUTCH	6	\$123 24	No	
68269553AA	D RING INTERNAL	1	\$19 97	No	01/01/0001
68253940AA	SEAL RING NONE	4	\$17 41	No	
68253813AB	RACE THRUST BEARING	0	\$51 16	No	
68253771AA	BEARING NEEDLE ROLLER	1	\$81 10	No	01/01/0001
68253770AA	BEARING NEEDLE ROLLER	1	\$53 09	No	01/01/0001
68244837AB	PLATE CLUTCH SEPARATOR	5	\$81 35	No	
68244638AA	GASKET TRANSMISSION OIL PUMP	1	\$54 43	No	01/01/0001
68244579AA	O RING NONE	1	\$44 57	No	01/01/0001
68019797AA	O RING NONE	1	\$47 49	No	01/01/0001
68019791AA	D RING EXTERNAL	1	\$60 04	No	01/01/0001
5189966AD	FLUID AFT AUTOMATIC TRANSMISSION	13	\$20 70	No	
05189966AD	FLUID AFT AUTOMATIC TRANSMISSION	9	\$186 32	No	01/01/0001

Repair Order Detailed Report # [REDACTED] For VIN: 3C63R3KL4MG [REDACTED]

VIN	3C63R3KL4MG [REDACTED]	Model Year	2021	Body	D28R92	RAM 3500 LONGHORN CREW CAB 4 4	
Built Date	06/04/2021	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PRV	DELMONICO RED PEARL COAT					
Engine	ETM	6 7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F14717E7C4	
Transmission	DF2	6 SPD AUTO AISIN AS69RC HD TRANS			Serial #	F141100036	

Report #	[REDACTED]	System Key	585494596	Report Version	1	Open Date	06/01/2023
Close Date	06/02/2023	Narrative Date	06/05/2023	Category	0	Mileage	43,841
MDH	060418	Engine Built Date	06/28/2021	Built Date	06/04/2021	Advisor	326 Mackenzie Woodwa
Dealer	65191	DEERY CHRYSLER DODGE JEEP RAM					
Dealer Address	1000 W HICKMAN RD						
Dealer City	WAUKEE	State	IA	Zip	502635069		

Complaint: CHECK AND PERFORM RECALLS AS NEEDED DIESEL OIL CHANGE SERVICE, PERFORM 27 POINT INSPE MOPAR EXPRESS LANE INSPECTION INSTALL DIESEL FUEL FILTERS

Cause: customer stated they had been notified of a

Correction: Completed On Line Inspection, Customer will Replace frame and engine mounted fuel filters

LOP Information

LOP	LOP Description
23ZB8181	Body ; Recall ZB ; Safety Recall ZB8 Tailgate Latch Alignment ; Inspect Tailgate Strikers for Alignment

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68438447PA	OIL 10W30	3	\$54 70	No	
68436631AA	FILTER K FUEL WATER SEPARATOR	1	\$81 85	No	
68157291AA	FILTER FUEL	1	\$140 00	No	
5083285AA	FILTER ENGINE OIL	1	\$27 75	No	

Repair Order Detailed Report [REDACTED] **For VIN: 3C63R3EL8LG** [REDACTED]

VIN	3C63R3EL8LG [REDACTED]	Model Year	2020	Body	D28P91	RAM 3500 LARAMIE CREW CAB 4X4	
Built Date	09/23/2020	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					
Engine	ETM	6.7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F2580617E8	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F256000021	

Report #	[REDACTED]	System Key	585549833	Report Version	1	Open Date	04/08/2023
Close Date	06/02/2023	Narrative Date	06/05/2023	Category	0	Mileage	15,866
MDH	092306	Engine Built Date	11/18/2020	Built Date	09/23/2020	Advisor	343 JORDAN;MICHAEL J
Dealer	43480	VICTORY MOTORS OF CRAIG INC					
Dealer Address	2705 W 1ST STREET						
Dealer City	CRAIG	State	CO	Zip	816253643		

Complaint: Multi-point inspection (according to maintenance interval) Automatic Transmission Concern customer states hard shifting upward and downward. 2nd to first is the worst Recall / Customer Satisfaction Notification 1 Recall Customer Satisfaction Notification 1 ** Y78 - 2019-2020 Ram HD High Pressure Fuel Pump Recall / Customer Satisfaction Notification 2 Recall Customer Satisfaction Notification 2 ** ZB8 2019 2022 D Truck Tailgate Latch Alignment

Cause: Inspection Found No DTCs Set at this time Performed Test Drive and Found Transmission Harsh Shifting Performed Transmission Quicklearn And Reverified Transmission Still Acting Irregular Performed Tear Down and Found Metal Chunks and Depris in Transmission oil filter As per Diagnostic Tests Replace Transmission and Trans Cooler Recall Recall

Correction: Completed Replaced Transmission, Transmission Oil Cooler and Cooler Valveblock and Retest 21002712 Transmission, Replace automatic Replace AS68RC/AS69RC 3.9 21000169 Transmission DEF equipped 2500-3500 4x4 pick-up only 0.6 21002766 Transmission, Replace - automatic 4x4/AWD equipped 0.6 21252050 Oil cooler, external / auxiliary Cooler 1.8 85700001 Claim Administration 0.8 Total hours 7.7 Replace HPFP and Reprogram PCM 14-Y7-81-82 3.5 hours Current Part Number: S6401032SC New Part Number: P6401032PB Inspect Tailgate Strikers for Alignment 23-ZB-81-81 0.2 hours

LOP Information

LOP	LOP Description
95850150	Special Services ; Special Handling ; Special handling
85700001	Special Services ; Digital Image ; Digital Imaging ; Process time
21252050	Transmission ; Oil Cooler/Heater/Line/Hose ; Oil cooler, external / auxiliary ; Cooler (2 - Skilled)
21002766	Transmission ; Out of Vehicle Operations ; Transmission, Replace - automatic ; 4x4/AWD equipped
21002712	Transmission ; Out of Vehicle Operations ; Transmission, Replace - automatic ; AS68RC/AS69RC
21000169	Transmission ; Out of Vehicle Operations ; Transmission ; DEF equipped 2500-3500 4x4 pick-up only

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
Y78		1	\$0.00	No	
CSRLY781AA	MODULEKIT FUEL INJECTION	1	\$650.63	No	
68498560AB	TRANSMISS-WITH TORQUE CONVERTER	1	\$6,400.41	No	
68359847AC	TOC ASSY -OIL COOLER PRESSURE AND RE	1	\$143.37	No	01/01/0001
68322497AC	COOLER -TRANSMISSION OIL	1	\$234.53	No	01/01/0001
6511777AA	BOLT HEX HEAD	6	\$3.63	No	
5189977AD	FLUID AFT-AUTOMATIC TRANSMISSION	3	\$52.13	No	
06511777AA	BOLT -HEX HEAD	6	\$21.79	No	01/01/0001
05189977AD	FLUID AFT-AUTOMATIC TRANSMISSION	3	\$156.38	No	01/01/0001

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRMBLXKG [REDACTED]

VIN	3C7WRMBL [REDACTED]	Model Year	2019	Body	DP5L64	RAM 5500 REG CAB CHA I	
Built Date	03/29/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETN	6 7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F06391589F	
Transmission	DF2	6 SPD AUTO AISIN AS69RC HD TRANS			Serial #	F079900015	

Report #	[REDACTED]	System Key	586000034	Report Version	1	Open Date	04/27/2023
Close Date	06/08/2023	Narrative Date	06/11/2023	Category	0	Mileage	76,964
MDH	032904	Engine Built Date	04/06/2020	Built Date	03/29/2019	Advisor	213 TAYLOR EDWARD
Dealer	26419	STARR MOTORS INCORPORATED					
Dealer Address	2584 PRUDEN BL D						
Dealer City	SUFFOLK	State	VA	Zip	234344229		

Complaint: CUSTOMER STATES TRANSMISSION IS NOT SHIFTING

Cause:

Correction:

LOP Information is not available

Part Information is not available

Repair Order Detailed Report [REDACTED] **For VIN: 3C7WRLEL0MG** [REDACTED]

VIN	3C7WRLEL0MG [REDACTED]	Model Year	2021	Body	DP9L93	RAM 4500 CREW CAB CHASSIS	
Built Date	05/25/2021	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETN	6.7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F13717D2CF	
Transmission	DF2	6 SPD AUTO AISIN AS69RC HD TRANS			Serial #	F137100161	

Report #	[REDACTED]	System Key	586377704	Report Version	10	Open Date	06/13/2023
Close Date	10/09/2023	Narrative Date	10/10/2023	Category	0	Mileage	55,641
MDH	052507	Engine Built Date	07/20/2021	Built Date	05/25/2021	Advisor	77316 RISHAWN ROBINS
Dealer	45489	BLACK CHRYSLER DODGE JEEP RAM					
Dealer Address	831 SALISBURY RD						
Dealer City	STATESVILLE	State	NC	Zip	286776223		

Complaint: CUSTOMER STATES CHECK FOR AN ABNORMAL NOISE AROUND 1500 RPM UNDER HEAVY LOAD COMPLETE FREE 23 POINT INSPECTION RECALL 13A

Cause: USED CHASSIS IN VARIOUS LOCATION PLACED ON LEFT AND RIGHT SIDE OF TRANSMISSION PLACED TRANSMITTERS ON IN ENGINE BAY DID NOT HEAR THE ABNORMAL NOISE AT THESE LOCATIONS MOVED TRANSMITTERS TO REAR OF TRANSMISSION AND TRANS PAN PLACED OTHER TRANSMITTERS ON TRANSFER CASE THE ABNORMAL NOISE SOUNDS TO BE COMING FROM THE TRANSFER CASE ADVISE CUSTOMER OF ALL FINDINGS AND PROVIDE AN ESTIMATE

Correction: REMOVED DRIVE SHAFT REMOVED CROSSMEMEBER DISCONNECTED AND REMOVED TRANSFER CASE INSTALLED NEW TRANSFER CASE INSTALLED ALL OTHER REMOVED PARTS REPAIR COMPLETE COMPLETE 23 POINT INSPECTION COMPLETED PER RECALL

LOP Information

LOP	LOP Description
85410000	Special Services ; Diagnostic LOP ; Operation diagnostics With repair ; Must be used in conjunction with appropriate repair Labor Operation
21020163	Transmission ; Transfer Case Replace ; Transfer Case ; Two Piece Propeller Shaft
21020102	Transmission ; Transfer Case Replace ; Transfer Case ; assembly

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CHCSTP13A1 AA	RELAY NONE	1	\$53.47	No	
CH68396135 AD	TRANSFER BW 44 47	1	\$3,709.97	No	
CH68089195-AA	LUBRICANT-TRANSFER CASE	3	\$49.72	No	
68396135AD	TRANSFER -BW 44 47	1	\$3,209.97	No	01/01/0001
68089195AA	LUBRICANT TRANSFER CASE	2	\$99.45	No	01/01/0001

Repair Order Detailed Report #223112 For VIN: 3C63R3EL5LG [REDACTED]

VIN	3C63R3EL5LG [REDACTED]	Model Year	2020	Body	D28P91	RAM 3500 LARAMIE CREW CAB 4X4	
Built Date	09/23/2020	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PRV	DELMONICO RED PEARL COAT					
Engine	ETM	6 7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F259061A5F	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F255000183	

Report #	[REDACTED]	System Key	586724694	Report Version	1	Open Date	06/05/2023
Close Date	06/15/2023	Narrative Date	06/21/2023	Category	0	Mileage	54,553
MDH	092319	Engine Built Date	02/01/2021	Built Date	09/23/2020	Advisor	1689
Dealer	43348	FREMONT MOTOR COMPANY					
Dealer Address	1731 West Main Street						
Dealer City	LANDER	State	WY	Zip	825202659		

Complaint: [INSTALL LOWER BUMPER PARTS] [CUSTOMER STATES TRANSMISSION SEAL IS LEAKING TECH DOING SOME RESEARCH] BY PROVIDING YOUR CONTACT INFORMATION YOU AUTHORIZE FREMONT MOTOR COMPANY TO CONTACT YOU BY TEXT MESSAGING WITH SERVICE UPDATES AND SPECIAL CUSTOMER OFFERS YOU CAN OPT OUT BY CALLING 877 201 6510 OR TEXTING STOP OR BY TELLING YOUR SERVICE ADVISOR

Cause:

Correction: Replaced front bumper and all brackets installed ranch hand grill guard and re testpass Inspect DTCs Present on Vehicle [INSTALL LOWER BUMPER PARTS] Removed t case and found after market seal e tender for lift kit was silicone inand silicone was all around seal surface aswell removed seal adapter and found a gouge in transmission adapter housing from previous repair installed new adapter and used anaerobic sealer to help seal the gouge up in the housing and installed new seal adapter with new transmission output seal re assembled and cleaned area off checked fluid level and topped off, no leaks visible at this time advise customer to keep an eye for leaks and if it is still leaking will need a new 4wd adapter housing General Concern #1 [CUSTOMER STATES TRANSMISSION SEAL IS LEAKING TECH DOING SOME RESEARCH] MISC REPAIRS BY PROVIDING YOUR CONTACT INFORMATION YOU AUTHORIZE FREMONT MOTOR COMPANY TO CONTACT YOU BY TEXT MESSAGING WITH SERVICE UPDATES AND SPECIAL CUSTOMER OFFERS. YOU CAN OPT-OUT BY CALLING 877-201-6510 OR TEXTING STOP OR BY TELLING YOUR SERVICE ADVISOR. BY PROVIDING YOUR CONTACT INFORMATION YOU AUTHORIZE FREMONT MOTOR COMPANY TO CONTACT YOU BY TEXT MESSAGING WITH SERVICE UPDATES AND SPECIAL CUSTOMER OFFERS YOU CAN OPT OUT BY CALLING 877 201 6510 OR TEXTING STOP OR BY TELLING YOUR SERVICE ADVISOR

LOP Information is not available

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
NPN		2	\$38.93	No	
6QB391Z0AB	BUMPER -FRONT	1	\$883.00	No	
6MK25TZZAA	SENSOR PARK ASSIST	1	\$49.90	No	
68568026AA	BRACKET BUMPER	2	\$184.00	No	
68460212AA	BRACKET -FRONT BUMPER SIDE	1	\$17.10	No	
68457120AA	BRACKET -FOG LAMP	1	\$6.70	No	
68449583AB	BRACKET BUMPER	1	\$248.00	No	
68449575AA	BRACKET BUMPER	0	\$10.80	No	
68449573AB	BRACKET -BUMPER	1	\$68.45	No	
68449381AA	BRACKET -FOG LAMP	1	\$35.90	No	
68449338AA	BEZEL FOG LAMP	1	\$21.35	No	
68449237AA	BRACKET BUMPER	1	\$10.80	No	
68449226AA	BRACKET -BUMPER	1	\$112.00	No	
68384301AB	AIR DAM -FRONT	1	\$142.00	No	
68384294AA	GRILLE LOWER	1	\$87.30	No	
68273292AB	LAMP FOG	1	\$240.00	No	
68271824AA	RING -DECOUPLER	2	\$4.10	No	
5YV68TZZAA	SENSOR -PARK ASSIST	1	\$49.90	No	
5189966AD	FLUID AFT AUTOMATIC TRANSMISSION	1	\$14.20	No	

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRNBL9PG [REDACTED]

VIN	3C7WRNBL9PG [REDACTED]	Model Year	2023	Body	DP0L64	RAM 5500 REG CAB CHASSIS	
Built Date	01/11/2023	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETN	6 7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F3492B9AEF	
Transmission	DF2	6 SPD AUTO AISIN AS69RC HD TRANS			Serial #	U3532A0098	

Report #	[REDACTED]	System Key	586777508	Report Version	11	Open Date	06/16/2023
Close Date	07/28/2023	Narrative Date	07/31/2023	Category	0	Mileage	302
MDH	011108	Engine Built Date	05/23/2023	Built Date	01/11/2023	Advisor	1037 George Medina
Dealer	61595 MCPEEK'S CHRYSLER DODGE JEEP R						
Dealer Address	1221 S AUTO CENTER DR						
Dealer City	ANAHEIM	State	CA	Zip	928065634		

Complaint: PERFORM CERTIFIED MULTI POINT VEHICLE INSPECTION INSPECT TIRE PRESSURES ADJUST TO FACTORY SPECS Vehicle pulls to the right

Cause In pectio n requ e t In pectio n requ e t ehicle pull to the right

Correction: Performed certified multi point vehicle inspection Submitted inspection form with vehicle status CHECKED AND ADJUSTED VEHICLE TIRE PRESSURE AS REQUIRED Vehicle pulls to the right , sublet to alignment shop

LOP Information

LOP	LOP Description
97756555	Claim Administration ; Sublet Repair ; Sublet Repair
85333333	Special Services ; Sublet Processing ; Sublet processing allowance
26870201	Maintenance ; Service Contract Wear Item ; Front end and rear wheel ; Front end alignment
02000145	u pen ion & Front A le ; Wheel alignment ; Wheel alignment ; Front wheel alignment 4500 5500

Part Information is not available

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRMBLXKG [REDACTED]

VIN	3C7WRMBLXKG [REDACTED]	Model Year	2019	Body	DP5L64	RAM 5500 REG CAB CHASSIS	
Built Date	03/29/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETN	6.7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F06391589F	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F079900015	

Report #	[REDACTED]	System Key	586970596	Report Version	1	Open Date	06/08/2023
Close Date	06/20/2023	Narrative Date	06/22/2023	Category	0	Mileage	76,964
MDH	032904	Engine Built Date	04/06/2020	Built Date	03/29/2019	Advisor	213 TAYLOR EDWARDS
Dealer	26419	STARR MOTORS INCORPORATED					
Dealer Address	2584 PRUDEN BLVD						
Dealer City	SUFFOLK	State	VA	Zip	234344229		

Complaint: CUSTOMER STATES TRANSMISSION IS NOT SHIFTING RECALL Y78 RAM HD HIGH PRESSURE FUEL PUMP RECALL ZA5 REAR BRAKE HOSE RECALL ZD4 DIESEL EXHAUST

Cause:

Correction: 21000A91 - 21000A91; 21000A62 - 21000A62 14Y78182 - 14Y78182 05ZA5182 - 05ZA5182 18ZD4182 - 18ZD4182

LOP Information

LOP	LOP Description
21000A91	Transmission ; Out of Vehicle Operations ; Transmission, Remove and install for recondition - AS68RC/AS69RC ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly
21000A62	Transmission ; Out of Vehicle Operations ; Transmission, Remove and install for recondition - AS68RC/AS69RC ; Two piece propeller shaft equipped
18ZD4182	Software Flash ; Module ; Module, Diesel Emission Fluid System ; Inspect and Reprogram DEF Control Unit (DCU)
14Y78182	Air & Fuel system ; Recall Y7x ; Safety Recall Y78 - High Pressure Fuel Pump ; Replace High Pressure Fuel Pump and Reprogram PCM
05ZA5182	Brake System ; Recall ZA ; Safety Recall ZA5 - Rear Brake Hose ; Replace both Rear Brake Hose/Tube Assemblies

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CSRLY781AA	MODULEKIT-FUEL INJECTION	1	\$689.12	No	01/01/0001
CSCLZA51AA	LINE BRAKE	1	\$18.99	No	01/01/0001
68637534AA	CLUTCHKIT-AUTOMATIC TRANSMISSION	1	\$1,176.31	No	01/01/0001
6511777AA	BOLT -HEX HEAD	6	\$4.00	No	
6509166AA	BOLT -HEX FLANGE HEAD LOCK	4	\$7.00	No	
4549625AF	FLUID BRAKE	2	\$15.95	No	
06511777AA	BOLT -HEX HEAD	6	\$23.08	No	01/01/0001
06509166AA	BOLT -HEX FLANGE HEAD LOCK	4	\$26.60	No	01/01/0001
04549625AF	FLUID -BRAKE	2	\$30.45	No	01/01/0001

Repair Order Detailed Report [REDACTED] For VIN: 3C7WRNFL7KG [REDACTED]

VIN	3C7WRNFL7KG [REDACTED]	Model Year	2019	Body	DP0L94	RAM 5500 CREW CAB CHASSIS	
Built Date	02/13/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETN	6 7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F036912BD9	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F007900141	

Report #	[REDACTED]	System Key	587001694	Report Version	1	Open Date	06/20/2023
Close Date	06/20/2023	Narrative Date	06/22/2023	Category	0	Mileage	197,172
MDH	021304	Engine Built Date	05/30/2019	Built Date	02/13/2019	Advisor	G96 JOSE RAMOS-MEDRA
Dealer	45478	GILLMAN CHRYSLER JEEP DODGE					
Dealer Address	10585 W SAM HOUSTON PKWY S						
Dealer City	HOUSTON	State	TX	Zip	770992844		

Complaint: CUSTOMER STATES REPLACE FUEL FILTER (ENGINE MOUNTED) REPLACE WATER SEPARATOR (CHASSIS MOUNTED)\ CUSTOMER IS ONLY BEING CHARGED FOR LABOR

Cause:

Correction: COMPLETED

LOP Information is not available

Part Information is not available

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRSCL2L [REDACTED]

VIN	3C7WRSCL2L [REDACTED]	Model Year	2020	Body	DD3L93	RAM 3500 CREW CAB CHASSIS	
Built Date	11/09/2020	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETN	6 7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F301066923	
Transmission	DF2	6 SPD AUTO AISIN AS69RC HD TRANS			Serial #	F300000168	

Report #	[REDACTED]	System Key	587036533	Report Version	1	Open Date	04/03/2023
Close Date	06/21/2023	Narrative Date	06/22/2023	Category	0	Mileage	98,333
MDH	110914	Engine Built Date	01/20/2021	Built Date	11/09/2020	Advisor	93 LAWRENCE BANKS
Dealer	63509	BERGERON CHRYSLER DODGE JEEP R					
Dealer Address	3525 ETERAN MEMORIAL BL D						
Dealer City	METAIRIE	State	LA	Zip	700025842		

Complaint: AUTOMATIC TRANS FOBIK KEY CUT RECALL (generic) RECALL (generic) MULTIPOINT INSP BATTERY

Cause: VEHICLE DOES NOT MOVE PUSHED INTO SHOP FOUND CUSTOMER REQUESTED CAMPAIGN Y26 BE PERFORMED CUSTOMER REQUESTED CAMPAIGN Y78 BE PERFORMED

Correction: 21002712 21002712; 21002762 Transmission, Replace automatic Two piece propelle 21002762 r shaft equipped; 21252003 21252003; 24011002 System refrigerant recovery and recharge Note Pow 24011002 ertrain This operation is used whenever discharge 24011002 of the A/C system is required to allow PROGRAMMED ONE NEW KEY FOB FROM PARTS CUT ONE KEY INSERT TO CODE 22Y26181 Safety Recall Y26 Wheel Studs Inspect Wheel Studs 14Y78182 Safety Recall Y78 High Pressure Fuel Pump Replace 14Y78182 High Pressure Fuel Pump and Reprogram PCM MPI INSTALLED TWO NEW BATTERIES

LOP Information

LOP	LOP Description
24011002	Air Conditioning & Heater ; A/C System Charge ; A/C Performance Test, recovery and recharge ; Note Powertrain This operation is used whenever discharge of the A/C system is required to allow service of A/C non plumbing / powertrain repair
21252050	Transmission ; Oil Cooler/Heater/Line/Hose ; Oil cooler, e ternal / au iliary ; Cooler (2 Skilled)
21252003	Transmission ; Oil Cooler/Heater/Line/Hose ; Oil cooler, e ternal / au iliary ; All others
21002762	Transmission ; Out of Vehicle Operations ; Transmission, Replace automatic ; Two piece propeller shaft equipped
21002712	Transmission ; Out of Vehicle Operations ; Transmission, Replace automatic ; AS68RC/AS69RC

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CSRLY781AA	MODULEKIT FUEL INJECTION	1	\$717 00	No	
CORE		2	\$75 00	No	
BBH7F001AA	BATTERY STORAGE	2	\$260 00	No	
68538047AB	TRANSMITT INTEGRATED KEY FOB	1	\$167 00	No	
68498422AB C	TRANSMISS WITH TORQUE CONVERTER	2	\$0 00	No	
68498422AB	TRANSMISS WITH TORQUE CONVERTER	1	\$6,805 00	No	
68399889AA	KEY BLANK	1	\$38 80	No	
68359847AC	TOC ASSY OIL COOLER PRESSURE AND RE	1	\$170 00	No	
68322494AC	COOLER TRANSMISSION OIL	1	\$264 00	No	
5189966AD	FLUID AFT AUTOMATIC TRANSMISSION	2	\$14 20	No	
05189966AD	FLUID AFT AUTOMATIC TRAN MI ION	2	\$29 96	No	01/01/0001

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRNAL0KG [REDACTED]

VIN	3C7WRNAL0KG [REDACTED]	Model Year	2019	Body	DP0L63	RAM 5500 REG CAB CHASSIS	
Built Date	06/29/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETN	6.7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F1609385AB	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F164900140	

Report #	[REDACTED]	System Key	587158005	Report Version	1	Open Date	05/31/2023
Close Date	06/21/2023	Narrative Date	06/23/2023	Category	0	Mileage	20,801
MDH	062922	Engine Built Date	07/13/2020	Built Date	06/29/2019	Advisor	530
Dealer	66850	ROBERT GREEN CHRYSLER, DODGE,					
Dealer Address	178 BRIDGEVILLE RD						
Dealer City	MONTICELLO	State	NY	Zip	127013802		

Complaint: TOW IN BY WHITE SULPHUR GARAGE CUSTOMER STATES THE CHECK ENGINE LIGHT IS ON CHECK AND ADVISE C/S VEHICLE IN LIMP MODE CHECK AND ADVISE PERFORM RECALL Y78 HIGH PRESSURE FUEL PUMP PERFORM RECALL ZA5 DP REAR BRAKE HOSE

Cause: E

Correction: TOW IN BY WHITE SULPHUR GARAGE TOWED IN 20801 CEL SEE LINE C SEE REPAIR LINE C SEE REPAIR,LINE " " 20801 RETRIEVED CODE FOR TURBO ACTUATOR.REPLACED AND CALIBRATED ACTUATOR. CLEARED CODES. VGT ACTUATOR REPLACEMENT 20801 Y78 REPLACED HPFP WITH A NEW HPFP MODULE KIT. UPDATED PCM SOFTWARE. FILLED POWER STEERING SYSTEM WITH 1QT ATF+4. STARTED TRUCK NO LEAKS. Replace HPFP and Reprogram PCM 20801 BRAKE LINES REPLACED REAR BRAKELINES BLEED BRAKES TEST DROVE TRUCK REPLACE 2 REAR BRK HOSE/TUBE ASSEMBLIES

LOP Information

LOP	LOP Description
14Y78182	Air & Fuel system ; Recall Y7x ; Safety Recall Y78 - High Pressure Fuel Pump ; Replace High Pressure Fuel Pump and Reprogram PCM
09440301	Engine ; Turbocharger ; Actuator ; 6.7 liter diesel engine
05ZA5182	Brake System ; Recall ZA5 ; Safety Recall ZA5 - Rear Brake Hose ; Replace both Rear Brake Hose/Tube Assemblies

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
R8444773AA	ACTUATOR -TURBOCHARGER	1	\$2,254.00	No	
CSRLY781AA	MODULEKIT-FUEL INJECTION	1	\$602.00	No	
CSCLZA51AA	LINE BRAKE	1	\$16.59	No	

Repair Order Detailed Report # [REDACTED] For VIN: 3C63RRGL4PG [REDACTED]

VIN	3C63RRGL4PG [REDACTED]	Model Year	2023	Body	D28L92	RAM 3500 TRADESMAN CREW CAB 4X4	
Built Date	02/08/2023	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PXJ	DIAMOND BLACK CRYSTAL P/C					
Engine	ETM	6 7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F0253BC89D	
Transmission	DF2	6 SPD AUTO AISIN AS69RC HD TRANS			Serial #	F312200044	

Report #	[REDACTED]	System Key	587347541	Report Version	1	Open Date	06/21/2023
Close Date	06/21/2023	Narrative Date	06/26/2023	Category	0	Mileage	117
MDH	020811	Engine Built Date	01/01/0001	Built Date	02/08/2023	Advisor	2035
Dealer	42241	MOTOR MILE CHRYSLER JEEP DODGE					
Dealer Address	2395 ROANOKE STREET						
Dealer City	CHRISTIANSBURG	State	VA	Zip	240732563		

Complaint: RRT 23 178 23MY DJ/D2 FLASH POWERTRAIN CONTROL MODULE (PCM) NEW LOT UNIT JD 2305

Cause: E

Correction: 117 18 19 04 TH 40 Module, PowertrainControl (PCM) Inspect and Reprogram RRT REPAIR ORDER COMMENTS

LOP Information

LOP	LOP Description
2305	Body ; E terior Applique Door Pillar /Bezel/Folding Roof
181904TH	Software Flash ; Module ; Module, Engine Control (ECM) ; Module, Engine Control (ECM) Reprogram (Aisin Transmission)

Part Information is not available

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRNFL7KG [REDACTED]

VIN	3C7WRNFL7KG [REDACTED]	Model Year	2019	Body	DP0L94	RAM 5500 CREW CAB CHASSIS	
Built Date	02/13/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETN	6.7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F036912BD9	
Transmission	DF2	6 SPD AUTO AISIN AS69RC HD TRANS			Serial #	F007900141	

Report #	[REDACTED]	System Key	587366019	Report Version	1	Open Date	06/24/2023
Close Date	06/24/2023	Narrative Date	06/26/2023	Category	0	Mileage	0
MDH	021304	Engine Built Date	05/30/2019	Built Date	02/13/2019	Advisor	1340261 KEVIN ACCARD
Dealer	45056	HELFMAN DODGE CHRYSLER JEEP RA					
Dealer Address	7720 KATY FWY						
Dealer City	HOUSTON	State	TX	Zip	770242004		

Complaint: (Change diesel engine oil and filter synthetic oil may be re quired based on geographic location 12qt 10W30)

Cause: CUSTOMER REQUESTED

Correction: PERFORMED OIL CHANGE FLUIDS FILLED

LOP Information

LOP	LOP Description
95260001	Special Services ; Intl oil changc ; Maintenance Allowance ; Fixed Cost Maintenance
26860303	Maintenance ; Service Contract Maintenance ; Maintenance Interval - Schedule B ; To be used every 3,000 Intervals

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CH68357422 AA	OIL 5W40	12	\$8 70	No	
CH5083285 AA	FILTER ENGINE OIL	1	\$26 11	No	

Repair Order Detailed Report # [REDACTED] For VIN: 3C63RRHL6MG [REDACTED]

VIN	3C63RRHL6MG [REDACTED]	Model Year	2021	Body	D28H92	RAM 3500 BIG HORN CREW CAB 4X4	
Built Date	06/10/2021	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PRV	DELMONICO RED PEARL COAT					
Engine	ETM	6 7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F13717D353	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F145100371	

Report #	[REDACTED]	System Key	587409271	Report Version	1	Open Date	06/23/2023
Close Date	06/24/2023	Narrative Date	06/26/2023	Category	0	Mileage	64,676
MDH	061000	Engine Built Date	07/29/2021	Built Date	06/10/2021	Advisor	04 JAMIE BONEY
Dealer	60751	Jimmy Britt Chrysler Dodge Jee					
Dealer Address	2054 HWY 441 S.						
Dealer City	DUBLIN	State	GA	Zip	31021		

Complaint: SAFETY RECALL 13A - INTAKE AIR GRID HEATER RE lay ** CHRYSLER REQUIRED PERFORMED PER SERVICE INFORMATION 08-13-A1-82 0.2HOURS (01- ADAM-) EXPRESS LANE INSPECTION (01- ADAM-)

Cause:

Correction:

LOP Information

LOP	LOP Description
0813A182	Electrical System ; Recall 13 ; Safety Recall 13A Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CSTP13A1AA	RELAY -NONE	1	\$54.32	No	

Repair Order Detailed Report [REDACTED] For VIN: 3C7WRMBLXK [REDACTED]

VIN	3C7WRMBL [REDACTED]	Model Year	2019	Body	DP5L64	RAM 5500 REG CAB CHA I	
Built Date	03/29/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETN	6 7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F06391589F	
Transmission	DF2	6 PD AUTO AI IN A 69RC HD TRAN			Serial #	F079900015	

Report #	[REDACTED]	System Key	587577867	Report Version	1	Open Date	06/22/2023
Close Date	06/27/2023	Narrative Date	06/28/2023	Category	0	Mileage	76,966
MDH	032904	Engine Built Date	04/06/2020	Built Date	03/29/2019	Advisor	213 TAYLOR EDWARD
Dealer	26419	STARR MOTORS INCORPORATED					
Dealer Address	2584 PRUDEN BL D						
Dealer City	SUFFOLK	State	VA	Zip	234344229		

Complaint MI C

Cause

Correction:

LOP Information is not available

Part Information is not available

Repair Order Detailed Report [REDACTED] **For VIN: 3C63R3EL0L** [REDACTED]

VIN	3C63R3EL0L [REDACTED]	Model Year	2020	Body	D28P91	RAM 3500 LARAMIE CREW CAB 4X4	
Built Date	09/30/2020	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PXJ	DIAMOND BLACK CRYSTAL P/C					
Engine	ETM	6.7L I6 CUMMINS HO TURBO DIESEL ENG				Serial #	F2620615FF
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS				Serial #	F259000167

Report #	[REDACTED]	System Key	587602956	Report Version	1	Open Date	06/27/2023
Close Date	06/27/2023	Narrative Date	06/28/2023	Category	0	Mileage	41,201
MDH	093012	Engine Built Date	11/24/2020	Built Date	09/30/2020	Advisor	849 MORGAN EDWARDS
Dealer	44507	LARRY HILLIS CHRYSLER DODGE JE					
Dealer Address	3211 NORTH WESTWOOD BLVD						
Dealer City	POPLAR BLUFF	State	MO	Zip	639018656		

Complaint: (Change diesel engine oil and filter synthetic oil may be re quired based on geographic location 12qt 10W30) (Replace both fuel filters) CUSTOMER REQUEST PERFORM 23 PT INSPECTION

Cause: CUSTOMER REQUEST PER CUSTOMER REQUEST

Correction: PERFORMED DIESEL LUBE, OIL & FILTER PER CUSTOMER REQUEST REPLACED FUEL FILTER PERFORMED 23 PT INSPECTION

LOP Information is not available

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CH68438447 PA	OIL 10W30	3	\$54.99	No	
CH68436631-AA	FILTER KI-FUEL WATER SEPARATOR	1	\$81.99	No	
CH68157291-AA	FILTER -FUEL	1	\$140.99	No	
CH5083285-AA	FILTER -ENGINE OIL	1	\$21.99	No	

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRTCLXKG [REDACTED]

VIN	3C7WRTCLXKG [REDACTED]	Model Year	2019	Body	DD8L93	RAM 3500 CREW CAB CHASSIS 4X4	
Built Date	06/04/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PWQ	PEARL WHITE					
Engine	ETN	6 7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F129934DB3	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F122900068	

Report #	[REDACTED]	System Key	587854932	Report Version	1	Open Date	06/08/2023
Close Date	06/29/2023	Narrative Date	07/02/2023	Category	0	Mileage	91,313
MDH	060414	Engine Built Date	07/19/2019	Built Date	06/04/2019	Advisor	16 STACY
Dealer	45687	TIM SHORT CHRYSLER DODGE JEEP					
Dealer Address	100 DESKINS DRIVE						
Dealer City	PIKEVILLE	State	KY	Zip	415013141		

Complaint: CUSTOMER STATES CHECK ENGINE LIGHT SCANNED FOUND ACTIVE DTC "U029D" FOR LOST COMMUNICATION WITH TURBO ACTUATOR AS WELL DISCONNECTED TURBO ACTUATOR HARNESS CONNECTOR CYCLED IGNITION KEY CODES WENT TO STORED INTERNAL FAULT IN ACTUATOR PART IS UNDER PARTS WARRANTY DUE TO DIFF DEALER INSTALLMENT ETA 1 5 DAYS OUT AS OF 6/12, REPLACED TURBO ACTUATOR (06 RICKY) CUSTOMER STATES VEHICLE HAS LONG CRANK TIME BEFORE STARTING PERFORM HIGH PRESSURE FUEL T EST CUST HAD RO FROM OTHER DEALER THAT SAID THEIR FUEL PRESSURE WAS LOW AFTER RECALL (19 LOGAN) CUSTOMER STATES VEHICLE IS LEAKING OIL AND OTHER DEALER CHCEKED BUT COULD NOT PERFORM DUE TO LACK OF CERTIFIED TECH VEHICLE HAD EXCESS IVE OIL AND DIRT MUST CLEAN BEFORE TEST/DEGREASED TWICE AND ADDED DYE TO FIND ORIGIN OF LEAKS (06 RICKY) SAFETY RECALL Y26 WHEEL STUDS ** CUST REQUESTED LOANER BUT NONE AVAILABLE.CUST CONTACT CUST CARE AND THEY TOLD HIM THEY COULD AUTH 45 A DAY. HE WAS GOING TO GET THEM TO CONTACT DEALER WITH AUTH AND WETHER THEY WOULD DIRECT REIMBURSE OR NOTES TO DEALERSHIP WITH NO CONTACT AS OF 6/23 SM CONTACTED CUST CAE DIRECT AND THEY ADVISED THEY WOULD HAVE A DECISION AND AUTHORIZATION BY END OF DAY AND SEND TO DEALERSHIP BY EMAIL SO WE CAN SET UP THROUGH ARMS SYSTEM (ENTERPRISE) (06 RICKY) CUST ADDED SHIFT FLARE BETWEEN GEARS AS WAS STATED ON RO FROM OTHER DEALERSHIP DURING TEST DRIVE FOR ACTUATOR VEHICLE SLIPPED BETWEEN 2ND AND 3RD AND HARD SHIFTED INTO 3RD NO DTC WITH NO DTC'S POWERTRAIN REQUIRES REMOVE AND TEARDOWN FOR PHOTOS TO SUBMIT ON FAILED COMPONENTS BEFORE AUTH TO REPLACE OR REBUILD TRANS (06 RICKY)

Cause:

Correction:

LOP Information

LOP	LOP Description
09440302	Engine ; Turbocharger ; Actuator ; Install/seal kit - 6.7 liter diesel engine
09440301	Engine ; Turbocharger ; Actuator ; 6 7 liter diesel engine

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68444773AA	ACTUATOR TURBOCHARGER	1	\$881.00	No	01/01/0001
68163848AB	ANTIFREEZ-COOLANT	1	\$20.30	No	01/01/0001
5010042AC	DYES LEAK 4 IN 1	1	\$11.90	No	

Repair Order Detailed Report # [REDACTED] For VIN: 3C63R3GL6KG [REDACTED]

VIN	3C63R3GL6KG [REDACTED]	Model Year	2019	Body	D28L92	RAM 3500 TRADE MAN CREW CAB 4 4	
Built Date	10/18/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PAU	GRANITE CRY TAL MET CLEAR COAT					
Engine	ETM	6 7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F28294615C	
Transmission	DF2	6 PD AUTO AI IN A 69RC HD TRAN			Serial #	F275900203	

Report #	[REDACTED]	System Key	587874352	Report Version	1	Open Date	06/29/2023
Close Date	06/29/2023	Narrative Date	07/02/2023	Category	0	Mileage	0
MDH	101809	Engine Built Date	04/22/2020	Built Date	10/18/2019	Advisor	90415 HALLON EHE
Dealer	60789	GRAHAM BAY AREA CJDR					
Dealer Address	1400 OCEAN BOULE ARD						
Dealer City	COOS BAY	State	OR	Zip	974202034		

Complaint CU TOMER TATE THEIR I A POPPING NOI E IN HI TEERING Y TEM CU TOMER TATE DRI ER WHEEL WELL FLAP ARE LOO E ALONG WITH PA ENGER IDE PERFORM MULTI POINT IN PECTION AND COMPLETE IN PECTION CHECKLI T

Cause: TECHNICIAN CONFIRMED CUSTOMERS CONCERN FOR A POPPING IN THE STEERING GEAR TECHNICIAN CONFIRMED CUSTOMER CONCERN,

Correction: TECHNICIAN COMPARED THE NOISE WITH ANOTHER VEHICLE THAT IS THE SAME AND THE NOISE WAS NORMAL TO BOTH VEHICLE NO ISSUE FOUND TECHNICIAN ECURED BOTH RIGHT AND LEFT INNER FENDER WELL WITH PU H PIN PERFORMED IN PECTION, TECHNICIAN NOTED ANY NECE ARY MAINTENANCE ITEM WHICH WERE BROUGHT TO THE ATTENTION OF THE CU TOMER

LOP Information is not available

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CH6506293 AA	PUSH PIN NONE	2	\$7 00	No	

Repair Order Detailed Report # [REDACTED] For VIN: 3C63RRJL2PG [REDACTED]

VIN	3C63RRJL2PG [REDACTED]	Model Year	2023	Body	D28P92	RAM 3500 LARAMIE CREW CAB 4X4	
Built Date	02/28/2023	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					
Engine	ETM	6.7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F0483BF079	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F048300190	

Report #	[REDACTED]	System Key	588153396	Report Version	1	Open Date	05/24/20 3
Close Date	06/30/2023	Narrative Date	07/04/2023	Category	0	Mileage	1,230
MDH	022820	Engine Built Date	05/12/2023	Built Date	02/28/2023	Advisor	9301869 David Woodwo
Dealer	60609	PERFORMANCE CHRYSLER JEEP DODG					
Dealer Address	2815 STRATFORD ROAD						
Dealer City	DELAWARE	State	OH	Zip	430152951		

Complaint: General Concern #1 [Customer States check engine light is on, etc light is on, please check and advise] General Concern #2 [Customer States transmission is shifting harshly, down on power, please check and advise] PERFORM MULTIPOINT INSPECTION check for any open recalls and RRT's

Cause: Courtesy

Correction: CONFIRMED CHECKE ENGINE LAMP. TRUCK DRIVES AND OPERATES AS IF T HAS HAD THE K1 CLUTCH FAILURE. FOUND OUT THERE WAS AN RSU COMING OUT THAT HAS THE SAME ISSUES LIST AS THE K1 BUT IS FOR THE PCM. WAITED FOR THIS TO COME OUT. DID MY DIAG AND SENT ALL INFO TO STAR. THEY HAD ME CHECK THE PCM PIN 81 FOR POWER 0 01 VOLTS. PCM REPLACEMENT NEEDED. REPLACED AND PROGRAMED PCM. TEST DROVE AND CONFIRMED NO CODES AND GOOD OPERATION. PREFORMED THE RSU DIAG AND LET TRUCK RUN FOR 3 HRS. NO CODES AND NO ISSUES REPAIRED AND READY FOR CUSTOMER. SEE LINE ONE. COMPLETED MULTIPOINT INSPECTION DONE.

LOP Information

LOP	LOP Description
85410000	Special Services ; Diagnostic LOP ; Operation diagnostics With repair ; Must be used in conjunction with appropriate repair Labor Operation
08190496	Electrical System ; Modules ; Module, Diesel Engine Control ; Perform E tended Idle Test and Replace ECM/PCM (Aisin Transmission Only)
08190450	Electrical System ; Modules ; Module, Diesel Engine Control ; Update New Module to Most Current Software Version
08190401	Electrical System ; Modules ; Module, Diesel Engine Control ; 6.7 liter diesel engine

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
OIL		5	\$2.70	No	
9410914000		1	\$0.32	No	
68575279AA	SOFTWARE -ENGINE CONTROLLER	1	\$3,767.00	No	
15400PLMA02		1	\$6.13	No	

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRNBL9PG [REDACTED]

VIN	3C7WRNBL9PG [REDACTED]	Model Year	2023	Body	DP0L64	RAM 5500 REG CAB CHA I	
Built Date	01/11/2023	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETN	6 7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F3492B9AEF	
Transmission	DF2	6 SPD AUTO AISIN AS69RC HD TRANS			Serial #	U3532A0098	

Report #	[REDACTED]	System Key	588315475	Report Version	8	Open Date	07/05/2023
Close Date	07/20/2023	Narrative Date	07/24/2023	Category	0	Mileage	385
MDH	011108	Engine Built Date	05/23/2023	Built Date	01/11/2023	Advisor	1037 George Medina
Dealer	61595	MCPEEK'S CHRYSLER DODGE JEEP R					
Dealer Address	1221 AUTO CENTER DR						
Dealer City	ANAHEIM	State	CA	Zip	928065634		

Complaint: PERFORM CERTIFIED MULTI POINT VEHICLE INSPECTION INSPECT TIRE PRESSURES ADJUST TO FACTORY SPECS Electrical System Inspect GUE T TATE THAT WHEN U ING THE TURN IGNAL LIGHT COME ON AND WHEN TURNING

Cause: Inspection request Inspection request inspect vehicle , found turn signal switch shorted internally

Correction: Performed certified multi point vehicle inspection Submitted inspection form with vehicle status CHECKED AND ADJUSTED VEHICLE TIRE PRESSURE A REQUIRED replaced teering control module and road te t ehicle to enify repair

LOP Information

LOP	LOP Description
08192701	Electrical System ; Modules ; Module, steering column control ; SCCM, includes turn signal switch, clock spring, steering angle sensor where applicable

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68508701AF	MODULE TEERING CONTROL	1	\$393.86	No	

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRNEL9KG [REDACTED]

VIN	3C7WRNEL9KG [REDACTED]	Model Year	2019	Body	DP0L93	RAM 5500 CREW CAB CHASSIS	
Built Date	06/21/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETN	6 7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F165938E0C	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F158900251	

Report #	[REDACTED]	System Key	588361489	Report Version	1	Open Date	07/06/2023
Close Date	07/06/2023	Narrative Date	07/09/2023	Category	0	Mileage	52,606
MDH	062100	Engine Built Date	08/22/2019	Built Date	06/21/2019	Advisor	279 KYLE J RILEY
Dealer	27019	Lodi Chrysler Dodge Jeep Ram					
Dealer Address	1255 S BECKMAN RD						
Dealer City	LODI	State	CA	Zip	952403174		

Complaint: PERFORM RECALL ZA5 - 2019-2020 DP REAR BRAKE HOSE

Cause:

Correction: Replace both rear brake hose/tube assemblies 05-ZA-51-82 0.7 hours. TEST DROVE VEHICLE AND STOPS WELL. RECHECKED FOR LEAKS, NONE FOUND

LOP Information

LOP	LOP Description
05ZA5182	Brake System ; Recall ZA ; Safety Recall ZA5 Rear Brake Hose ; Replace both Rear Brake Hose/Tube Assemblies

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CSCLZA51AA	LINE -BRAKE	1	\$19.90	No	01/01/0001
CHCSCLZA51 AA	LINE BRAKE	1	\$19.90	No	
CH4318080 AD	FLUID BRAKE	1	\$10.08	No	
04318080AD	FLUID -BRAKE	1	\$10.08	No	01/01/0001

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRNBL2LG [REDACTED]

VIN	3C7WRNBL2LG [REDACTED]	Model Year	2020	Body	DP0L64	RAM 5500 4X4	
Built Date	06/09/2020	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETN	6.7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F072055101	
Transmission	DF2	6 SPD AUTO AISIN AS69RC HD TRANS			Serial #	F058000190	

Report #	[REDACTED]	System Key	588908011	Report Version	1	Open Date	06/07/2023
Close Date	07/12/2023	Narrative Date	07/14/2023	Category	0	Mileage	78,716
MDH	060902	Engine Built Date	01/20/2021	Built Date	06/09/2020	Advisor	184
Dealer	60909	VICTORVILLE MOTORS CHRYSLER JE					
Dealer Address	14617 CIVIC DR						
Dealer City	VICTORVILLE	State	CA	Zip	923940844		

Complaint: *Engine Mechanical Concern [GUEST STATES THAT VEHICLE IS LEAKING OIL PLEASE CHECK AND ADVISE] *Steering Suspension Steering WheelConcern [GUEST STATES THAT FRONT TIRES ARE WEARING IN A POOR PATTERN PLEASE CHECK AN ADVISE HAS A PULL TO THE RIGHT] Recall / Customer Satisfaction Notification 1 [Safety Recall ZA5 Rear Brake Hose **]

Cause: F

Correction: 78716 50 INSPECTED FOUND OIL FILTER LEAKINGRECOMMEND REPLACE CUSTOMER APPROVED REMOVEDAND REPLACED AND TEST DROVE NO LEAKS RETURNEDTO CUSTOMER *Engine Mechanical Concern ENGINE CONCERN 78716 100 PERFORMED ALIGNMENT EVERYTHINGSET TO SPEC INSPECTION FOUND INNER DRAG LINKJOINT BOOT TORN CUSTOMER REQUEST TO PERFORM A FRONT END ALIGNMENT 78716 70 REMOVED AND REPLACED BOTH REARBRAKE LINES AND PURGED AIR OUT OF SYSTEM TESTDROVE AND RETURNED TO CUSTOMER Replace both Rear Brake Hose/Tube Assemblies

LOP Information

LOP	LOP Description
05ZA5182	Brake System ; Recall ZA ; Safety Recall ZA5 Rear Brake Hose ; Replace both Rear Brake Hose/Tube Assemblies

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CSCLZA51AA	LINE -BRAKE	1	\$20.57	No	
5083285AA	FILTER -ENGINE OIL	1	\$21.95	No	
4318080AD	FLUID BRAKE	1	\$10.42	No	
04318080AD	FLUID BRAKE	1	\$10.42	No	01/01/0001

Repair Order Detailed Report # [REDACTED] For VIN: 3C63RRJL2PG [REDACTED]

VIN	3C63RRJL2PG [REDACTED]	Model Year	2023	Body	D28P92	RAM 3500 LARAMIE CREW CAB 4X4	
Built Date	02/28/2023	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PAU	GRANITE CRYSTAL MET CLEAR COAT					
Engine	ETM	6 7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F0483BF079	
Transmission	DF2	6 SPD AUTO AISIN AS69RC HD TRANS			Serial #	F048300190	

Report #	[REDACTED]	System Key	589145765	Report Version	1	Open Date	07/11/2023
Close Date	07/13/2023	Narrative Date	07/17/2023	Category	0	Mileage	1,753
MDH	022820	Engine Built Date	05/12/2023	Built Date	02/28/2023	Advisor	9301869 David Woodwo
Dealer	60609	PERFORMANCE CHRYSLER JEEP DODG					
Dealer Address	2815 STRATFORD ROAD						
Dealer City	DELAWARE	State	OH	Zip	430152951		

Complaint: General Concern #1 [Customer States check engine light is on, please check and advise] RSU 1 [RSU 23 160 23MY DJD2DPDD ENGINE CONTROL MODULE (ECM) CAPAC **] PERFORM MULTIPOINT INSPECTION check for any open recalls and RRT's

Cause: RRT Courtesy

Correction: CONFIRMED CHECK ENGINE LAMP ON SCANED AND FOUND CODE P0461 FUEL LEVEL SENSOR 1 PERFORMANCE CHECKED FOR ANY RELATED SOFTWARE UPDATES NONE REMOVED C5 CONNECTOR AT THE BCM AND FUEL PUMP CONNECTOR OHMED OUT N4 AND G109 PIN 3 TO 17 AND 2 TO 16 WIRES CHECK OUT GOOD AT 30 TO 40 OHMS LOAD TESTED BOTH WIRES AND BULB IS BRIGHT CHECKED CONNECTOR XY910A FOR ANY IUE NONE FOUND REMOVED THE FUEL TANK AND REMOVED THE FUEL PUMP MODULE FROM THE TANK REINSTALLED THE BCM CONNECTOR AND PULLED FUEL DATA FROM THE BCM WHILE WATCHING THE DATA I RAN THE LEVEL SENSOR FROM 0% TO 100% WHAT I FOUND WAS AT 28% THE SENSOR DROPS OUT THEN COMES BACK AT 33% PLACED ORDER FOR NE LEVEL SENSOR/ FUEL PUMP MODULE THEY ARE ON BACK ORDER BUT TRUCK IS SAFE TO DRIVE REINSTALLED THE FUEL PUMP AND FUEL TANK PRIMED FUEL SYSTEM AND CHECKED FOR LEAKS PARTS ON ORDER AT THIS TIME PREVIOUSLY COMPLETED COMPLETED MULTIPOINT INSPECTION SEE LINE 2

LOP Information

LOP	LOP Description
181904TF	Software Flash ; Module ; Module, Engine Control (ECM) ; Module, Engine Control (ECM) Inspect Software Level

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
OIL		5	\$2.70	No	
9410914000		1	\$0.32	No	
68490266AA	MODULE FUEL PUMP LEVEL UNIT	0	\$354.08	No	
15400PLMA02		1	\$6.13	No	

Repair Order Detailed Report [REDACTED] For VIN: 3C7WRNCLXPG [REDACTED]

VIN	3C7WRNCLXPG [REDACTED]	Model Year	2023	Body	DP0L65	RAM 5500 REG CAB CHASSIS	
Built Date	01/10/2023	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PXJ	DIAMOND BLACK CRYSTAL P/C					
Engine	ETN	6.7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F3492B9AB8	
Transmission	DF2	6 SPD AUTO AISIN AS69RC HD TRANS			Serial #	U3512T0599	

Report #	[REDACTED]	System Key	589235858	Report Version	2	Open Date	07/17/2023
Close Date	07/18/2023	Narrative Date	07/23/2023	Category	0	Mileage	2,191
MDH	011007	Engine Built Date	03/30/2023	Built Date	01/10/2023	Advisor	249916
Dealer	59564	LITHIA CHRYSLER JEEP DODGE RAM					
Dealer Address	4540 GRUMMAN DR						
Dealer City	MEDFORD	State	OR	Zip	975049165		

Complaint: CUSTOMER STATES RADIO IS GLITCHING CUSTOMER WOULD LIKE HUB CAPS AND MUD FLAPS INSTALLED THAT WERE MISSED ON PRE DELIVERY

Cause:

Correction: 2190 UNABLE TO VERIFY / DUPLICATED THECUSTOMER CONCERN VEHICLE RADIO OPERATING ASIS INTENDED AT ALL TIME , ALSO INSPECTEDRADIO FOR AVAILABLE UPDATES AND FOUND THATTHE RADIO TO BE UP TO DATE BODY MISC 2190 100 INSTALLED MUD FLAPS AND WHEEL CAPS BODY MISC

LOP Information

LOP	LOP Description
2190	Transmission ; Soleniod Pack

Part Information is not available

Repair Order Detailed Report # [REDACTED] For VIN: 3C63R3EL9LG [REDACTED]

VIN	3C63R3EL9LG [REDACTED]	Model Year	2020	Body	D28P91	RAM 3500 LARAMIE CREW CAB 4X4	
Built Date	01/07/2020	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETM	6 7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F34594D3D8	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	S177900012	

Report #	[REDACTED]	System Key	589242327	Report Version	11	Open Date	07/17/2023
Close Date	08/18/2023	Narrative Date	08/21/2023	Category	0	Mileage	47,725
MDH	010708	Engine Built Date	07/07/2020	Built Date	01/07/2020	Advisor	10191 PATRICIA LUIISO
Dealer	60730	Lake City Chrysler Dodge Jeep					
Dealer Address	4325 W US HIGHWAY 90						
Dealer City	LAKE CITY	State	FL	Zip	320554877		

Complaint: CUSTOMER STATES THAT THE CHECK ENGINE LIGHT AND 4 WHEEL DRIVE UNAVAILABLE HAS COME ON AND VEHICLE IS STUCK IN 1ST GEAR- DIAG AND ADVISE PERFORM COMPLETE MULTI-POINT INSPECTION HAVE WE MENTIONED OUR MORGAN PLATINUM CARD? IN HOUSE FINANCING WITH DEFERRED INTEREST FOR 6 MONTHS 10% OFF YOUR FIRST TIME USE (UP TO A MAX OF \$200) RECEIVE SERVICE RELATED PROMOTIONS THROUGH OUT THE YEAR CUSTOMER STATES THAT WHEN TOWING A TRAILER THE CONNECTION INSIDE THE TRAILER BED SEEMED LIKE IT WAS NOT GETTING POWER HAD TO PLUG INTO THE BUMPER FOR THE TRAILER LIGHTS TO COME ON DIAG AND ADVISE

Cause: VERIFIED FOUND CODE P2757 TRACED BACK TO BAD TCM

Correction: REMOVED AND REPLACED TCM ALL OK AT THIS TIME Multi-Point Inspection All THANK YOU FOR YOUR BUSINESS

LOP Information

LOP	LOP Description
08190507	Electrical System ; Modules ; Module, Transmission Control ; 6.7 liter diesel w/ AISIN AS68RC Auto Trans

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CH68446166 AA	MODULE TRANSMISSION CONTROL	1	\$791 52	No	
68446166AA	MODULE TRANSMISSION CONTROL	1	\$791 52	No	01/01/0001

Repair Order Detailed Report [REDACTED] For VIN: 3C63RRGL4PC [REDACTED]

VIN	3C63RRGL4PC [REDACTED]	Model Year	2023	Body	D28L92	RAM 3500 TRADE MAN CREW CAB 4 4	
Built Date	02/08/2023	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	P J	DIAMOND BLACK CRY TAL P/C					
Engine	ETM	6 7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F0253BC89D	
Transmission	DF2	6 PD AUTO AI IN A 69RC HD TRAN			Serial #	F312200044	

Report #	[REDACTED]	System Key	589540901	Report Version	2	Open Date	07/19/2023
Close Date	07/20/2023	Narrative Date	07/24/2023	Category	0	Mileage	128
MDH	020811	Engine Built Date	07/19/2023	Built Date	02/08/2023	Advisor	3937
Dealer	42241	MOTOR MILE CHRYSLER JEEP DODGE					
Dealer Address	2395 ROANOKE TREET						
Dealer City	CHRISTIANSBURG	State	VA	Zip	240732563		

Complaint RO MADE FOR DEF ALE M MULLIN

Cause: E

Correction: GENERAL REPAIR

LOP Information

LOP	LOP Description
25080140	Emission System ; Diesel E haust Fluid System ; DEF Fluid Top Off ; Vehicle Delivery Fill See LOP note for vehicle specific allowances

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68035704AC	FLUID DIESEL EXHAUST	2	\$13 09	No	

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRNFL1PG [REDACTED]

VIN	3C7WRNFL1PG [REDACTED]	Model Year	2023	Body	DP0L94	RAM 5500 CREW CAB CHASSIS	
Built Date	03/16/2023	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PPX	PATRIOT BLUE PEARL COAT					
Engine	ETN	6.7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F0623C05E2	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	U0723A0139	

Report #	[REDACTED]	System Key	589640386	Report Version	1	Open Date	07/07/2023
Close Date	07/21/2023	Narrative Date	07/24/2023	Category	0	Mileage	1,582
MDH	031619	Engine Built Date	05/01/2023	Built Date	03/16/2023	Advisor	514557
Dealer	68689	HEALEY CHRYSLER DODGE JEEP LLC					
Dealer Address	557 ROUTE 52						
Dealer City	BEACON	State	NY	Zip	125081212		

Complaint: Automatic Transmission Concern [Customer States slams into reverse and drive stuck in 3rd] THE CHECK ENGINE LIGHT IS ON

Cause: f

Correction: DIAG Pan, Oil - Related Repairs - Remove and Install (2 - Skilled) Valve Body/Solenoid pack/Harness Valve body/Transmission Control Module Assembly - 845RE/850RE Auto - Includes TCM reprogram where applicable (3 - Highly Skilled) DIAG RELATED TO LINE A CUSTOMER STATES CHECK ENGINE LIGHT IS ON

LOP Information

LOP	LOP Description
85410000	Special Services ; Diagnostic LOP ; Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.
2195015R	Transmission ; Cable Adjustment/Seal/Controls ; Valve Body/Solenoid pack/Harness ; Valve body/Transmission Control Module Assembly - 845RE/850RE Auto - Includes TCM reprogram where applicable (3 - Highly Skilled)
21950158	Transmission ; Cable Adjustment/Seal/Controls ; Valve Body/Solenoid pack/Harness ; Valve body - Replace - Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled)
21550233	Transmission ; Oil Pan/Related Repairs-Valve Body etc... ; Pan, Oil - Related Repairs ; Aisin Transmission
21550231	Transmission ; Oil Pan/Related Repairs-Valve Body etc... ; Pan, Oil - Related Repairs

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68445748AA	BODY ASSY-NONE	1	\$2,800.70	No	01/01/0001
5189966AD	FLUID AFT-AUTOMATIC TRANSMISSION	7	\$16.71	No	
05189966AD	FLUID AFT-AUTOMATIC TRANSMISSION	7	\$116.94	No	01/01/0001

Repair Order Detailed Report [REDACTED] For VIN: 3C63R3KL4MG [REDACTED]

VIN	3C63R3KL4MG [REDACTED]	Model Year	2021	Body	D28R92	RAM 3500 LONGHORN CREW CAB 4X4	
Built Date	06/04/2021	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PRV	DELMONICO RED PEARL COAT					
Engine	ETM	6 7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F14717E7C4	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F141100036	

Report #	[REDACTED]	System Key	589996587	Report Version	1	Open Date	07/26/2023
Close Date	07/26/2023	Narrative Date	07/27/2023	Category	0	Mileage	46,238
MDH	060418	Engine Built Date	06/28/2021	Built Date	06/04/2021	Advisor	7507
Dealer	63566	BILLION CHRYSLER JEEP DODGE RA					
Dealer Address	5910 S LOUISE AVE						
Dealer City	SIOUX FALLS	State	SD	Zip	571082242		

Complaint: PERFORM RECALL - 13A - 2021-2023 RAM HEAVY DUTY GRID HEATER RELAY PERFORM RECALL - ZD4 - 19-22MY DJ/D2/DD/DP 6.7L DIESEL EXHAUST FLUID FREE INSPECT FRONT SHOCKS WAS TOLD BY ANOTHER DEALER

Cause:

Correction: 46238 Perform recall GRID HEATER RELAY LO08 13 A1 82 Safety Recall 13A Intake Air Grid Heater Relay Replace Replace Intake Air Grid Heater Relay (2 - Skilled) 46238 Perform recall diesel exhaust fluidfree LO 18-ZD-41-82 PERFORMED ZD4 RECALL - LOP 18ZD4182 PERFORM RECALL 46238 Customer states other shop told him his front shocks are leaking and to verify Front shocks are not leaking at this time CONFIRMED FRONT SHOCKS ARE NOT LEAKING AND APPEAR TO BE WORKING AS DESIGNED FRONT SUSPENSION

LOP Information

LOP	LOP Description
18ZD4182	Software Flash ; Module ; Module, Diesel Emission Fluid System ; Inspect and Reprogram DEF Control Unit (DCU)
0813A182	Electrical System ; Recall 13 ; Safety Recall 13A Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CSTP13A1AA	RELAY NONE	1	\$44 48	No	

Repair Order Detailed Report # [REDACTED] For VIN: 3C63RRJL2PG [REDACTED]

VIN	3C63RRJL2PG [REDACTED]	Model Year	2023	Body	D28P92	RAM 3500 LARAMIE CREW CAB 4X4	
Built Date	02/28/2023	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					
Engine	ETM	6 7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F0483BF079	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F048300190	

Report #	[REDACTED]	System Key	590794749	Report Version	1	Open Date	08/01/2023
Close Date	08/02/2023	Narrative Date	08/06/2023	Category	0	Mileage	3,195
MDH	022820	Engine Built Date	05/12/2023	Built Date	02/28/2023	Advisor	9301869 David Woodwo
Dealer	60609	PERFORMANCE CHRYSLER JEEP DODG					
Dealer Address	2815 STRATFORD ROAD						
Dealer City	DELAWARE	State	OH	Zip	430152951		

Complaint: customer states check engine light on RSU 1 [RSU 23-160 23MY DJD2DPDD ENGINE CONTROL MODULE (ECM) CAPAC **] PERFORM MULTIPOINT INSPECTION check for any open recalls and RRT's

Cause: RRT Courtesy

Correction: . DROPPED FUEL TANK AND REPLACED FUEL PUMP AND ORING. CONFIRMED OPERATION AND CLEARED CODES. TEST DROVE AND SYSTEM IS NORMAL. REPAIRED AT THIS TIME. ALREADY COMPLETED COMPLETED MULTIPOINT INSPECTION SEE LINE 2

LOP Information

LOP	LOP Description
85410000	Special Services ; Diagnostic LOP ; Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.
14500502	Air & Fuel system ; Fuel Pump ; Module/Pump, Diesel ; Fuel tank mounted - 6.7 liter Diesel - Midship Tank

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
9410914000		1	\$0.32	No	
68490266AA	MODULE FUEL PUMP LEVEL UNIT	1	\$354.08	No	
15400PLMA02		1	\$6.13	No	
087989029		5	\$7.50	No	

Repair Order Detailed Report # [REDACTED] For VIN: 3C63R3CL1L [REDACTED]

VIN	3C63R3CL1L [REDACTED]	Model Year	2020	Body	D28L91	RAM 3500 TRADESMAN CREW CAB 4X4	
Built Date	09/28/2020	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PRV	DELMONICO RED PEARL COAT					
Engine	ETM	6.7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F258061821	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F258000028	

Report #	[REDACTED]	System Key	591692562	Report Version	1	Open Date	08/15/2023
Close Date	08/15/2023	Narrative Date	08/16/2023	Category	0	Mileage	39,937
MDH	092815	Engine Built Date	10/30/2020	Built Date	09/28/2020	Advisor	4695
Dealer	44067	CHRISTOPHER'S DODGE RAM INC					
Dealer Address	16655 WEST COLFAX AVE						
Dealer City	GOLDEN	State	CO	Zip	804013866		

Complaint: FREE MAINTENANCE INSPECTION PERFORM ESSENTIAL CARE SCHEDULED MAINTENANCE SERVICE-LUBE CHASSIS & OIL & FILTER CHANGE. PLEASE COMPLETE TIRE ROTATION AND CORRECT TIRE PRESSURE AS RECOMMENDED FOR VEHICLE TYPE, COMPLETED ROTATION AND TORQUED WHEELS TO SPECIFIED AMOUNT IF VEHICLE IS EQUIPPED WITH WHEEL LOCKS PLEASE PLACE KEY IN CONSOLE OR CUP HOLDER AS OF DECEMBER 27, 2022, ALL INVOICE TOTALS ARE A CASH DISCOUNT PRICE IF YOU CHOOSE TO USE A CREDIT OR DEBIT CARD THERE WILL BE A NON REFUNDABLE 3.0% CHARGE ADDED TO THE SALE AUTO.LIVE REPAIR ORDER

Cause: FMI L;OF ROT

Correction: 39937 FMI INSPECTION COMPLETED FREE MAINTENANCE INSPECTION 39937 L;OF 40 CHANGED ENGINE OIL AND REPLACED OIL FILTER PERFORM ESSENTIAL CARE SCHEDULED MAINTENANCE SERVICE-LUBE CHASSIS & OIL & FILTER CHANGE. 39937 ROT 50 ROTATED TIRES FRONT TO BACK SET TIRE PRESSURE TO 68PSI IN THE FRONTS AND 8PSI IN THE REARS WHEELS TORQUE TO 130FT-LBS PLEASE COMPLETE TIRE ROTATION AND CORRECT TIRE PRESSURE AS RECOMMENDED FOR VEHICLE TYPE, COMPLETED ROTATION AND TORQUED WHEELS TO SPECIFIED AMOUNT. IF VEHICLE IS EQUIPPED WITH WHEEL LOCKS PLEASE PLACE KEY IN CONSOLE OR CUP HOLDER. PLEASE COMPLETE TIRE ROTATION AND CORRECT TIRE PRESSURE AS RECOMMENDED FOR VEHICLE TYPE, COMPLETED ROTATION AND TORQUED WHEELS TO SPECIFIED AMOUNT. IF VEHICLE IS EQUIPPED WITH WHEEL LOCKS PLEASE PLACE KEY IN CONSOLE OR CUP HOLDER AS OF DECEMBER 27, 2022, ALL INVOICE TOTALS ARE A CASH DISCOUNT PRICE IF YOU CHOOSE TO USE A CREDIT OR DEBIT CARD THERE WILL BE A NON REFUNDABLE 3.0% CHARGE ADDED TO THE SALE AUTO LIVE REPAIR ORDER

LOP Information

LOP	LOP Description
95260002	Special Services ; Intl oil changc ; Maintenance Allowance ; TIRE ROTATION
95260001	Special Services ; Intl oil changc ; Maintenance Allowance ; Fi ed Cost Maintenance
26860303	Maintenance ; Service Contract Maintenance ; Maintenance Interval - Schedule B ; To be used every 3,000 Intervals

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68438447PA	OIL -10W30	3	\$28.00	No	
5083285AA	FILTER ENGINE OIL	1	\$30.00	No	

Repair Order Detailed Report [REDACTED] For VIN: 3C63R3KL7LG [REDACTED]

VIN	3C63R3KL7LG [REDACTED]	Model Year	2020	Body	D28R92	RAM 3500 LONGHORN CREW CAB 4X4	
Built Date	12/03/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PWQ		PEARL WHITE				
Engine	ETM	6 7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F32094A8E2	
Transmission	DF2	6 SPD AUTO AISIN AS69RC HD TRANS			Serial #	F322900007	

Report #	[REDACTED]	System Key	591897118	Report Version	1	Open Date	08/16/2023
Close Date	08/16/2023	Narrative Date	08/20/2023	Category	0	Mileage	66,487
MDH	120317	Engine Built Date	01/04/2021	Built Date	12/03/2019	Advisor	85 NATE HATFIELD
Dealer	26940	Pettus Chrysler Dodge Jeep RAM					
Dealer Address	12830 HIGHWAY 21						
Dealer City	DE SOTO	State	MO	Zip	630203351		

Complaint: CUSTOMER REQUEST LUBE,OIL AND FILTER CHANGE D COMPLETED CHANGED OIL AND FILTER (83 JACOB) REPLACE FUEL FILTER DSL ENG REPLACED FUEL FILTERS (83 JACOB) REPLACE FUEL FILTERS CUSTOMER REQUEST TIRE ROTATION ROTATED TIRES TREAD DEPTH FRONT TIRES ARE 11/32 REAR TIRES ARE 13/32 (83- JACOB-) MULTI-POINT INSPECTION COMPLETED (83- JACOB-) RECALL- TAILGATE LATCH ADJUSTMENT INSPCTED TAILGATE LATCHES PASSED (80 TYLER) CUSTOMER STATES DASHBOARD IS DELAMINATING AT THE TOP CALLED CHRYSLER STARTED CASE [REDACTED] TECH HAS INSPECTED DELAMINATING ON CONSOLE AN D PICTURES TAKEN TO BE SUBMITTED TO CHRYSLER (83 JACOB)

Cause:

Correction:

LOP Information

LOP	LOP Description
23ZB8181	Body ; Recall ZB ; Safety Recall ZB8 Tailgate Latch Alignment ; Inspect Tailgate Strikers for Alignment

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68438447PA	OIL 10W30	3	\$39 00	No	
68436631AA	FILTER KI FUEL WATER SEPARATOR	1	\$81 85	No	
68157291AA	FILTER FUEL	1	\$140 00	No	
5083285AA	FILTER ENGINE OIL	1	\$19 99	No	

Repair Order Detailed Report [REDACTED] **For VIN: 3C7WRNFL2MG** [REDACTED]

VIN	3C7WRNFL2MG [REDACTED]	Model Year	2021	Body	DP0L94	RAM 5500 CREW CAB CHASSIS	
Built Date	06/24/2021	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PXJ	DIAMOND BLACK CRYSTAL P/C					
Engine	ETN	6.7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F168180DBB	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F162100001	

Report #	[REDACTED]	System Key	592317287	Report Version	10	Open Date	08/22/2023
Close Date	10/27/2023	Narrative Date	10/30/2023	Category	0	Mileage	124,982
MDH	062415	Engine Built Date	07/27/2021	Built Date	06/24/2021	Advisor	347 ZAYNE AUSTIN WIL
Dealer	45714	ALBEMARLE CHRYSLER DODGE JEEP					
Dealer Address	200 HIGHWAY 740 BYP E						
Dealer City	ALBEMARLE	State	NC	Zip	280016303		

Complaint: CUSTOMER STATES THE VEHICLE IS HAVING "DEF" PROBLEMS, CUSTOMER STATES THE VEHICLE WILL RANDOMLY GO INTO LIMP MODE, THERE IS A MISS FIRE, AND THE VEHICLE IDLES ROUGH CHECK AND ADVISE CUSTOMER STATES BATTERY LIGHT IS ON, CUSTOMER STATES THE LIFE OF THE BATTERY SHOWS TO BE 8% CHECK AND ADVISE AFTER TECHNICIAN REMOVED INTAKE AND ROCKERS, TECHNICIAN FOUND INJECTOR ON CYLINDER 1 INOP DUE TO THE INJECTOR FLOODED CUSTOMER STATES THERE IS A TICKING NOISE COMING FROM THE FRONT OF THE MOTOR DURING INSPECTION TECHNICIAN FOUND EGR COOLER TO BE LEAKING OIL RECOMMENDS REPLACING COOLER.

Cause: DURING INSPECTION TECHNICIAN FOUND CYLINDER 1 PUSH ROD BENT DUE TO TINCLE STRENGTH FAILURE AND ALLOWED IT TO BECOME DISPLACED FORM THE ROCKER DURING INSPECTION TECHNICIAN FOUND FAN PULLY HAD PLAY IN THE BEARING RECOMMENDS REPLACING FAN PULLY

Correction: REPLACED PUSH ROD AND ROCKER ON CYLINDER 1 RECHARGED BATTERY REPLACED INJECTOR. REPALCED FAN PULLY REPLACED EGR COOLER.

LOP Information is not available

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CHR8444791-AA	INJECTOR -FUEL	2	\$1,320.00	No	
CH68617367 AA	COVER EGR	1	\$2,177.18	No	
CH68447792 AA	PUSHROD VALVE	1	\$77.04	No	
CH68447790-AA	ARM -VALVE	1	\$240.24	No	
CH68447575-AA	GASKET -NONE	2	\$158.24	No	
CH68444245 AA	COVER FAN	1	\$1,455.40	No	
CH68444083-AA	COVER -EXHAUST MANIFOLD	2	\$194.04	No	
CH68438447-PA	OIL -10W30	3	\$62.20	No	
CH68163848-AB	ANTIFREEZ-COOLANT	2	\$25.41	No	
CH5083285 AA	FILTER ENGINE OIL	1	\$30.30	No	

Repair Order Detailed Report # [REDACTED] For VIN: 3C63R3CL1LG [REDACTED]

VIN	3C63R3CL1LG [REDACTED]	Model Year	2020	Body	D28L91	RAM 3500 TRADESMAN CREW CAB 4X4	
Built Date	09/28/2020	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PRV	DELMONICO RED PEARL COAT					
Engine	ETM	6 7L I6 CUMMINS HO TURBO DIESEL ENG				Serial #	F258061821
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS				Serial #	F258000028

Report #	[REDACTED]	System Key	592385835	Report Version	1	Open Date	07/31/2023
Close Date	08/23/2023	Narrative Date	08/24/2023	Category	0	Mileage	39,951
MDH	092815	Engine Built Date	10/30/2020	Built Date	09/28/2020	Advisor	4695
Dealer	44067	CHRISTOPHER'S DODGE RAM INC					
Dealer Address	16655 WEST COLFAX AVE						
Dealer City	GOLDEN	State	CO	Zip	804013866		

Complaint: FREE MAINTENANCE INSPECTION TRANSMISSION/TRANSFER CASE REPAIRS. CUSTOMER STATES THE TRANSMISSION WON'T SHIFT INTO 1ST GEAR SEEMS TO START IN 4TH GEAR PLEASE INSPECT AND ADVISE AS OF DECEMBER 27, 2022, ALL INVOICE TOTALS ARE A CASH DISCOUNT PRICE IF YOU CHOOSE TO USE A CREDIT OR DEBIT CARD THERE WILL BE A NON REFUNDABLE 3.25% CHARGE ADDED TO THE SALE AUTO LIVE REPAIR ORDER APPROVALS MADE BY THE ADVISOR LOUIS RUGGIERO AT 08/03/23 12:12 PM ESTIMATE APPROVAL TOTALS \$0.00

Cause: tsb 21-002-23

Correction: FREE MAINTENANCE INSPECTION 39922 tsb 21 002 23 670 verified customer concern and started diag vehicle coded for p1731 and p0731 fluid ok found tsb 21 002 23 that related to customer concern then p& approved for repair after approval then removed the transmission and performed tsb replacing input shaft sub assembly because snap ring had dislodged then re installed transmission into vehicle and then filled with fluid, quick learned and then road tested vehicle re tested good TRANS REMOVE AND INSTALL TRANS TSB REMOVE AND INSTALL RECONDITION DEF TRANS TSB AS OF DECEMBER 27, 2022, ALL INVOICE TOTALS ARE A CASH DISCOUNT PRICE. IF YOU CHOOSE TO USE A CREDIT OR DEBIT CARD THERE WILL BE A NON-REFUNDABLE 3.25% CHARGE ADDED TO THE SALE . AUTO.LIVE REPAIR ORDER -APPROVALS MADE BY THE ADVISOR LOUIS RUGGIERO AT 08/03/23 12:12 PM. ESTIMATE APPROVAL TOTALS: \$0.00

LOP Information

LOP	LOP Description
21000A91	Transmission ; Out of Vehicle Operations ; Transmission, Remove and install for recondition AS68RC/AS69RC ; K1 Clutch / Input Shaft Assembly Inspect and Replace Sub Assembly
21000A61	Transmission ; Out of Vehicle Operations ; Transmission, Remove and install for recondition - AS68RC/AS69RC ; Skid plate equipped
21000A60	Transmission ; Out of Vehicle Operations ; Transmission, Remove and install for recondition AS68RC/AS69RC ; 4X4 equipped
21000169	Transmission ; Out of Vehicle Operations ; Transmission ; DEF equipped 2500 3500 4 4 pick up only

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68637534AA	CLUTCHKIT-AUTOMATIC TRANSMISSION	1	\$1,273.86	No	
6511777AA	BOLT HEX HEAD	6	\$4.17	No	
5189966AD	FLUID AFT AUTOMATIC TRANSMISSION	3	\$14.75	No	
06511777AA	BOLT HEX HEAD	6	\$24.99	No	01/01/0001
05189966AD	FLUID AFT-AUTOMATIC TRANSMISSION	3	\$44.26	No	01/01/0001

Repair Order Detailed Report # [REDACTED] For VIN: 3C63RRGL4PC [REDACTED]

VIN	3C63RRGL4PC [REDACTED]	Model Year	2023	Body	D28L92	RAM 3500 TRADE MAN CREW CAB 4 4	
Built Date	02/08/2023	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PXJ	DIAMOND BLACK CRYSTAL P/C					
Engine	ETM	6 7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F0253BC89D	
Transmission	DF2	6 SPD AUTO AISIN AS69RC HD TRANS			Serial #	F312200044	

Report #	[REDACTED]	System Key	592636429	Report Version	1	Open Date	08/16/2023
Close Date	08/24/2023	Narrative Date	08/28/2023	Category	0	Mileage	1,783
MDH	020811	Engine Built Date	07/19/2023	Built Date	02/08/2023	Advisor	1567
Dealer	42241	MOTOR MILE CHRYSLER JEEP DODGE					
Dealer Address	2395 ROANOKE TREET						
Dealer City	CHRISTIANSBURG	State	VA	Zip	240732563		

Complaint: Engine Light Concern//CUSTOMER STATED THAT THROTTLE BODY MESSAGE CAME UP ON DASH FOLLOWED BY CHECK ENGINE LIGHT
 EHVLE WA RUNNING ROUGH WHEN TRUCK CAME IN THERE WERE NO CEL, HOWE ER THE TRUCK WA DYING IN THE LANE AND RUNNING ROUGH AT
 IDLE CU TOMER REQUE T MULTIPOINT IN PECTION REPAIR ORDER COMMENT // CU TOMER JU T PURCHA ED CALL [REDACTED]

Cause: Internal pcm failure Multipoint

Correction Te t dro ehicle, duplicated concern Engine putter and ometime tall Enginewould not re tart for e eral attempt Connected can tool and found
 dtc Checkedfor bulletin and tar ca e , nothing relatedfound Dtc diagno tic information ugge t pcm replacement Pcm replacement re tricted tarted tar technical
 a i tance ca e tar ugge ted refla hing oftware into pcm Performed pcm oftware update to ame partnumber Te t dro e, concern till pre ent Unplugged
 connectors and inspected, nothingvisually wrong found Checked pin tension, pin tension ok Load tested each of the 12fuel injector circuits between the pcm c1connector
 and fuel injector connectors Loadtest ok Performed voltage drop of each ofthe 12 circuits with fog light inline Noproblems found in voltage drop test Removedvalve
 cover and checked fuel injector nuttorque, torque ok Load tested and voltage drop tested circuits in valve cover gasketfor all injectors, no problems found Installed valve
 cover gasket and torqued fuelinjector nuts to specification Load testedand voltage drop tested pcm powers andgrounds, tested ok Load and voltage droptested B+ cable
 to PDC, te ted ok ubmittedre ult of te ting to tar center tarrelea ed pcm due to finding Replaced pcm and programmed from current part number68575279AA to
 targeted part number52421332AG Engine Light Concern CU TOMER TATE CHECK ENGINE LIGHT I ON Multipoint Complete CU TOMER REQUE T
 MULTIPOINT IN PECTION REPAIR ORDER COMMENT

LOP Information

LOP	LOP Description
85410000	pecial er ice ; Diagno tic LOP ; Operation diagno tic With repair ; Mu t be u ed in conjunction with appropriate repair Labor Operation
181904TH	oftware Fla h ; Module ; Module, Engine Control (ECM) ; Module, Engine Control (ECM) Reprogram (Ai in Tran mi ion)
08190450	Electrical System ; Modules ; Module, Diesel Engine Control ; Update New Module to Most Current Software Version
08190401	Electrical System ; Modules ; Module, Diesel Engine Control ; 6 7 liter diesel engine

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68575279AA	SOFTWARE ENGINE CONTROLLER	1	\$2,681 00	No	

Repair Order Detailed Report # [REDACTED] For VIN: 3C63RRGL9L [REDACTED]

VIN	3C63RRGL9L [REDACTED]	Model Year	2020	Body	D28L92	RAM 3500 TRADESMAN CREW CAB 4X4	
Built Date	03/07/2020	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PSC BILLET SILVER METALLIC CLEAR COAT						
Engine	ETM	6.7L I6 CUMMINS HO TURBO DIESEL ENG				Serial #	F051052E02
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS				Serial #	F046000029

Report #	[REDACTED]	System Key	592954501	Report Version	1	Open Date	08/22/2023
Close Date	08/29/2023	Narrative Date	08/31/2023	Category	0	Mileage	82,674
MDH	030709	Engine Built Date	04/27/2020	Built Date	03/07/2020	Advisor	8402 Johnie Medina
Dealer	61667	COLE CHRYSLER DODGE JEEP					
Dealer Address	3550 BROAD STREET						
Dealer City	SAN LUIS OBISPO	State	CA	Zip	934017104		

Complaint: General Concern Recall / CSN 2

Cause:

Correction: * Perform Multi Point Vehicle Check up - Check and set tire pressure: Front Tires ___ -Rear tires ___ PSI.

LOP Information

LOP	LOP Description
23ZB8181	Body ; Recall ZB ; Safety Recall ZB8 Tailgate Latch Alignment ; Inspect Tailgate Strikers for Alignment

Part Information is not available

Repair Order Detailed Report # [REDACTED] For VIN: 3C63RRHL6MG [REDACTED]

VIN	3C63RRHL6MG [REDACTED]	Model Year	2021	Body	D28H92	RAM 3500 BIG HORN CREW CAB 4X4	
Built Date	06/10/2021	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PRV	DELMONICO RED PEARL COAT					
Engine	ETM	6 7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F13717D353	
Transmission	DF2	6 SPD AUTO AISIN AS69RC HD TRANS			Serial #	F145100371	

Report #	[REDACTED]	System Key	593154502	Report Version	1	Open Date	08/07/2023
Close Date	08/21/2023	Narrative Date	09/03/2023	Category	0	Mileage	66,432
MDH	061000	Engine Built Date	07/29/2021	Built Date	06/10/2021	Advisor	02 MITCH POOLE
Dealer	60751	Jimmy Britt Chrysler Dodge Jee					
Dealer Address	2054 HWY 441 S						
Dealer City	DUBLIN	State	GA	Zip	31021		

Complaint: CUSTOMER STATES CHECK ENGINE LIGHT IS ON HAS A STAR CASE WITH RAM P0087 P008A FUEL PRESSURE CODES OPENED STAR CASE PER CHRYSLER CASE : [REDACTED] SUBMITTED ALL FORM AND DIAG AND FOUND THE IN TANK LIFT PUMP NEEDS TO BE REPLACED REPLACED IN TANK LIFT PUMP AND CLEARED CODES RETESTED AND FOUND ALL FUEL VOLUMES TO BE [COR]RECT ROAD TESTED VEHICLE PERFORMING CORRECTLY AT THIS TIME (01 ADAM)

Cause:

Correction:

LOP Information

LOP	LOP Description
85434343	Special Services ; Goodwill Administration ; Goodwill Authorization ; Goodwill Authorization
85410000	Special Services ; Diagnostic LOP ; Operation diagnostics With repair ; Must be used in conjunction with appropriate repair Labor Operation
14500105	Air & Fuel system ; Fuel Pump ; Module/Pump, Fuel ; Module Midship Tank

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
5145571AA	MODULE FUEL PUMP LEVEL UNIT	1	\$300 00	No	
05145571AA	MODULE FUEL PUMP LEVEL UNIT	1	\$494 78	No	01/01/0001

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRNBL9PG [REDACTED]

VIN	3C7WRNBL9PG [REDACTED]	Model Year	2023	Body	DP0L64	RAM 5500 REG CAB CHASSIS
Built Date	01/11/2023	Market	U	US	Plant	8475 SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT					
Engine	ETN	6 7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F3492B9AEF
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	U3532A0098

Report #	[REDACTED]	System Key	593652372	Report Version	10	Open Date	09/07/2023
Close Date	10/12/2023	Narrative Date	10/16/2023	Category	0	Mileage	2,550
MDH	011108	Engine Built Date	05/23/2023	Built Date	01/11/2023	Advisor	2527 George Medina
Dealer	61595	MCPEEK'S CHRYSLER DODGE JEEP R					
Dealer Address	1221 S AUTO CENTER DR						
Dealer City	ANAHEIM	State	CA	Zip	928065634		

Complaint: PERFORM CERTIFIED MULTI-POINT VEHICLE INSPECTION INSPECT TIRE PRESSURES. ADJUST TO FACTORY SPECS. Vehicle will not move in gear TOW BILL Bumper piece on driver side missing check and advise left front bumper portion of flare ripped off truck

Cause: Inspection request Inspection request moves in reverse but not forward gears scan tool test code p0731 removed and teardown trans found k1 clutch snap ring came out and piston over ended in clutch and ripped o seals and scraped piston and drum //ripped off bumper assy left front bumper portion of flare ripped off truck

Correction: Performed certified multi point vehicle inspection Submitted inspection form with vehicle status CHECKED AND ADJUSTED VEHICLE TIRE PRESSURE AS REQUIRED reconditioned trans (replaced k1 clutch drum and piston and snap ring) reassembled trans and reinstalled test drove operation normal no codes //replaced left front bumper portion of fender flare

LOP Information

LOP	LOP Description
21000A62	Transmission ; Out of Vehicle Operations ; Transmission, Remove and install for recondition AS68RC/AS69RC ; Two piece propeller shaft equipped
21000A60	Transmission ; Out of Vehicle Operations ; Transmission, Remove and install for recondition AS68RC/AS69RC ; 4X4 equipped
21000A50	Transmission ; Out of Vehicle Operations ; Transmission, Remove and install for recondition AS68RC/AS69RC ; Complete Reconditioning of Transmission (3 Highly Skilled)
21000A01	Transmission ; Out of Vehicle Operations ; Transmission, Remove and install for recondition AS68RC/AS69RC ; Remove and install for recondition

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
6MS39GXHAA	EXTENSION WHEEL OPENING FLARE	1	\$51.09	No	
68281227AA	DRUM NONE	1	\$1,148.17	No	
68269646AB	PLATE -NONE	1	\$158.25	No	
68269638AA	PISTON CLUTCH	1	\$147.96	No	
68269568AB	SNAP RING TRANSMISSION	1	\$10.99	No	
68269552AA	D RING EXTERNAL	1	\$24.00	No	
68253940AA	SEAL RING-NONE	4	\$12.57	No	
68244638AA	GASKET TRANSMISSION OIL PUMP	1	\$39.30	No	01/01/0001
68244579AA	O RING NONE	1	\$32.18	No	01/01/0001
68019782AA	SEAL RING NONE	1	\$7.21	No	01/01/0001
68019768AA	D-RING -INTERNAL	1	\$16.88	No	
6511777AA	BOLT HEX HEAD	6	\$4.22	No	
6509166AA	BOLT HEX FLANGE HEAD LOCK	8	\$7.30	No	
5189966AD	FLUID AFT AUTOMATIC TRANSMISSION	12	\$14.95	No	
06511777AA	BOLT -HEX HEAD	6	\$25.32	No	01/01/0001
06509166AA	BOLT HEX FLANGE HEAD LOCK	8	\$58.38	No	01/01/0001
05189966AD	FLUID AFT AUTOMATIC TRANSMISSION	9	\$134.51	No	01/01/0001

Repair Order Detailed Report [REDACTED] For VIN: 3C7WRNEL1MG [REDACTED]

VIN	3C7WRNEL1MG [REDACTED]	Model Year	2021	Body	DP0L93	RAM 5500 CREW CAB CHASSIS	
Built Date	07/24/2021	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETN	6.7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F196183DA1	
Transmission	DF2	6 SPD AUTO AISIN AS69RC HD TRANS			Serial #	F196100053	

Report #	[REDACTED]	System Key	594302333	Report Version	1	Open Date	09/15/2023
Close Date	09/15/2023	Narrative Date	09/18/2023	Category	0	Mileage	107,669
MDH	072419	Engine Built Date	09/09/2021	Built Date	07/24/2021	Advisor	04 TIM FOLZ
Dealer	27064	Colby Chrysler					
Dealer Address	820 S DIVISION ST						
Dealer City	COLBY	State	WI	Zip	544219567		

Complaint: MULTI POINT INSPECTION/EMAIL ADDRESS (05 JOEL KANGAS) RECALL 13A (05 JOEL KANGAS)

Cause:

Correction:

LOP Information

LOP	LOP Description
0813A182	Electrical System ; Recall 13x ; Safety Recall 13A - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CSTP13A1AA	RELAY -NONE	1	\$54.60	No	

Repair Order Detailed Report # [REDACTED] For VIN: 3C63R3KL4MG [REDACTED]

VIN	3C63R3KL4MG [REDACTED]	Model Year	2021	Body	D28R92	RAM 3500 LONGHORN CREW CAB 4X4	
Built Date	06/04/2021	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PRV	DELMONICO RED PEARL COAT					
Engine	ETM	6 7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F14717E7C4	
Transmission	DF2	6 SPD AUTO AISIN AS69RC HD TRANS			Serial #	F141100036	

Report #	[REDACTED]	System Key	595086905	Report Version	1	Open Date	09/26/2023
Close Date	09/26/2023	Narrative Date	09/27/2023	Category	0	Mileage	50,541
MDH	060418	Engine Built Date	06/28/2021	Built Date	06/04/2021	Advisor	9699
Dealer	63566	BILLION CHRYSLER JEEP DODGE RA					
Dealer Address	5910 S LOUISE AVE						
Dealer City	SIOUX FALLS	State	SD	Zip	571082242		

Complaint: C/S LEAKING TRANSMISSION FLUID CUSTOMER STATES THE CHECK ENGINE LIGHT IS ON LUBE, OIL & FILTER USING FULL SYNTHETIC OIL, AND RESET OIL CHANGE INDICATOR PERFORM VEHICLE INSPECTION THANK YOU FOR YOUR BUSINESS! YOU MAY RECEIVE A SURVEY FROM THE MANUFACTURER PLEASE TAKE TIME TO COMPLETE THIS SURVEY IF YOU CAN NOT GIVE US A (10) PLEASE LET US KNOW! REPLACE DIESEL FUEL FILTERS AND ADD PREMIUM DIESEL FUEL TREATMENT THAT CONTAINS HIGHLY EFFECTIVE ADDITIVES THAT REMOVE FUEL INJECTOR DEPOSITS TOTAL DIFFERENTIAL SERVICE + TRANSFER CASE

Cause: W w

Correction: 50541 Transmission fluid leaking from bellhousing Pulled out case and transmission to check seals Installed a new front pump seal, output seal, and input seal on tcase Transmission, Remove and install for repair AS68RC/AS69RC 3500/4500/5500 Series (3 Highly Skilled) Transmission, Remove and install for repair AS68RC/AS69RC 4 4 equipped Transmission, Remove and install for repair AS68RC/AS69RC Two piece propeller shaft equipped Seal, front pump housing (3 Highly Skilled) TRANSMISSION Replace (A) 50541 Has updates for codes Pcm and tcmupdates Module, Engine Control (ECM) Reprogram Module, Engine Control (ECM) Reprogram and Perform Quicklearn Routine (68RFETransmission) (0 Low Skilled) Module, Transmission Control (TCM) Reprogram Module, Transmission Control (TCM) Reprogram, Includes Quicklearn Routine (0 Low Skille Filter, particulate Regen Stationary Regeneration w/ Scan Tool, 2500 3500 pick up only (2 Skilled) LUBE, OIL & FILTER USING FULL SYNTHETIC OIL, AND RESET OIL CHANGE INDICATOR PERFORM VEHICLE INSPECTION THANK YOU FOR YOUR BUSINESS! YOU MAY RECEIVE A SURVEY FROM THE MANUFACTURER PLEASE TAKE TIME TO COMPLETE THIS SURVEY IF YOU CAN NOT GIVE US A (10) PLEASE LET US KNOW! THANK YOU FOR YOUR BUSINESS! YOU MAY RECEIVE A SURVEY FROM THE MANUFACTURER PLEASE TAKE TIME TO COMPLETE THIS SURVEY IF YOU CAN NOT GIVE US A (10) PLEASE LET US KNOW! REPLACE DIESEL FUEL FILTERS AND ADD PREMIUM DIESEL FUEL TREATMENT THAT CONTAIN

LOP Information

LOP	LOP Description
21601050	Transmission ; Pump/Reaction Shaft ; Seal, front pump housing ; (3 Highly Skilled)
21002862	Transmission ; Out of Vehicle Operations ; Transmission, Remove and install for repair AS68RC/AS69RC ; Two piece propeller shaft equipped
21002861	Transmission ; Out of Vehicle Operations ; Transmission, Remove and install for repair AS68RC/AS69RC ; 4 4 equipped
21002801	Transmission ; Out of Vehicle Operations ; Transmission, Remove and install for repair AS68RC/AS69RC ; 3500/4500/5500 Series
181905RT	Software Flash ; Module ; Module, Transmission Control (TCM) ; Module, Transmission Control (TCM) Reprogram, Includes Quicklearn Routine
11610312	Ehaust System ; Filter, Particulate ; Filter, particulate Regen ; Stationary Regeneration w/ Scan Tool, 2500 3500 pick up only

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
W21301		1	\$0 00	No	
W10041		3	\$0 00	No	
A5401		2	\$0 00	No	
68436631AA	FILTER KI FUEL WATER SEPARATOR	1	\$76 77	No	
68244636AA	SEAL TRANSMISSION	1	\$25 71	No	01/01/0001
68224227AB	SEAL EXTENSION YOKE	1	\$27 63	No	
68218655AC	LUBE GEAR	6	\$26 00	No	
68157291AA	FILTER FUEL	1	\$121 88	No	
68089195AA	LUBRICANT TRANSFER CASE	2	\$31 24	No	
68065612AA	COVER NONE	0	\$98 48	No	
68055261AA	SEAL INPUT	1	\$16 08	No	01/01/0001
68001332PC	OIL 5W40	12	\$10 00	No	
5189966AD	FLUID AFT AUTOMATIC TRANSMISSION	6	\$12 04	No	
5083285AA	FILTER ENGINE OIL	1	\$20 00	No	
4318060AD	LUBRICANT AXLE	1	\$5 39	No	
05189966AD	FLUID AFT AUTOMATIC TRANSMISSION	6	\$72 25	No	01/01/0001

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRNCLXPG [REDACTED]

VIN	3C7WRNCLXPG [REDACTED]	Model Year	2023	Body	DP0L65	RAM 5500 REG CAB CHASSIS	
Built Date	01/10/2023	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PXJ	DIAMOND BLACK CRYSTAL P/C					
Engine	ETN	6.7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F3492B9AB8	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	U3512T0599	

Report #	[REDACTED]	System Key	595252970	Report Version	1	Open Date	09/26/2023
Close Date	09/26/2023	Narrative Date	09/28/2023	Category	0	Mileage	6,141
MDH	011007	Engine Built Date	03/30/2023	Built Date	01/10/2023	Advisor	259691
Dealer	59564	LITHIA CHRYSLER JEEP DODGE RAM					
Dealer Address	4540 GRUMMAN DR.						
Dealer City	MEDFORD	State	OR	Zip	975049165		

Complaint: PERFORM LITHIA'S LIFETIME SYNTHETICDIESEL OIL CHANGE. INCLUDES: OIL & FILTER CHANGE, LUBE CHASSIS AS TO FACTORY SPECS, AND COURTESY VEHICLEINSPECTION. PERFORM COURTESY VEHICLE INSPECTION. INCLUDES: VISUAL INSPECTION OF VEHICLE, TIRES, AND SET TIRE PRESSURE TO SPEC'S ROTATE TIRES FRONT TO BACK (DUALY/HEAVY DUTY ADDTL) CHECK FOR U CONNECT UPDATES

Cause:

Correction: 6141 COMPLETED LOF PERFORM LITHIA'S LIFETIMESYNTHETIC DIESEL OIL CHANGE. INCLUDES: OIL & FILTER CHANGE, LUBE CHASSIS AS TO FACTORY SPECS, AND COURTESY VEHICLE INSPECTION. 6141 COMPLETED VI PERFORM COURTESY VEHICLE INSPECTION. INCLUDES: VISUAL INSPECTION OF VEHICLE, TIRES, AND SET TIRE PRESSURE TO SPEC'S 6141 ROTATED TIRES ROTATE TIRES FRONT TO BACK (DUALY/HEAVY DUTY ADDTL) 6141 NO UCONNECT UPDATES AVAILABLE CHECK FOR U CONNECT UPDATES/ NONE AT THIS TIME BODY MISC

LOP Information is not available

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
PO47		1	\$0.06	No	
500010047		12	\$5.62	No	

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRMDL4MG [REDACTED]

VIN	3C7WRMDL4M [REDACTED]	Model Year	2021	Body	DP5L66	RAM 5500 REG CAB CHASSIS	
Built Date	01/22/2021	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETN	6 7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F00716E241	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F006100183	

Report #	[REDACTED]	System Key	595488130	Report Version	1	Open Date	09/13/2023
Close Date	09/30/2023	Narrative Date	10/02/2023	Category	0	Mileage	83,081
MDH	012204	Engine Built Date	07/29/2021	Built Date	01/22/2021	Advisor	30 Shawn Evans
Dealer	27095	Dan Cummins Chrysler-Dodge-Jee					
Dealer Address	2021 ALVERSON DRIVE						
Dealer City	PARIS	State	KY	Zip	403612207		

Complaint: GENERAL CONCERN 1.0 HOUR [CUSTOMER RECALL MULTI POINT INSPECTION FLEX PLATE

Cause:

Correction: performed multi point inspection as outlined

LOP Information

LOP	LOP Description
85410000	Special Services ; Diagnostic LOP ; Operation diagnostics With repair ; Must be used in conjunction with appropriate repair Labor Operation
09254461	Engine ; Crankshaft/Dampener ; Flexplate, torque converter drive automatic transmission ; Two Piece Propeller Shaft
09254460	Engine ; Crankshaft/Dampener ; Flexplate, torque converter drive automatic transmission ; Skid Plate Equipped
09254407	Engine ; Crankshaft/Dampener ; Flex plate, torque converter drive automatic transmission ; Cummins Diesel Engine

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CSTP13A1AA	RELAY NONE	1	\$58.60	No	
68444379AA	FLYWHEEL -NONE	1	\$1,506.60	No	01/01/0001

Repair Order Detailed Report # [REDACTED] For VIN: 3C63RRGL9L [REDACTED]

VIN	3C63RRGL9L [REDACTED]	Model Year	2020	Body	D28L92	RAM 3500 TRADESMAN CREW CAB 4X4	
Built Date	03/07/2020	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PSC BILLET SILVER METALLIC CLEAR COAT						
Engine	ETM	6 7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F051052E02	
Transmission	DF2	6 SPD AUTO AISIN AS69RC HD TRANS			Serial #	F046000029	

Report #	[REDACTED]	System Key	597433117	Report Version	11	Open Date	10/24/2023
Close Date	03/30/2024	Narrative Date	04/01/2024	Category	0	Mileage	86,310
MDH	030709	Engine Built Date	04/27/2020	Built Date	03/07/2020	Advisor	1119 MORRIS JOE FIDA
Dealer	27284	Cardinaleway Chrysler Dodge Je					
Dealer Address	2727 DOWD DR						
Dealer City	SANTA ROSA	State	CA	Zip	954077818		

Complaint: CUSTOMER STATES CHECK ENGINE LIGHT CAME ON AND VEHICLE NOW WILL NOT GO OVER 50MPH AND VEHICLE IS JOLTING HAS RECENTLY HAD THE FUEL PUMP PER RECALL AND A PM SENSOR REPLACED AT CDJR SHOP PLEASE DIAG AND ADVISE PERFORM MULTIPOINT INSPECTION WHICH MAY INCLUDE SOME OF THE FOLLOWING ITEMS, UNDER HOOD FLUIDS, BELTS, HOSES, SUSPENSION AND STEERING COMPONENTS THE CUSTOMER SHALL RECEIVE A COPY OF THE MULTIPOINT INSPECTION ONCE IT IS COMPLETED SHOWING ALL ITEMS INSPECTED AND/OR RECOMMENDED SET TIRE PRESSURE TO SPECIFICATIONS LF RF LR RR CUST ADVISED PERFORM SERVICE/EGR SERVICE INDICATOR ON CUST EQUEST WE PROCEED WITH SERVICE PERFORM A REAR FUEL FILTER REPLACEMENT PERFORM A FRONT FUEL FILTER REPLACEMENT ADD LINE, UPON INSPECTION FOUND THE LEFT REAR CALIPER STICKING CAUSING INNER PAD TO WEAR METAL TO METAL DAMAGING ROTOR REC REPLACING REAR ROTORS REAR PADS AND LEFT REAR CALIPER TO KEEP REAR BRAKES WEARING EVENLY

Cause: ACTIVE CODE P0735 00 GEAR 5 SHIFT INCORRECT RATIO 1013 REMOVED TRANS PAN PER SHOP FOREMAN, FOUND EXCESSIVE METAL IN PAN CAUSING INTERNAL DAMAGE THROUGH OUT TRANS RECOMMEND REPLACING TRANS ALONG WITH TRANS COOLER AND COOLER LINE EGR SERVICE MESSAGE ON, FUEL FILTERS AT 9% PERFORMED BRAKE INSPECTION FRONT PADS @ 10MM LEFT RAER CALIPER STICKING CAUSING INNER PAD TO WEAR METAL TO METAL DAMAGING ROTOR REC REPLACING REAR ROTORS REAR PADS AND LEFT REAR CALIPER TO KEEP REAR BRAKES WEARING EVENLY

Correction: REMOVED AND REPLACED TRANS, TRANS COOLER AND TRANS COOLER LINES, FLASHED TCM, TCM 68475153AD New Part Number 68475153AG, PERFORMED QUICKLEARN PERFORMED MULTIPOINT INSPECTION SET TIRE PRESSURE FACTORY SPEC REMOVED AND REPLACED CCV FILTER PARTS DID NOT HAVE CLEANING SOLUTION FOR EGR VALVE WILL NEED TO HAVE EGR CLEANED WHEN WE GET PARTS PERFORMED A REAR FUEL FILTER REPLACEMENT PERFORMED A FRONT FUEL FILTER REPLACEMENT REMOVED AND REPLACED DRIVER SIDE REAR CALIPER AND BOTH REAR ROTORS WITH NEW REAR BRAKE PADS BLED AIR FROM SYSTEM AND ROAD TESTED VEHICLE RETURNED OLD CALIPER TO

LOP Information

LOP	LOP Description
85700001	Special Services ; Digital Image ; Digital Imaging ; Process time
21252050	Transmission ; Oil Cooler/Heater/Line/Hose ; Oil cooler, e ternal / au iliary ; Cooler (2 Skilled)
21251050	Transmission ; Oil Cooler/Heater/Line/Hose ; Lines, transmission and torque converter oil cooler ; One or Both (1 Semi Skilled)
21002795	Transmission ; Out of Vehicle Operations ; Transmission, Replace automatic ; Aisin (AS68/69RC) Transmission Diagnostic Teardown/Reassembly Procedure
21002766	Transmission ; Out of Vehicle Operations ; Transmission, Replace automatic ; 4 4/AWD equipped
21002762	Transmission ; Out of Vehicle Operations ; Transmission, Replace automatic ; Two piece propeller shaft equipped
21002760	Transmission ; Out of Vehicle Operations ; Transmission, Replace automatic ; Skid plate equipped
21002712	Transmission ; Out of Vehicle Operations ; Transmission, Replace automatic ; AS68RC/AS69RC
21000169	Transmission ; Out of Vehicle Operations ; Transmission ; DEF equipped 2500 3500 4 4 pick up only

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CH84032		1	\$22 10	No	
CH68498560 AB	TRANSMISS WITH TORQUE CONVERTER	2	\$9,999 99	No	
CH68454734 AA	SEAL WHEEL BEARING	2	\$44 90	No	
CH68451229 AA	PAD KIT REAR DISC BRAKE	1	\$300 00	No	
CH68451227 AB	CALIPER DISC BRAKE	2	\$184 00	No	
CH68397154 AD	TUBE OIL COOLER PRESSURE AND RE	1	\$183 60	No	
CH68359847 AC	TOC ASSY OIL COOLER PRESSURE AND RE	1	\$199 80	No	
CH68322507 AB	TUBE JUMPER	1	\$131 31	No	
CH68322497 AD	COOLER TRANSMISSION OIL	1	\$307 80	No	
CH68322497 AC	COOLER TRANSMISSION OIL	1	\$307 80	No	
CH68290077 AB	ROTOR BRAKE	2	\$152 00	No	
CH68218057 AC	FLUID AUTOMATIC TRANSMISSION ATF	16	\$13 14	No	
CH5086767 AC	GASKET AXLE SHAFT	2	\$10 71	No	
68498560AB	TRANSMISS WITH TORQUE CONVERTER	1	\$8,478 00	No	01/01/0001
68397154AD	TUBE OIL COOLER PRESSURE AND RE	1	\$183 60	No	01/01/0001
68359847AC	TOC ASSY OIL COOLER PRESSURE AND RE	1	\$199 80	No	01/01/0001
68322507AB	TUBE JUMPER	1	\$131 31	No	01/01/0001
68322497AC	COOLER TRANSMISSION OIL	1	\$307 80	No	01/01/0001

68218057AC	FLUID -AUTOMATIC TRANSMISSION ATF	8	\$105.12	No	01/01/0001
05086767AC	GASKET -AXLE SHAFT	2	\$21.42	No	01/01/0001

Repair Order Detailed Report # [REDACTED] For VIN: 3C63R3KL4MG [REDACTED]

VIN	3C63R3KL4MG [REDACTED]	Model Year	2021	Body	D28R92	RAM 3500 LONGHORN CREW CAB 4X4	
Built Date	06/04/2021	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PRV	DELMONICO RED PEARL COAT					
Engine	ETM	6 7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F14717E7C4	
Transmission	DF2	6 SPD AUTO AISIN AS69RC HD TRANS			Serial #	F141100036	

Report #	[REDACTED]	System Key	597631469	Report Version	1	Open Date	10/25/2023
Close Date	10/26/2023	Narrative Date	10/27/2023	Category	0	Mileage	51,872
MDH	060418	Engine Built Date	06/28/2021	Built Date	06/04/2021	Advisor	933 JOSH GILLIAM
Dealer	65191	DEERY CHRYSLER DODGE JEEP RAM					
Dealer Address	1000 W HICKMAN RD						
Dealer City	WAUKEE	State	IA	Zip	502635069		

Complaint: GENERAL CONCERN CUSTOMER REQUESTS SHUTTLE RIDE

Cause:

Correction: NWP NO WORK PERFORMED

LOP Information is not available

Part Information is not available

Repair Order Detailed Report # [REDACTED] For VIN: 3C63RRHL3MG [REDACTED]

VIN	3C63RRHL3MG [REDACTED]	Model Year	2021	Body	D28H92	RAM 3500 BIG HORN CREW CAB 4X4	
Built Date	03/09/2021	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETM	6 7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F0601742D6	
Transmission	DF2	6 SPD AUTO AISIN AS69RC HD TRANS			Serial #	F057100058	

Report #	[REDACTED]	System Key	597695073	Report Version	4	Open Date	10/26/2023
Close Date	10/31/2023	Narrative Date	11/01/2023	Category	0	Mileage	42,642
MDH	030917	Engine Built Date	05/24/2021	Built Date	03/09/2021	Advisor	83992 LANCE WARREN D
Dealer	60501	COLUMBIA CHRYSLER DODGE JEEP R					
Dealer Address	106 S JAMES CAMPBELL BLVD						
Dealer City	COLUMBIA	State	TN	Zip	384014324		

Complaint: truck regens very often about every 5 hours or 300 miles no drivability issues (DIESEL ENGINE CONCERN) (Multi point inspection according to maintenance interval) CUSTOMER REQUESTS LUBE, OIL AND FILTER CHANGE REPLACE FUEL FILTER LOCATED ON ENGINE ASSEMBLY RECOMMENDED EVERY 15K MILES REPLACE FRAME MOUNTED FUEL FILTER SCHEDULED EVERY 15K MILES LINE FOR FAMOUS RENTAL WARRATY LINE FOR CUSTOMER PAY FAMOUS RENTAL

Cause: INSPECTED VEHICLE NO LIGHTS ON NO CODES FOUND CODE STORE IN FREEZE FRAME DATA P1451 DIESEL PARTICULATE FILTER SYSTEM PERFORMANCE OIL LIFE AND FUEL FILTER LIFE'S ARE AT 8% AND ENGINE OIL IS ABOUT A GALLON OVER FULL PARTICULATE FILTER HAS 2 GRAMS OF SOOT IN IT AIR FILTER IS CLEAN AND HAD BEEN REPLACED RECENTLY TEST DROVE TRUCK AND WATCHED PARTICULATE FILTER SOOT LOAD SOOT LOAD WENT FROM 2 -1 IN FIRST 4 MILES THEN BACK UP TO 2 IN NEXT 16 MILES TEST DROVE AGAIN AND WENT TO 3 IN NEXT 18 MILES COULD NOT DRIVE VEHICLE ANY FURTHER AS LOW FUEL LIGHT IS ON RECOMMEND PERFORMING OIL CHANGE AND FUEL FILTERS FIRST AND FILLING FUEL TANK HAVE HAD OTHER TRUCKS WITH OVER FILLED ENGINE OIL CAUSE A PARTICULATE FILTER REGEN ISSUE BEFORE ROUTINE MAINTENANCE

Correction: AFTER PERFORMING LOF AND FUEL FILTERS REPLACED PERFORMED PARTICULATE FILTER REGENERATION TEST DROVE TRUCK 52 MILES AND SOOT LOAD DID NOT CHANGE FROM 1 GRAM VEHICLE IS OPERATING CORRECTLY NOW 23 POINT VEHICLE INSPECTION ALL INTERNAL 1 3 FOR TECH FOR STATIONARY REGEN APPROVED BY RODNEY FOR CUSTOMER SATISFACTION PERFORMED LUBE, OIL AND FILTER REPLACEMENT COMPLETED FUEL FILTER REPLACEMENT COMPLETED FUEL FILTER REPLACEMENT

LOP Information

LOP	LOP Description
95400142	Special Services ; Loaner ; Loaner Car ; High Line Vehicles
11610312	Exhaust System ; Filter, Particulate ; Filter, particulate - Regen ; Stationary Regeneration w/ Scan Tool, 2500-3500 pick up only

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
PKROT2		1	\$0 00	No	
CH68438447 PA	OIL 10W30	3	\$53 10	No	
CH68436631 AA	FILTER KI FUEL WATER SEPARATOR	1	\$84 20	No	
CH68157291 AA	FILTER FUEL	1	\$140 00	No	
CH5083285 AA	FILTER ENGINE OIL	1	\$27 75	No	

Repair Order Detailed Report # [REDACTED] For VIN: 3C63RRGL9LG [REDACTED]

VIN	3C63RRGL9LG [REDACTED]	Model Year	2020	Body	D28L92	RAM 3500 TRADESMAN CREW CAB 4X4	
Built Date	03/07/2020	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PSC BILLET SILVER METALLIC CLEAR COAT						
Engine	ETM	6.7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F051052E02	
Transmission	DF2	6 SPD AUTO AISIN AS69RC HD TRANS			Serial #	F046000029	

Report #	[REDACTED]	System Key	597752332	Report Version	1	Open Date	09/12/2023
Close Date	10/27/2023	Narrative Date	10/30/2023	Category	0	Mileage	84,614
MDH	030709	Engine Built Date	04/27/2020	Built Date	03/07/2020	Advisor	9141 Tony Padilla
Dealer	61667	COLE CHRYSLER DODGE JEEP					
Dealer Address	3550 BROAD STREET						
Dealer City	SAN LUIS OBISPO	State	CA	Zip	934017104		

Complaint: Recall / CSN 1 TECH CONNECTED THE SCAN TOOL AND CHECKED FOR CODES

Cause:

Correction: * Perform Multi Point Vehicle Check up - Check and set tire pressure: Front Tires ___-Rear tires ___ PSI. Y78 - 2019-2020 Ram HD High Pressure Fuel Pump

LOP Information

LOP	LOP Description
14Y78182	Air & Fuel system ; Recall Y7x ; Safety Recall Y78 - High Pressure Fuel Pump ; Replace High Pressure Fuel Pump and Reprogram PCM

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CSRLY781AA	MODULEKIT FUEL INJECTION	1	\$831.84	No	
68354201AB	SENSOR PARTICULATE MATTER	1	\$182.00	No	

Repair Order Detailed Report # [REDACTED] For VIN: 3C63R3KL4MG [REDACTED]

VIN	3C63R3KL4MG [REDACTED]	Model Year	2021	Body	D28R92	RAM 3500 LONGHORN CREW CAB 4X4	
Built Date	06/04/2021	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PRV	DELMONICO RED PEARL COAT					
Engine	ETM	6 7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F14717E7C4	
Transmission	DF2	6 SPD AUTO AISIN AS69RC HD TRANS			Serial #	F141100036	

Report #	[REDACTED]	System Key	597917234	Report Version	1	Open Date	10/30/2023
Close Date	10/30/2023	Narrative Date	10/31/2023	Category	0	Mileage	52,069
MDH	060418	Engine Built Date	06/28/2021	Built Date	06/04/2021	Advisor	933 JOSH GILLIAM
Dealer	65191	DEERY CHRYSLER DODGE JEEP RAM					
Dealer Address	1000 W HICKMAN RD						
Dealer City	WAUKEE	State	IA	Zip	502635069		

Complaint: ENGINE CONCERN
Cause: NO WORK PERFORMED - CUSTOMER IS COMING BACK
Correction: NWP NO WORK PERFORMED; NWP NO WORK PERFORMED
LOP Information is not available
Part Information is not available

Repair Order Detailed Report [REDACTED] For VIN: 3C63RRHL3MG [REDACTED]

VIN	3C63RRHL3MG [REDACTED]	Model Year	2021	Body	D28H92	RAM 3500 BIG HORN CREW CAB 4X4	
Built Date	03/09/2021	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETM	6.7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F0601742D6	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F057100058	

Report #	[REDACTED]	System Key	598567520	Report Version	2	Open Date	11/06/2023
Close Date	11/07/2023	Narrative Date	11/08/2023	Category	0	Mileage	42,979
MDH	030917	Engine Built Date	05/24/2021	Built Date	03/09/2021	Advisor	83992 LANCE WARREN D
Dealer	60501	COLUMBIA CHRYSLER DODGE JEEP R					
Dealer Address	106 S JAMES CAMPBELL BLVD						
Dealer City	COLUMBIA	State	TN	Zip	384014324		

Complaint: (Multi-point inspection according to maintenance interval) cs after last visit truck is still going into regen too often has went into regen twice 130 miles and 142 miles (Recheck recent repair) famous rental car on line 1 parts could not move po

Cause: VEHICLE HAS NO CODES, NO WARNING MESSAGES AND NO RECENT STORED DATA TO SHOW ISSUE WITH PARTICULATE FILTER OIL LEVEL IS CORRECT ON LAST VISIT WENT OFF OF STORED DATA FOUND IN PCM AND SEEN ISSUE WITH OIL LEVEL OVER FULL WHEN RECOMMENDING SERVICES PERFORMED LAST VISIT

Correction: COMPLETED MULTIPPOINT INSPECTION WILL NEED TO HAVE WARNING MESSAGE THAT VEHICLE IS MALFUNCTIONING BEFORE GOING FURTHER started star case [REDACTED] star recommended replacing engine air filter with fleet guard filter due to history of these trucks having issue with superceeded part number for oem air filter and swapping MAF sensor for a sensor without AARFN since there is an issue with them not reading correctly. customers states air filter had already been replaced for fleet guard filter in the past and did not change anything. customer declined engine air filter replacement and MAF sensor replacement Since this vehicle as brought in for this issue before 36k miles. vehicle is operating as designed no issues found at this time. Customer was advised of possible ONE TIME GOODWILL and that could possibly be used if major issue occurs after emissions warranty is past.

LOP Information is not available

Part Information is not available

Repair Order Detailed Report [REDACTED] For VIN: 3C7WRNFL2M[REDACTED]

VIN	3C7WRNFL2M[REDACTED]	Model Year	2021	Body	DP0L94	RAM 5500 CREW CAB CHASSIS	
Built Date	06/24/2021	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PXJ	DIAMOND BLACK CRYSTAL P/C					
Engine	ETN	6 7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F168180DBB	
Transmission	DF2	6 SPD AUTO AISIN AS69RC HD TRANS			Serial #	F162100001	

Report #	[REDACTED]	System Key	598666809	Report Version	10	Open Date	11/07/2023
Close Date	12/06/2023	Narrative Date	12/07/2023	Category	0	Mileage	125,321
MDH	062415	Engine Built Date	07/27/2021	Built Date	06/24/2021	Advisor	262 NEIL DAVID DEGRA
Dealer	45714	ALBEMARLE CHRYSLER DODGE JEEP					
Dealer Address	200 HIGHWAY 740 BYP E						
Dealer City	ALBEMARLE	State	NC	Zip	280016303		

Complaint: CUSTOEMR STATES DEF INJECTOR AND DEF PUMP FAILED

Cause: FAULTY DEF PUMP AND INJECTOR

Correction: REMOVE AND REPLACE DEF PUMP AND INJECTOR AUTH [REDACTED]

LOP Information is not available

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CH68569351 AA	FLUID DIESEL EXHAUST	1	\$46 47	No	
CH68457124 AD	MODULE UREA PUMP LEVEL UNIT	1	\$900 00	No	
CH68035704 AC	FLUID DIESEL EXHAUST	3	\$32 00	No	
CH4627241-AF	INJECTOR -DIESEL EXHAUST FLUID	1	\$513.00	No	

Repair Order Detailed Report # [REDACTED] For VIN: 3C63R3KL7L [REDACTED]

VIN	3C63R3KL7L [REDACTED]	Model Year	2020	Body	D28R92	RAM 3500 LONGHORN CREW CAB 4X4	
Built Date	12/03/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PWQ	PEARL WHITE					
Engine	ETM	6 7L I6 CUMMIN HO TURBO DIE EL ENG			Serial #	F32094A8E2	
Transmission	DF2	6 SPD AUTO AISIN AS69RC HD TRANS			Serial #	F322900007	

Report #	[REDACTED]	System Key	598748083	Report Version	1	Open Date	10/12/2023
Close Date	11/08/2023	Narrative Date	11/09/2023	Category	0	Mileage	68,799
MDH	120317	Engine Built Date	01/04/2021	Built Date	12/03/2019	Advisor	78 RAMON GARCIA
Dealer	26940	Pettus Chrysler Dodge Jeep RAM					
Dealer Address	12830 HIGHWAY 21						
Dealer City	DE SOTO	State	MO	Zip	630203351		

Complaint: CUSTOMER REQUEST DIAG CHECK TRANSMISSION IS NOT WORKING PROPERLY CHECK AND ADVISE VERIFIED CONCERN REMOVED TRANSMISSION TORN DO WN FOUND METAL IN PAN AND FILTER AND FLUID IS BURNT RECOMMEND TRANSMISSION REPLACEMENT REPLACED TRAN MI ION AND TE TED ALL OK (11 0964 JORDAN) DIAG CHECK FOUND MULTI POINT IN PECTION (11 0964 JORDAN)

Cause:

Correction:

LOP Information

LOP	LOP Description
85700001	Special Services ; Digital Image ; Digital Imaging ; Process time
21252050	Transmission ; Oil Cooler/Heater/Line/Hose ; Oil cooler, e ternal / au iliary ; Cooler (2 Skilled)
21002795	Tran mi ion ; Out of ehicle Operation ; Tran mi ion, Replace automatic ; Ai in (A 68/69RC) Tran mi ion Diagno tic Teardown/Rea embly Procedure
21002766	Transmission ; Out of Vehicle Operations ; Transmission, Replace automatic ; 4 4/AWD equipped
21002762	Transmission ; Out of Vehicle Operations ; Transmission, Replace automatic ; Two piece propeller shaft equipped
21002760	Transmission ; Out of Vehicle Operations ; Transmission, Replace automatic ; Skid plate equipped
21002712	Tran mi ion ; Out of ehicle Operation ; Tran mi ion, Replace automatic ; A 68RC/A 69RC
21000169	Transmission ; Out of Vehicle Operations ; Transmission ; DEF equipped 2500 3500 4 4 pick up only

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68498560AB	TRANSMISS WITH TORQUE CONVERTER	1	\$7,528 25	No	
68322497AD	COOLER TRAN MI ION OIL	1	\$274 65	No	01/01/0001

Repair Order Detailed Report # [REDACTED] For VIN: 3C63R3ELXPG [REDACTED]

VIN	3C63R3ELXPG [REDACTED]	Model Year	2023	Body	D28P91	RAM 3500 LARAMIE CREW CAB 4X4	
Built Date	04/05/2023	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PPX	PATRIOT BLUE PEARL COAT					
Engine	ETM	6.7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F0833C2B24	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F084300015	

Report #	[REDACTED]	System Key	599208277	Report Version	3	Open Date	11/13/2023
Close Date	11/15/2023	Narrative Date	11/17/2023	Category	0	Mileage	70,308
MDH	040512	Engine Built Date	08/31/2023	Built Date	04/05/2023	Advisor	180 Sergio Lugo
Dealer	60909	VICTORVILLE MOTORS CHRYSLER JE					
Dealer Address	14617 CIVIC DR						
Dealer City	VICTORVILLE	State	CA	Zip	923940844		

Complaint: *Battery Concern [GUEST STATES THERE HAS BEEN TWO DIFFERENT OCCASIONS WHERE THE TRUCK HAS BEEN DEAD AND HE HAD TO JUMP START THE BATTERY, STATES THERE ARE TIMES WHERE HE NOTICES WITH THE TRUCK BEING OFF THE RADIO WILL BE TRYING TO CYCLE ON AND POSSIBLY DRAINING THE BATTERY PLEASE CHECK AND ADVISE] *Radio Nav Telematics Concern [GUEST STATES ON THE RADIO IT WILL READ UCONNECT NEEDS SERVICE AND AT TIMES IT WILL DISCONNECT ON ITS OWN AND THE GAUGES FUNCTION WILL NOT READ PLEASE CHECK AND ADVISE] *Electrical Concern [GUEST STATES THE MEMORY SEAT FUNCTION KEEPS LOSING ITS MEMORY AND THERE ARE TIMES HE WILL HIT THE 1 DEFAULT AND THE SEAT WILL FULLY RECLINE PLEASE CHECK AND ADVISE] *Axle Driveshaft Differential Concern [GUEST STATES WHEN TAKING FOOT OFF THE GAS AND THEN GOING TO APPLY FOOT ON THE GAS IT WILL CLUNK FROM THE DRIVESHAFT PLEASE CHECK AND ADVISE] *Automatic Transmission Concern [GUEST STATES THE TRANSMISSION WILL HESITATE TO SHIFT AND WHEN IT DOES IT CLUNKS PRETTY HARSH FROM 1ST TO 2ND GEAR PLEASE CHECK AND ADVISE] **You consent to receive texts from Victorville Motors on your cell phone You agree that we may contact you regarding service updates and offers via text You may opt out at any time RSU 1 [RSU 23 160 23MY DJD2DPDD ENGINE CONTROL MODULE (ECM) CAPAC **]

Cause: COULD NOT VERIFY CONCERN POSSIBLE OVER THE AIR UPDATE NO PROBLEM FOUND NORMAL SHIFTS FOR AS69RC TRANS NO PROBLEMS FOUND You consent to receive texts from Victorville Motors CDJR on your cell phone You agree that we may contact you regarding service updates and offers via text If you agree, you may opt out at any time RSU 23-160

Correction: COULD NOT VERIFY CONCERN PERFORMED VEHICLE MODULE SCAN NO CODES HAS AFTERMARKET AD ONS MAY BE RELATED CAMERA ,SIDE STEPS PLUGED INTO DLC BATTERIES TESTED OK COULD NOT VERIFY CONCERN OVER THE AIR UPDATE COMING SOON CHECKED LEARNED SETTINGS AND TESTED MULTIPLE TIMES. COULD NOT VERIFY CONCERN. CHEKED FOR TSBS OR UPDATES. NONE FOUND. CHECKED TRANS ENGAGEMENT NORMAL. ROA

LOP Information

LOP	LOP Description
08190495	Electrical System ; Modules ; Module, Diesel Engine Control ; Perform Extended Idle Test

Part Information is not available

Repair Order Detailed Report # [REDACTED] For VIN: 3C63R3KL4MG [REDACTED]

VIN	3C63R3KL4MG [REDACTED]	Model Year	2021	Body	D28R92	RAM 3500 LONGHORN CREW CAB 4X4	
Built Date	06/04/2021	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PRV	DELMONICO RED PEARL COAT					
Engine	ETM	6 7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F14717E7C4	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F141100036	

Report #	[REDACTED]	System Key	599430767	Report Version	1	Open Date	11/14/2023
Close Date	11/16/2023	Narrative Date	11/17/2023	Category	0	Mileage	52,935
MDH	060418	Engine Built Date	06/28/2021	Built Date	06/04/2021	Advisor	933 JOSH GILLIAM
Dealer	65191	DEERY CHRYSLER DODGE JEEP RAM					
Dealer Address	1000 W HICKMAN RD						
Dealer City	WAUKEE	State	IA	Zip	502635069		

Complaint: ENGINE CONCERN

Cause:

Correction:

LOP Information is not available

Part Information is not available

Repair Order Detailed Report # [REDACTED] For VIN: 3C63R3KL4MG [REDACTED]

VIN	3C63R3KL4MG [REDACTED]	Model Year	2021	Body	D28R92	RAM 3500 LONGHORN CREW CAB 4 4	
Built Date	06/04/2021	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PRV	DELMONICO RED PEARL COAT					
Engine	ETM	6 7L I6 CUMMINS HO TURBO DIESEL ENG				Serial #	F14717E7C4
Transmission	DF2	6 SPD AUTO AISIN AS69RC HD TRANS				Serial #	F141100036

Report #	[REDACTED]	System Key	600271538	Report Version	1	Open Date	11/24/2023
Close Date	11/28/2023	Narrative Date	11/29/2023	Category	0	Mileage	53,272
MDH	060418	Engine Built Date	06/28/2021	Built Date	06/04/2021	Advisor	436 JAY FERRI
Dealer	65191	DEERY CHRYSLER DODGE JEEP RAM					
Dealer Address	1000 W HICKMAN RD						
Dealer City	WAUKEE	State	IA	Zip	502635069		

Complaint: GENERAL CONCERN MOPAR EXPRESS LANE INSPECTION

Cause:

Correction: Scan codes P054E, P026B Following service

LOP Information is not available

Part Information is not available

Repair Order Detailed Report # [REDACTED] For VIN: 3C63RRHL5LG [REDACTED]

VIN	3C63RRHL5LG [REDACTED]	Model Year	2020	Body	D28H92	RAM 3500 BIG HORN CREW CAB 4X4	
Built Date	09/21/2020	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETM	6.7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F2550611DB	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F252000162	

Report #	[REDACTED]	System Key	600425559	Report Version	1	Open Date	11/29/2023
Close Date	11/29/2023	Narrative Date	11/30/2023	Category	0	Mileage	53,948
MDH	092101	Engine Built Date	11/17/2020	Built Date	09/21/2020	Advisor	556 NANCY ANN MARSON
Dealer	45077	CHIEFLAND CHRYSLER DODGE JEEP					
Dealer Address	2771 NORTH YOUNG BLVD						
Dealer City	CHIEFLAND	State	FL	Zip	326269187		

Complaint: Safety Recall Y26 - Wheel Studs (Recall Customer Satisfaction Notification 1) Safety Recall Y78 - High Pressure Fuel Pump (Recall Customer Satisfaction Notification 2) Safety Recall ZB8 Tailgate Latch Alignment (Recall Customer Satisfaction Notification 3) CUSTOMER STATES, THE CHECK ENGINE LIGHT IS ON CHECK AND ADVISE

Cause:

Correction: INSPECTED AND REPLACED 7 STUD ON RT FRONT WHEEL COMPLETE Y78 INSPECT AND PASSED SCANNED FOR DTC AND NON PRESENT

LOP Information

LOP	LOP Description
23ZB8182	Body ; Recall ZBx ; Safety Recall ZB8 - Tailgate Latch Alignment ; Inspect and Adjust Tailgate Strikers
22Y26182	Wheels ; Recall Y2x ; Safety Recall Y26 - Wheel Studs ; Inspect and Replace Wheel Studs - Front (One or Both Sides)
22Y26150	Wheels ; Recall Y2 ; Safety Recall Y26 Wheel Studs ; Replacement of Up to 2 Additional Studs
14Y78182	Air & Fuel system ; Recall Y7x ; Safety Recall Y78 - High Pressure Fuel Pump ; Replace High Pressure Fuel Pump and Reprogram PCM

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CSZMY261AA	STUD -HUB	1	\$14.05	No	01/01/0001
CSRLY781AA	MODULEKIT FUEL INJECTION	1	\$958.90	No	01/01/0001
CHCSZMY261 AA	STUD HUB	1	\$14.05	No	
CHCSRLY781-AA	MODULEKIT-FUEL INJECTION	1	\$958.90	No	

Repair Order Detailed Report # [REDACTED] For VIN: 3C63RRPL4MG [REDACTED]

VIN	3C63RRPL4MG [REDACTED]	Model Year	2021	Body	D28M81	RAM 3500 LIMITED MEGA CAB 4 4	
Built Date	02/09/2021	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETM	6 7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F033171198	
Transmission	DF2	6 SPD AUTO AISIN AS69RC HD TRANS			Serial #	F028100048	

Report #	[REDACTED]	System Key	600990297	Report Version	2	Open Date	12/06/2023
Close Date	12/13/2023	Narrative Date	12/15/2023	Category	0	Mileage	49,207
MDH	020901	Engine Built Date	05/07/2021	Built Date	02/09/2021	Advisor	7069
Dealer	66732	Galeana Chrysler Dodge Jeep Ra					
Dealer Address	14375 S TAMIAMI TRL						
Dealer City	FORT MYERS	State	FL	Zip	339121943		

Complaint: Change diesel engine oil and filter(synthetic oil may be required based on geographic location) [12qt 10W30] Recall / Customer Satisfaction Notification 1 [Recall Customer Satisfaction Notification 1 ** 13A 2021 2023 Ram Heavy Duty GridHeater Relay] Recall / Customer Satisfaction Notification 2 [Recall Customer Satisfaction Notification 2 ** Y26 2012 21 D TRUCK M14 WHEEL STUDS] Change automatic transmission fluidand filter (AS69RC transmission only) Change transfer case fluid Replace front a le fluid (Severe use only) Replace rear a le fluid (Severe useonly) General Concern #1 [Cust states replace engine mounted fuel filter]

Cause:

Correction: 49207 LOF PERFORMED CUMMINS LOF RESETINDICATOR Change diesel engine oil and filter (synthetic oilmay be required based on geographic location) [12qt 10W30] 49207 RECALL Replace Relay, Intake AirHeater 08 13 A1 82 REPLACED INTAKE AIR GRID PER RECALL 13A 49207 RECALL GUEST DECLINED AT THIS TIME Recall / Customer Satisfaction Notification2 OPEN RECALL FOR VEHICLE 49207 MAINT REPLACED TRANS FILTER ANDGASKET, PERFORMED FLUID SERVICE Change automatic transmission fluid and filter (AS69RC transmission only) 49207 MAINT PERFORMED T CASE SERVICE Change transfer case fluid 49207 MAINT PERFORMED FRONT DIFF SERVICE Replace front a le fluid (Severe use only) 49207 MAINT PERFORMED REAR DIFF SERVICE Replace rear a le fluid (Severe use only) 49207 MAINT REPLACED ENGINE FUEL FILTERONLY RESET INDICATOR General Concern #1 MISC REPAIRS

LOP Information

LOP	LOP Description
0813A182	Electrical System ; Recall 13 ; Safety Recall 13A Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CSTP13A1AA	RELAY NONE	1	\$51 81	No	
A5403		2	\$73 80	No	
75W85		3	\$30 00	No	
714564		1	\$124 20	No	
714532		3	\$64 36	No	
68438447PA	OIL 10W30	3	\$35 50	No	
68224232AA	FILTER TRANSMISSION OIL	1	\$164 40	No	
68214914AA	GASKET TRANSMISSION CASE	1	\$66 90	No	
68157291AA	FILTER FUEL	1	\$168 00	No	
66303		1	\$89 10	No	
5083285AA	FILTER ENGINE OIL	1	\$34 69	No	

Repair Order Detailed Report [REDACTED] For VIN: 3C7WRNFL2MG [REDACTED]

VIN	3C7WRNFL2MG [REDACTED]	Model Year	2021	Body	DP0L94	RAM 5500 CREW CAB CHASSIS	
Built Date	06/24/2021	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PXJ	DIAMOND BLACK CRYSTAL P/C					
Engine	ETN	6.7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F168180DBB	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F162100001	

Report #	[REDACTED]	System Key	601161130	Report Version	9	Open Date	12/07/2023
Close Date	02/08/2024	Narrative Date	02/11/2024	Category	0	Mileage	125,678
MDH	062415	Engine Built Date	07/27/2021	Built Date	06/24/2021	Advisor	362 TRINITY NICHOLE
Dealer	45714	ALBEMARLE CHRYSLER DODGE JEEP					
Dealer Address	200 HIGHWAY 740 BYP E						
Dealer City	ALBEMARLE	State	NC	Zip	280016303		

Complaint: CUSTOMER STATES CHECK ENGINE LIGHT IS ON CUSTOMER STATES CHECK ENGINE LIGHT IS ON CUSTOMER STATES CHECK ENGINE LIGHT IS ON AND GOING TO GO IN TO LIMP MODE 13 A HEATER GRID

Cause: UPON INSPECTION TECH HAD FOUND CODE P2002-00 PARTICULATE FILTER EFFICIENCY RECOMMENED REPLACING DPF UPON INSPECTION TECH HAD FOUND CODE P2002-00 PARTICULATE FILTER EFFICIENCY RECOMMENED REPLACING DPF NOTED IN SHOP FAULT CODE P-225E NOX SENSOR SIGNAL STUCK AND P2BAF PM SENSOR FAULT RECALL

Correction: REPLACED DPF CASE NUMBER [REDACTED] DM- 139910 ONE TIME GOODWILL 50/50 SPLIT WITH CUSTOMER. CUSTOMER WAS CONTACTED BY DM AND AGREED TO OFFER. REPLACED DPF CASE NUMBER [REDACTED] DM- 139910 ONE TIME GOODWILL 50/50 SPLIT WITH CUSTOMER. CUSTOMER WAS CONTACTED BY DM AND AGREED TO OFFER. COMPLETED

LOP Information

LOP	LOP Description
139910	Frame ; MOPAR Accessories - Master Shield
11610145	E haust System ; Filter, Particulate ; Filter diesel particulate (DPF) ; 6 7 liter diesel engine, 4500 5500 cab chassis only

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CH68375474-AC	SENSOR -NITROUS OXIDE	2	\$550.00	No	
CH68352149-AB	SENSOR -PARTICULATE MATTER	1	\$400.00	No	
CH68259653-AD	CONVERTER-CATALYTIC	1	\$2,149.30	No	
68259653AD	CONVERTER-CATALYTIC	1	\$4,496.61	No	01/01/0001

Repair Order Detailed Report # [REDACTED] For VIN: 3C63RRGL4PC [REDACTED]

VIN	3C63RRGL4PC [REDACTED]	Model Year	2023	Body	D28L92	RAM 3500 TRADESMAN CREW CAB 4X4	
Built Date	02/08/2023	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PXJ	DIAMOND BLACK CRYSTAL P/C					
Engine	ETM	6 7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F0253BC89D	
Transmission	DF2	6 SPD AUTO AISIN AS69RC HD TRANS			Serial #	F312200044	

Report #	[REDACTED]	System Key	601682567	Report Version	2	Open Date	12/13/2023
Close Date	12/20/2023	Narrative Date	12/26/2023	Category	0	Mileage	8,873
MDH	020811	Engine Built Date	07/19/2023	Built Date	02/08/2023	Advisor	1608
Dealer	42241	MOTOR MILE CHRYSLER JEEP DODGE					
Dealer Address	2395 ROANOKE STREET						
Dealer City	CHRISTIANSBURG	State	VA	Zip	240732563		

Complaint: CUSTOMER STATES A WEEK AGO NOTICED WHEN PRESSING START BUTTON AFTER PRESSING TO PREHEAT THEN WHEN PRESSING TO START SOUNDED WEEK AND DIDNT WANT TO START AND THEN WOULD START AFTER VEHICLE HAS STARTED TOWARM UP THE RPMS WILL GO UP WITHOUTPRESSING THE ACCELERATOR CUSOTMER STATES WHEN KEYS ARE INSIDE THE HOUSE AND WALKING BY THETRUCK NOTICE THE LIGHTS ON DASH ON AND VEHICLE IS LOCKED CUSTOMER STATES LAST WEEK DROVE ON TUESDAY THEN WENT TO START VEHICLE WEDNESDAY VEHICLE WOULD NOT START HAD TO JUMP START TO GET STARTED CUSTOMER REQUESTS MULTIPOINT INSPECTION REPAIR ORDER COMMENTS

Cause:

Correction: 8872 Started multiple times could not duplicate concern When cold vehicle rpmswill raise to heat cabin quicker a message ondash also comes up informing the driver GENERAL REPAIR 8872 Could not duplicate concern GENERAL REPAIR 8872 Checked both batteries check ok testreports in ro Performed ignition off drawtest in spec with a 10 milliamp draw. DRIVABILITY CONCERN 8872 complete CUSTOMER REQUESTS MULTIPOINT INSPECTION REPAIR ORDER COMMENTS

LOP Information is not available

Part Information is not available

Repair Order Detailed Report [REDACTED] For VIN: 3C7WRTCLXKG [REDACTED]

VIN	3C7WRTCLXKG [REDACTED]	Model Year	2019	Body	DD8L93	RAM 3500 CREW CAB CHASSIS 4X4	
Built Date	06/04/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PWQ	PEARL WHITE					
Engine	ETN	6 7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F129934DB3	
Transmission	DF2	6 SPD AUTO AISIN AS69RC HD TRANS			Serial #	F122900068	

Report #	[REDACTED]	System Key	601956713	Report Version	1	Open Date	11/20/2023
Close Date	12/17/2023	Narrative Date	12/19/2023	Category	0	Mileage	93,057
MDH	060414	Engine Built Date	07/19/2019	Built Date	06/04/2019	Advisor	16 STACY
Dealer	45687	TIM SHORT CHRYSLER DODGE JEEP					
Dealer Address	100 DESKINS DRIVE						
Dealer City	PIKEVILLE	State	KY	Zip	415013141		

Complaint: CUSTOMER STATES CHECK OIL LEAK FOUND FRONT CRANK SEAL LEAKING, REPLACED FRONT CRANK SEAL, STILL LEAK AFTER REPAIR FOUND OIL COMING FROM TIMING CASE, RESEALED FRONT TIMING CASE, RESEALED TEST DROVE (06 RICKY) SAFETY RECALL Y26 WHEEL STUDS ** (06 RICKY) CUSTOMER STATES TRANS NOT SHIFTING RIGHT TEST DROVE VEHICLE FOR 32 MILES, AFTER TEST DRIVE CHECKED FOR CODES, NONE FOUND CHECKED TRANS FLUID LEVEL AND QUALITY, CLEAN FLUID NO PROBLEM FOUND (06 RICKY) CUSTOMER STATES FUEL PRESSURE LOW SINCE HAVIG RECALL PERFORMED AT MOORES CKD FUEL RAIL PRESSURE WHEN COMMANDING 5300 PSI ACTUAL IS 5300 PSI WHEN COMMANDING 11,300 PSI ACTUAL IS 11,300 PSI NO PROBLEM FOUND (06 RICKY)

Cause:

Correction:

LOP Information

LOP	LOP Description
85418501	Special Services ; Diagnostic LOP ; Fuel Pumps and Sending Units, Trouble Not Found ; Fuel Pumps
85412101	pecial er ice ; Diagno tic LOP ; Tran mi ion Dri eability, Trouble Not Found ; Tran mi ion hift Quality
09258302	Engine ; Crankshaft/Dampener ; Seal, crankshaft front oil ; 6 7 liter diesel engine
0910106G	Engine ; Timing belt/chain/gear ; Case/cover, timing chain or belt ; Running Board Equipped
09101014	Engine ; Timing belt/chain/gear ; Case/cover, timing chain or belt ; Case, 6 7 liter diesel engine
09101000	Engine ; Timing belt/chain/gear ; Case/cover, timing chain or belt
0901016C	Engine ; Long Block/Complete Engine ; Engine, complete ; With 5th Wheel in bed wiring connectors

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68426385AA	SEAL CRANKSHAFT OIL	1	\$42 77	No	
68082860AB	ADHESIVE RTV GRAY	1	\$11 48	No	01/01/0001

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRLEL1KG [REDACTED]

VIN	3C7WRLEL1KG [REDACTED]	Model Year	2019	Body	DP9L93	RAM 4500 CREW CAB CHASSIS	
Built Date	05/07/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETN	6.7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F114933705	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F077900072	

Report #	[REDACTED]	System Key	602391862	Report Version	1	Open Date	12/22/2023
Close Date	12/22/2023	Narrative Date	12/26/2023	Category	0	Mileage	74,410
MDH	050722	Engine Built Date	08/16/2019	Built Date	05/07/2019	Advisor	1765 AUSTIN J GREGOR
Dealer	44311	KERNERSVILLE CHRYSLER DODGE JE					
Dealer Address	950 NC HIGHWAY 66 S						
Dealer City	KERNERSVILLE	State	NC	Zip	272843133		

Complaint: (Multi-point inspection according to maintenance interval) cs the cel is on (General Concern 1) cs when the heat is turned up to like 65 it blows straight h of heat (General Concern 2) Recall Customer Satisfaction Notification 1 Y17 - 2019-21MY DDDP TRANSMISSION SOFTWARE UPDATE (Recall Customer Satisfact ion Notification 1) Recall Customer Satisfaction Notification 2 Y21 - 2019-2020 HD POWERTRAIN CONTROL MODULE SOFTWARE (Recall Customer Satisfact ion Notification 2) Recall Customer Satisfaction Notification 3 Y26 - 2012 21 D TRUCK M14 WHEEL STUDS (Recall Customer Satisfaction Notificat ion 3) Recall Customer Satisfaction Notification 4 Y78 - 2019-2020 Ram HD High Pressure Fuel Pump (Recall Customer Satisfaction Notification 4) Recall Customer Satisfaction Notification 5 Z08 - 2019-2020 D Truck Windshield Wipers (Recall Customer Satisfaction Noti fication 5) Recall Customer Satisfaction Notification 6 ZA5 - 2019-2020 DP REAR BRAKE HOSE (Recall Customer Satisfaction Notificatio n 6) CS THE DASH PADNIS BUBBLING (General Concern 3) CS WHILE DRIVING THE AUTO TURNING HEADLIGHTS WILL TURN SIDE TO SIDE ON ITS OWN CUST STATES THERE IS FLUID LEAKING FROM THE DRIVERS REAR WHEEL CUST STATES WHEN SHIFTING FROM PARK TO DRIVE. DRIVE TO PARK. PARK TO REVERSE. THERE IS A VERY LOUD CLUNK

Cause: FOUND CODES P20B9 REDUCTANT SUCTION LINE HEATER CONTROL] CIRCUIT FOUND DEF HEATER HOSE COIL BURNT FOUND CABIN FILTER CLOGGED UP FACTORY RECALL FACTORY RECALL FACTORY RECALL FACTORY RECALL FACTORY RECALL NEED TO REPLACE DASH PAD FOUND INTERNAL ISSUE WITH SCCM

Correction: COMPLETED R&R DEF HEATER HOSE \$473.00+TAX REPLACED CABIN FILTER REFLASHED TCM REFLASHED PCM INSPECTED STUDS REPLACED HPFP AND FLASHED PCM RETORQUED WIPERS ORDERED PARTS R&R \$1865.54 NEED TO REPLACE SCCM \$943+TAX INSPECTED. NO LEAKS PRESENT SEE LINE 4

LOP Information

LOP	LOP Description
95400142	Special Services ; Loaner ; Loaner Car ; High Line Vehicles
23Z08182	Body ; Recall Z0 ; Safety Recall Z08 Windshield Wipers ; Nut, Wiper Arms Torque Front
22Y26181	Wheels ; Recall Y2x ; Safety Recall Y26 - Wheel Studs ; Inspect Wheel Studs
22Y26160	Wheels ; Recall Y2x ; Safety Recall Y26 - Wheel Studs ; 10 Lug Equipped
18Y21181	Software Flash ; Recall Yxx ; Safety Recall Y21 - Powertrain Control Module Software ; Module, Engine Control (ECM) - Inspect
18Y17182	Software Flash ; Recall Y ; Customer Satisfaction Notification Y17 Transmission Software Update ; Module, Transmission Control (TCM) Reprogram Software and Perform Quicklearn
14Y78182	Air & Fuel system ; Recall Y7x ; Safety Recall Y78 - High Pressure Fuel Pump ; Replace High Pressure Fuel Pump and Reprogram PCM

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CSRLY781AA	MODULEKIT-FUEL INJECTION	1	\$793.52	No	01/01/0001
CHCSRLY781 AA	MODULEKIT FUEL INJECTION	1	\$793.52	No	
CH68535623-AA	FILTER -CABIN AIR	1	\$33.35	No	

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRLEL1K[REDACTED]

VIN	3C7WRLEL1K[REDACTED]	Model Year	2019	Body	DP9L93	RAM 4500 CREW CAB CHASSIS	
Built Date	05/07/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETN	6 7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F114933705	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F077900072	

Report #	[REDACTED]	System Key	602916829	Report Version	2	Open Date	01/01/2024
Close Date	01/02/2024	Narrative Date	01/03/2024	Category	0	Mileage	74,502
MDH	050722	Engine Built Date	08/16/2019	Built Date	05/07/2019	Advisor	1765 AUSTIN J GREGOR
Dealer	44311	KERNERSVILLE CHRYSLER DODGE JE					
Dealer Address	950 NC HIGHWAY 66 S						
Dealer City	KERNERSVILLE	State	NC	Zip	272843133		

Complaint: ORDER DASH PAD PER DM NOTES

Cause:

Correction: ORDERED

LOP Information is not available

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CH6WN55BD3-AA	BASEPANEL-BASE PANEL	1	\$674.00	No	

Repair Order Detailed Report # [REDACTED] For VIN: 3C63R3KL4MG [REDACTED]

VIN	3C63R3KL4MG [REDACTED]	Model Year	2021	Body	D28R92	RAM 3500 LONGHORN CREW CAB 4 4	
Built Date	06/04/2021	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PRV	DELMONICO RED PEARL COAT					
Engine	ETM	6 7L I6 CUMMINS HO TURBO DIESEL ENG				Serial #	F14717E7C4
Transmission	DF2	6 SPD AUTO AISIN AS69RC HD TRANS				Serial #	F141100036

Report #	[REDACTED]	System Key	602950083	Report Version	1	Open Date	12/20/2023
Close Date	12/29/2023	Narrative Date	01/03/2024	Category	0	Mileage	54,809
MDH	060418	Engine Built Date	06/28/2021	Built Date	06/04/2021	Advisor	436 JAY FERRI
Dealer	65191	DEERY CHRYSLER DODGE JEEP RAM					
Dealer Address	1000 W HICKMAN RD						
Dealer City	WAUKEE	State	IA	Zip	502635069		

Complaint: CHECK AND PERFORM RECALLS AS NEEDED GENERAL CONCERN

Cause: Placed on order list 14400202 Lift pump

Correction: NWP NO WORK PERFORMED 14500502 MODULE, FUEL LEVEL SENDING UNIT TEST AND REPLACE (14500502 B)

LOP Information

LOP	LOP Description
8585CG09	Special Services ; EMEA Tool Management ; Consumer Goodwill ; Consumer Goodwill Only
14500502	Air & Fuel system ; Fuel Pump ; Module/Pump, Diesel ; Fuel tank mounted 6 7 liter Diesel Midship Tank
14400203	Air & Fuel system ; Filter/Regulator/Air Flow Mangement ; Element, filter/water separator ; Element Regulator housing, 6 7 liter diesel engine Chassis Mounted
14400202	Air & Fuel system ; Filter/Regulator/Air Flow Mangement ; Element, filter/water separator ; Element Water separator, 6 7 liter diesel engine Engine Mounted

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68490266AA	MODULE FUEL PUMP LEVEL UNIT	1	\$319 00	No	
68436631AA	FILTER KI FUEL WATER EPARATOR	1	\$0 00	No	
68157291AA	FILTER FUEL	1	\$0 00	No	

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRMDL4M [REDACTED]

VIN	3C7WRMDL4M [REDACTED]	Model Year	2021	Body	DP5L66	RAM 5500 REG CAB CHASSIS	
Built Date	01/22/2021	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETN	6.7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F00716E241	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F006100183	

Report #	[REDACTED]	System Key	602966918	Report Version	1	Open Date	10/12/2023
Close Date	12/27/2023	Narrative Date	01/03/2024	Category	0	Mileage	83,485
MDH	012204	Engine Built Date	07/29/2021	Built Date	01/22/2021	Advisor	30 Shawn Evans
Dealer	27095	Dan Cummins Chrysler-Dodge-Jee					
Dealer Address	2021 ALVERSON DRIVE						
Dealer City	PARIS	State	KY	Zip	403612207		

Complaint: GENERAL CONCERN 1.0 HOUR [CUSTOMER GENERAL2 MULTI POINT INSPECTION Towing REPLACE CRANKCASE VENT FILTER AND INSPECT EGR VALV

Cause: VERIFIED THE CUSTOMER'S CONCERN OF AUTOMATIC

Correction: 21600552 - 21600552; 21002801 - 21002801; 21330151 - Torque converter replace Torque converter-Replace- 21330151 - 6.7L TD Cummins w/ Aisin AS68RC/AS69RC Auto Trans 21330151 - (3 Highly Skilled); 21570140 - CUSTOMER STATES WHILE SLOWING DOWN; 85410000 - CUSTOMER STATES CHECK ENGINE LIGHT performed multi point inspection as outlined ACCESSED, REMOVED AND REPLACED THE CRANKCASE

LOP Information

LOP	LOP Description
85410000	Special Services ; Diagnostic LOP ; Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.
21600552	Transmission ; Pump/Reaction Shaft ; Pump, assembly front ; Pump assembly, Aisin Transmission (3 - Highly Skilled)
21570140	Transmission ; Quick Learn ; TCM Quick Learn ; 42RLE, 55RFE, 65RFE, 66RFE, 68RFE, AS69RC, AS66RC Transmissions only
21330151	Transmission ; Torque Converter ; Torque converter - replace ; Torque converter-Replace-6.7L TD Cummins w/ Aisin AS68RC/AS69RC Auto Trans (3 - Highly Skilled)
21002862	Transmission ; Out of Vehicle Operations ; Transmission, Remove and install for repair - AS68RC/AS69RC ; Two piece propeller shaft equipped
21002801	Transmission ; Out of Vehicle Operations ; Transmission, Remove and install for repair AS68RC/AS69RC ; 3500/4500/5500 Series

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68335702AD	CONVERTER-TORQUE	1	\$3,588.25	No	01/01/0001
68244638AA	GASKET -TRANSMISSION OIL PUMP	1	\$34.64	No	01/01/0001
68244633AB-C	OIL PUMP -TRANSMISSION OIL	2	\$501.00	No	
68244633AB	OIL PUMP TRANSMISSION OIL	1	\$2,797.75	No	01/01/0001
68002433AC	BREATHER -CRANKCASE	1	\$267.00	No	
5189977AD	FLUID AFT-AUTOMATIC TRANSMISSION	2	\$57.45	No	
5189966AE	FLUID AFT AUTOMATIC TRANSMISSION	7	\$14.20	No	
05189977AD	FLUID AFT-AUTOMATIC TRANSMISSION	2	\$146.17	No	01/01/0001
05189966AE	FLUID AFT-AUTOMATIC TRANSMISSION	7	\$122.06	No	01/01/0001

Repair Order Detailed Report # [REDACTED] For VIN: 3C63R3ELXP [REDACTED]

VIN	3C63R3EL [REDACTED]	Model Year	2023	Body	D28P91	RAM 3500 LARAMIE CREW CAB 4 4	
Built Date	04/05/2023	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PP	PATRIOT BLUE PEARL COAT					
Engine	ETM	6 7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F0833C2B24	
Transmission	DF2	6 SPD AUTO AISIN AS69RC HD TRANS			Serial #	F084300015	

Report #	[REDACTED]	System Key	603598604	Report Version	31	Open Date	01/09/2024
Close Date	02/22/2024	Narrative Date	02/25/2024	Category	0	Mileage	12,905
MDH	040512	Engine Built Date	08/31/2023	Built Date	04/05/2023	Advisor	180 Sergio Lugo
Dealer	60909	VICTORVILLE MOTORS CHRYSLER JE					
Dealer Address	14617 CI IC DR						
Dealer City	VICTORVILLE	State	CA	Zip	923940844		

Complaint: Recall / Customer Satisfaction Notification 1 [Recall Customer Satisfaction Notification 1 ** B2A 2023 2024 D Truck Malfunctioning SCCM] *Electrical Concern [GUEST STATES THE TRUCK HAS THE FEATURE WHERE YOU CAN TEST THE TRAILER BRAKE LIGHTS AFTER PLUGGING IN AND THE FEATURE DOES NOT WORK PLEASE CHECK AND ADVISE] *Electrical Concern [GUEST STATES THE CAMERA IS NOT BEING ACTIVATE BY THE TURN SIGNAL AND THIS IS INCLUDED IN THE TRAILER PACKAGE PLEASE CHECK AND ADVISE] *Radio Nav Telematics Concern [GUEST STATES THE RADIO KEEPS READING SERVICE UCONNECT, ADVISOR VERIFIED THERE IS A TSB FOR THIS ISSUE ON TELEMATICS BOX UPDATE PLEASE CHECK AND ADVISE] *Automatic Transmission Concern [GUEST STATES THE TRANSMISSION HAS ROUGH SHIFTING BETWEEN 1 2 AND 2 3 PLEASE CHECK AND ADVISE] *Radio Nav Telematics Concern [GUEST STATES THE BLIND SPOT MONITOR WILL DETECT A TRAILER EVEN WHEN A TRAILER IS CONNECTED PLEASE CHECK AND ADVISE] *Body Systems Trim Concern Non Electrical [GUEST STATES THE SEAT MEMORY LOSES MEMORY A LOT PLEASE CHECK AND ADVISE] **Alternative transportation Valid Drivers license and security deposit required (Must be credit or debit card in renters name) Any additional rental protections will be paid for by customer **You consent to receive texts from Victorville Motors on your cell phone You agree that we may contact you regarding service updates and offers via text You may opt out at any time FUEL CONCERN GUEST STATES THE FUEL TANK WILL STAY FULL FOR QUITE SOME TIME BUT WHEN IT STARTS TO DROP AROUND 3/8 IT WILL DROP VERY QUICKLY PLEASE CHECK AND ADVISE ESSENTIAL CARE OIL CHANGE (DIESEL) TIRE ROTATION PERFORM MULTI POINT VEHICLE INSPECTION

Cause b2a VERIFIED CUSTOMER CONCERN AND FOUND TRAILER LIGHT CHECK NOT WORKING ON CLUSTER OPENED TRAILER AND TRAILER RECOMMENDED RESETTNG THE RADIO IN SETTINGS AND RESETTNG THE RADIO IN WITECH PERFORMED BOTH AND FOUND TRAILER LIGHT CHECK STILL NOT DISPLAYING ON CLUSTER STAR THAN RECOMMENDED TO COMPARE VEHICLE WITH A STOCK UNIT EQUIPPED

Correction:

LOP Information

LOP	LOP Description
95400142	Special Services ; Loaner ; Loaner Car ; High Line Vehicles
85LOAN00	Special Services ; Loaner ; Loaner Car ; Loaner Car
1819F592	Software Flash ; Module ; Module, Telematics Bo (TBM) Backup Flash ; Module, Telematics Bo (TBM2) Reprogram
08B2A182	Electrical System ; Safety Recall B2 ; Safety Recall B2A Malfunctioning SCCM ; Inspect SCCM Julian Date and Perform Software Update (D2, DD, DF, DJ, DP Only)
08080111	Electrical System ; Battery ; Battery ; Both batteries

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
BBH7F001AA	BATTERY STORAGE	2	\$352 45	No	
68534876AC	MODULE MEMORY SEAT AND PEDAL CONT	1	\$165 29	No	
68438447PA	OIL 10W30	3	\$32 10	No	
5083285AA	FILTER ENGINE OIL	1	\$16 65	No	

Repair Order Detailed Report [REDACTED] For VIN: 3C7WRMDL4MG [REDACTED]

VIN	3C7WRMDL4MG [REDACTED]	Model Year	2021	Body	DP5L66	RAM 5500 REG CAB CHASSIS	
Built Date	01/22/2021	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETN	6 7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F00716E241	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F006100183	

Report #	[REDACTED]	System Key	603620774	Report Version	1	Open Date	01/05/2024
Close Date	01/08/2024	Narrative Date	01/11/2024	Category	0	Mileage	83,799
MDH	012204	Engine Built Date	07/29/2021	Built Date	01/22/2021	Advisor	30 Shawn Evans
Dealer	27095	Dan Cummins Chrysler Dodge Jee					
Dealer Address	2021 ALVERSON DRIVE						
Dealer City	PARIS	State	KY	Zip	403612207		

Complaint: GENERAL CONCERN 1.0 HOUR [CUSTOMER GENERAL2 MULTI POINT INSPECTION [OTHER]: DPF PRESSURE SENSOR

Cause: CUSTOMER REQUEST CHECKED FOR SOFTWARE UPDATES TO VERIFIED THE CUSTOMER'S CONCERN OF CHECK ENGINE

Correction: 181905RT - Module, Transmission Control (TCM) Reprogram, Incl 181905RT - udes Quicklearn Routine performed multi point inspection as outlined 25060203 - Sensor, diesel exhaust pressure differential 6.7 l 25060203 - iter diesel engine; 25060203 - Sensor, diesel exhaust pressure differential 6.7 l 25060203 - iter diesel engine

LOP Information

LOP	LOP Description
85410000	Special Services ; Diagnostic LOP ; Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.
25060203	Emission System ; Emission Pressure / Temperature Sensors and Tubes ; Sensor, diesel exhaust pressure differential ; Sensor, 6.7 liter diesel engine
181905RT	Software Flash ; Module ; Module, Transmission Control (TCM) ; Module, Transmission Control (TCM) Reprogram, Includes Quicklearn Routine

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68312096AB	SENSOR DIFFERENTIAL PRESSURE	1	\$195.30	No	01/01/0001

Repair Order Detailed Report For VIN: 3C63RRGL8PG

VIN	3C63RRGL8PG	Model Year	2023	Body	D28L92	RAM 3500 TRADESMAN CREW CAB 4X4	
Built Date	03/13/2023	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					
Engine	ETM	6 7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F0663C0A51	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F061300264	

Report #		System Key	603803158	Report Version	21	Open Date	01/12/2024
Close Date	02/08/2024	Narrative Date	02/12/2024	Category	0	Mileage	64,613
MDH	031312	Engine Built Date	05/24/2023	Built Date	03/13/2023	Advisor	180 Sergio Lugo
Dealer	60909	VICTORVILLE MOTORS CHRYSLER JE					
Dealer Address	14617 CIVIC DR						
Dealer City	VICTORVILLE	State	CA	Zip	923940844		

Complaint: Recall / Customer Satisfaction Notification 1 [Recall Customer Satisfaction Notification 1 ** B2A - 2023-2024 D Truck - Malfunctioning SCCM] *Automatic Transmission Concern [GUEST STATES WHEN TRYING TO TAKE OFF FROM A STOP THERE IS A GRINDING NOISE FROM THE TRANSMISSION AND IT HESITATES TO TAKE OFF PLEASE CHECK AND ADVISE] TRANSMISSION CONCERN *Automatic Transmission Concern [GUEST STATES WHEN TRYING TO TAKE OFF FROM A STOP THERE IS A GRINDING NOISE FROM THE TRANSMISSION AND IT HESITATES TO TAKE OFF PLEASE CHECK AND ADVISE] TRANSMISSION CONCERN *A le Driveshaft Differential Concern [GUEST STATES WHEN TAKING OFF FROM A STOP ALONG WITH THE TRANSMISSION CONCERN THERE IS A CLUNK FELT UNDER THE VEHICLE FROM THE DRIVELINE PLEASE CHECK AND ADVISE] *Cooling System Concern [GUEST STATES THERE IS A COOLANT HOSE COMING FROM THE TURBO THAT KEEPS COMING LOOSE PLEASE CHECK AND ADVISE] **You consent to receive texts from Victorville Motors on your cell phone. You agree that we may contact you regarding service updates and offers via text. You may opt out at any time.

Cause: B2A INTERNAL TRANS INTERNAL TRANS RELATED TO LINE B NEED MORE INFO COULD NOT VERIFY You consent to receive te ts from Victorville Motors CDJR on your cell phone You agree that we may contact you regarding service updates and offers via te t If you agree, you may opt out at any time

Correction: Inspect SCCM Julian Date, Perform Software Update, and Perform Verification. FLASHED SCCM 68508701AF TO 68677651AA VERIFIED CONCERN. PERFORMED VEHICLE MODULE SCAN. P0733, P0732. CHECKED FLUID LEVEL, OK. FLUID BURNT. REPLACED TRANS AND QUICK LEARNED. 4WD, 2 PIECE REAR SHAFT AND DEF EQUIPT PERFORMED TRANS VERIFICATION TEST VERIFIED CONCERN FLUID BURNT RECOMMEND TRANS SEE LINE B PRESSURE TESTED COOLING SYSTEM NO LEAKS FOUND NEED MORE INFO COULD NOT VERIFY You consent to receive te ts from Victorville Motors CDJR on your cell phone. You agree that we may contact you regarding service updates and offers via te t If you agree, you may opt o

LOP Information

LOP	LOP Description
21002766	Transmission ; Out of Vehicle Operations ; Transmission, Replace automatic ; 4 4/AWD equipped
21002762	Transmission ; Out of Vehicle Operations ; Transmission, Replace automatic ; Two piece propeller shaft equipped
21002712	Transmission ; Out of Vehicle Operations ; Transmission, Replace - automatic ; AS68RC/AS69RC
21000169	Transmission ; Out of Vehicle Operations ; Transmission ; DEF equipped 2500-3500 4x4 pick-up only

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68498560AB	TRANSMISS WITH TORQUE CONVERTER	1	\$8,177.50	No	
6511777AA	BOLT -HEX HEAD	6	\$4.17	No	
06511777AA	BOLT -HEX HEAD	6	\$25.00	No	01/01/0001

Repair Order Detailed Report [REDACTED] For VIN: 3C63R3KL4MG [REDACTED]

VIN	3C63R3KL4MG [REDACTED]	Model Year	2021	Body	D28R92	RAM 3500 LONGHORN CREW CAB 4 4	
Built Date	06/04/2021	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PR	DELMONICO RED PEARL COAT					
Engine	ETM	6 7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F14717E7C4	
Transmission	DF2	6 PD AUTO AI IN A 69RC HD TRAN			Serial #	F141100036	

Report #	[REDACTED]	System Key	604232500	Report Version	1	Open Date	01/18/2024
Close Date	01/18/2024	Narrative Date	01/19/2024	Category	0	Mileage	55,423
MDH	060418	Engine Built Date	06/28/2021	Built Date	06/04/2021	Advisor	740 JEREMY BARNHART
Dealer	65191	DEERY CHRYSLER DODGE JEEP RAM					
Dealer Address	1000 W HICKMAN RD						
Dealer City	WAUKEE	State	IA	Zip	502635069		

Complaint DIE EL OIL CHANGE ER ICE, PERFORM 27 POINT IN PE MOPAR E PRE LANE IN PECTION CHECK AND PERFORM RECALL A NEEDED

Cause: parts are on order

Correction: Completed On Line Inspection, Customer will NWP NO WORK PERFORMED

LOP Information is not available

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68357422AA	OIL 5W40	12	\$9 05	No	
5083285AA	FILTER ENGINE OIL	1	\$27 75	No	

Repair Order Detailed Report [REDACTED] For VIN: 3C7WRLEL1K[REDACTED]

VIN	3C7WRLEL1K[REDACTED]	Model Year	2019	Body	DP9L93	RAM 4500 CREW CAB CHASSIS	
Built Date	05/07/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETN	6.7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F114933705	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F077900072	

Report #	[REDACTED]	System Key	604266425	Report Version	1	Open Date	01/18/2024
Close Date	01/18/2024	Narrative Date	01/21/2024	Category	0	Mileage	75,001
MDH	050722	Engine Built Date	08/16/2019	Built Date	05/07/2019	Advisor	1766 JENNIFER S BUMG
Dealer	44311	KERNERSVILLE CHRYSLER DODGE JE					
Dealer Address	950 NC HIGHWAY 66 S						
Dealer City	KERNERSVILLE	State	NC	Zip	272843133		

Complaint: ORDER DASH FOR DELIMINATION- GOODWILL NOTES ATTACHED

Cause:

Correction: PART ON ORDER

LOP Information is not available

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CH6WN55BD3-AA	BASEPANEL-BASE PANEL	1	\$674.00	No	

Repair Order Detailed Report [REDACTED] For VIN: 3C63RRHL5LQ [REDACTED]

VIN	3C63RRHL5LQ [REDACTED]	Model Year	2020	Body	D28H92	RAM 3500 BIG HORN CREW CAB 4X4	
Built Date	09/21/2020	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETM	6 7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F2550611DB	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F252000162	

Report #	[REDACTED]	System Key	604517612	Report Version	11	Open Date	01/22/2024
Close Date	02/06/2024	Narrative Date	02/07/2024	Category	0	Mileage	56,664
MDH	092101	Engine Built Date	11/17/2020	Built Date	09/21/2020	Advisor	556 NANCY ANN MARSON
Dealer	45077	CHIEFLAND CHRYSLER DODGE JEEP					
Dealer Address	2771 NORTH YOUNG BLVD						
Dealer City	CHIEFLAND	State	FL	Zip	326269187		

Complaint: CUSTOMER STATES SERVICE DEF MESSAGE ON DISPLAY (DRIVABILITY) TEMP CONTROL KNOB IS HARD TO TURN

Cause:

Correction: PERFORM DIAG AND RETRIEVED P2459-00 REGENERATION FREQUENCY . FOUND TECH TO TECH FORM AND IDENTIFIED AT MAP . ALSO FOUND A HOLE IN CAC TUBE THAT RUBBED THROUGH AND AIR F HAS GLUE STRIP. REPLACED MAF PER STAR CASE , R&R CAC TUBE FROM TURBO TO INTER COOLER AND REPLACE AIR FILTER ROAD TESTED AND VERIFIED REPAIR INSPECTED AND FOUND A FAULTY A/C CONTROL HEAD REPLACED A/C CONTROL HEAD AND VERIFIED REPAIR

LOP Information is not available

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CH68444077 AA	COVER MASS AIRFLOW	1	\$268.80	No	
CH68370124-AC	CONTROL -NONE	1	\$291.20	No	
CH68357482-AB	DUCT -CHARGE AIR COOLER	1	\$260.00	No	
CH53034051 AB	FILTER AIR	1	\$60.08	No	

Repair Order Detailed Report # [REDACTED] For VIN: 3C63R3EL0LG [REDACTED]

VIN	3C63R3EL0LG [REDACTED]	Model Year	2020	Body	D28P91	RAM 3500 LARAMIE CREW CAB 4 4	
Built Date	09/30/2020	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	P J DIAMOND BLACK CRY TAL P/C						
Engine	ETM	6 7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F2620615FF	
Transmission	DF2	6 PD AUTO AI IN A 69RC HD TRAN			Serial #	F259000167	

Report #	[REDACTED]	System Key	604931213	Report Version	1	Open Date	11/22/2023
Close Date	01/26/2024	Narrative Date	01/29/2024	Category	0	Mileage	49,429
MDH	093012	Engine Built Date	11/24/2020	Built Date	09/30/2020	Advisor	KR Kyle Russell
Dealer	27232	Patriot Chrysler Dodge Jeep Ra					
Dealer Address	5425 MILL T						
Dealer City	PRYOR	State	OK	Zip	743619511		

Complaint CU TOMER REQUE T PATRIOT PLEDGE DIE EL 5,000 MILE CU TOMER REQUE T TO CHECK AUTOMATIC TRAN MI ION

Cause:

Correction:

LOP Information

LOP	LOP Description
21002795	Transmission ; Out of Vehicle Operations ; Transmission, Replace automatic ; Aisin (AS68/69RC) Transmission Diagnostic Teardown/Reassembly Procedure
21002766	Transmission ; Out of Vehicle Operations ; Transmission, Replace automatic ; 4 4/AWD equipped
21002712	Transmission ; Out of Vehicle Operation ; Transmission, Replace automatic ; A 68RC/A 69RC
21000169	Transmission ; Out of Vehicle Operations ; Transmission ; DEF equipped 2500 3500 4 4 pick up only

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68498560AB C	TRANSMISS WITH TORQUE CONVERTER	2	\$4,175 00	No	
68498560AB	TRAN MI WITH TORQUE CON ERTER	1	\$6,280 00	No	

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRLEL1KG [REDACTED]

VIN	3C7WRLEL1KG [REDACTED]	Model Year	2019	Body	DP9L93	RAM 4500 CREW CAB CHASSIS	
Built Date	05/07/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETN	6.7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F114933705	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F077900072	

Report #	[REDACTED]	System Key	605747707	Report Version	10	Open Date	02/06/2024
Close Date	02/26/2024	Narrative Date	02/27/2024	Category	0	Mileage	75,891
MDH	050722	Engine Built Date	08/16/2019	Built Date	05/07/2019	Advisor	1765 AUSTIN J GREGOR
Dealer	44311	KERNERSVILLE CHRYSLER DODGE JE					
Dealer Address	950 NC HIGHWAY 66 S						
Dealer City	KERNERSVILLE	State	NC	Zip	272843133		

Complaint: ORDERED DASH PAD PARTS ARE HERE PLEASE INSTALL CAIRE CASE (G eneral Concern 1) Recall Customer Satisfaction Notification 1 ZA5 - 2019-2020 DP REAR BRAKE HOSE (Recall Customer Satisfaction Notification 1) CUSTOMER REQUEST MULTI POINT INSPECTION AND VITAL FLUID ANALYSIS CUST STATES THE CEL IS ON

Cause: VERIFIED CONCERN FOUND DASH PAD BUBBLING FACTORY RECALL FOUND DEF HEATER LINE NOT HEATING UP NEED TO REPLACE

Correction: REMOVED AND REPLACED DASH PAD REPLACED BRAKE HOSES PER RECALL COMPLETED REMOVED AND REPLACED DEF HEATER LINE

LOP Information

LOP	LOP Description
85434343	Special Services ; Goodwill Administration ; Goodwill Authorization ; Goodwill Authorization
23111460	Body ; Interior - Instrument Panel/Passenger Airbag/Knee Blocker/Glove Box ; Panel, Instrument ; Center console equipped
23111416	Body ; Interior Instrument Panel/Passenger Airbag/Knee Blocker/Glove Bo ; Panel, Instrument ; 2500 5500 Trucks

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CHCSCLZA51-AA	LINE -BRAKE	1	\$21.87	No	
CH6WN55BD3-AA	BASEPANEL-BASE PANEL	1	\$745.54	No	
6WN55BD3AA	BASEPANEL BASE PANEL	1	\$745.54	No	01/01/0001

Repair Order Detailed Report [REDACTED] For VIN: 3C63RRGL8PG [REDACTED]

VIN	3C63RRGL8PG [REDACTED]	Model Year	2023	Body	D28L92	RAM 3500 TRADESMAN CREW CAB 4X4	
Built Date	03/13/2023	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					
Engine	ETM	6 7L I6 CUMMINS HO TURBO DIESEL ENG				Serial #	F0663C0A51
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS				Serial #	F061300264

Report #	[REDACTED]	System Key	606012856	Report Version	1	Open Date	02/08/2024
Close Date	02/08/2024	Narrative Date	02/12/2024	Category	0	Mileage	64,620
MDH	031312	Engine Built Date	05/24/2023	Built Date	03/13/2023	Advisor	180 Sergio Lugo
Dealer	60909	VICTORVILLE MOTORS CHRYSLER JE					
Dealer Address	14617 CIVIC DR						
Dealer City	VICTORVILLE	State	CA	Zip	923940844		

Complaint: TRANSMISSION CONCERN - GUEST BROUGHT IN VEHICLE FOR ABNORMAL CLUNK WHEN ENGAGING IN GEAR. UNABLE TO VERIFY ANYTHING ABNORMAL WITH SERVICE MANAGER

Cause: GUEST TO BRING IN IF ANYTHING ELSE RETURNS

Correction: NORMAL OPERATION AT THIS TIME TRANSMISSION JUST REPLACED NEEDS TO RELEARN

LOP Information is not available

Part Information is not available

Repair Order Detailed Report [REDACTED] For VIN: 3C63RRHL3MG [REDACTED]

VIN	3C63RRHL3MG [REDACTED]	Model Year	2021	Body	D28H92	RAM 3500 BIG HORN CREW CAB 4X4	
Built Date	03/09/2021	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETM	6 7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F0601742D6	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F057100058	

Report #	[REDACTED]	System Key	606291598	Report Version	2	Open Date	02/13/2024
Close Date	02/15/2024	Narrative Date	02/19/2024	Category	0	Mileage	47,539
MDH	030917	Engine Built Date	05/24/2021	Built Date	03/09/2021	Advisor	160398
Dealer	45540	SPITZER AUTOWORLD HOMESTEAD, I					
Dealer Address	30101 S DIXIE HWY						
Dealer City	HOMESTEAD	State	FL	Zip	330333205		

Complaint: Check Engine Light Diagnostics [Customer States check engine light is on check and advise] Multi-point inspection (according to maintenance interval)

Cause:

Correction: 47539 FOUND DTC P1451-00, P2463-00, ANDP242F-00. FOLLOWED DIAGNOSE OF DTC AND FOUND SOOT ACCUMULATION WAS AT 11 ML, ERASED OTHER CODES AND ONLY P242F-00 WAS SET. FOLLOWING DTC NO OTHER DTC WERE PRESENT TO PREVENT VEHICLE FROM PERFORMING REGENERATION. UPON DIAGNOSE, FOUND CUSTOMER DRIVING HABITS WERE THE CAUSE OF VEHICLE TO NOT PERFORM REGENERATION. PERFORMED STATIONARY DESOOT AND AFTER REPAIR SYSTEM WAS OPERATING AS DESIGN AND DTC WENT AWAY. Check Engine Light Diagnostics Multi point inspection (according to maintenance interval)

LOP Information is not available

Part Information is not available

Repair Order Detailed Report # [REDACTED] For VIN: 3C63RRML8PG [REDACTED]

VIN	3C63RRML8PG [REDACTED]	Model Year	2023	Body	D28P81	RAM 3500 LARAMIE MEGA CAB 4X4	
Built Date	02/28/2023	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PWQ	PEARL WHITE					
Engine	ETM	6.7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F0483BF006	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F052300184	

Report #	[REDACTED]	System Key	606299519	Report Version	1	Open Date	01/02/2024
Close Date	02/12/2024	Narrative Date	02/14/2024	Category	0	Mileage	1,207
MDH	022806	Engine Built Date	06/05/2023	Built Date	02/28/2023	Advisor	29 BASSETT;CHARLES P
Dealer	58285	CHERRY HILL DODGE CHRYSLER JEE					
Dealer Address	1708 WEST MARLTON PIKE						
Dealer City	CHERRY HILL	State	NJ	Zip	080023203		

Complaint: Recall #: B2A, Launch Date: 12/05/2023 - 2023-2024 D Truck - Malfunctioning SCCM Customer states transmission not shifting/ banging into gear

Cause: tech verified p0731, verified clutch failure

Correction: Safety Recall B2A - Malfunctioning SCCM - Reprogram Inspect SCCM Julian Date, Perform Software Update, and Perform Verification Routine (D2, DD, DF, DJ, and DP Only) (1 - Semi-Skilled) Transmission, Remove and install for recondition - AS68RC/AS69RC K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly (3 - Highly Skilled)

LOP Information

LOP	LOP Description
21000A91	Transmission ; Out of Vehicle Operations ; Transmission, Remove and install for recondition - AS68RC/AS69RC ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly
21000A62	Transmission ; Out of Vehicle Operations ; Transmission, Remove and install for recondition - AS68RC/AS69RC ; Two piece propeller shaft equipped
21000169	Transmission ; Out of Vehicle Operations ; Transmission ; DEF equipped 2500 3500 4 4 pick up only

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68637534AA	CLUTCHKIT-AUTOMATIC TRANSMISSION	1	\$1,351.20	No	
5189966AE	FLUID AFT-AUTOMATIC TRANSMISSION	6	\$20.24	No	
05189966AE	FLUID AFT AUTOMATIC TRANSMISSION	6	\$121.45	No	01/01/0001

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRNEL1MG [REDACTED]

VIN	3C7WRNEL1MG [REDACTED]	Model Year	2021	Body	DP0L93	RAM 5500 CREW CAB CHASSIS	
Built Date	07/24/2021	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETN	6 7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F196183DA1	
Transmission	DF2	6 SPD AUTO AISIN AS69RC HD TRANS			Serial #	F196100053	

Report #	[REDACTED]	System Key	606373842	Report Version	1	Open Date	12/26/2023
Close Date	01/23/2024	Narrative Date	02/15/2024	Category	0	Mileage	119,524
MDH	072419	Engine Built Date	09/09/2021	Built Date	07/24/2021	Advisor	19 COREY L PENNEY
Dealer	27064	Colby Chrysler					
Dealer Address	820 DI I ION T						
Dealer City	COLBY	State	WI	Zip	544219567		

Complaint: MULTI POINT INSPECTION/EMAIL ADDRESS RIGHT REAR WHEEL SPEED SENSOR CODE (13 ROBERT) TRANNY ISSUES TRANSMISSION LIPPING FLUID BURNT TRA MI ION LIPPING IN 3RD AND 5TH GEAR K3 CLUTCH I BURNT REPLACED TRAN MI ION, CON ERTER BOLT AND TRANSMISSION COOLER FILLED FLUID RELEARNED TEST DROVE (04 LARRY) ABS LIGHT ON CODE C003A 1D RIGHT REAR WHEEL SPEED CIRCUIT OUT OF RANGE REAR WHEEL SPEED SENSOR TEST GOOD WIRING TEST GOOD FROM THE MODULE CLEANED CONNECTOR AT THE MODULE CODE NOW STORED CLEARED CODES TEST DROVE NO CODES RETURNED (13 ROBERT) RECALL 90A (13 ROBERT)

Cause:

Correction:

LOP Information

LOP	LOP Description
21252050	Transmission ; Oil Cooler/Heater/Line/Hose ; Oil cooler, e ternal / au iliary ; Cooler (2 Skilled)
21002766	Transmission ; Out of Vehicle Operations ; Transmission, Replace automatic ; 4 4/AWD equipped
21002762	Transmission ; Out of Vehicle Operations ; Transmission, Replace automatic ; Two piece propeller shaft equipped
21002760	Transmission ; Out of Vehicle Operations ; Transmission, Replace automatic ; Skid plate equipped
21002712	Transmission ; Out of Vehicle Operations ; Transmission, Replace automatic ; AS68RC/AS69RC
21000169	Transmission ; Out of Vehicle Operations ; Transmission ; DEF equipped 2500 3500 4 4 pick up only

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CCGN90A1AA	MODULE UREA PUMP LEVEL UNIT	1	\$363 43	No	
68498557AB	TRANSMISS WITH TORQUE CONVERTER	1	\$6 711 53	No	
68322497AD	COOLER TRAN MI ION OIL	1	\$292 14	No	
68322497AC	COOLER TRANSMISSION OIL	1	\$297 35	No	01/01/0001
68035704AC	FLUID DIESEL EXHAUST	2	\$1 30	No	
5189966AD	FLUID AFT AUTOMATIC TRANSMISSION	6	\$14 78	No	
06511777AA	BOLT HE HEAD	6	\$25 04	No	01/01/0001
05189966AD	FLUID AFT AUTOMATIC TRANSMISSION	6	\$88 68	No	01/01/0001

Repair Order Detailed Report # [REDACTED] For VIN: 3C63RRHL5LG [REDACTED]

VIN	3C63RRHL5LG [REDACTED]	Model Year	2020	Body	D28H92	RAM 3500 BIG HORN CREW CAB 4X4	
Built Date	09/21/2020	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETM	6.7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F2550611DB	
Transmission	DF2	6 SPD AUTO AISIN AS69RC HD TRANS			Serial #	F252000162	

Report #	[REDACTED]	System Key	606473051	Report Version	6	Open Date	02/15/2024
Close Date	02/22/2024	Narrative Date	02/23/2024	Category	0	Mileage	57,110
MDH	092101	Engine Built Date	11/17/2020	Built Date	09/21/2020	Advisor	556 NANCY ANN MARSON
Dealer	45077	CHIEFLAND CHRYSLER DODGE JEEP					
Dealer Address	2771 NORTH YOUNG BLVD						
Dealer City	CHIEFLAND	State	FL	Zip	326269187		

Complaint: CUSTOMER STATES CK ENGINE LIGHT ON LUBE,OIL,FILTER 171+t

Cause: AS INDICATED

Correction: PERFORMED DIAG AND RETRIEVED P0259 DPF REGEN FREQUENCY , CONTACTED STAR AND ADVISED DTC STILL UNDER INVESTIGATION . PERFORMED MAF RELEARN AND RUN AFTER TREAT VALIDATION TEST AND PASSED ALL TEST . ADVISED TO RETURN TO CUSTOMER AND MONITOR. COMPLETED

LOP Information is not available

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CH68438447 PA	OIL 10W30	3	\$37.00	No	
CH5083285-AA	FILTER -ENGINE OIL	1	\$20.00	No	

Repair Order Detailed Report # [REDACTED] For VIN: 3C63RRML8PG [REDACTED]

VIN	3C63RRML8PG [REDACTED]	Model Year	2023	Body	D28P81	RAM 3500 LARAMIE MEGA CAB 4X4	
Built Date	02/28/2023	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PWQ	PEARL WHITE					
Engine	ETM	6 7L I6 CUMMINS HO TURBO DIESEL ENG				Serial #	F0483BF006
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS				Serial #	F052300184

Report #	[REDACTED]	System Key	606936947	Report Version	1	Open Date	02/19/2024
Close Date	02/19/2024	Narrative Date	02/22/2024	Category	0	Mileage	1,235
MDH	022806	Engine Built Date	06/05/2023	Built Date	02/28/2023	Advisor	29 BASSETT;CHARLES P
Dealer	58285	CHERRY HILL DODGE CHRYSLER JEE					
Dealer Address	1708 WEST MARLTON PIKE						
Dealer City	CHERRY HILL	State	NJ	Zip	080023203		

Complaint: Customer states CEL HARSH SHFITING

Cause: P0818 transmission pressure low internal valve bad

Correction: Pan, Oil - Related Repairs - Remove and Install Aisin Transmission (2 - Skilled)

LOP Information

LOP	LOP Description
21950158	Transmission ; Cable Adjustment/Seal/Controls ; Valve Body/Solenoid pack/Harness ; Valve body Replace Aisin AS66RC/AS68RC/AS69RC (3 Highly Skilled)
21550233	Transmission ; Oil Pan/Related Repairs-Valve Body etc... ; Pan, Oil - Related Repairs ; Aisin Transmission

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68445748AA	BODY ASSY-NONE	1	\$2,707.80	No	
5189966AE	FLUID AFT AUTOMATIC TRANSMISSION	4	\$20 24	No	
05189966AE	FLUID AFT-AUTOMATIC TRANSMISSION	4	\$80.96	No	01/01/0001

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRMDL6KG [REDACTED]

VIN	3C7WRMDL6KG [REDACTED]	Model Year	2019	Body	DP5L66	RAM 5500 REG CAB CHA I	
Built Date	08/31/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETN	6 7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F22793FC42	
Transmission	DF2	6 PD AUTO AI IN A 69RC HD TRAN			Serial #	F225900138	

Report #	[REDACTED]	System Key	607427352	Report Version	1	Open Date	12/13/2023
Close Date	02/27/2024	Narrative Date	02/28/2024	Category	0	Mileage	142,925
MDH	083100	Engine Built Date	02/04/2020	Built Date	08/31/2019	Advisor	1909
Dealer	60385 STONERIDGE CHRYSLER JEEP DODGE						
Dealer Address	2700 TONERIDGE DRI E						
Dealer City	PLEASANTON	State	CA	Zip	945888321		

Complaint CU TOMER TATE THAT THE CHECK ENGINE LIGHT ON TRANMI ION TUCK IN GEAR AND EHICLE TARTING TO O ERHEAT DUE TO HIGH RPM CHECK AND AD I E HA A OPEN CA E [REDACTED] MULTI POINT IN PECTION ET AND ADJU T TIRE PRE URE TO FACTORY PEC AND DOCUMENT LF RF LR RR TECH TIME

Cause: MPI COMPLETE SEE ATTACHED SHEET TIRE PRESSURE

Correction 142915 tech confirmed concern ehicle get tuck in gear tech check tran mi ion fluid,fluid mell burned, fluid i at the correctle el, tech remo ed pan found e ce i eclutch material and ome metal, techrecommend to replaced tran mi ion a emby,al o ehicle ha code for no en or p2202no en or circuit low, tech recommend toreplaced no en or,, TECH REPLACEDTRAN MI ION A EMBLY, OIL COOLER, LINE ANDADD NEW FLUID, QUICK LEARNED AND TE T DRO E EHICLE , TECH REPLACED NO EN OR CLEARCODE AND TE T DRO E EHICLE TECH DIAGNO I 142915 ehicle in pection performed, frontbrakes are metal to metal MULTI POINT INSPECTION 142915 TIR EPRESSURE SET SET AND ADJUST TIRE PRESSURE TO FACTORY SPECSAND DOCUMENT LF RF LR RR SET AND ADJUST TIRE PRESSURE TO FACTORY SPECS AND DOCUMENT LF RF LR RR TECH TIME

LOP Information

LOP	LOP Description
25080901	Emission System ; Diesel E haust Fluid System ; Sensor, NOX Upstream ; 6 7 liter diesel
25080260	Emission System ; Diesel E haust Fluid System ; Tank ; Skid Plate Equipped
21252050	Tran mi ion ; Oil Cooler/Heater/Line/Ho e ; Oil cooler, e ternal / au iliary ; Cooler (2 killed)
21251050	Tran mi ion ; Oil Cooler/Heater/Line/Ho e ; Line , tran mi ion and torque con enter oil cooler ; One or Both (1 emi killed)
21002795	Transmission ; Out of Vehicle Operations ; Transmission, Replace automatic ; Aisin (AS68/69RC) Transmission Diagnostic Teardown/Reassembly Procedure
21002762	Tran mi ion ; Out of ehicle Operation ; Tran mi ion, Replace automatic ; Two piece propeller haft equipped
21002760	Tran mi ion ; Out of ehicle Operation ; Tran mi ion, Replace automatic ; kid plate equipped
21002712	Transmission ; Out of Vehicle Operations ; Transmission, Replace automatic ; AS68RC/AS69RC
142915	Air & Fuel system

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68498422AB	TRAN MI WITH TORQUE CON ENTER	1	\$9,999.99	No	
68447681AA	EN OR NITROGEN O IDE	1	\$3,240.43	No	01/01/0001
68359847AC	TOC ASSY OIL COOLER PRESSURE AND RE	1	\$245.52	No	01/01/0001
68359846AE	LINESASSY OIL COOLER PRESSURE AND RE	1	\$216.88	No	01/01/0001
68322507AB	TUBE JUMPER	1	\$161.36	No	01/01/0001
68322497AD	COOLER TRAN MI ION OIL	1	\$371.60	No	01/01/0001
6511777AA	BOLT HEX HEAD	6	\$5.31	No	
5189966AE	FLUID AFT AUTOMATIC TRAN MI ION	9	\$24.88	No	
06511777AA	BOLT HE HEAD	6	\$31.85	No	01/01/0001
05189966AE	FLUID AFT AUTOMATIC TRAN MI ION	9	\$223.95	No	01/01/0001

Repair Order Detailed Report [REDACTED] For VIN: 3C63RRHL3MG [REDACTED]

VIN	3C63RRHL3MG [REDACTED]	Model Year	2021	Body	D28H92	RAM 3500 BIG HORN CREW CAB 4X4	
Built Date	03/09/2021	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETM	6.7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F0601742D6	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F057100058	

Report #	[REDACTED]	System Key	607644562	Report Version	1	Open Date	02/14/2024
Close Date	02/27/2024	Narrative Date	03/03/2024	Category	0	Mileage	47,576
MDH	030917	Engine Built Date	05/24/2021	Built Date	03/09/2021	Advisor	160398
Dealer	45540	SPITZER AUTOWORLD HOMESTEAD, I					
Dealer Address	30101 S DIXIE HWY						
Dealer City	HOMESTEAD	State	FL	Zip	330333205		

Complaint: Check Engine Light Diagnostics [Customer States check engine light on check and advise] Multi-point inspection (according to maintenance interval)

Cause:

Correction: 47576 VEHICLE CAME IN WITH DTC'S P1451-00,P2463-00, P242F. FOLLOWING DTC DIAGNOSE ONE OF THE CONCERNS WAS CUSTOMER DRIVING HABITS DRIVING VEHICLE UNDER LIGHT LOAD. UPON DIAGNOSE OF CUSTOMER CONCERN SYSTEM WAS AT 10ML, PREVIOUS TIME IT CAME IN IT WAS AT 11ML, WHICH NEXT STEP WAS TO REPLACE DPF FILTER BUT TRIED TO SAVE THE DPF, PERFORMED RESET TO DPF MAKING VEHICLE THINK IT WAS REPLACED, AND RAN STATIONARY DE-SOOT. VEHICLE DROPPED TO 1ML AND LET VEHICLE GO, CUSTOMER CAME BACK WITH SOOT BEING FULL TO 10 ML, RESET DPF AGAIN AND PERFORMED STATIONARY DESOOT AGAIN TO BRING SOOT TO 1 ML. DO RECOMMEND TO REPLACE DPF FILTER DUE TO CUSTOMER DRIVING HABITS PERVENTS VEHICLE TO HIT CONDITIONS NEEDED FOR VEHICLE TO PERFORM SESOOT PERFORMED TEST DRIVE FOR 30 MILES AND SYSTEM WAS OPERATING AS DESIGN. ALL CONDITIONS PRESENT FOR VEHICLE TO PERFORM REGENERATION WERE MET AND VEHICLE OPERATED AS DESIGN. NO OTHER DTCS WERE SET TO PREVENT REGENERATION. IF VEHICLE COMES BACK DPF FILTER WILL NEED TO BE REPLACED. Check Engine Light Diagnostics Multi-point inspection (according to maintenance interval)

LOP Information

LOP	LOP Description
11610312	Exhaust System ; Filter, Particulate ; Filter, particulate - Regen ; Stationary Regeneration w/ Scan Tool, 2500-3500 pick up only

Part Information is not available

Repair Order Detailed Report [REDACTED] For VIN: 3C63R3JL7MG [REDACTED]

VIN	3C63R3JL7MG [REDACTED]	Model Year	2021	Body	D28P92	RAM 3500 LARAMIE CREW CAB 4X4	
Built Date	03/12/2021	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PRV	DELMONICO RED PEARL COAT					
Engine	ETM	6 7L I6 CUMMINS HO TURBO DIESEL ENG				Serial #	F050173256
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS				Serial #	F054100255

Report #	[REDACTED]	System Key	607924290	Report Version	1	Open Date	01/12/2024
Close Date	02/29/2024	Narrative Date	03/05/2024	Category	0	Mileage	47,583
MDH	031210	Engine Built Date	05/04/2021	Built Date	03/12/2021	Advisor	CJK KELLEY;CHRISTOPH
Dealer	67439	ROYAL CHRYSLER, JEEP, DODGE &					
Dealer Address	6464 STATE HIGHWAY 23						
Dealer City	ONEONTA	State	NY	Zip	138206552		

Complaint: MULTI POINT WALK AROUND INSPECTION REPORT Recall #: 13A, Launch Date: 02/16/2023 - 2021-2023 Ram Heavy Duty Grid Heater Rel Customer states transmission seem to be stuck in 4 low BATTERY; Wiring repair Customer states technician found after the valve body was replaced found the tcm had f FUEL FILTER FUEL FILTER

Cause: checked customer complaint & checked codes found multiple trans codes did test needs and found vehicle needs valve body checked for batteries going dead checked for draw none 004ma tested batteries left side weak right side shorted vehicle now has code for solinoid 2 traced wire found wire corroded repaired wire now have code for range sensor traced out range sensor wiring & found t-1 cuircuit wire in fender well corroded repaired wire & retested failed

Correction: VEHICLE CHECKUP COMPLETED Recall # 13A, Launch Date 02/16/2023 2021 2023 Ram Heavy Duty Grid Heater Rel r and r valve body replaced filter resealed pan and filled has shift solinoid selnioid 1 fault did test found tcm failed r and r tcm programed tcm r and r both batteries replaced the failed module REPLACED FUEL FILTER

LOP Information

LOP	LOP Description
85410000	Special Services ; Diagnostic LOP ; Operation diagnostics With repair ; Must be used in conjunction with appropriate repair Labor Operation
21980155	Transmission ; Transmission Harness/Switch/Solenoid ; Harness wiring ; Transmission valve body wiring harness Replace (3 Highly Skilled)
21950158	Transmission ; Cable Adjustment/Seal/Controls ; Valve Body ; Valve body Replace Aisin AS66RC/AS68RC/AS69RC (3 Highly Skilled)
21550233	Transmission ; Oil Pan/Related Repairs-Valve Body etc... ; Pan, Oil - Related Repairs ; Aisin Transmission
21500150	Transmission ; Filter/Cover ; Filter, oil ; main sump and / or cooler by pass
08190507	Electrical System ; Modules ; Module, Transmission Control ; 6 7 liter diesel w/ AISIN AS68RC Auto Trans
02162023	Suspension & Front A le ; C/V Joint

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CSTP13A1AA	RELAY NONE	1	\$49 55	No	
68446166AA	MODULE TRANSMISSION CONTROL	1	\$703 79	No	
68445748AA	BODY ASSY NONE	1	\$2,374 89	No	
68436631AA	FILTER KI-FUEL WATER SEPARATOR	1	\$85.90	No	
68224246AB	WIRING TRANSMISSION	1	\$448 15	No	01/01/0001
68224232AA	FILTER TRANSMISSION OIL	1	\$129 55	No	01/01/0001
68214914AA	GASKET TRANSMISSION CASE	1	\$52 63	No	01/01/0001
68157291AA	FILTER -FUEL	1	\$140.00	No	
5189966AE	FLUID AFT AUTOMATIC TRANSMISSION	9	\$17 75	No	
1BPVH700AA	BATTERY STORAGE	2	\$150 00	No	
05189966AE	FLUID AFT AUTOMATIC TRANSMISSION	9	\$159 77	No	01/01/0001

Repair Order Detailed Report # [REDACTED] For VIN: 3C63RRHL5LG [REDACTED]

VIN	3C63RRHL5LG [REDACTED]	Model Year	2020	Body	D28H92	RAM 3500 BIG HORN CREW CAB 4X4	
Built Date	09/21/2020	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETM	6 7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F2550611DB	
Transmission	DF2	6 SPD AUTO AISIN AS69RC HD TRANS			Serial #	F252000162	

Report #	[REDACTED]	System Key	608085951	Report Version	8	Open Date	03/06/2024
Close Date	01/01/0001	Narrative Date	03/18/2024	Category	0	Mileage	0
MDH	092101	Engine Built Date	11/17/2020	Built Date	09/21/2020	Advisor	556 NANCY ANN MARSON
Dealer	45077	CHIEFLAND CHRYSLER DODGE JEEP					
Dealer Address	2771 NORTH YOUNG BLVD						
Dealer City	CHIEFLAND	State	FL	Zip	326269187		

Complaint: customer states ck engine light on

Cause:

Correction:

LOP Information is not available

Part Information is not available

Repair Order Detailed Report # [REDACTED] For VIN: 3C63R3ELXPG [REDACTED]

VIN	3C63R3ELXPG [REDACTED]	Model Year	2023	Body	D28P91	RAM 3500 LARAMIE CREW CAB 4X4	
Built Date	04/05/2023	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PPX	PATRIOT BLUE PEARL COAT					
Engine	ETM	6.7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F0833C2B24	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F084300015	

Report #	[REDACTED]	System Key	608116580	Report Version	18	Open Date	03/06/2024
Close Date	03/29/2024	Narrative Date	04/01/2024	Category	0	Mileage	13,737
MDH	040512	Engine Built Date	08/31/2023	Built Date	04/05/2023	Advisor	180 Sergio Lugo
Dealer	60909	VICTORVILLE MOTORS CHRYSLER JE					
Dealer Address	14617 CIVIC DR						
Dealer City	VICTORVILLE	State	CA	Zip	923940844		

Complaint: *Electrical Concern [GUEST STATES SINCE PICKING UP FROM LAST VISIT THE AMP STEPS DO NOT COME DOWN AUTOMATICALLY PLEASE CHECK AND ADVISE**SEEMS TO BE AN ISSUE WITH THE OBD PORT**] *Electrical Concern [GUEST STATES WHEN STARTING THE TRUCK AND HITTING SEAT MEMORY FUNCTION 1 THE MIRRORS TELESCOPE OUT AND THEY ARE NOT SUPPOSED TO PLEASE CHECK AND ADVISE] **You consent to receive texts from Victorville Motors on your cell phone. You agree that we may contact you regarding service updates and offers via text. You may opt out at any time. **Alternative transportation. Valid Drivers license and security deposit required (Must be credit or debit card in renters name). Any additional rental protections will be paid for by customer. ELECTRICAL CONCERN- GUEST REQUESTS TO HAVE NEW KEY FOB PROGRAMMED (ZURICH 3RD PARTY WARRANTY [REDACTED]) ELECTRICAL CONCERN- REPLACE KEY FOB ELECTRICAL CONCERN- GUEST REQUESTS TO HAVE NEW KEY FOB PROGRAMMED (ZURICH 3RD PARTY WARRANTY [REDACTED]) * ELECTRICAL CONCERN- REPLACE KEY FOB ELECTRICAL CONCERN- GUEST STATES THE RAIN SENSING WIPERS HAVE NOT BEEN WORKING WHEN RAINING PLEASE CHECK AND ADVISE ELECTRICAL CONCERN- DURING TECH INSPECTION FOUND TRUCK NOT TO START PLEASE CHECK AND ADVISE GUEST STATES THE BACK UP SENSORS GO OFF WHEN YOU HAVE A BALL HITCH CONNECTED PLS CHECK AND ADVISE

Cause: Old style OB2 connector CONSTANT RESET DUE TO IGNITION OFF DRAW You consent to receive texts from Victorville Motors CDJR on your cell phone You agree that we may contact you regarding service updates and offers via text If you agree, you may opt out at any time GUEST TO RETURN NEXT WEEK KEY FOB KEY FOB GUEST TO RETURN NEXT WEEK IGNITION OFF DRAW GUEST TO RETURN NEXT WEEK

Correction: Contacted Amp Step technical support Determined that the OBD connector for the Amp Step system was the old style and would not communicate with the vehicle. Amp Research sent us an updated connector. We installed the connector and verified proper operation. VERIFIED THE VEHICLE WILL LOSE ITS ABILITY TO RETAIN

LOP Information

LOP	LOP Description
85418007	Special Services ; Diagnostic LOP ; Charging, Starting and Wiring Systems, Trouble Not Found ; 12V Starting/Charging Systems

Part Information is not available

Repair Order Detailed Report [REDACTED] **For VIN: 3C7WRLEL7MG** [REDACTED]

VIN	3C7WRLEL7MG [REDACTED]	Model Year	2021	Body	DP9L93	RAM 4500 CREW CAB CHA I	
Built Date	06/12/2021	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PAU	GRANITE CRY TAL MET CLEAR COAT					
Engine	ETN	6 7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F15917FAA1	
Transmission	DF2	6 PD AUTO AI IN A 69RC HD TRAN			Serial #	F152100197	

Report #	[REDACTED]	System Key	609285878	Report Version	1	Open Date	02/06/2024
Close Date	03/20/2024	Narrative Date	03/22/2024	Category	0	Mileage	46,897
MDH	061210	Engine Built Date	09/27/2021	Built Date	06/12/2021	Advisor	265940
Dealer	27329	FREEDOM CHRYSLER DODGE JEEP RA					
Dealer Address	1560 E NEW CIRCLE RD						
Dealer City	LEXINGTON	State	KY	Zip	405091022		

Complaint WORLD CLA IN PECTION CU TOMER TATE THAT THERE I A NOI E AT THE LEFT FRONT WHEEL, CANHEAR IT WHEN THE WHEEL I TRAIHT OR TURNED CU TOMER TATE THE EHICLE I HIFTING ERRATICALLY, HE AID WHEN HIFTING FROM FIR T TO ECOND AND FROM SECOND TO THIRD THE VEHICLE WANTS TO JUMP IN NEUTRAL AND HARD SHIFTS AUTO LIVE REPAIR ORDER APPROVALS MADE BY THE ADVISOR KYLE O'BRIEN AT 03/01/24 08 38 AM ESTIMATE APPROVAL TOTALS \$208 71 APPROVALS MADE BY THE ADVISOR KYLE O'BRIEN AT 03/08/24 10 23 AM ESTIMATE APPROVAL TOTALS \$0 00 ELECTRICAL/RADIO CUSTOMER STATES THE REAR VIEW CAMERA DOES NOT WORK, HE SAID WHEN PUTTING IN REVERSE THE CAMERA WILL COME ON FOR A SECOND AND THEN THE SCREEN WILL GO BLANK RECALL SERVICE CAMPAIGN 13A 2021 2023 RAM HEAVY DUTY GRID HEATER RELAY

Cause EE TEP FOR CAU E AND PART DETAIL INTERNAL TRAN MI ION FAILURE 13A

Correction: WORLD CLASS INSPECTION WORLD CLASS INSPECTION 46897 front tires chopped badly CUSTOMER STATES THAT THERE IS A NOISE AT THE LEFT FRONT WHEEL, CAN HEAR IT WHEN THE WHEEL IS STRAIGHT OR TURNED, DIAGNOSTIC CHARGE DIAGNOSIS 46897 internal trans failure contacted star was advised to replace unit removed and replaced trans assembly replaced trans cooler and flushed lines checked fluid level and performed quicklearn all ok at this time Tran mi ion, Replace automatic Tran mi ion, Replace automatic Tran mi ion, Replace automatic Line , tran mi ion and torque con ertor oil cooler Oil cooler, e ternal / au iliary Digital Imaging Tran mi ion, Replace automatic Tran mi ion, Replace automatic Tran mi ion, Replace automatic Line , tran mi ion and torque converter oil cooler Oil cooler, e ternal au iliary DIGITAL IMAGING PREP AUTO LIVE REPAIR ORDER APPROVALS MADE BY THE ADVISOR KYLE O'BRIEN AT 03/01/24 08 38 AM ESTIMATE APPROVAL TOTALS \$208 71 APPROVALS MADE BY THE ADVISOR KYLE O'BRIEN AT 03/08/24 10 23AM ESTIMATE APPROVAL TOTALS \$0 00 46897 working properly at this time ELECTRICAL/RADIO CUSTOMER STATES THE REAR VIE

LOP Information

LOP	LOP Description
85700001	pecial er ice ; Digital Image ; Digital Imaging ; Proce time
21252050	Transmission ; Oil Cooler/Heater/Line/Hose ; Oil cooler, e ternal / au iliary ; Cooler (2 Skilled)
21251050	Transmission ; Oil Cooler/Heater/Line/Hose ; Lines, transmission and torque converter oil cooler ; One or Both (1 Semi Skilled)
21002766	Tran mi ion ; Out of ehicle Operation ; Tran mi ion, Replace automatic ; 4 4/AWD equipped
21002762	Transmission ; Out of Vehicle Operations ; Transmission, Replace automatic ; Two piece propeller shaft equipped
21002712	Transmission ; Out of Vehicle Operations ; Transmission, Replace automatic ; AS68RC/AS69RC
0838	Electrical System
030124	Rear A le ; Rear A le

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CSTP13A1AA	RELAY NONE	1	\$65 46	No	
68498557AB	TRANSMISS WITH TORQUE CONVERTER	2	\$9,999 99	No	
68359847AC	TOC A Y OIL COOLER PRE URE AND RE	1	\$231 41	No	
68322494AD	COOLER TRAN MI ION OIL	1	\$113 51	No	

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRNBL9PG [REDACTED]

VIN	3C7WRNBL9PG [REDACTED]	Model Year	2023	Body	DP0L64	RAM 5500 REG CAB CHASSIS	
Built Date	01/11/2023	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETN	6.7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F3492B9AEF	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	U3532A0098	

Report #	[REDACTED]	System Key	609482184	Report Version	1	Open Date	03/22/2024
Close Date	03/22/2024	Narrative Date	03/25/2024	Category	0	Mileage	9,737
MDH	011108	Engine Built Date	05/23/2023	Built Date	01/11/2023	Advisor	2527 George Medina
Dealer	61595	MCPEEK'S CHRYSLER DODGE JEEP R					
Dealer Address	1221 S AUTO CENTER DR						
Dealer City	ANAHEIM	State	CA	Zip	928065634		

Complaint: PERFORM CERTIFIED MULTI-POINT VEHICLE INSPECTION INSPECT TIRE PRESSURES. ADJUST TO FACTORY SPECS. B2A 2023-2024 D Truck - Malfunctioning SCCM

Cause: Inspection request Inspection request B2A 2023-2024 D Truck - Malfunctioning SCCM

Correction: Performed certified multi point vehicle inspection. Submitted inspection form with vehicle status. CHECKED AND ADJUSTED VEHICLE TIRE PRESSURE AS REQUIRED. Inspect SCCM Julian Date , Perform Software Update and Perform Verification Routine.

LOP Information

LOP	LOP Description
08B2A184	Electrical System ; Safety Recall B2x ; Safety Recall B2A - Malfunctioning SCCM ; Inspect SCCM Julian Date, Perform Software Update, and Perform Verification Routine (D2, DD, DF, DJ, and DP Only)

Part Information is not available

Repair Order Detailed Report [REDACTED] For VIN: 3C7WRLEL1K[REDACTED]

VIN	3C7WRLEL1K[REDACTED]	Model Year	2019	Body	DP9L93	RAM 4500 CREW CAB CHASSIS	
Built Date	05/07/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETN	6 7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F114933705	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F077900072	

Report #	[REDACTED]	System Key	609750762	Report Version	8	Open Date	03/27/2024
Close Date	01/01/0001	Narrative Date	04/08/2024	Category	0	Mileage	0
MDH	050722	Engine Built Date	08/16/2019	Built Date	05/07/2019	Advisor	1765 AUSTIN J GREGOR
Dealer	44311	KERNERSVILLE CHRYSLER DODGE JE					
Dealer Address	950 NC HIGHWAY 66 S						
Dealer City	KERNERSVILLE	State	NC	Zip	272843133		

Complaint: ORDER SEAT COVER PASS REAR.

Cause:

Correction:

LOP Information is not available

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CH6XY24BD3 AA	COVER REAR SEAT CUSHION	1	\$1,254.98	No	

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRMFLXMG [REDACTED]

VIN	3C7WRMFLXMG [REDACTED]	Model Year	2021	Body	DP5L94	RAM 5500 CREW CAB CHASSIS	
Built Date	04/19/2021	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7		BRIGHT WHITE CLEAR COAT				
Engine	ETN	6 7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F0971788B3	
Transmission	DF2	6 SPD AUTO AISIN AS69RC HD TRANS			Serial #	F104100073	

Report #	[REDACTED]	System Key	610028774	Report Version	1	Open Date	01/11/2024
Close Date	03/29/2024	Narrative Date	04/01/2024	Category	0	Mileage	91,210
MDH	041912	Engine Built Date	10/25/2021	Built Date	04/19/2021	Advisor	RM RACHEL UMMERLIN
Dealer	45713	Freeland Chrysler Dodge Jeep R					
Dealer Address	5800 CRO ING BL D						
Dealer City	ANTIOCH	State	TN	Zip	370133129		

Complaint: INFORMATION ONLY VEHICLE TOWED IN INFORMATION ONLY CUSTOMER STATES PERFORM RECALL# MOPAR EXPRESS LANE 23 POINT IN PECTION DETAILED NOTE & PART NUMBER REQUIRED REPLACE TRAN FLUID, FILTER AND PAN GA KET INFORMATION ONLY INFORMATION ONLY

Cause: c/s cel is on & vehicle only has reverse, check c/s perform recall 13A replaced intake grid during K1 replacement found fluid is black after K1 assy replaced trans still has shift

Correction 21000A01 21000A01; 21550233 21550233; 21950158 AL E BODY REPLACE; 21000A62 21000A62 0813A182 0813A182 performed tran er ice; T REPLACE TRAN FLUID, FILTER AND PAN GA KET 85410000 DIAGNO TIC ; 2102712 2102712; 21000A62 21000A62

LOP Information

LOP	LOP Description
85410000	Special Services ; Diagnostic LOP ; Operation diagnostics With repair ; Must be used in conjunction with appropriate repair Labor Operation
21950158	Tran mi ion ; Cable Adju tment/ eal/Control ; al e Body ; al e body Replace Ai n A 66RC/A 68RC/A 69RC (3 Highly killed)
21550233	Transmission ; Oil Pan/Related Repairs Valve Body etc ; Pan, Oil Related Repairs ; Aisin Transmission
21000A91	Transmission ; Out of Vehicle Operations ; Transmission, Remove and install for recondition AS68RC/AS69RC ; K1 Clutch / Input Shaft Assembly Inspect and Replace Sub Assembly
21000A62	Tran mi ion ; Out of ehicle Operation ; Tran mi ion, Remo e and in tall for recondition A 68RC/A 69RC ; Two piece propeller haft equipped
21000A01	Tran mi ion ; Out of ehicle Operation ; Tran mi ion, Remo e and in tall for recondition A 68RC/A 69RC ; Remo e and in tall for recondition
0813A182	Electrical System ; Recall 13 ; Safety Recall 13A Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CSTP13A1AA	RELAY NONE	1	\$58 60	No	
68637534AA	CLUTCHKIT AUTOMATIC TRAN MI ION	1	\$0 00	No	
68498422AB C	TRANSMISS WITH TORQUE CONVERTER	2	\$4,175 00	No	
68498422AB	TRANSMISS WITH TORQUE CONVERTER	1	\$8,040 00	No	
68445748AA C	BODY A Y NONE	2	\$501 00	No	
68445748AA	BODY A Y NONE	1	\$2,504 00	No	01/01/0001
68322497AD	COOLER TRANSMISSION OIL	1	\$0 00	No	
68224232AA	FILTER TRANSMISSION OIL	1	\$137 00	No	
68214914AA	GA KET TRAN MI ION CA E	1	\$55 75	No	
6509166AA	BOLT HE FLANGE HEAD LOCK	8	\$7 00	No	
6508406AA	BOLT NONE	7	\$6 95	No	
5189966AE	FLUID AFT AUTOMATIC TRANSMISSION	15	\$14 20	No	
06509166AA	BOLT HE FLANGE HEAD LOCK	8	\$53 12	No	01/01/0001
06508406AA	BOLT NONE	5	\$33 20	No	01/01/0001
05189966AE	FLUID AFT AUTOMATIC TRANSMISSION	9	\$162 00	No	01/01/0001

Repair Order Detailed Report # [REDACTED] For VIN: 3C63R3ELXPG [REDACTED]

VIN	3C63R3ELXPG [REDACTED]	Model Year	2023	Body	D28P91	RAM 3500 LARAMIE CREW CAB 4X4	
Built Date	04/05/2023	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PPX	PATRIOT BLUE PEARL COAT					
Engine	ETM	6.7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F0833C2B24	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F084300015	

Report #	[REDACTED]	System Key	610169079	Report Version	44	Open Date	04/01/2024
Close Date	06/05/2024	Narrative Date	06/07/2024	Category	0	Mileage	138,364
MDH	040512	Engine Built Date	08/31/2023	Built Date	04/05/2023	Advisor	184 David Thornton
Dealer	60909	VICTORVILLE MOTORS CHRYSLER JE					
Dealer Address	14617 CIVIC DR						
Dealer City	VICTORVILLE	State	CA	Zip	923940844		

Complaint: **You consent to receive texts from Victorville Motors on your cell phone. You agree that we may contact you regarding service updates and offers via text. You may opt out at any time *Radio Nav Telematics Concern [GUEST STATES THAT RADIO DISPLAYS CONTACT SERVICE UNCONNECT BOX NEEDS SERVICE] *Electrical Concern [GUEST STATES THAT WHEN MEMORY FUNCTION 1 IS PRESSED THE SIDE MIRRORS TELESCOPE OUTWARDS SLIGHTLY THIS IS INTERMITTENT] **Alternative transportation Valid Drivers license and security deposit required (Must be credit or debit card in renters name) Any additional rental protections will be paid for by customer. [GUEST STATES THAT KEY FOB STOPPED WORKING. ZURICH WARRANTY 877-675-7281] *Body Systems Trim Concern Non Electrical [GUEST STATES THAT RAINSENSE WIPERS ARE NOT WORKING AT TIMES. THEY WERE WORKING BEFORE RECALL WAS PERFORMED] *Drivability Concern Diesel [GUEST STATES THAT VEHICLE DOESNT START AT TIMES] GUEST STATES THAT WHEN TRAILER HITCH IS INSTALLED THE PROX SENSOR PICKS IT UP. PLEASE CHECK AND ADVISE ON SETTINGS. GUEST STATES THAT PROXIMITY SENSORS GO OFF WHEN HITCH IS INSTALLED FUEL FILTERS

Cause: You consent to receive texts from Victorville Motors CDJR on your cell phone You agree that we may contact you regarding service updates and offers via text If you agree, you may opt out at any time WIRING HARNESS (CIRCUIT D7), TELEMATICS BOX (INTERNAL) NO FAULT DETECTED Reservation Number: [REDACTED] (760) 241-1187 NO FAULT DETECTED AFTERMARKET DEVICE, IGNITION OFF-DRAW NO FAULT DETECTED LARGE AFTERMARKET RECEIVER Stellantis Customer Care approved fuel filter replacement

Correction: You consent to receive texts from Victorville Motors CDJR on your cell phone You agree that we may contact you regarding service updates and offers via text If you agree, you may opt out at any time VERIFIED THE RADIO INTERMITTENTLY DISPLAYS SERVICE UCONNECT BOX MODULE SCAN REVEALS STORED CODE B1650-13 (CELLULAR ANTENNA 1 - CIRCUIT OPEN). CODES CLEARED AND VEHICLE TEST DRIVEN, CODE/MESS

LOP Information

LOP	LOP Description
85410000	Special Services ; Diagnostic LOP ; Operation diagnostics With repair ; Must be used in conjunction with appropriate repair Labor Operation
08993406	Electrical System ; MOPAR Accessories ; UConnect,/Telematics, voice control ; Harness, telematics
08993401	Electrical System ; MOPAR Accessories ; UConnect,/Telematics, voice control ; Module, telematics control
08907503	Electrical System ; Wiring Harness Replacement, Body/Jumper ; Wiring harness, body ; Chassis Underbody harness

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68604984AA	MODULE TELEMATICS	1	\$774.97	No	
68550821AC	WIRING -HEADER	1	\$150.71	No	
68542914AB	WIRING -JUMPER	1	\$338.93	No	
68433799AA	WIRING JUMPER	1	\$28.18	No	
68157291AA	FILTER FUEL	1	\$159.47	No	
1BP00846AA	FILTER -FUEL	1	\$66.64	No	

Repair Order Detailed Report # [REDACTED] For VIN: 3C63RRHL5L [REDACTED]

VIN	3C63RRHL5L [REDACTED]	Model Year	2020	Body	D28H92	RAM 3500 BIG HORN CREW CAB 4X4	
Built Date	09/21/2020	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETM	6 7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F2550611DB	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F252000162	

Report #	[REDACTED]	System Key	610232814	Report Version	10	Open Date	04/02/2024
Close Date	04/30/2024	Narrative Date	05/01/2024	Category	0	Mileage	60,417
MDH	092101	Engine Built Date	11/17/2020	Built Date	09/21/2020	Advisor	556 NANCY ANN MARSON
Dealer	45077	CHIEFLAND CHRYSLER DODGE JEEP					
Dealer Address	2771 NORTH YOUNG BLVD						
Dealer City	CHIEFLAND	State	FL	Zip	326269187		

Complaint: CUSTOMER STATES CK ENGINE LIGHT STAYS ON WHEN DRIVING

Cause: GOODWILL WARRANTY CASE# [REDACTED] DM [REDACTED] TOTAL AUTH\$307327

Correction: PERFORM DIAG AND RETRIEVED P1451 P2463 P 242F INSPECT WITH CAMERA FOUND SOOT IN REAR OF DPF NEEDS TO REPLACE REMOVE AND REPLACED DPF, DROPPED CROSS MEMBER, DEF TANK TO ACCESS REPLACED DPF AND RAN REPLACEMENT ROUTINE ROAD TESTED AND ALL OK

LOP Information

LOP	LOP Description
11610163	E haust System ; Filter, Particulate ; Filter diesel particulate (DPF) ; 4 4 equipped 6 7 liter diesel
11610139	E haust System ; Filter, Particulate ; Filter diesel particulate (DPF) ; 6 7 liter diesel engine, 2500 3500 pick up only

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CH68437471-AA	GASKET -EXHAUST PIPE	1	\$14.83	No	
CH68296341 AE	CONVERTER CATALYTIC	2	\$3,376.70	No	
68437471AA	GASKET EXHAUST PIPE	1	\$14.83	No	01/01/0001
68296341AE	CONVERTER-CATALYTIC	1	\$2,876.70	No	01/01/0001

Repair Order Detailed Report For VIN: 3C7WRLEL1KG

VIN	3C7WRLEL1KG	Model Year	2019	Body	DP9L93	RAM 4500 CREW CAB CHASSIS	
Built Date	05/07/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETN	6 7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F114933705	
Transmission	DF2	6 SPD AUTO AISIN AS69RC HD TRANS			Serial #	F077900072	

Report #		System Key	610322312	Report Version	9	Open Date	04/03/2024
Close Date	04/18/2024	Narrative Date	04/19/2024	Category	0	Mileage	77,558
MDH	050722	Engine Built Date	08/16/2019	Built Date	05/07/2019	Advisor	1765 AUSTIN J GREGOR
Dealer	44311	KERNERSVILLE CHRYSLER DODGE JE					
Dealer Address	950 NC HIGHWAY 66 S						
Dealer City	KERNERSVILLE	State	NC	Zip	272843133		

Complaint: ORDER SEAT COVER PASS REAR PART WAS ORDERED PART IS HERE RO General Concern 1) PERFORM DIESEL LUBE OIL AND FILTER CHANGE

Cause: VERIFIED CONCERN FOUND SEAT HEATER MELTING THROUGH THE SEAT COVER

Correction: REMOVED REAR SEAT AND REPLACED SEAT BACK AND BOTTOM COVER AND CUSHION SERVICE COMPLETE

LOP Information

LOP	LOP Description
85434343	Special Services ; Goodwill Administration ; Goodwill Authorization ; Goodwill Authorization
23206910	Body ; Soft Trim Trim panel/Door Pull Cup/Moldings/Seat/Side Airbags/Headliner/visor/cover ; Cover, rear seat cushion ; Mega / Crew cab Split seat Right side
23206024	Body ; Soft Trim Trim panel/Door Pull Cup/Moldings/Seat/Side Airbags/Headliner/visor/cover ; Cover, rear seat back ; Mega / Crew cab Second seat Split seat 60 section
23203822	Body ; Soft Trim Trim panel/Door Pull Cup/Moldings/Seat/Side Airbags/Headliner/visor/cover ; Pad, Seat Heat Element ; Rear Seat Seat cushion Right or left

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CH6XY24BD3 AA	COVER REAR SEAT CUSHION	1	\$1,271 48	No	
CH6XY22BD3 AA	COVER REAR SEAT BACK	1	\$1,260 41	No	
CH68438447 PA	OIL 10W30	3	\$40 00	No	
CH68362102 AC	PAD SEAT CUSHION	1	\$100 67	No	
CH5083285 AA	FILTER ENGINE OIL	1	\$27 75	No	
6XY24BD3AA	COVER REAR SEAT CUSHION	1	\$1,271 48	No	01/01/0001
6XY22BD3AA	COVER REAR SEAT BACK	1	\$1,260 41	No	01/01/0001
68362102AC	PAD SEAT CUSHION	1	\$100 67	No	01/01/0001

Repair Order Detailed Report # [REDACTED] For VIN: 3C63RRPL4MG [REDACTED]

VIN	3C63RRPL4MG [REDACTED]	Model Year	2021	Body	D28M81	RAM 3500 LIMITED MEGA CAB 4X4	
Built Date	02/09/2021	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETM	6.7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F033171198	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F028100048	

Report #	[REDACTED]	System Key	610361169	Report Version	1	Open Date	01/17/2024
Close Date	03/18/2024	Narrative Date	04/04/2024	Category	0	Mileage	50,938
MDH	020901	Engine Built Date	05/07/2021	Built Date	02/09/2021	Advisor	7069
Dealer	66732	Galeana Chrysler Dodge Jeep Ra					
Dealer Address	14375 S TAMIAMI TRL						
Dealer City	FORT MYERS	State	FL	Zip	339121943		

Complaint: Multi-point inspection (according to maintenance interval) Warning Indicator Concern [Cust states all kinds of warning lights on clunking when trying to put in gear]

Cause:

Correction: 50938 TIRES RUBBED THROUGH HARNESS SPLICED IN TWO NEW PINS AND REPAIRED OTHER CIRCUITS DAMAGED FROM TIRE TO HARNESS CONTACT. REROUTED HARNESS TO PREVENT FUTURE CONTACT. Multi-point inspection (according to maintenance interval) 50938 PCM INTERNAL FAILURE, TRS INTERNAL FAILURE P0605-00-INTERNAL CONTROL MODULE ROM, ACTIVE. P1400-00-AFTERMARKET CALIBRATION DETECTED WARRANTY COVERAGE CONFIRMATION REQUIRED, P1400 DTC WOULD APPEAR AND DISAPPEAR ON SCAN TOOL. REFERENCED STAR CASE [REDACTED] NO SIGNS OF AFTER MARKET PROGRAMMING, ACCESSORIES OR TAMPERING. NO UPDATES AVAILABLE VIA SCAN TOOL AND UNABLE TO FLASH OVER CURRENT PART NUMBER FOR THE PCMPER INSTRUCTIONS OUTLINED WITHIN THE STAR CASE. PCM INTERNALLY FAILED. ORDERED PARTS CAR DOWN 1/17/24, BACK ORDERED. RECEIVED ECM 2/13/24, REMOVED AND REPLACED ECM. PROGRAMMED ECM VIA SCAN TOOL. CLEARED DTC'S. ECM INTERNAL DTC'S CORRECTED, BUT NOW WHEN VEHICLE GOES INTO DRIVE, NO SIGNAL IS RECEIVED BY THE TCM FROM THE TRANSMISSION RANGE SENSOR AND SETS CORRELATING DTC. P0706-00-TRANSMISSION RANGE SENSOR PERFORMANCE, ACTIVE. MONITORED SHIFT SWITCHED VIA SCAN TOOL, FOUND SWITCH C ALWAYS OPEN AND DOES CLOSE AS REQUIRED FOR DRIVE POSITION. VISUALLY INSPECTED RANGE SENSOR, FOUND LOCKING NUT AND WASHER LOOSE, ONLY SERVICED WITH RANGE SENSOR. SENSOR INTERNALLY FAILED FROM NUT LOOSENING. ORDERED TRS RANGE SENSOR, ORLANDO. 2/13/24. REMOVED, ALIGNED AND REPLACED TRS ASSEMBLY. CLEARED DTC'S. VERIFIED OPERATION AND REPAIR. TEST AND REPLACE DEISEL ENGINE CONTROL MODULE UPDATE NEW MODULE TO MOST CURRENT SOFTWARE SWITCH, TRANSMISSION RANGE- TEST AND REPLACE

LOP Information

LOP	LOP Description
08805601	Electrical System ; Switches, Steering wheel/IP/Center Stack Lower/Module/WIN/Keyless Entry ; Switch, transmission range
08190601	Electrical System ; Modules ; Module, powertrain/engine control (PCM-ECM) ; All other engines.
08190450	Electrical System ; Modules ; Module, diesel engine control ; Update New Module to Most Current Software Version
08190401	Electrical System ; Modules ; Module, diesel engine control ; 6.7 liter diesel engine

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68363277AA	MODULE ENGINE CONTROLLER	1	\$2,631.75	No	01/01/0001
68224233AA	SENSOR -TRANSMISSION	1	\$292.05	No	01/01/0001

Repair Order Detailed Report # [REDACTED] For VIN: 3C63RRGL8PG [REDACTED]

VIN	3C63RRGL8PG [REDACTED]	Model Year	2023	Body	D28L92	RAM 3500 TRADESMAN CREW CAB 4X4	
Built Date	03/13/2023	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PAU	GRANITE CRYSTAL MET CLEAR COAT					
Engine	ETM	6 7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F0663C0A51	
Transmission	DF2	6 SPD AUTO AISIN AS69RC HD TRANS			Serial #	F061300264	

Report #	[REDACTED]	System Key	610785769	Report Version	12	Open Date	04/08/2024
Close Date	05/04/2024	Narrative Date	05/06/2024	Category	0	Mileage	80,501
MDH	031312	Engine Built Date	05/24/2023	Built Date	03/13/2023	Advisor	179 Dean Lewi on
Dealer	60909	VICTORVILLE MOTORS CHRYSLER JE					
Dealer Address	14617 CIVIC DR						
Dealer City	VICTORVILLE	State	CA	Zip	923940844		

Complaint: *Check Engine Light is on [Guest states that the check engine light is on and several dash lights Also guest notice an abnormal noise coming from the engine on the dri er ide when all the light came on All thi happened while dri ing Plea e check and ad i e] CHECK ENGINE LIGHT CONCERN ELECTRICAL CONCERN *Check Engine Light is on [Guest states that the check engine light is on and several dash lights Also guest notice an abnormal noise coming from the engine on the driver side when all the lights came on All this happened while driving Please check and advise] CHECK ENGINE LIGHT CONCERN ELECTRICAL CONCERN *Check Engine Light is on [Guest states that the check engine light is on and several dash lights Also guest notice an abnormal noise coming from the engine on the driver side when all the lights came on All this happened while driving Please check and advise] CHECK ENGINE LIGHT CONCERN ELECTRICAL CONCERN **You consent to receive te ts from Victorville Motors on your cell phone You agree that we may contact you regarding service updates and offers via te t You may opt out at any time **MOPAR EXPRESS LANE INSPECTION AIR FILTER

Cause: fuel contaminated causing dtc 2269 water in fuel condition, p238f water in fuel condition sensor B and p0304 cylinder 4 misfire needs known good fuel and flush the system|Left rear abs sensor fault fuel contaminated causing dtc 2269 water in fuel condition, p238f water in fuel condition sensor B and p0304 cylinder 4 misfire needs known good fuel and flush the system|Left rear abs sensor fault fuel contaminated causing dtc 2269 water in fuel condition, p238f water in fuel cond tion sensor B and p0304 cylinder 4 misfire needs known good fuel and flush the system|Left rear abs sensor fault You consent to receive te ts from Victorville Motors CDJR on your cell phone You agree that we may contact you regarding service updates and offers via te t If you agree, you may opt out at any time dirty causing dtc p04de cold start egr A flow e ces

Correction:

LOP Information is not available

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68490266AA	MODULE FUEL PUMP LEVEL UNIT	1	\$405 90	No	
68436631AA	FILTER KI FUEL WATER SEPARATOR	1	\$105 47	No	
68360877AD	SENSOR WHEEL SPEED	1	\$84 05	No	
68157291AA	FILTER FUEL	1	\$171 69	No	
53034051AB	FILTER AIR	1	\$92 25	No	

Repair Order Detailed Report [REDACTED] For VIN: 3C7WRMDL6K[REDACTED]

VIN	3C7WRMDL6K[REDACTED]	Model Year	2019	Body	DP5L66	RAM 5500 REG CAB CHASSIS	
Built Date	08/31/2019	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETN	6.7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F22793FC42	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F225900138	

Report #	[REDACTED]	System Key	612092692	Report Version	1	Open Date	04/04/2024
Close Date	04/25/2024	Narrative Date	04/28/2024	Category	0	Mileage	152,425
MDH	083100	Engine Built Date	02/04/2020	Built Date	08/31/2019	Advisor	1909
Dealer	60385	STONERIDGE CHRYSLER JEEP DODGE					
Dealer Address	2700 STONERIDGE DRIVE						
Dealer City	PLEASANTON	State	CA	Zip	945888321		

Complaint: CUSTOMER STATES WHEN FIRST DRIVING THE TRUCK TEMPATURE WILL GO UP AND ENGINE FAN WILL STAY HIGH. ONCE TRUCK IS SHUT OFF AND RESTARTED ALLGOES BACK TO NORMAL. HAPPENS ONLY ON FIRST DRIVE. PLEASE CHECK AND ADVISE CUSTOMER STATES CHECK ENGINE LIGHT IS ON PLEASE CHECK AND ADVISE

Cause:

Correction: 152408 tech confirmed concern afterinspecting vehicle and check for codesvehicle had coolant temp too high, also whentech drove vehicle with customer vehicle wasgetting hot, temp was getting all the way upand customer was still driving vehicle, techfound hibiscus clutch fan is getting stuck athigh temp, even when disconnected, techrecommends to replaced fan clutch andrecheck, tech replaced fan clutch and testdrove vehicle, fan is working up to specs,and vehicle is not overheating at this time TECH DIAGNOSIS 152408 tech confirmed concern afterinspecting vehicle found p2002 dieselparticulate filter efficiency tech followdaig procedures and found sb for a pcm updatethat includes this code, if we flash pcm andcode comes back, dpf needs to be removed andinspected for damaged, and if damaged needsto be replaced if there is no damaged pmsensor needs to be replaced, tech updated pcm and clear codes, have customer drive vehicle TECH DIAGNOSIS

LOP Information is not available

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68359842AD	CLUTCH -FAN	1	\$415.20	No	

Repair Order Detailed Report # [REDACTED] For VIN: 3C7WRNEL3MG [REDACTED]

VIN	3C7WRNEL3MG [REDACTED]	Model Year	2021	Body	DP0L93	RAM 5500 CREW CAB CHASSIS	
Built Date	04/08/2021	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETN	6 7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F0811764CB	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F090100060	

Report #	[REDACTED]	System Key	612431630	Report Version	1	Open Date	02/13/2024
Close Date	04/30/2024	Narrative Date	05/01/2024	Category	0	Mileage	34,498
MDH	040805	Engine Built Date	09/30/2021	Built Date	04/08/2021	Advisor	3274
Dealer	44484	KAYSER CHRYSLER CENTER INC					
Dealer Address	866 PHILLIPS BLVD						
Dealer City	SAUK CITY	State	WI	Zip	535831312		

Complaint: Multi-point inspection (according to maintenance interval) Recall / Customer Satisfaction Notification 1 [Recall Customer Satisfaction Notification 1 ** 13A - 2021 2023 Ram Heavy Duty GridHeater Relay] Recall / Customer Satisfaction Notification 2 [Recall Customer Satisfaction Notification 2 ** 90A 19 22MY DJ D2 DD DP 6 7L Diesel E haust Fluid Free] Recall / Customer Satisfaction Notification 3 [Recall Customer Satisfaction Notification 3 ** ZD4 19 22MY DJ D2 DD DP 6 7L Diesel E haust Fluid Free] Automatic Transmission Concern [CUSTOMER WAS DRIVING WHEN A WHINNING NOISE STARTED, PULLED OVER AND LIMPED IT BACK HAS TRANSMISSION CODE INSPECT AND ADVISE]

Cause: RECALL 13A recall RECALL ZD4 trans issue

Correction: TECHNICIAN MULTI POINT VEHICLE INSPECTION AND SERVICE ADVISOR IN PERSON OR VIRTUAL VEHICLE WALK AROUND TECHNICIAN MULTI POINT VEHICLE INSPECTION AND SERVICE ADVISOR IN PERSON OR VIRTUAL VEHICLE WALK AROUND 34498 REPLACE HEATER GRID RELAY REPLACE RELAY 34498 recall 100 REPLACE DEF DELIVERY MODULE PERFORM RECALL 90A REPLACE DEF DELIVERY MODULE 34498 UPDATE DCU SOFTWARE UPDATE DCU SOFTWARE 34498 checked and found loud whining noise coming from ft pump area, fluid level is ok but burnt badly. checked and found code forp0868, fluid pressure low. removed pan and found lots of metallic in the pan. rec trans assembly, cooler and lines 200 removed and replaced trans assembly, cooler and lines. topped off fluid level and test drove. verified everything is operating as it should. TRANSMISSION, REPLACE AS68RC/AS69RC AUTOMATIC TRANSMISSION, DEF EQUIPPED, 2500 3500 PICKUP ONLY 4 4 Equipped Skid Plate Equipped Two Piece Propeller Shaft LINES, TRANSMISSION & TORQUE CONV OIL COOLER, ONE OR BOTH OIL COOLER, EXTERNAL AUXILIARY COOLER DIESEL DIAGNOSTIC WORKSHEET PERFORM AND SUBMIT RENTAL VEHICLE

LOP Information

LOP	LOP Description
95400141	Special Services ; Loaner ; Loaner Car ; Standard Line Vehicles
85700001	Special Services ; Digital Image ; Digital Imaging ; Process time
21252050	Transmission ; Oil Cooler/Heater/Line/Hose ; Oil cooler, external / auxiliary ; Cooler (2 Skilled)
21251050	Transmission ; Oil Cooler/Heater/Line/Hose ; Lines, transmission and torque converter oil cooler ; One or Both (1 - Semi-Skilled)
21002766	Transmission ; Out of Vehicle Operations ; Transmission, Replace - automatic ; 4x4/AWD equipped
21002762	Transmission ; Out of Vehicle Operations ; Transmission, Replace automatic ; Two piece propeller shaft equipped
21002760	Transmission ; Out of Vehicle Operations ; Transmission, Replace automatic ; Skid plate equipped
21002712	Transmission ; Out of Vehicle Operations ; Transmission, Replace - automatic ; AS68RC/AS69RC
21000169	Transmission ; Out of Vehicle Operations ; Transmission ; DEF equipped 2500-3500 4x4 pick-up only

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CSTP13A1AA	RELAY NONE	1	\$56.35	No	
CCGN90A1AA	MODULE -UREA PUMP LEVEL UNIT	1	\$375.05	No	
68498557AB	TRANSMISS-WITH TORQUE CONVERTER	1	\$9,636.47	No	
68359847AC	TOC ASSY OIL COOLER PRESSURE AND RE	1	\$204.57	No	01/01/0001
68322497AD	COOLER TRANSMISSION OIL	1	\$310.45	No	01/01/0001
68035700AC	FLUID -DIESEL EXHAUST	6	\$6.73	No	
6511777AA	BOLT -HEX HEAD	6	\$4.31	No	
06511777AA	BOLT HEX HEAD	6	\$25.84	No	01/01/0001

Repair Order Detailed Report [REDACTED] For VIN: 3C63R3KL4MG [REDACTED]

VIN	3C63R3KL4MG [REDACTED]	Model Year	2021	Body	D28R92	RAM 3500 LONGHORN CREW CAB 4X4	
Built Date	06/04/2021	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PRV	DELMONICO RED PEARL COAT					
Engine	ETM	6 7L I6 CUMMIN HO TURBO DIE EL ENG				Serial #	F14717E7C4
Transmission	DF2	6 SPD AUTO AISIN AS69RC HD TRANS				Serial #	F141100036

Report #	[REDACTED]	System Key	612839653	Report Version	1	Open Date	04/29/2024
Close Date	04/29/2024	Narrative Date	05/06/2024	Category	0	Mileage	60,266
MDH	060418	Engine Built Date	06/28/2021	Built Date	06/04/2021	Advisor	436 JAY FERRISS
Dealer	65191	DEERY CHRYSLER DODGE JEEP RAM					
Dealer Address	1000 W HICKMAN RD						
Dealer City	WAUKEE	State	IA	Zip	502635069		

Complaint: REPLACE WIPER BLADES PERFORM SYNTHETIC OIL CHANGE REPLACE OIL AND FILTE MOPAR EXPRESS LANE INSPECTION REPLACE CABIN AIR FILTER REPLACE ENGINE AIR FILTER

Cause

Correction: REPLACE FRONT WIPER BLADES PERFORMED OIL CHANGE Completed On Line Inspection, Customer will REMOVE AND REPLACE CABIN FILTER Replaced Filter Keeping Filter replaced timely

LOP Information is not available

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68535623AA	FILTER CABIN AIR	1	\$33 35	No	
68517554AA	FILTER AIR	1	\$66 80	No	
68357422AA	OIL 5W40	12	\$9 00	No	
5083285AA	FILTER ENGINE OIL	1	\$27 75	No	
29 220		2	\$21 00	No	

Repair Order Detailed Report [REDACTED] For VIN: 3C63RRGL8PG [REDACTED]

VIN	3C63RRGL8PG [REDACTED]	Model Year	2023	Body	D28L92	RAM 3500 TRADESMAN CREW CAB 4X4	
Built Date	03/13/2023	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PAU	GRANITE CRYSTAL MET CLEAR COAT					
Engine	ETM	6.7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F0663C0A51	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F061300264	

Report #	[REDACTED]	System Key	613125930	Report Version	25	Open Date	05/08/2024
Close Date	01/01/0001	Narrative Date	06/14/2024	Category	0	Mileage	0
MDH	031312	Engine Built Date	05/24/2023	Built Date	03/13/2023	Advisor	284 Jose Molina
Dealer	60909	VICTORVILLE MOTORS CHRYSLER JE					
Dealer Address	14617 CIVIC DR						
Dealer City	VICTORVILLE	State	CA	Zip	923940844		

Complaint: *Automatic Transmission Concern [GUEST STATES THE TRANSMISSION MAKES AN ABNORMAL NOISE WHEN DRIVING AT 65-70 MPH PLEASE CHECK AND ADVISE] REAR DIFFERENTIAL SERVICE *Automatic Transmission Concern [GUEST STATES THE TRANSMISSION MAKES AN ABNORMAL NOISE WHEN DRIVING AT 65 70 MPH PLEASE CHECK AND ADVISE] REAR DIFFERENTIAL SERVICE *Engine Concern [GUEST STATES THERE IS A LOUD ABNORMAL NOISE NEAR THE PASSENGER FRONT ENGINE BAY AREA PLEASE CHECK AND ADVISE] **You consent to receive te ts from Victorville Motors on your cell phone You agree that we may contact you regarding service updates and offers via text. You may opt out at any time. REAR DIFFERENTIAL SERVICE

Cause: due to noise due to noise npf You consent to receive texts from Victorville Motors CDJR on your cell phone You agree that we may contact you regarding service updates and offers via te t If you agree, you may opt out at any time diff e cessive play e cessive metal

Correction: test drove found noise coming from back of truck lifted and supported truck in shop tested at 50 mph and found noise is coming from rear diff removed plug and found fluid topped off aslo found large metal in plug see picture recommend t-dwon and inspect for any damage also advise customer of possible bearing noise driver side rear tire test drove found noise coming from back of truck lifted and supported truck in shop tested at 50 mph and found noise is coming from rear diff removed plug and found fluid topped off aslo found large metal in plug see picture recommend t-dwon and inspect for damage components also advise customer of possible bearing noise driver side rear tire inspected for engine oil level and coolant level found okay also inspected for engine noise noise at idle no noise found compared to stock unit sp1118 with 14k miles no difference between engine Nosie at idle cold started both stock unit and customer truck noticed no difference in cold start You consent to receive te ts from Victorville Motors CDJR on your cell phone You agree tha

LOP Information is not available

Part Information is not available

Repair Order Detailed Report [REDACTED] **For VIN: 3C63R3KL4MG** [REDACTED]

VIN	3C63R3KL4MG [REDACTED]	Model Year	2021	Body	D28R92	RAM 3500 LONGHORN CREW CAB 4X4	
Built Date	06/04/2021	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PRV	DELMONICO RED PEARL COAT					
Engine	ETM	6 7L I6 CUMMINS HO TURBO DIESEL ENG				Serial #	F14717E7C4
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS				Serial #	F141100036

Report #	[REDACTED]	System Key	613674879	Report Version	1	Open Date	05/02/2024
Close Date	05/15/2024	Narrative Date	05/16/2024	Category	0	Mileage	60,401
MDH	060418	Engine Built Date	06/28/2021	Built Date	06/04/2021	Advisor	436 JAY FERRISS
Dealer	65191	DEERY CHRYSLER DODGE JEEP RAM					
Dealer Address	1000 W HICKMAN RD						
Dealer City	WAUKEE	State	IA	Zip	502635069		

Complaint: CHECK AND PERFORM RECALLS AS NEEDED ENGINE CONCERN

Cause: Recall 90A

Correction: 2590A182 Pump, Unit Replace Urea Delivery Module

LOP Information

LOP	LOP Description
2590A182	Emission System ; Diesel E. haust Fluid System ; Pump, Unit ; Replace Urea Delivery Module

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CCGN90A1AA	MODULE UREA PUMP LEVEL UNIT	1	\$349.00	No	

Repair Order Detailed Report # [REDACTED] For VIN: 3C63R3GL4LG [REDACTED]

VIN	3C63R3GL4LG [REDACTED]	Model Year	2020	Body	D28L92	RAM 3500 TRADESMAN CREW CAB 4X4	
Built Date	07/18/2020	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETM	6 7L I6 CUMMINS HO TURBO DIESEL ENG			Serial #	F18905937D	
Transmission	DF2	6 SPD AUTO AISIN AS69RC HD TRANS			Serial #	F189000046	

Report #	[REDACTED]	System Key	614287654	Report Version	1	Open Date	05/20/2024
Close Date	05/22/2024	Narrative Date	05/26/2024	Category	0	Mileage	65,844
MDH	071800	Engine Built Date	09/02/2020	Built Date	07/18/2020	Advisor	RP Ryan Pre twich
Dealer	26998	DOUG SMITH CHRYSLER DODGE JEEP					
Dealer Address	1339 NORTH MAIN TREET						
Dealer City	SPANISH FORK			State	UT	Zip	846601001

Complaint: VEHICLE COURTESY INSPECTION *NO CHARGE* NOTES NOTES

Cause:

Correction: completed inspection Diagnosed P20B9 Reductant Suction Line Heater Ordered vent

LOP Information is not available

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
57008975AA	TUBE DIESEL EXHAUST FLUID	1	\$94 20	No	

Repair Order Detailed Report XXXXXXXXXX For VIN: 3C7WRMDL1MG XXXXXXXXXX

VIN	3C7WRMDL1MG XXXXXXXXXX	Model Year	2021	Body	DP5L66	RAM 5500 REG CAB CHASSIS	
Built Date	12/08/2020	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETN	6.7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F33406A31F	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	F324000212	

Report #	XXXXXXXXXX	System Key	614922602	Report Version	1	Open Date	11/03/2023
Close Date	05/31/2024	Narrative Date	06/03/2024	Category	0	Mileage	104,120
MDH	120816	Engine Built Date	01/20/2021	Built Date	12/08/2020	Advisor	350
Dealer	27116 Kearny Mesa Chrysler Dodge Jee						
Dealer Address	8010 BALBOA AVE						
Dealer City	SAN DIEGO	State	CA	Zip	921112417		

Complaint: Recall / Customer Satisfaction Notification 2 [Customer Satisfaction Notification Y17 - Transmission Software Update **] Recall / Customer Satisfaction Notification 1 [Safety Recall 13A Intake Air Grid Heater Relay **] Recall / Customer Satisfaction Notification 3 [Safety Recall Y26 Wheel Studs **] Check Tire Pressure Multi point inspection (according to maintenance interval) Automatic Transmission Concern [Customer States that when driving the transmission shifts hard and jerks Sometimes the gas pedal needs to be pressed all the way in to get it to shift Diagnose and advise Towed in] REMOVE AND REPLACE AFTER MARKET PTU

Cause: GOODWILL

Correction: 104109 18 Y1 71 82 40 SUCCESSFULLY FLASHEDFROM PART NUMBER 68504639AB TO CURRENT PARTNUMBER 68504639AE QUICKLEARN PERFORMED Recall / Customer Satisfaction Notification2 [Customer Satisfaction Notification Y17 Transmission Software Update **] RECALL/RRT 104120 08 13 A1 82 20 INTAKE GRID HEATERRELAY REPLACED PER RECALL PROCEDURE Recall / Customer Satisfaction Notification1 [Safety Recall 13A - Intake Air Grid Heater Relay **] RECALL/RRT 104120 22-Y2-61-86, 22-Y2-61-60,22-Y2-61-61, 22-Y2-61-50, 350 INSPECTED WHEELSTUDS PER RECALL PROCEDURE, ALL FAILED WHEELSTUDS REPLACED PER RECALL PROCEDURE. 10 LUGEQUIPPED, TONE WHEEL EQUIPPED ADDITIONALLOPS: 22-Y2-61-50, 22-Y2-61-50, 22-Y2-61-50,22-Y2-61-50, 22-Y2-61-50, 22-Y2-61-50 Recall / Customer Satisfaction Notification3 [Safety Recall Y26 - Wheel Studs **] RECALL/RRT 104120 TIRE PRESSURE CHECKED AND ADJUSTEDTO SPEC Check Tire Pressure TIRE PRESSURE CHECK AND INFLATE SERVICE PER STATE REGULATION!! DOCUMENT ALLTIRE PRESSURES!!! 104120 MPI COMPLETED ADDITIONALRECOMMENDATIONS MADE SEE INSPECTION FORDetails Multi point inspection (according to maintenanceinterval) MULTI POINT INSPECTION 104120 21002712, 21002762, 21252050 590CONFIRMED TRANSMISSION HARD SHIFTS, ANDELAYED ENGAGEMENT INTO ALL GEARS. FLUIDDRAINED, PAN REMOVED FLUID IS DARKCONTAMINATED WITH METAL DEBRIS, PAN REMOVEDAND FOUND EXCES

LOP Information

LOP	LOP Description
24011002	Air Conditioning & Heater ; A/C System Charge ; A/C Performance Test, recovery and recharge ; Note Powertrain This operation is used whenever discharge of the A/C system is required to allow service of A/C non plumbing / powertrain repair
21252050	Transmission ; Oil Cooler/Heater/Line/Hose ; Oil cooler, external / auxiliary ; Cooler (2 - Skilled)
21251050	Transmission ; Oil Cooler/Heater/Line/Hose ; Lines, transmission and torque converter oil cooler ; One or Both (1 - Semi-Skilled)
21002762	Transmission ; Out of Vehicle Operations ; Transmission, Replace automatic ; Two piece propeller shaft equipped
21002712	Transmission ; Out of Vehicle Operations ; Transmission, Replace automatic ; AS68RC/AS69RC
0813A182	Electrical System ; Recall 13x ; Safety Recall 13A - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CSZMY26GAA	BOLT -HUB AND ROTOR	2	\$7.25	No	
CSZMY26FAA	O RING NONE	1	\$19.14	No	
CSZMY26DAA	SEAL WHEEL BEARING	1	\$111.14	No	
CSZMY267AA	BOLT -NONE	1	\$4.37	No	
CSZMY265AA	BOLT -HUB AND ROTOR	2	\$7.99	No	
CSZMY262AA	STUD HUB	1	\$13.10	No	
CSZMY261AB	STUD -HUB	1	\$11.71	No	
CSTP13A1AA	RELAY -NONE	1	\$46.47	No	
68498422AB	TRANSMISS-WITH TORQUE CONVERTER	1	\$9,999.99	No	
68449546AA	LUBRICANT GEAR	1	\$54.18	No	
68359847AC	TOC ASSY -OIL COOLER PRESSURE AND RE	1	\$211.88	No	
68322497AD	COOLER -TRANSMISSION OIL	1	\$321.54	No	
68086052AB	GASKET -ADAPTER	1	\$19.79	No	
6511777AA	BOLT HEX HEAD	0	\$4.46	No	
5189966AD	FLUID AFT-AUTOMATIC TRANSMISSION	4	\$15.80	No	
20TK4440		2	\$101.59	No	
06511777AA	BOLT -HEX HEAD	6	\$26.76	No	01/01/0001
05189966AD	FLUID AFT AUTOMATIC TRANSMISSION	4	\$63.19	No	01/01/0001