Warranty Claim Report

Vehicle Information

VIN	3C63RRGL6 - [redacted]	**Year**	2019	**Body**	D28L92 - RAM 3500 TRADESMAN CREW CAB 4X4
Build Date	02/21/2019	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	12/30/2019
Claim Type	W - Warranty	**Repair Date**	11/26/2019
Claim Status	Paid	**Mileage (Miles)**	23

Expense

Labor	$34.51	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$34.51

Dealer Information

Code	52382	**Name**	ED PAYNE MOTORS LLP	**Zone**	63	DALLAS
Address	2101 E EXPRESSWAY 83 , WESLACO, TX 78596					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	181905MP	Module, Transmission Control (TCM) ; Module, Transmission Control (TCM) - Inspect and Reprogram	RF							$34.51

RO Narratives

(RO) Customer Concern:

PERFORM RRT 19-095

(RO) Cause:

RRT

(RO) Correction:

18 REPROGRAMMED TCM MODULE TCM REPROGRAM INSPECT

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3C63RRGL2 - [redacted]	**Year**	2019	**Body**	D28L92 - RAM 3500 TRADESMAN CREW CAB 4X4
Build Date	11/22/2019	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	12/27/2019
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	12/13/2019
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$153.50	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$153.50

Dealer Information

Code	60584	**Name**	GLENN'S FREEDOM DODGE CHRYSLER	**Zone**	42	DETROIT
Address	1560 E NEW CIRCLE RD , LEXINGTON, KY 40509					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$127.92
A	85900064	Road Ready ; 6.7 liter diesel equipped								$25.58

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3C63RRGL2 - [redacted]	**Year**	2019	**Body**	D28L92 - RAM 3500 TRADESMAN CREW CAB 4X4
Build Date	11/22/2019	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	12/27/2019
Claim Type	W - Warranty	**Repair Date**	01/29/2020
Claim Status	Paid	**Mileage (Miles)**	4,274

Expense

Labor	$166.30	**Sublet**	$52.70	**Part**	$0.00	**Total Paid**	$219.00

Dealer Information

Code	60584	**Name**	GLENN'S FREEDOM DODGE CHRYSLER	**Zone**	42	DETROIT
Address	1560 E NEW CIRCLE RD , LEXINGTON, KY 40509					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08808501	Sensor, acceleration-ABS	61	INTERMITTENT OPERATION	68360876AB	SENSOR	1	X	52.70	$38.38
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68360876AB	SENSOR	1	X	52.70	$127.92

RO Narratives

(RO) Customer Concern:

CHECK ENGINE LIGHT ILLUMINATED COURTESY DRIVE THROUGH WASH

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES ABS TRACTION LIGHT, TRAILER BRAKE 4X4 AND CRUISE CONTROL LIGHT S ON

(Claim) Cause:

FOUND SEVERAL CODES ACTIVE. INSPECTRED FOR LOOSENESS AT SENSOR MOUNTED TO DIFF . NO WIRES RUBBED THROUGH

(Claim) Correction:

REPLACED SENSOR AND INSPECTED TONE WHEEL FOR LOOSENESS. TESTED FOR 30 MILES. N O CODES RETURNED

Warranty Claim Report

Vehicle Information

VIN	3C63RRGL2 [redacted]	**Year**	2019	**Body**	D28L92 - RAM 3500 TRADESMAN CREW CAB 4X4
Build Date	11/22/2019	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	12/27/2019
Claim Type	W - Warranty	**Repair Date**	02/07/2020
Claim Status	Paid	**Mileage (Miles)**	8,669

Expense

Labor	$63.96	**Sublet**	$158.03	**Part**	$0.00	**Total Paid**	$221.99

Dealer Information

Code	60584	**Name**	GLENN'S FREEDOM DODGE CHRYSLER	**Zone**	42	DETROIT
Address	1560 E NEW CIRCLE RD , LEXINGTON, KY 40509					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08600701	Amplifier ; All others	61	INTERMITTENT OPERATION	68402059AF	AMPLIFIER	1	X	158.03	$63.96

RO Narratives

(RO) Customer Concern:

ELECTRICAL WORLD CLASS INSPECTION LUBE OIL FILTER DIESEL ENGINE

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES NO VOLUME

(Claim) Cause:

AMPLIFIER INTERNAL DEFECT

(Claim) Correction:

REPLACE AMPLIFIER

Warranty Claim Report

Vehicle Information

VIN	3C63RRGL2 - [redacted]	**Year**	2019	**Body**	D28L92 - RAM 3500 TRADESMAN CREW CAB 4X4
Build Date	11/22/2019	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	12/27/2019
Claim Type	S - Safety (Recalls)	**Repair Date**	03/20/2020
Claim Status	Paid	**Mileage (Miles)**	13,625

Expense

Labor	$42.71	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$42.71

Dealer Information

Code	45657	**Name**		**Zone**	70 PHOENIX
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18VB6183	Emissions Recall VB6 - Diesel Engine Calibration ; Module, Engine Control (ECM) - Reprogram (W/ Aisin Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$42.71

RO Narratives

(RO) Customer Concern:

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

(RO) Cause:

P049D EGR valve Perform VB6

(RO) Correction:

13625 P049D EGR valve Verified customerconcern. MIL is on. Check codes. P049D isactive. Check for TSB and RRT. None apply.Follow pinpoint test. Test calls for EGRvalve replacement. Part is on backorder.Management acquired new vehicle from lot touse the egr valve from that vehicle on thisvehicle because customer is just travelingthru. Remove egr valve from new unit. Installnew valve on customer truck. Clear codes andtest drive. No issues found on test drive.Repair verified at this time. Concern- MIlon, Cause-P049D, Correction-Replace EGR valve REPAIR 13625 Perform VB6 18-VB-61-83 40 Perform VB6.Reprogram PCM 52401932ag - 52401932ah CAMPAIGNS, RECALLS, OWNERNOTIFICATION PROGRAMS, RRT

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

PCM 52401932AG-52401932AH C/S CHECK ENGINE LIGHT IS ON AND VEHICLE IS IN LIMP MODE.

(Claim) Cause:

P049D EGR VALVE VERIFIED CUSTOMER CONCERN. MIL IS ON. CHECK CODES. P049D IS A CTIVE. CHECK FOR TSB AND RRT. NONE APPLY. FOLLOW PINPOINT TEST. TEST CALLS FO R EGR VALVE REPLACEMENT.

(Claim) Correction:

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 T HRU. REMOVE EGR VALVE FROM NEW UNIT. INSTALL NEW VALVE ON CUSTOMER TRUCK. CL EAR CODES AND TEST DRIVE. NO ISSUES FOUND ON TEST DRIVE. REPAIR VERIFIED AT T HIS TIME.

Warranty Claim Report

Vehicle Information

VIN	3C63RRGL2 [redacted]	**Year**	2019	**Body**	D28L92 - RAM 3500 TRADESMAN CREW CAB 4X4
Build Date	11/22/2019	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	12/27/2019
Claim Type	W - Warranty	**Repair Date**	03/20/2020
Claim Status	Paid	**Mileage (Miles)**	13,625

Expense

Labor	$64.06	**Sublet**	$1,169.14	**Part**	$0.00	**Total Paid**	$1,233.20

Dealer Information

Code	45657	**Name**		**Zone**	70 PHOENIX
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	25014511	Valve, EGR ; 6.7 liter diesel engine 2500-3500 pickup truck	1V	EGR system failure	68447574AA	EGR VALVE	1	X	1128.91	$64.06
A	25014511	Valve, EGR ; 6.7 liter diesel engine 2500-3500 pickup truck	1V	EGR system failure	68005184AA	GASKET	2		25.79	$64.06
A	25014511	Valve, EGR ; 6.7 liter diesel engine 2500-3500 pickup truck	1V	EGR system failure	68005465AA	GASKET	2		14.44	$64.06

RO Narratives

(RO) Customer Concern:

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

(RO) Cause:

P049D EGR valve Perform VB6

(RO) Correction:

13625 P049D EGR valve Verified customerconcern. MIL is on. Check codes. P049D isactive. Check for TSB and RRT. None apply.Follow pinpoint test. Test calls for EGRvalve replacement. Part is on backorder.Management acquired new vehicle from lot touse the egr valve from that vehicle on thisvehicle because customer is just travelingthru. Remove egr valve from new unit. Installnew valve on customer truck. Clear codes andtest drive. No issues found on test drive.Repair verified at this time. Concern- MIlon, Cause-P049D, Correction-Replace EGR valve REPAIR 13625 Perform VB6 18-VB-61-83 40 Perform VB6.Reprogram PCM 52401932ag - 52401932ah CAMPAIGNS, RECALLS, OWNERNOTIFICATION PROGRAMS, RRT

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

PCM 52401932AG-52401932AH C/S CHECK ENGINE LIGHT IS ON AND VEHICLE IS IN LIMP MODE.

(Claim) Cause:

P049D EGR VALVE VERIFIED CUSTOMER CONCERN. MIL IS ON. CHECK CODES. P049D IS A CTIVE. CHECK FOR TSB AND RRT. NONE APPLY. FOLLOW PINPOINT TEST. TEST CALLS FO R EGR VALVE REPLACEMENT.

(Claim) Correction:

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 T HRU. REMOVE EGR VALVE FROM NEW UNIT. INSTALL NEW VALVE ON CUSTOMER TRUCK. CL EAR CODES AND TEST DRIVE. NO ISSUES FOUND ON TEST DRIVE. REPAIR VERIFIED AT T HIS TIME.

Warranty Claim Report

Vehicle Information

VIN	3C63RRGL2 - [redacted]	**Year**	2019	**Body**	D28L92 - RAM 3500 TRADESMAN CREW CAB 4X4
Build Date	11/22/2019	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	12/27/2019
Claim Type	S - Safety (Recalls)	**Repair Date**	03/31/2020
Claim Status	Paid	**Mileage (Miles)**	15,853

Expense

Labor	$51.17	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$51.17

Dealer Information

Code	60584	**Name**	GLENN'S FREEDOM DODGE CHRYSLER	**Zone**	42	DETROIT
Address	1560 E NEW CIRCLE RD , LEXINGTON, KY 40509					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18VB6183	Emissions Recall VB6 - Diesel Engine Calibration ; Module, Engine Control (ECM) - Reprogram (W/ Aisin Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$51.17

RO Narratives

(RO) Customer Concern:

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

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES TRACTION LIGHT ON

(Claim) Cause:

UNABLE TO DUPLICATE

(Claim) Correction:

SCAN TEST FOR CODES UNABLE TO DUPLICATE CONCERN CLEARED CODES

Warranty Claim Report

Vehicle Information

VIN	3C63RRGL2 - [redacted]	**Year**	2019	**Body**	D28L92 - RAM 3500 TRADESMAN CREW CAB 4X4
Build Date	11/22/2019	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	12/27/2019
Claim Type	W - Warranty	**Repair Date**	03/31/2020
Claim Status	Paid	**Mileage (Miles)**	15,853

Expense

Labor	$140.71	**Sublet**	$0.00	**Part**	$105.00	**Total Paid**	$245.71

Dealer Information

Code	60584	**Name**	GLENN'S FREEDOM DODGE CHRYSLER	**Zone**	42	DETROIT
Address	1560 E NEW CIRCLE RD , LEXINGTON, KY 40509					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85411701	Driveline/PTU/Transfer Case Electrical, Trouble Not Found ; 4WD/AWD Light On	ML	CHECK ENGINE/SERVICE ENGINE SO						$140.71
A	95400141	Loaner Car ; Standard Line Vehicles								$105.00

RO Narratives

(RO) Customer Concern:

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

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES TRACTION LIGHT ON

(Claim) Cause:

UNABLE TO DUPLICATE

(Claim) Correction:

SCAN TEST FOR CODES UNABLE TO DUPLICATE CONCERN CLEARED CODES

Warranty Claim Report

Vehicle Information

VIN	3C63RRGL2 - [redacted]	**Year**	2019	**Body**	D28L92 - RAM 3500 TRADESMAN CREW CAB 4X4
Build Date	11/22/2019	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	12/27/2019
Claim Type	W - Warranty	**Repair Date**	04/06/2020
Claim Status	Paid	**Mileage (Miles)**	16,725

Expense

Labor	$63.96	**Sublet**	$11.10	**Part**	$0.00	**Total Paid**	$75.06

Dealer Information

Code	60584	**Name**	GLENN'S FREEDOM DODGE CHRYSLER	**Zone**	42	DETROIT
Address	1560 E NEW CIRCLE RD , LEXINGTON, KY 40509					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	14402401	Valve, water seperator drain ; diesel engine	43	FUEL LEAK	68436628AA	VALVE	1	X	11.10	$63.96

RO Narratives

(RO) Customer Concern:

CHECK ENGINE LIGHT ILLUMINATED

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES VEHICLE IS LEAKING FUEL FROM REAR FILTER

(Claim) Cause:

FOUND PETCOCK NENT ANDLEAKING

(Claim) Correction:

INSTALLED NEW VALVE FOR WATER SEPERATOR DRAIN. NO LEAK

Warranty Claim Report

Vehicle Information

VIN	3C63RRGL6[redacted]	**Year**	2019	**Body**	D28L92 - RAM 3500 TRADESMAN CREW CAB 4X4
Build Date	02/21/2019	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	12/30/2019
Claim Type	S - Safety (Recalls)	**Repair Date**	05/04/2020
Claim Status	Paid	**Mileage (Miles)**	6,860

Expense

Labor	$51.12	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$51.12

Dealer Information

Code	26534	**Name**	RICK HENDRICK JEEP-CHRY	**Zone**	66	ORLANDO
Address	8333 RIVERS AVENUE , NORTH CHARLESTON, SC 29406					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18VB6183	Emissions Recall VB6 - Diesel Engine Calibration ; Module, Engine Control (ECM) - Reprogram (W/ Aisin Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$51.12

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3C63RRGL6 - [redacted]	**Year**	2019	**Body**	D28L92 - RAM 3500 TRADESMAN CREW CAB 4X4
Build Date	02/21/2019	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	12/30/2019
Claim Type	W - Warranty	**Repair Date**	05/04/2020
Claim Status	Paid	**Mileage (Miles)**	6,860

Expense

Labor	$421.74	**Sublet**	$1,306.20	**Part**	$0.00	**Total Paid**	$1,727.94

Dealer Information

Code	26534	**Name**	RICK HENDRICK JEEP-CHRY	**Zone**	66	ORLANDO
Address	8333 RIVERS AVENUE , NORTH CHARLESTON, SC 29406					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	07200301	Clutch, fan ; 6.7 liter diesel engine	11	BROKEN OR CRACKED	68322492AA	RADIATOR	1		432.60	$115.02
A	07200301	Clutch, fan ; 6.7 liter diesel engine	11	BROKEN OR CRACKED	68163848AB	ANTIFREEZ	2		40.60	$115.02
A	07200301	Clutch, fan ; 6.7 liter diesel engine	11	BROKEN OR CRACKED	68359842AC	CLUTCH	1	X	359.80	$115.02
A	07301001	Radiator ; 6.7 liter diesel engine - Single Cooling			68322492AA	RADIATOR	1		432.60	$153.36
A	07301001	Radiator ; 6.7 liter diesel engine - Single Cooling			68163848AB	ANTIFREEZ	2		40.60	$153.36
A	07301001	Radiator ; 6.7 liter diesel engine - Single Cooling			68359842AC	CLUTCH	1	X	359.80	$153.36
B	07301001	Radiator ; 6.7 liter diesel engine - Single Cooling	24	CORE LEAKS	68322492AA	RADIATOR	1	X	432.60	$153.36
B	07301001	Radiator ; 6.7 liter diesel engine - Single Cooling	24	CORE LEAKS	68163848AB	ANTIFREEZ	2		40.60	$153.36

RO Narratives

(RO) Customer Concern:

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

(RO) 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

(RO) 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

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER CONCERN NEW RADIATOR RECIEVED FROM FACTORY LEAKING CUSTOMER STATES CHECK FOR COOLANT LEAKS

(Claim) Cause:

UPON INSPECTING THE RADIATOR ONCE REMOVED I FOUND THAT THE FAN CLUTCH DUST COV UPON INSTALLATION AND FILLING WITH COOLANT A LEAK WAS NOTICED IN FACTORY ASSEM BLY WHICH NEEDED TO BE REPLACED ER CAME OFF AND DAMAGED THE RADIATOR CAUSING THE LEAK

(Claim) Correction:

AFTER INSTALLATION OF THE NEW FAN CLUTCH AND RADIATOR, THE NEW RADIATOR WAS FO ONCE THE SECOND RADIATOR WAS INSTALLED THERE WERE NO MORE LEAKS AND THE TRUCK DROVE FINE. UND LEAKING DUE TO MANUFACTURER DEFECT. WILL NEED TO REPLACE RADIATOR FROM FAC TORY.

Warranty Claim Report

Vehicle Information

VIN	3C63RRGL2 - [redacted]	**Year**	2019	**Body**	D28L92 - RAM 3500 TRADESMAN CREW CAB 4X4
Build Date	11/22/2019	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	12/27/2019
Claim Type	W - Warranty	**Repair Date**	05/07/2020
Claim Status	Paid	**Mileage (Miles)**	21,222

Expense

Labor	$192.19	**Sublet**	$72.99	**Part**	$70.00	**Total Paid**	$335.18

Dealer Information

Code	45657	**Name**		**Zone**	70	PHOENIX
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	25014741	Cooler, EGR ; 6.7 liter diesel engine - Clean Cooler - Only	ML	CHECK ENGINE/SERVICE ENGINE SO	68005465AA	GASKET	1	X	7.22	$192.19
A	25014741	Cooler, EGR ; 6.7 liter diesel engine - Clean Cooler - Only	ML	CHECK ENGINE/SERVICE ENGINE SO	68443850AA	COVER	1		65.77	$192.19
A	95400141	Loaner Car ; Standard Line Vehicles			68005465AA	GASKET	1	X	7 22	$70 00
A	95400141	Loaner Car ; Standard Line Vehicles			68443850AA	COVER	1		65.77	$70.00

RO Narratives

(RO) Customer Concern:

C/S VEHICLE IS GOING INTO LIMP MODE. WOULD DISCONNECT BATTERY TO RESET AND GET TO WHERE GOING LOANER 1C4RJFAG8L[redacted]

(RO) Cause:

EGR cooler clean

(RO) Correction:

21222 EGR cooler clean Verified customerconcern, MIL on, Check codes. P0401, P046care present. Check for TSB and and RRT. Noneapply. Follow pinpoint test. Pinpoint testcalls for egr cooler removal and to becleaned. Remove egr cooler and clean.Reinstall egr cooler and gaskets. Gasket onbackorder emergency order to have 1day, Clearcodes. Test drive. No codes return on testdrive. 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

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C/S VEHICLE IS GOING INTO LIMP MODE. WOULD DISCONNECT BATTERY TO RESET AND GE T TO WHERE GOING

(Claim) Cause:

VERIFIED CUSTOMER CONCERN, MIL ON, CHECK CODES. P0401, P046C ARE PRESENT. CHE CK FOR TSB AND AND RRT. NONE APPLY. FOLLOW PINPOINT TEST. PINPOINT TEST CALLS FOR EGR COOLER REMOVAL AND TO BE CLEANED.

(Claim) Correction:

REMOVE EGR COOLER AND CLEAN. REINSTALL EGR COOLER AND GASKETS. GASKET ON BAC KORDER EMERGENCY ORDER TO HAVE 1DAY, CLEAR CODES. TEST DRIVE. NO CODES RETURN ON TEST DRIVE. REPAIR VERIFIED AT THIS TIME.

Warranty Claim Report

Vehicle Information

VIN	3C63RRGL2 - [redacted]	**Year**	2019	**Body**	D28L92 - RAM 3500 TRADESMAN CREW CAB 4X4
Build Date	11/22/2019	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	12/27/2019
Claim Type	W - Warranty	**Repair Date**	05/13/2020
Claim Status	Paid	**Mileage (Miles)**	21,814

Expense

Labor	$129.23	**Sublet**	$949.21	**Part**	$0.00	**Total Paid**	$1,078.44

Dealer Information

Code	67860	**Name**	GRAND JUNCTION CHY-JEEP-DOD INC	**Zone**	74	DENVER
Address	2578 HWY 6 & 50 , GRAND JUNCTION, CO 81505					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	25014511	Valve, EGR ; 6.7 liter diesel engine 2500-3500 pickup truck	1V	EGR system failure	R8444765AA	VALVE	1	X	894.60	$64.61
B	08141808	Sensor, wheel speed-Anti-lock brakes ; rear - right	ML	CHECK ENGINE/SERVICE ENGINE SO	68360876AB	SENSOR	1	X	54.61	$43.08
B	08141860	Sensor, wheel speed-Anti-lock brakes ; Dual Rear Wheel Equipped equipped			68360876AB	SENSOR	1	X	54.61	$21.54

RO Narratives

(RO) Customer Concern:

DIESEL DRIVEABILITY CONCERN BRAKE CONCERN ELECTRICAL CONCERN MULTI POINT INSPECT - SEE ADVISOR FOR PRINT OUT APPROVED BY MANAGER X_____

(RO) Cause:

NA

(RO) Correction:

no codes .. just for back up sensors that are

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

ABS TRACTION CONTROL CHECK ENGINE LIGHT ON AND VEHICLE IN LIMP MODE

(Claim) Cause:

FOUND CODE SET FOR RIGHT REAR ABS SENSOR FOUND CODES SET FOR EGR VALVE P049D

(Claim) Correction:

REPLACED EGR VALVE REPLACED RIGHT REAR ABS SENSOR.

Warranty Claim Report

Vehicle Information

VIN	3C7WRTCL1 [redacted]	**Year**	2019	**Body**	DD8L93 - RAM 3500 CREW CAB CHASSIS 4X4
Build Date	07/25/2019	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	12/10/2019
Claim Type	W - Warranty	**Repair Date**	05/22/2020
Claim Status	Paid	**Mileage (Miles)**	56,012

Expense

Labor	$21.38	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$21.38

Dealer Information

Code	42232	**Name**	THORNTON BROTHERS INC	**Zone**	32	NEW YORK	
Address	125 MAIN STREET , LINCOLN, ME 04457						

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	181905ND	Module, Transmission Control (TCM) ; Module, Transmission Control (TCM) - Inspect and Reprogram	CC	SENDING UNITS/SENSORS						$21.38

RO Narratives

(RO) Customer Concern:

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

(RO) Cause:

COLD START LEFT OVERNIGHT, VERIFIED SHIFT FLARE ON 2-3 , 3-4, 4-5 SHIFTS.TSB 2 1-004-20 FLASH REQUIRED

(RO) 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

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES TRANSMISSON SLIPS WHEN SHIFTING FROM 2-3, 4-5 ONLY WHEN COLD, OVER NIGHT

(Claim) Cause:

COLD START LEFT OVERNIGHT, VERIFIED SHIFT FLARE ON 2-3 , 3-4, 4-5 SHIFTS.TSB 2 1-004-20 FLASH REQUIRED

(Claim) Correction:

ROAD TESTED FOR COLD START SHIFT FLARE, ON 2-3, 3-4, 4-5 SHIFT FLARE, FOUND TS B 21-004-20 APPLIES TO CONCERN FLASHED PCM

Warranty Claim Report

Vehicle Information

VIN	3C7WRTCL1 - [redacted]	**Year**	2019	**Body**	DD8L93 - RAM 3500 CREW CAB CHASSIS 4X4
Build Date	07/25/2019	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	12/10/2019
Claim Type	W - Warranty	**Repair Date**	06/23/2020
Claim Status	Paid	**Mileage (Miles)**	6,857

Expense

Labor	$178.15	**Sublet**	$1,587.11	**Part**	$0.00	**Total Paid**	$1,765.26

Dealer Information

Code	42232	**Name**	THORNTON BROTHERS INC			**Zone**	32	NEW YORK
Address	125 MAIN STREET , LINCOLN, ME 04457						

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	21550233	Pan, Oil - Related Repairs ; Aisin Transmission			68214914AA	GASKET	1		32.13	$57.01
A	21550233	Pan, Oil - Related Repairs ; Aisin Transmission			68224232AA	FILTER	1		83.58	$57.01
A	21550233	Pan, Oil - Related Repairs ; Aisin Transmission			68445748AA	BODY ASSY	1	X	1352.40	$57.01
A	21550233	Pan, Oil - Related Repairs ; Aisin Transmission			05189966AD	FLUID AFT	9		107.10	$57.01
A	21550233	Pan, Oil - Related Repairs ; Aisin Transmission			05189966AD	FLUID AFT	1		11.90	$57.01
A	21950158	Valve Body ; Valve body - Replace - Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled)	ML	CHECK ENGINE/SERVICE ENGINE SO	68214914AA	GASKET	1		32.13	$49.88
A	21950158	Valve Body ; Valve body - Replace - Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled)	ML	CHECK ENGINE/SERVICE ENGINE SO	68224232AA	FILTER	1		83.58	$49.88
A	21950158	Valve Body ; Valve body - Replace - Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled)	ML	CHECK ENGINE/SERVICE ENGINE SO	68445748AA	BODY ASSY	1	X	1352.40	$49.88
A	21950158	Valve Body ; Valve body - Replace - Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled)	ML	CHECK ENGINE/SERVICE ENGINE SO	05189966AD	FLUID AFT	9		107.10	$49.88
A	21950158	Valve Body ; Valve body - Replace - Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled)	ML	CHECK ENGINE/SERVICE ENGINE SO	05189966AD	FLUID AFT	1		11.90	$49.88
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68214914AA	GASKET	1		32.13	$71.26
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68224232AA	FILTER	1		83.58	$71.26
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68445748AA	BODY ASSY	1	X	1352.40	$71.26
A	85410000	Operation diagnostics - With repair ; Must be used in			05189966AD	FLUID AFT	9		107.10	$71.26

		conjunction with appropriate repair Labor Operation.								
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			05189966AD	FLUID AFT	1		11.90	$71.26

RO Narratives

(RO) Customer Concern:

Customer states TRANSMISSION BANGING WHEN GOING INTO GEAR & FEELS LIKEIT IS SLIPPING-TOWED IN

(RO) Cause:

p0731 code valve body

(RO) Correction:

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

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

Customer states TRANSMISSION BANGING WHEN GOING INTO GEAR & FEELS LIKEIT IS SL IPPING-TOWED IN

(Claim) Cause:

p0731 code valve body

(Claim) Correction:

performed diagnois for code p0731, according to diagnois, there should be no s hort to ground on circuit T808, contacted star center and based on diagnois, r eplace shift solenoid, dure to 15 ohms of resistance, replaced valve body asse mbly

Warranty Claim Report

Vehicle Information

VIN	3C63RRRL2 - [redacted]	**Year**	2019	**Body**	D28M92 - RAM 3500 LIMITED CREW CAB 4X4
Build Date	04/04/2019	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	06/18/2019
Claim Type	W - Warranty	**Repair Date**	06/29/2020
Claim Status	Paid	**Mileage (Miles)**	16,965

Expense

Labor	$1,111.07	**Sublet**	$7,048.72	**Part**	$0.00	**Total Paid**	$8,159.79

Dealer Information

Code	66732	**Name**	GALEANA CHRYSLER JEEP INC	**Zone**	66	ORLANDO
Address	14375 S TAMIAMI TRAIL , FT MYERS, FL 33912					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	21000169	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68452715AE	TRANS	1	X	6674.25	$71.68
A	21000169	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68359847AC	TOC ASSY	1		131.09	$71.68
A	21000169	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68322497AC	COOLER	1		201.30	$71.68
A	21000169	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			05189966AD	FLUID AFT	3		42.08	$71.68
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	68452715AE	TRANS	1	X	6674.25	$430.09
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	68359847AC	TOC ASSY	1		131.09	$430.09
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	68322497AC	COOLER	1		201.30	$430.09
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	05189966AD	FLUID AFT	3		42.08	$430.09
A	21002760	Transmission, Replace - automatic ; Skid plate equipped			68452715AE	TRANS	1	X	6674.25	$47.79
A	21002760	Transmission, Replace - automatic ; Skid plate equipped			68359847AC	TOC ASSY	1		131.09	$47.79
A	21002760	Transmission, Replace - automatic ; Skid plate equipped			68322497AC	COOLER	1		201.30	$47.79
A	21002760	Transmission, Replace - automatic ; Skid plate equipped			05189966AD	FLUID AFT	3		42.08	$47.79
A	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			68452715AE	TRANS	1	X	6674.25	$23.89
A	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			68359847AC	TOC ASSY	1		131.09	$23.89
A	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			68322497AC	COOLER	1		201.30	$23.89
A	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			05189966AD	FLUID AFT	3		42.08	$23.89

A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			68452715AE	TRANS	1	X	6674.25	$71.68
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			68359847AC	TOC ASSY	1		131.09	$71.68
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			68322497AC	COOLER	1		201.30	$71.68
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			05189966AD	FLUID AFT	3		42.08	$71.68
A	21002795	Transmission, Replace - automatic ; Aisin (AS68/69RC) Transmission Diagnostic Teardown/Reassembly Procedure			68452715AE	TRANS	1	X	6674.25	$155.31
A	21002795	Transmission, Replace - automatic ; Aisin (AS68/69RC) Transmission Diagnostic Teardown/Reassembly Procedure			68359847AC	TOC ASSY	1		131.09	$155.31
A	21002795	Transmission, Replace - automatic ; Aisin (AS68/69RC) Transmission Diagnostic Teardown/Reassembly Procedure			68322497AC	COOLER	1		201.30	$155.31
A	21002795	Transmission, Replace - automatic ; Aisin (AS68/69RC) Transmission Diagnostic Teardown/Reassembly Procedure			05189966AD	FLUID AFT	3		42.08	$155.31
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68452715AE	TRANS	1	X	6674.25	$167.26
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68359847AC	TOC ASSY	1		131.09	$167.26
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68322497AC	COOLER	1		201.30	$167.26
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			05189966AD	FLUID AFT	3		42.08	$167.26
A	24011002	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			68452715AE	TRANS	1	X	6674.25	$47.79
A	24011002	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			68359847AC	TOC ASSY	1		131.09	$47.79
A	24011002	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			68322497AC	COOLER	1		201.30	$47.79
A	24011002	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			05189966AD	FLUID AFT	3		42.08	$47.79
A	85700001	Digital Imaging ; Process time			68452715AE	TRANS	1	X	6674.25	$95.58
A	85700001	Digital Imaging ; Process time			68359847AC	TOC ASSY	1		131.09	$95.58
A	85700001	Digital Imaging ; Process time			68322497AC	COOLER	1		201.30	$95.58
A	85700001	Digital Imaging ; Process time			05189966AD	FLUID AFT	3		42.08	$95.58

RO Narratives

(RO) Customer Concern:

Cust states between 3rd and 4th gear shift the rpms redline happened once while towing now does it all the time (Automat ic 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

(RO) 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

(RO) 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

(RO) Technical Notes:

INTERNAL TRANSMISSION FAILURE

GCS Narratives

(Claim) Customer Concern:

CUST STATES BETWEEN 3RD AND 4TH GEAR SHIFT THE RPMS REDLINE, FOUND INTERNAL TR ANSMISSION FAILURE; REPLACED TRANSMISSION,PTC DI AUTH, CONCERN CORRECTED

(Claim) Cause:

CUST STATES BETWEEN 3RD AND 4TH GEAR SHIFT THE RPMS REDLINE, FOUND INTERNAL TR ANSMISSION FAILURE; REPLACED TRANSMISSION,PTC DI AUTH, CONCERN CORRECTED

(Claim) Correction:

CUST STATES BETWEEN 3RD AND 4TH GEAR SHIFT THE RPMS REDLINE, FOUND INTERNAL TR ANSMISSION FAILURE; REPLACED TRANSMISSION,PTC DI AUTH, CONCERN CORRECTED

Warranty Claim Report

Vehicle Information

VIN	3C63RRRL2 - [redacted]	**Year**	2019	**Body**	D28M92 - RAM 3500 LIMITED CREW CAB 4X4
Build Date	04/04/2019	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	06/18/2019
Claim Type	S - Safety (Recalls)	**Repair Date**	06/29/2020
Claim Status	Paid	**Mileage (Miles)**	16,965

Expense

Labor	$47.79	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$47.79

Dealer Information

Code	66732	**Name**	GALEANA CHRYSLER JEEP INC	**Zone**	66	ORLANDO
Address	14375 S TAMIAMI TRAIL , FT MYERS, FL 33912					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18VB6183	Emissions Recall VB6 - Diesel Engine Calibration ; Module, Engine Control (ECM) - Reprogram (W/ Aisin Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$47.79

RO Narratives

(RO) Customer Concern:

Cust states between 3rd and 4th gear shift the rpms redline happened once while towing now does it all the time (Automat ic 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

(RO) 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

(RO) 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

(RO) Technical Notes:

INTERNAL TRANSMISSION FAILURE

GCS Narratives

(Claim) Customer Concern:

CUST STATES BETWEEN 3RD AND 4TH GEAR SHIFT THE RPMS REDLINE, FOUND INTERNAL TR ANSMISSION FAILURE; REPLACED TRANSMISSION,PTC DI AUTH, CONCERN CORRECTED

(Claim) Cause:

CUST STATES BETWEEN 3RD AND 4TH GEAR SHIFT THE RPMS REDLINE, FOUND INTERNAL TR ANSMISSION FAILURE; REPLACED TRANSMISSION,PTC DI AUTH, CONCERN CORRECTED

(Claim) Correction:

CUST STATES BETWEEN 3RD AND 4TH GEAR SHIFT THE RPMS REDLINE, FOUND INTERNAL TR ANSMISSION FAILURE; REPLACED TRANSMISSION,PTC DI AUTH, CONCERN CORRECTED

Warranty Claim Report

Vehicle Information

VIN	3C63RRRL2 - [redacted]	**Year**	2019	**Body**	D28M92 - RAM 3500 LIMITED CREW CAB 4X4
Build Date	04/04/2019	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	06/18/2019
Claim Type	W - Warranty	**Repair Date**	06/29/2020
Claim Status	Paid	**Mileage (Miles)**	16,965

Expense

Labor	$23.89	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$23.89

Dealer Information

Code	66732	**Name**	GALEANA CHRYSLER JEEP INC	**Zone**	66	ORLANDO
Address	14375 S TAMIAMI TRAIL , FT MYERS, FL 33912					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18193699	Module, Air Suspension Control (ASCM) ; Module, Air Suspension Control (ASCM) - Inspect and Reprogram	CC	SENDING UNITS/SENSORS						$23.89

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

PERFORMED RRT 19-057

(Claim) Cause:

PERFORMED RRT 19-057

(Claim) Correction:

PERFORMED RRT 19-057

Warranty Claim Report

Vehicle Information

VIN	3C7WRTCL1 - [redacted]	**Year**	2019	**Body**	DD8L93 - RAM 3500 CREW CAB CHASSIS 4X4
Build Date	07/25/2019	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	12/10/2019
Claim Type	W - Warranty	**Repair Date**	06/29/2020
Claim Status	Paid	**Mileage (Miles)**	6,858

Expense

Labor	$712.60	**Sublet**	$5,728.80	**Part**	$175.00	**Total Paid**	$6,616.40

Dealer Information

Code	42232	**Name**	THORNTON BROTHERS INC	**Zone**	32	NEW YORK	
Address	125 MAIN STREET , LINCOLN, ME 04457						

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	ML	CHECK ENGINE/SERVICE ENGINE SO	68452393AE	TRANS	1	X	5705.00	$256.54
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	ML	CHECK ENGINE/SERVICE ENGINE SO	05189966AD	FLUID AFT	2		23.80	$256.54
A	21002760	Transmission, Replace - automatic ; Skid plate equipped			68452393AE	TRANS	1	X	5705.00	$28.50
A	21002760	Transmission, Replace - automatic ; Skid plate equipped			05189966AD	FLUID AFT	2		23.80	$28.50
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			68452393AE	TRANS	1	X	5705.00	$42.76
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			05189966AD	FLUID AFT	2		23.80	$42.76
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68452393AE	TRANS	1	X	5705.00	$99.76
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			05189966AD	FLUID AFT	2		23.80	$99.76
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68452393AE	TRANS	1	X	5705.00	$285.04
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			05189966AD	FLUID AFT	2		23.80	$285.04
A	85LOAN00	Loaner Car ; Loaner Car			68452393AE	TRANS	1	X	5705 00	$0 00
A	85LOAN00	Loaner Car ; Loaner Car			05189966AD	FLUID AFT	2		23.80	$0.00
A	95400141	Loaner Car ; Standard Line Vehicles			68452393AE	TRANS	1	X	5705.00	$175.00
A	95400141	Loaner Car ; Standard Line Vehicles			05189966AD	FLUID AFT	2		23.80	$175.00

RO Narratives

(RO) Customer Concern:

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

(RO) 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,

(RO) 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

(RO) Technical Notes:

PART WAS DELAYED SEE ATTACHED PDC UPDATES DIAG TI ME. THANK YOU. THOMAS. (586)-497-3128.

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES TRANSMISSION IS BANGING IN GEAR, NOT SHIFTING

(Claim) Cause:

LIMP IN , CODE P0731

(Claim) Correction:

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, 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

Warranty Claim Report

Vehicle Information

VIN	3C63RRGL6 - [redacted]	**Year**	2019	**Body**	D28L92 - RAM 3500 TRADESMAN CREW CAB 4X4
Build Date	02/21/2019	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	12/30/2019
Claim Type	W - Warranty	**Repair Date**	07/20/2020
Claim Status	Paid	**Mileage (Miles)**	13,779

Expense

Labor	$70.26	**Sublet**	$52.71	**Part**	$0.00	**Total Paid**	$122.97

Dealer Information

Code	52382	**Name**	ED PAYNE MOTORS LLP	**Zone**	63	DALLAS
Address	2101 E EXPRESSWAY 83 , WESLACO, TX 78596					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08141808	Sensor, wheel speed-Anti-lock brakes ; rear - right	14	BURNED OR BURNED OUT	68360876AB	SENSOR	1	X	52.71	$46.84
A	08141860	Sensor, wheel speed-Anti-lock brakes ; Dual Rear Wheel Equipped equipped			68360876AB	SENSOR	1	X	52.71	$23.42

RO Narratives

(RO) Customer Concern:

LOF ROTATE CUSTOMER STATES CHECK ENGINE LIGHT ON

(RO) Cause:

NA

(RO) 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 SENSORPERFORMED VISUAL INSPECTION FOR THE ABSMODULE AND SENSOR CONNECTIONS AND NOTHINGABNORMAL WAS FOUND REMOVED AND REP[LACEDRIGHT REAR WHEEL SPEED SENOR CLEARED CODESAND TEST DROVE VEHICLE NO CODES OR LIGHTS ONTHE DASH CAME BACK ON Sensor, wheel speed-Anti-lock brakes SENSOR, WHEEL SPEED DUAL REAR WHEEL EQUIPPED

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C/S CHECK ENGINE LIGHT ON

(Claim) Cause:

PERFORMED DIAG FOUND RIGHT REAR WHEEL SPEED SENSOR OPEN CIRCUIT

(Claim) Correction:
REPLACE RIGHT REAR WHEEL SPEED SENSOR

Warranty Claim Report

Vehicle Information

VIN	3C7WRTCL1 - [redacted]	**Year**	2019	**Body**	DD8L93 - RAM 3500 CREW CAB CHASSIS 4X4
Build Date	07/25/2019	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	12/10/2019
Claim Type	S - Safety (Recalls)	**Repair Date**	09/19/2020
Claim Status	Paid	**Mileage (Miles)**	13,451

Expense

Labor	$28.50	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$28.50

Dealer Information

Code	42232	**Name**	THORNTON BROTHERS INC	**Zone**	32	NEW YORK	
Address	125 MAIN STREET , LINCOLN, ME 04457						

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18W57183	Safety Recall W57 - Reprogram Powertrain Control Module ; Inspect and Reprogram Engine Control Module (ECM) Software (Asym Cam Injection Pump)	UC	UNCODABLE (NARRATIVE REQUIRED)						$28.50

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	3C7WRTCL1 - [redacted]	**Year**	2019	**Body**	DD8L93 - RAM 3500 CREW CAB CHASSIS 4X4
Build Date	07/25/2019	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	12/10/2019
Claim Type	W - Warranty	**Repair Date**	10/02/2020
Claim Status	Paid	**Mileage (Miles)**	14,135

Expense

Labor	$21.38	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$21.38

Dealer Information

Code	42232	**Name**	THORNTON BROTHERS INC	**Zone**	32	NEW YORK
Address	125 MAIN STREET , LINCOLN, ME 04457					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85412502	Check Engine Light, Powertrain Related Issues, Trouble Not Found ; Diesel emissions	ML	CHECK ENGINE/SERVICE ENGINE SO						$21.38

RO Narratives

(RO) Customer Concern:

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

(RO) Cause:

U02A2

(RO) Correction:

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

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT ON 150 MILES TO LIMP MODE

(Claim) Cause:

U02A2

(Claim) Correction:

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

Warranty Claim Report

Vehicle Information

VIN	3C7WRTCL1 - [redacted]	**Year**	2019	**Body**	DD8L93 - RAM 3500 CREW CAB CHASSIS 4X4
Build Date	07/25/2019	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	12/10/2019
Claim Type	W - Warranty	**Repair Date**	10/09/2020
Claim Status	Paid	**Mileage (Miles)**	14,138

Expense

Labor	$49.88	**Sublet**	$64.54	**Part**	$0.00	**Total Paid**	$114.42

Dealer Information

Code	42232	**Name**	THORNTON BROTHERS INC	**Zone**	32	NEW YORK	
Address	125 MAIN STREET , LINCOLN, ME 04457						

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	22140103	Sensor, low tire pressure ; Two	48	GROUNDED OR SHORTED	68378369AD	SENSOR	2	X	64.54	$49.88

RO Narratives

(RO) Customer Concern:

Customer states - 2 of 6 TPMS SENSORS STOPPED WORKING

(RO) Cause:

LEFT REAR OUTSIDE TIRE SENSOR AND RIGHT REAR OUTSIDE TIRE SENSOR

(RO) Correction:

CHECKED ALL AIR PRESSURES ON 6 TIRES, CHECKED SENSOR OUTPUT, MISSING SIGNALS F ROM LEFT REAR OUTER TIRE SENSOR AND RIGHT REAR OUTER TIRE SENSOR, REPLACED B OTH SENSORS AND RETRAINED ALL 6 SENSORS

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES LOW TIRE PRESSURE LIGHT ON

(Claim) Cause:

LEFT REAR OUTSIDE TIRE SENSOR AND RIGHT REAR OUTSIDE TIRE SENSOR

(Claim) Correction:

CHECKED ALL AIR PRESSURES ON 6 TIRES, CHECKED SENSOR OUTPUT, MISSING SIGNALS F ROM LEFT REAR OUTER TIRE SENSOR AND RIGHT REAR OUTER TIRE SENSOR, REPLACED B OTH SENSORS AND RETRAINED ALL 6 SENSORS

Warranty Claim Report

Vehicle Information

VIN	3C7WRNEL0 - [redacted]	**Year**	2020	**Body**	DP0L93 - RAM 5500 CREW CAB CHASSIS
Build Date	01/08/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	08/12/2020
Claim Type	W - Warranty	**Repair Date**	01/15/2021
Claim Status	Paid	**Mileage (Miles)**	16,172

Expense

Labor	$725.90	**Sublet**	$6,632.85	**Part**	$0.00	**Total Paid**	$7,358.75

Dealer Information

Code	60722	**Name**		**Zone**	70 PHOENIX
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	21000169	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68452393AE	TRANS	1	X	6417.72	$60.49
A	21000169	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68322497AC	COOLER	1		192.14	$60.49
A	21000169	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68244579AA	O-RING	1		22.99	$60.49
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	ML	CHECK ENGINE/SERVICE ENGINE SO	68452393AE	TRANS	1	X	6417.72	$362.95
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	ML	CHECK ENGINE/SERVICE ENGINE SO	68322497AC	COOLER	1		192.14	$362.95
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	ML	CHECK ENGINE/SERVICE ENGINE SO	68244579AA	O-RING	1		22.99	$362.95
A	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			68452393AE	TRANS	1	X	6417.72	$20.16
A	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			68322497AC	COOLER	1		192.14	$20.16
A	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			68244579AA	O-RING	1		22.99	$20.16
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			68452393AE	TRANS	1	X	6417.72	$60.49
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			68322497AC	COOLER	1		192.14	$60.49
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			68244579AA	O-RING	1		22.99	$60.49
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68452393AE	TRANS	1	X	6417.72	$141.15
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 -			68322497AC	COOLER	1		192.14	$141.15

		Skilled)								
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68244579AA	O-RING	1		22.99	$141.15
A	85700001	Digital Imaging ; Process time			68452393AE	TRANS	1	X	6417.72	$80.66
A	85700001	Digital Imaging ; Process time			68322497AC	COOLER	1		192.14	$80.66
A	85700001	Digital Imaging ; Process time			68244579AA	O-RING	1		22.99	$80.66

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

MADE A LOUD CLUNK, CEL CAME ON AND TRUCK DOES NOT MOVE UNDER ITS OWN POWER

(Claim) Cause:

VERIFY THAT THE VEHICLE WONT MOVE IN GEAR, SCAN TEST AND FOUND CODE P0868 LOW A/T PRESSURE. CHECK FLUID LEVEL AND LEVEL ITS OK AT LEVEL. THEN CHECK HARNES S GOING TO THE VALVE BODY AND ITS OK. CONTINUE DIAGNOSES AND FOUND NOISY FRO NT OIL PUMP AND REMOVE OIL PAN AND INSPECT FOUND METAL PIECES IN THE OIL PAN NEED NEW TRANSMISSION.

(Claim) Correction:

REMOVE TRANSMISSION ASSEMBLY INSTALL NEW TRANSMISSION ASSEMBLY ALSO REPLACE TR ANSMISSION COOLER UNIT. TOP OFF THE TRANSMISSION WITH CORRECT TRANSMISSION F LUID TO CORRECT LEVEL TEST DROVE VEHICLE AND VEHICLE SHIFTS GOOD AT THIS TIM E CHECK FOR ANY EXTERNAL LEAKS AND FOUND NONE.

Warranty Claim Report

Vehicle Information

VIN	3C7WRNEL0 [redacted]	**Year**	2020	**Body**	DP0L93 - RAM 5500 CREW CAB CHASSIS
Build Date	01/08/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	08/12/2020
Claim Type	S - Safety (Recalls)	**Repair Date**	01/19/2021
Claim Status	Paid	**Mileage (Miles)**	16,176

Expense

Labor	$40.33	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$40.33

Dealer Information

Code	60722	**Name**		**Zone**	70 PHOENIX
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18W57182	Safety Recall W57 - Reprogram Powertrain Control Module ; Inspect and Reprogram Engine Control Module (ECM) Software (Sym Cam Injection Pump)	UC	UNCODABLE (NARRATIVE REQUIRED)						$40.33

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	3C7WRNEL0 [redacted]	**Year**	2020	**Body**	DP0L93 - RAM 5500 CREW CAB CHASSIS
Build Date	01/08/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	08/12/2020
Claim Type	W - Warranty	**Repair Date**	01/19/2021
Claim Status	Paid	**Mileage (Miles)**	16,176

Expense

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

Dealer Information

Code	60722	**Name**		**Zone**	70 PHOENIX
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	05100690	Tensioner, parking brake cable ; Tensioner, Parking Brake Cable - Inpsect	ZZ	SERVICE ACTION						$20 16

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3C7WRNEL0 - [redacted]	**Year**	2020	**Body**	DP0L93 - RAM 5500 CREW CAB CHASSIS
Build Date	01/08/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	08/12/2020
Claim Type	W - Warranty	**Repair Date**	02/10/2021
Claim Status	Paid	**Mileage (Miles)**	16,177

Expense

Labor	$683.60	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$683.60

Dealer Information

Code	60722	**Name**		**Zone**	70 PHOENIX
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	0891TFD4	Fuel-Air-Urea Delivery/Injection System	4W	WIRES BURNED/DAMAGED						$683.60

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CHECK ENGINE LIGHT

(Claim) Cause:

VERIFY THAT THE VEHICLE HAS A CHECK ENGINE LIGHT ON FOUND 2 CODES IN THE PCM S TORE AND CURRENT. #1 CODE WAS PCM P21C4-00 REDUCTANT HEATER RELAY CONTROL CI RCUIT HIGH AND #2 LOST COMMINICATION WITH REDUCTANT CONTROL MODULE. STARTED DIAGNOSES WITH CHECKING FUSES #69 AND FUSE 19 THERE BOTH OK THEN REMOVE THE DE F TANK UNIT TO ACCESS THE DEF CONTROL UNIT CONNECTORS. ALSO CHECK THE PDC PO WER DISTRIBUTION MODULE FOR THE PROPER VOLTAGE OUT TO CONTROL MODULE AND THAT ALL OK. THEN CHECK VOLTAGE AT THE DEF CONTROL MODULE AND FOUND 1.6 VOLT AT P IN #5 AND GROUND. PIN #7 HAS 12 VOLTS WHEN KEY IS ON. DISCONNECTED IN LINE C ONNECTOR AT THE LEFT FRONT OF VEHICLE FRAME AND FOUND 12 VOLTS AT PIN #3. CONT INUE TESTING AND FOUND CORRODED WIRE PIN #5 AT THE CENTER OF HARNESS.

(Claim) Correction:

REPAIR HARNESS TO CORRECT ISSUE. ERASE CODES AND TEST DROVE VEHICLE AND CEL IS OFF ALL THE TIME NOW. SYSTEM IS OPERATING NORMAL AT THIS TIME.

Warranty Claim Report

Vehicle Information

VIN	3C7WRLCL4 - [redacted]	**Year**	2020	**Body**	DP9L65 - RAM 4500 REG CAB CHASSIS
Build Date	02/18/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	04/09/2020
Claim Type	S - Safety (Recalls)	**Repair Date**	02/19/2021
Claim Status	Paid	**Mileage (Miles)**	6,610

Expense

Labor	$64.79	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$64.79

Dealer Information

Code	67847	**Name**	DWAYNE LANE'S CHRYSLER JEEP INC	**Zone**	70	PHOENIX
Address	10515 EVERGREEN WAY , EVERETT, WA 98204					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18W57182	Safety Recall W57 Reprogram Powertrain Control Module ; Inspect and Reprogram Engine Control Module (ECM Software (Sym Cam Injection Pump)	UC	UNCODABLE (NARRATIVE REQUIRED)						$64.79

RO Narratives

(RO) Customer Concern:

COMPLETE OPEN RECALL #1 AUTOMATIC TRANSMISSION CONCERN

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CHECK ENGINE LIGHT CLUNK

(Claim) Cause:

P0733 P0731 LARGE AMOUNTS OF METAL AND CLUTCH DEBRIS

(Claim) Correction:

REPLACED TRANSMISSION UNIT

Warranty Claim Report

Vehicle Information

VIN	3C7WRLCL4 - [redacted]	**Year**	2020	**Body**	DP9L65 - RAM 4500 REG CAB CHASSIS
Build Date	02/18/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	04/09/2020
Claim Type	W - Warranty	**Repair Date**	02/19/2021
Claim Status	Paid	**Mileage (Miles)**	6,610

Expense

Labor	$1,263.45	**Sublet**	$8,151.49	**Part**	$0.00	**Total Paid**	$9,414.94

Dealer Information

Code	67847	**Name**	DWAYNE LANE'S CHRYSLER JEEP INC	**Zone**	70	PHOENIX
Address	10515 EVERGREEN WAY , EVERETT, WA 98204					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	ML	CHECK ENGINE/SERVICE ENGINE SO	68452393AE	TRANS	1	X	6968 25	$583 13
A	21002712	Transmission, Replace automatic ; AS68RC/AS69RC	ML	CHECK ENGINE/SERVICE ENGINE SO	05189966AD	FLUID AFT	9		130.82	$583.13
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	ML	CHECK ENGINE/SERVICE ENGINE SO	68446166AA	MODULE	1		543.78	$583.13
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	ML	CHECK ENGINE/SERVICE ENGINE SO	68437471AA	GASKET	1		7.35	$583.13
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	ML	CHECK ENGINE/SERVICE ENGINE SO	68408739AB	CLAMP	1		32 83	$583 13
A	21002712	Transmission, Replace automatic ; AS68RC/AS69RC	ML	CHECK ENGINE/SERVICE ENGINE SO	68359846AE	LINESASSY	1		123.38	$583.13
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	ML	CHECK ENGINE/SERVICE ENGINE SO	68322494AC	COOLER	1		201.78	$583.13
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	ML	CHECK ENGINE/SERVICE ENGINE SO	06509166AA	BOLT	4		27.02	$583.13
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	ML	CHECK ENGINE/SERVICE ENGINE SO	05189966AD	FLUID AFT	8		116.28	$583.13
A	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			68452393AE	TRANS	1	X	6968 25	$32 40
A	21002762	Transmission, Replace automatic ; Two piece propeller shaft equipped			05189966AD	FLUID AFT	9		130.82	$32.40
A	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			68446166AA	MODULE	1		543.78	$32.40
A	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			68437471AA	GASKET	1		7.35	$32.40
A	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			68408739AB	CLAMP	1		32 83	$32 40
A	21002762	Transmission, Replace automatic ; Two piece			68359846AE	LINESASSY	1		123 38	$32 40

		propeller shaft equipped								
A	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			68322494AC	COOLER	1		201.78	$32.40
A	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			06509166AA	BOLT	4		27.02	$32.40
A	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			05189966AD	FLUID AFT	8		116.28	$32.40
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			68452393AE	TRANS	1	X	6968.25	$97.19
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			05189966AD	FLUID AFT	9		130.82	$97.19
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			68446166AA	MODULE	1		543.78	$97.19
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			68437471AA	GASKET	1		7.35	$97.19
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			68408739AB	CLAMP	1		32.83	$97.19
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			68359846AE	LINESASSY	1		123.38	$97.19
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			68322494AC	COOLER	1		201.78	$97.19
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			06509166AA	BOLT	4		27.02	$97.19
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			05189966AD	FLUID AFT	8		116.28	$97.19
A	21002795	Transmission, Replace - automatic ; Aisin (AS68/69RC) Transmission Diagnostic Teardown/Reassembly Procedure			68452393AE	TRANS	1	X	6968.25	$210.57
A	21002795	Transmission, Replace - automatic ; Aisin (AS68/69RC) Transmission Diagnostic Teardown/Reassembly Procedure			05189966AD	FLUID AFT	9		130.82	$210.57
A	21002795	Transmission, Replace - automatic ; Aisin (AS68/69RC) Transmission Diagnostic Teardown/Reassembly Procedure			68446166AA	MODULE	1		543.78	$210.57
A	21002795	Transmission, Replace - automatic ; Aisin (AS68/69RC) Transmission Diagnostic Teardown/Reassembly Procedure			68437471AA	GASKET	1		7.35	$210.57
A	21002795	Transmission, Replace - automatic ; Aisin (AS68/69RC) Transmission Diagnostic Teardown/Reassembly Procedure			68408739AB	CLAMP	1		32.83	$210.57
A	21002795	Transmission, Replace - automatic ; Aisin (AS68/69RC) Transmission Diagnostic Teardown/Reassembly Procedure			68359846AE	LINESASSY	1		123.38	$210.57

A	21002795	Transmission, Replace - automatic ; Aisin (AS68/69RC) Transmission Diagnostic Teardown/Reassembly Procedure			68322494AC	COOLER	1		201.78	$210.57
A	21002795	Transmission, Replace - automatic ; Aisin (AS68/69RC) Transmission Diagnostic Teardown/Reassembly Procedure			06509166AA	BOLT	4		27.02	$210.57
A	21002795	Transmission, Replace - automatic ; Aisin (AS68/69RC) Transmission Diagnostic Teardown/Reassembly Procedure			05189966AD	FLUID AFT	8		116.28	$210.57
A	21251050	Lines, transmission and torque converter oil cooler ; One or Both (1 - Semi-Skilled)			68452393AE	TRANS	1	X	6968.25	$113.39
A	21251050	Lines, transmission and torque converter oil cooler ; One or Both (1 - Semi-Skilled)			05189966AD	FLUID AFT	9		130.82	$113.39
A	21251050	Lines, transmission and torque converter oil cooler ; One or Both (1 - Semi-Skilled)			68446166AA	MODULE	1		543.78	$113.39
A	21251050	Lines, transmission and torque converter oil cooler ; One or Both (1 - Semi-Skilled)			68437471AA	GASKET	1		7.35	$113.39
A	21251050	Lines, transmission and torque converter oil cooler ; One or Both (1 - Semi-Skilled)			68408739AB	CLAMP	1		32.83	$113.39
A	21251050	Lines, transmission and torque converter oil cooler ; One or Both (1 - Semi-Skilled)			68359846AE	LINESASSY	1		123.38	$113.39
A	21251050	Lines, transmission and torque converter oil cooler ; One or Both (1 - Semi-Skilled)			68322494AC	COOLER	1		201.78	$113.39
A	21251050	Lines, transmission and torque converter oil cooler ; One or Both (1 - Semi-Skilled)			06509166AA	BOLT	4		27.02	$113.39
A	21251050	Lines, transmission and torque converter oil cooler ; One or Both (1 - Semi-Skilled)			05189966AD	FLUID AFT	8		116.28	$113.39
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68452393AE	TRANS	1	X	6968.25	$226.77
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			05189966AD	FLUID AFT	9		130.82	$226.77
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68446166AA	MODULE	1		543.78	$226.77
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68437471AA	GASKET	1		7.35	$226.77
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68408739AB	CLAMP	1		32.83	$226.77
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68359846AE	LINESASSY	1		123.38	$226.77

A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68322494AC	COOLER	1		201.78	$226.77
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			06509166AA	BOLT	4		27.02	$226.77
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			05189966AD	FLUID AFT	8		116.28	$226.77

RO Narratives

(RO) Customer Concern:

COMPLETE OPEN RECALL #1 AUTOMATIC TRANSMISSION CONCERN

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CHECK ENGINE LIGHT CLUNK

(Claim) Cause:

P0733 P0731 - LARGE AMOUNTS OF METAL AND CLUTCH DEBRIS

(Claim) Correction:

REPLACED TRANSMISSION UNIT

Warranty Claim Report

Vehicle Information

VIN	3C7WRLCL4 - [redacted]	**Year**	2020	**Body**	DP9L65 - RAM 4500 REG CAB CHASSIS
Build Date	02/18/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	04/09/2020
Claim Type	W - Warranty	**Repair Date**	03/15/2021
Claim Status	Paid	**Mileage (Miles)**	6,662

Expense

Labor	$1,263.45	**Sublet**	$7,411.06	**Part**	$0.00	**Total Paid**	$8,674.51

Dealer Information

Code	67847	**Name**	DWAYNE LANE'S CHRYSLER JEEP INC	**Zone**	70	PHOENIX
Address	10515 EVERGREEN WAY , EVERETT, WA 98204					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	ML	CHECK ENGINE/SERVICE ENGINE SO	68452393AE	TRANS	1	X	6968 25	$583 13
A	21002712	Transmission, Replace automatic ; AS68RC/AS69RC	ML	CHECK ENGINE/SERVICE ENGINE SO	68322494AC	COOLER	1		201.78	$583.13
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	ML	CHECK ENGINE/SERVICE ENGINE SO	68359846AE	LINESASSY	1		123.38	$583.13
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	ML	CHECK ENGINE/SERVICE ENGINE SO	68408739AB	CLAMP	1		55.83	$583.13
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	ML	CHECK ENGINE/SERVICE ENGINE SO	06509166AA	BOLT	8		54 04	$583 13
A	21002712	Transmission, Replace automatic ; AS68RC/AS69RC	ML	CHECK ENGINE/SERVICE ENGINE SO	68437471AA	GASKET	1		7 78	$583 13
A	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			68452393AE	TRANS	1	X	6968.25	$32.40
A	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			68322494AC	COOLER	1		201.78	$32.40
A	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			68359846AE	LINESASSY	1		123.38	$32.40
A	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			68408739AB	CLAMP	1		55 83	$32 40
A	21002762	Transmission, Replace automatic ; Two piece propeller shaft equipped			06509166AA	BOLT	8		54.04	$32.40
A	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			68437471AA	GASKET	1		7.78	$32.40
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			68452393AE	TRANS	1	X	6968.25	$97.19
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			68322494AC	COOLER	1		201 78	$97 19
A	21002766	Transmission, Replace automatic ; 4x4/AWD			68359846AE	LINESASSY	1		123 38	$97 19

		equipped								
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			68408739AB	CLAMP	1		55.83	$97.19
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			06509166AA	BOLT	8		54.04	$97.19
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			68437471AA	GASKET	1		7.78	$97.19
A	21002795	Transmission, Replace - automatic ; Aisin (AS68/69RC) Transmission Diagnostic Teardown/Reassembly Procedure			68452393AE	TRANS	1	X	6968.25	$210.57
A	21002795	Transmission, Replace - automatic ; Aisin (AS68/69RC) Transmission Diagnostic Teardown/Reassembly Procedure			68322494AC	COOLER	1		201.78	$210.57
A	21002795	Transmission, Replace - automatic ; Aisin (AS68/69RC) Transmission Diagnostic Teardown/Reassembly Procedure			68359846AE	LINESASSY	1		123.38	$210.57
A	21002795	Transmission, Replace - automatic ; Aisin (AS68/69RC) Transmission Diagnostic Teardown/Reassembly Procedure			68408739AB	CLAMP	1		55.83	$210.57
A	21002795	Transmission, Replace - automatic ; Aisin (AS68/69RC) Transmission Diagnostic Teardown/Reassembly Procedure			06509166AA	BOLT	8		54.04	$210.57
A	21002795	Transmission, Replace - automatic ; Aisin (AS68/69RC) Transmission Diagnostic Teardown/Reassembly Procedure			68437471AA	GASKET	1		7.78	$210.57
A	21251050	Lines, transmission and torque converter oil cooler ; One or Both (1 - Semi-Skilled)			68452393AE	TRANS	1	X	6968.25	$113.39
A	21251050	Lines, transmission and torque converter oil cooler ; One or Both (1 - Semi-Skilled)			68322494AC	COOLER	1		201.78	$113.39
A	21251050	Lines, transmission and torque converter oil cooler ; One or Both (1 - Semi-Skilled)			68359846AE	LINESASSY	1		123.38	$113.39
A	21251050	Lines, transmission and torque converter oil cooler ; One or Both (1 - Semi-Skilled)			68408739AB	CLAMP	1		55.83	$113.39
A	21251050	Lines, transmission and torque converter oil cooler ; One or Both (1 - Semi-Skilled)			06509166AA	BOLT	8		54.04	$113.39
A	21251050	Lines, transmission and torque converter oil cooler ; One or Both (1 - Semi-Skilled)			68437471AA	GASKET	1		7.78	$113.39
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68452393AE	TRANS	1	X	6968.25	$226.77

A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68322494AC	COOLER	1		201.78	$226.77
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68359846AE	LINESASSY	1		123.38	$226.77
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68408739AB	CLAMP	1		55.83	$226.77
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			06509166AA	BOLT	8		54.04	$226.77
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68437471AA	GASKET	1		7.78	$226.77

RO Narratives

(RO) Customer Concern:

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

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

ENGINE LIGHT IS ON

(Claim) Cause:

MULIT CODES FOR SHIFT-LARGE AMOUNT OF ;METAL IN PAN AND THROUGOUT

(Claim) Correction:

REPLACED TRANS UNIT HOSE AND COOLER

Warranty Claim Report

Vehicle Information

VIN	3C63R3PLX - [redacted]	**Year**	2020	**Body**	D28M81 - RAM 3500 LIMITED MEGA CAB 4X4
Build Date	09/25/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	11/23/2020
Claim Type	W - Warranty	**Repair Date**	05/27/2021
Claim Status	Paid	**Mileage (Miles)**	12,901

Expense

Labor	$170.31	**Sublet**	$321.65	**Part**	$0.00	**Total Paid**	$491.96

Dealer Information

Code	44984	**Name**	LITHIA DODGE OF SOUTH ANCHORAGE	**Zone**	70	PHOENIX
Address	9600 OLD SEWARD HIGHWAY , ANCHORAGE, AK 99515					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	25082201	Injector Assembly ; 6.7 liter diesel engine	ML	CHECK ENGINE/SERVICE ENGINE SO	04627241AF	INJECTOR	1	X	321.65	$77.41
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			04627241AF	INJECTOR	1	X	321.65	$46.45
B	1819149H	Module, Door ; Module, Drivers Door (DDM) and Passenger Door (PDM) - Inspect and Reprogram	RF							$46.45

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

THE CHECK ENGINE LIGHT CAME ON

(Claim) Cause:

DEF INJECTOR FAILURE, P202E AND P1C70 SET

(Claim) Correction:

REPLACED DEF INJECTOR

Warranty Claim Report

Vehicle Information

VIN	3C63RRJL1 [redacted]	**Year**	2021	**Body**	D28P92 - RAM 3500 LARAMIE CREW CAB 4X4
Build Date	05/13/2021	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	06/18/2021
Claim Type	S - Safety (Recalls)	**Repair Date**	06/11/2021
Claim Status	Paid	**Mileage (Miles)**	8

Expense

Labor	$0.00	**Sublet**	$0.00	**Part**	$5.00	**Total Paid**	$5.00

Dealer Information

Code	60431	**Name**	COUGHLIN CHRYSLER DODGE JEEP	**Zone**	42	DETROIT
Address	15777 WATKINS RD , MARYSVILLE, OH 43040					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	22Y36182	Safety Recall Y36 - Wheel Studs ; Insert Addendum Card and Apply Notification Label Inside Owners Manual / User Guide	UC	UNCODABLE (NARRATIVE REQUIRED)						$0.00
A	95223050	Allowance ; $5.00 Dealership Handling Fee								$5.00

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3C63RRJL1 - [redacted]	**Year**	2021	**Body**	D28P92 - RAM 3500 LARAMIE CREW CAB 4X4
Build Date	05/13/2021	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	06/18/2021
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	06/14/2021
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$164.89	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$164.89

Dealer Information

Code	60431	**Name**	COUGHLIN CHRYSLER DODGE JEEP	**Zone**	42	DETROIT
Address	15777 WATKINS RD , MARYSVILLE, OH 43040					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$103 06
A	85900059	Road Ready ; Rear Wheel Flares Both								$41 22
A	85900064	Road Ready ; 6.7 liter diesel equipped								$20 61

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	3C63R3PLX - [redacted]	**Year**	2020	**Body**	D28M81 - RAM 3500 LIMITED MEGA CAB 4X4
Build Date	09/25/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	11/23/2020
Claim Type	W - Warranty	**Repair Date**	06/15/2021
Claim Status	Paid	**Mileage (Miles)**	14,029

Expense

Labor	$108.37	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$108.37

Dealer Information

Code	44984	**Name**	LITHIA DODGE OF SOUTH ANCHORAGE	**Zone**	70	PHOENIX
Address	9600 OLD SEWARD HIGHWAY , ANCHORAGE, AK 99515					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	181905PH	Module, Transmission Control (TCM) ; Module, Transmission Control (TCM) - Reprogram	CC	SENDING UNITS/SENSORS						$46.45
B	1819129T	Module, Radio Frequency Hub (RFH) ; Module, Radio Frequency Hub (RFH) - Reprogram	CC	SENDING UNITS/SENSORS						$30.96
C	1820059P	Module, Park Assist Control ; Module, Parktronics (PTS) - Reprogram	CC	SENDING UNITS/SENSORS						$30.96

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

THE CHECK ENGINE LIGHT IS ON

(Claim) Cause:

PTS FLASH AVAILABLE RFH FLASH AVAILABLE TCM FLASH AVAILABLE

(Claim) Correction:
FLASHED THE PTS PER TSB 08-61.21 FLASHED THE RFH PER TSB 08-052-21 FLASHED THE TCM PER TSB 21-003-21

Warranty Claim Report

Vehicle Information

VIN	3C63R3PLX[redacted]	**Year**	2020	**Body**	D28M81 - RAM 3500 LIMITED MEGA CAB 4X4
Build Date	09/25/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	11/23/2020
Claim Type	W - Warranty	**Repair Date**	06/15/2021
Claim Status	Paid	**Mileage (Miles)**	14,029

Expense

Labor	$154.82	**Sublet**	$321.65	**Part**	$0.00	**Total Paid**	$476.47

Dealer Information

Code	44984	**Name**	LITHIA DODGE OF SOUTH ANCHORAGE	**Zone**	70	PHOENIX
Address	9600 OLD SEWARD HIGHWAY , ANCHORAGE, AK 99515					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	25082201	Injector Assembly ; 6.7 liter diesel engine	ML	CHECK ENGINE/SERVICE ENGINE SO	04627241AF	INJECTOR	1	X	321.65	$77.41
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			04627241AF	INJECTOR	1	X	321.65	$77.41

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

THE CHECK ENGINE LIGHT IS ON

(Claim) Cause:

DEF INJECTOR FAILED(JUST INSTALLED)

(Claim) Correction:

TEST AND REPLACED INJECTOR

Warranty Claim Report

Vehicle Information

VIN	3C7WRNFL8 [redacted]	**Year**	2020	**Body**	DP0L94 - RAM 5500 CREW CAB CHASSIS
Build Date	12/02/2019	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	07/20/2020
Claim Type	S - Safety (Recalls)	**Repair Date**	06/22/2021
Claim Status	Paid	**Mileage (Miles)**	47,123

Expense

Labor	$103.16	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$103.16

Dealer Information

Code	42539	**Name**	BILL BRYAN CHRYSLER DODGE JEEP INC	**Zone**	66	ORLANDO
Address	3401 U.S. HIGHWAY 441/27 , FRUITLAND PARK, FL 34731					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
B	18Y17182	Customer Satisfaction Notification Y17 - Transmission Software Update ; Module, Transmission Control (TCM) - Reprogram Software and Perform Quicklearn	UC	UNCODABLE (NARRATIVE REQUIRED)						$51.58
A	18Y21183	Safety Recall Y21 - Powertrain Control Module Software ; Module, Engine Control (ECM) - Inspect and Reprogram (Asymmetric Cam Fuel Pump)	UC	UNCODABLE (NARRATIVE REQUIRED)						$51.58

RO Narratives

(RO) Customer Concern:

RECALL RECALL MULTI-POINT INSPECTION RECALL

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	3C63R3PLX - [redacted]	**Year**	2020	**Body**	D28M81 - RAM 3500 LIMITED MEGA CAB 4X4
Build Date	09/25/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	11/23/2020
Claim Type	W - Warranty	**Repair Date**	07/13/2021
Claim Status	Paid	**Mileage (Miles)**	14,785

Expense

Labor	$62.43	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$62.43

Dealer Information

Code	64793	**Name**	ANCHORAGE CHRYSLER CENTER INC	**Zone**	70	PHOENIX
Address	2601 EAST 5TH AVENUE , ANCHORAGE, AK 99501					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	181904SM	Module, Engine Control (ECM) ; Module, Engine Control (ECM) - Reprogram, (Aisin Transmission)	CC	SENDING UNITS/SENSORS						$62.43

RO Narratives

(RO) Customer Concern:

DIESEL ENGINE MINOR MAINT. INSP

(RO) Cause:

verified concern upon inspection found DTC P218F

(RO) Correction:

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

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT IS ON, CHECK AND ADVISE.

(Claim) Cause:

VERIFIED CONCERN UPON INSPECTION FOUND DTC P218F REDUCTANT NO FLOW DETECTED. F OLLOWING DIAG INSPECTED AND FOUND PCM OUT OF DATE DIAG SUGGESTS UPDATED PCM TO LATEST SOFTWARE AS FIRST STEP

(Claim) Correction:

UPDATED PCM FROM 52401032AK TO S6401032SF. VERIFIED UPDATE. CLEARED RELATED DT CS. TEST DRIVE VERIFIED DTCS DID NOT RETURN AT THIS TIME.

Warranty Claim Report

Vehicle Information

VIN	3C7WRMDLX - [redacted]	**Year**	2021	**Body**	DP5L66 - RAM 5500 REG CAB CHASSIS
Build Date	12/11/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	05/27/2022
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	08/01/2021
Claim Status	Paid	**Mileage (Miles)**	15

Expense

Labor	$126.72	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$126.72

Dealer Information

Code	60873	**Name**		**Zone**	66 ORLANDO
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$105 60
A	85900064	Road Ready ; 6.7 liter diesel equipped								$21 12

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3C7WRMFL5 [redacted]	**Year**	2020	**Body**	DP5L94 - RAM 5500 CREW CAB CHASSIS
Build Date	10/29/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	01/04/2021
Claim Type	W - Warranty	**Repair Date**	09/10/2021
Claim Status	Paid	**Mileage (Miles)**	38,005

Expense

Labor	$28.43	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$28.43

Dealer Information

Code	60068	**Name**	LAKE NORMAN CHRYSLER JEEP DODGE	**Zone**	66	ORLANDO
Address	20700 TORRENCE CHAPEL RD , CORNELIUS, NC 28031					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	1819149G	Module, Door ; Module, Drivers Door (DDM) and Passenger Door (PDM) Inspect Software Level	RF							$28 43
A	85434343	Goodwill Authorization ; Goodwill Authorization								$0.00

RO Narratives

(RO) Customer Concern:

2020-2021 DJD2DDDFDPDX FLASH DRIVER DOOR MOD (RRT 1) Customer Satisfaction Notification Y17 - Transmission Softwa re 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

(RO) 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

(RO) 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 CUSTOME DECLINED REPAIRS AT THIS TIME PERFORM LAKE NORMAN WORLD CLASS INSPECTION AND DELIVER OUR COMPREHENSIVE VEHICLE CARE PACKAGE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

2020-2021 DJD2DDDFDPDX FLASH DRIVER DOOR MOD (RRT 1) 2020-2021 DJD2DDDFDPDX FLASH DRIVER DOOR MOD (RRT 1)

(Claim) Cause:

VEHICLE ON RRT VIN LIST VEHICLE ON RRT VIN LIST

(Claim) Correction:

CHECKED FOR ANY CODES, NO CODES PRESENT FOR ANY OF THE DOOR MODULES. NO FLASH CHECKED FOR ANY CODES, NO CODES PRESENT FOR ANY OF THE DOOR MODULES. NO FLASH

Warranty Claim Report

Vehicle Information

VIN	3C7WRMFL5 [redacted]	**Year**	2020	**Body**	DP5L94 - RAM 5500 CREW CAB CHASSIS
Build Date	10/29/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	01/04/2021
Claim Type	S - Safety (Recalls)	**Repair Date**	09/10/2021
Claim Status	Paid	**Mileage (Miles)**	38,005

Expense

Labor	$56.86	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$56.86

Dealer Information

Code	60068	**Name**	LAKE NORMAN CHRYSLER JEEP DODGE	**Zone**	66	ORLANDO
Address	20700 TORRENCE CHAPEL RD , CORNELIUS, NC 28031					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18Y17182	Customer Satisfaction Notification Y17 - Transmission Software Update ; Module, Transmission Control (TCM) - Reprogram Software and Perform Quicklearn	UC	UNCODABLE (NARRATIVE REQUIRED)						$56.86

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

Customer Satisfaction Notification Y17 - Transmission Softwa re Update (Recall

(Claim) Cause:

CUSTOMER REQUESTED CAMPAIGN NUMBER Y17 BE PERFORMED PERFORMED A COMPLETE VEHI

(Claim) Correction:

ACCESSED THE DIAGNOSTIC PORT, PERFORMED A DIAGNOSTIC SCAN VERIFIED THE SOFTWAR

Warranty Claim Report

Vehicle Information

VIN	3C7WRNFL8 - [redacted]	**Year**	2020	**Body**	DP0L94 - RAM 5500 CREW CAB CHASSIS
Build Date	12/02/2019	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	07/20/2020
Claim Type	F - Service Contract	**Repair Date**	09/20/2021
Claim Status	Paid	**Mileage (Miles)**	65,484

Expense

Labor	$0.00	**Sublet**	$0.00	**Part**	$75.00	**Total Paid**	$75.00

Dealer Information

Code	42539	**Name**	BILL BRYAN CHRYSLER DODGE JEEP INC	**Zone**	66	ORLANDO
Address	3401 U.S. HIGHWAY 441/27 , FRUITLAND PARK, FL 34731					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26860303	Maintenance Interval - Schedule B ; To be used every 3,000 Intervals	MC	MAINTENANCE CARE						$0.00
A	95260001	Maintenance Allowance ; Fixed Cost Maintenance								$75.00

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	3C7WRMFL5 - [redacted]	**Year**	2020	**Body**	DP5L94 - RAM 5500 CREW CAB CHASSIS
Build Date	10/29/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	01/04/2021
Claim Type	W - Warranty	**Repair Date**	09/22/2021
Claim Status	Paid	**Mileage (Miles)**	38,007

Expense

Labor	$56.86	**Sublet**	$288.28	**Part**	$0.00	**Total Paid**	$345.14

Dealer Information

Code	60068	**Name**	LAKE NORMAN CHRYSLER JEEP DODGE	**Zone**	66	ORLANDO
Address	20700 TORRENCE CHAPEL RD , CORNELIUS, NC 28031					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	14801005	Pedal, accelerator ; Electronic throttle control	DE	I/M TEST FAILURE	68043161AD	PEDAL	1	X	288.28	$56.86
A	85434343	Goodwill Authorization ; Goodwill Authorization			68043161AD	PEDAL	1	X	288.28	$0.00

RO Narratives

(RO) Customer Concern:

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

(RO) Cause:

DUE TO DIAG ON LAST R.O [redacted] HAD CODE P2121 APP SENSOR 1 PERFORMANCE

(RO) 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

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT IS ON (Engine Concern Diag repair costs not CUSTOMER STATES CHECK ENGINE LIGHT IS ON (Engine Concern Diag repair costs not

(Claim) Cause:

DUE TO DIAG ON LAST R.O. [redacted] HAD CODE P2121 APP SENSOR 1 PERFORMANCE DUE TO DIAG ON LAST R.O. [redacted] HAD CODE P2121 APP SENSOR 1 PERFORMANCE

(Claim) Correction:

I INSTALLED NEW APP SENSOR AND ROAD TESTED AND LIGHT IS OUT AT THIS TIME I INSTALLED NEW APP SENSOR AND ROAD TESTED AND LIGHT IS OUT AT THIS TIME

Warranty Claim Report

Vehicle Information

VIN	3C63RRJL6 - [redacted]	**Year**	2021	**Body**	D28P92 - RAM 3500 LARAMIE CREW CAB 4X4
Build Date	07/16/2021	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	10/05/2021
Claim Type	W - Warranty	**Repair Date**	09/30/2021
Claim Status	Paid	**Mileage (Miles)**	1

Expense

Labor	$0.00	**Sublet**	$26.37	**Part**	$0.00	**Total Paid**	$26.37

Dealer Information

Code	27056	**Name**		**Zone**	63 DALLAS
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	25080140	DEF Fluid Top Off ; Vehicle Delivery Fill - See LOP note for vehicle specific allowances.	40	FLUID HIGH OR LOW	68056278AC	FLUID	1	X	26.37	$0.00

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
CK DEF LEVEL AND ADD FLUID

(Claim) Cause:
CK DEF LEVEL AND ADD FLUID

(Claim) Correction:
CK DEF LEVEL AND ADD FLUID

Warranty Claim Report

Vehicle Information

VIN	3C63RRJL6 - [redacted]	**Year**	2021	**Body**	D28P92 - RAM 3500 LARAMIE CREW CAB 4X4
Build Date	07/16/2021	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	10/05/2021
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	10/01/2021
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$208.37	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$208.37

Dealer Information

Code	27056	**Name**		**Zone**	63 DALLAS
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$130 23
A	85900059	Road Ready ; Rear Wheel Flares - Both								$52 09
A	85900064	Road Ready ; 6.7 liter diesel equipped								$26 05

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	3C63RRRL3 - [redacted]	**Year**	2021	**Body**	D28M92 - RAM 3500 LIMITED CREW CAB 4X4
Build Date	02/08/2021	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	03/15/2021
Claim Type	W - Warranty	**Repair Date**	10/15/2021
Claim Status	Paid	**Mileage (Miles)**	8,699

Expense

Labor	$130.28	**Sublet**	$1,026.45	**Part**	$0.00	**Total Paid**	$1,156.73

Dealer Information

Code	43942	**Name**	MINOT CHRYSLER CENTER INC	**Zone**	74	DENVER
Address	3615 SOUTH BROADWAY , MINOT, ND 58701					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	23020101	Grille/Insert, Radiator ; Complete	17	CHROME OMITTED, CHIPPED, PEELI	68445752AA	GRILLE	1	X	1026.45	$130.28

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

8699 1858 Checked customers concern forblack paint coming off of grill. Verifiedcustomers concern. Replaced grill andreturned vehicle to customer.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUST STATES BLACK PAINT ON PASS SIDE GRILL IS STARTING TO LIFT. SOP

(Claim) Cause:

BLACK PAINT COMING OFF GRILL. LIFTING OFF

(Claim) Correction:

REPLACED GRILL

Warranty Claim Report

Vehicle Information

VIN	3C7WRTCL4 [redacted]	**Year**	2021	**Body**	DD8L93 - RAM 3500 CREW CAB CHASSIS 4X4
Build Date	05/05/2021	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	07/06/2021
Claim Type	W - Warranty	**Repair Date**	10/21/2021
Claim Status	Paid	**Mileage (Miles)**	23,654

Expense

Labor	$254.26	**Sublet**	$5,959.63	**Part**	$0.00	**Total Paid**	$6,213.89

Dealer Information

Code	59828	**Name**	TAUKE MOTORS INCORPORATED	**Zone**	51	CHICAGO
Address	1000 NINTH STREET SOUTHEAST , DYERSVILLE, IA 52040					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	03300102	Axle / Differential, assembly, Rear ; 267mm/10.5, 292mm/11.5, or 300mm/11.8 axles	2A	DRIVE GEAR AND PINION DEFECT	68494305AA	AXLE	1	X	5959.63	$226.01
A	03300165	Axle / Differential, assembly, Rear ; Dual rear wheels equipped			68494305AA	AXLE	1	X	5959.63	$28.25

RO Narratives

(RO) Customer Concern:

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-)

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CHECK A WHINE/RATTLE NOISE UNDER ACCELERATION

(Claim) Cause:

THE RING AND PINION FAILED

(Claim) Correction:

VERIFY THE CONCERN, REMOVE THE REAR DIFFERENTIAL FILL PLUG, THE FLUID SMELT BU RNT AND THE REAR DIFFERENTIAL WAS VERY HOT, REMOVE THE COVER, THERE WAS AN E XCESSIVE AMOUNT OF PLAY IN THE RING AND PINION GEARS. WHILE LOOKING UP PART S TO REPAIR THE REAR END FOUND THAT A FLANGE, BEARING, GASKET AND SHIM KIT W ERE ALL EITHER ON BACKORDER OR NOT IN PRODUCTION YET, CONTACTED DISTRICT MAN AGER AND GOT APPROVAL FOR COMPLETE AXLE REPLACEMENT, REMOVE AND REPLACE THE REAR AXLE, ROAD TEST VEHICLE, CONCERN CORRECTED

Warranty Claim Report

Vehicle Information

VIN	3C7WRMCL6 - [redacted]	**Year**	2019	**Body**	DP5L65 - RAM 5500 REG CAB CHASSIS
Build Date	05/04/2019	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	05/29/2020
Claim Type	S - Safety (Recalls)	**Repair Date**	10/26/2021
Claim Status	Paid	**Mileage (Miles)**	44,427

Expense

Labor	$133.90	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$133.90

Dealer Information

Code	66732	**Name**	GALEANA CHRYSLER JEEP INC	**Zone**	66	ORLANDO
Address	14375 S TAMIAMI TRAIL , FT MYERS, FL 33912					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
B	18W57183	Safety Recall W57 - Reprogram Powertrain Control Module ; Inspect and Reprogram Engine Control Module (ECM) Software (Asym Cam Injection Pump)	UC	UNCODABLE (NARRATIVE REQUIRED)						$53.56
A	18Y17182	Customer Satisfaction Notification Y17 - Transmission Software Update ; Module, Transmission Control (TCM) - Reprogram Software and Perform Quicklearn	UC	UNCODABLE (NARRATIVE REQUIRED)						$53.56
C	18Y21181	Safety Recall Y21 - Powertrain Control Module Software ; Module, Engine Control (ECM) - Inspect	UC	UNCODABLE (NARRATIVE REQUIRED)						$26.78

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

Recall / CSN 1 [Safety Recall W57 - Powertrain Control Module Software **] Recall / CSN 2 [Customer Satisfaction Notification Y17 - Transmission Software Recall / CSN 3 [Safety Recall Y21- Powertrain Control Module Software **] Update **]

(Claim) Cause:

INSPECT PCM SOFTWARE VERSION UP TO DATE PROGRAM PCM ASYM PUMP FLASH TCM AND PERFORMED TCM QUICK LEARN

(Claim) Correction:

RECALL PCM SOFTWARE 51361932AL to targeted part number 51361932AM. 68288450AJ to targeted part number 68475152AF.

Warranty Claim Report

Vehicle Information

VIN	3C7WRMCL6 - [redacted]	**Year**	2019	**Body**	DP5L65 - RAM 5500 REG CAB CHASSIS
Build Date	05/04/2019	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	05/29/2020
Claim Type	W - Warranty	**Repair Date**	10/26/2021
Claim Status	Paid	**Mileage (Miles)**	44,427

Expense

Labor	$1,178.41	**Sublet**	$11,389.71	**Part**	$0.00	**Total Paid**	$12,568.12

Dealer Information

Code	66732	**Name**	GALEANA CHRYSLER JEEP INC	**Zone**	66	ORLANDO
Address	14375 S TAMIAMI TRAIL , FT MYERS, FL 33912					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	21550233	Pan, Oil Related Repairs ; Aisin Transmission			68445748AA	BODY ASSY	1	X	1666 50	$107 13
A	21550233	Pan, Oil Related Repairs ; Aisin Transmission			68224246AA	WIRING	1		369 60	$107 13
A	21550233	Pan, Oil Related Repairs ; Aisin Transmission			05189977AD	FLUID AFT	2		113 69	$107 13
A	21950158	Valve Body ; Valve body Replace - Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled)	ML	CHECK ENGINE/SERVICE ENGINE SO	68445748AA	BODY ASSY	1	X	1666.50	$93.74
A	21950158	Valve Body ; Valve body - Replace - Aisin AS66RC/AS68RC/AS69RC (3 Highly Skilled)	ML	CHECK ENGINE/SERVICE ENGINE SO	68224246AA	WIRING	1		369.60	$93.74
A	21950158	Valve Body ; Valve body - Replace Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled)	ML	CHECK ENGINE/SERVICE ENGINE SO	05189977AD	FLUID AFT	2		113 69	$93 74
A	21980155	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			68445748AA	BODY ASSY	1	X	1666.50	$53.56
A	21980155	Harness wiring ; Transmission valve body wiring harness Replace (3 Highly Skilled)			68224246AA	WIRING	1		369 60	$53 56
A	21980155	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			05189977AD	FLUID AFT	2		113.69	$53.56
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68445748AA	BODY ASSY	1	X	1666.50	$227.65
A	85410000	Operation diagnostics With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68224246AA	WIRING	1		369.60	$227.65
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation			05189977AD	FLUID AFT	2		113.69	$227.65
B	21002712	Transmission, Replace - automatic ;	ML	CHECK ENGINE/SERVICE	68446166AA	MODULE	1		564.30	$482.08

		AS68RC/AS69RC		ENGINE SO						
B	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	ML	CHECK ENGINE/SERVICE ENGINE SO	68086052AB	GASKET	1		12.87	$482.08
B	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	ML	CHECK ENGINE/SERVICE ENGINE SO	68437471AA	GASKET	1		7.92	$482.08
B	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	ML	CHECK ENGINE/SERVICE ENGINE SO	68408739AB	CLAMP	1		56.68	$482.08
B	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	ML	CHECK ENGINE/SERVICE ENGINE SO	68533455AA	TRANS	1	X	8241.75	$482.08
B	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	ML	CHECK ENGINE/SERVICE ENGINE SO	68322497AC	COOLER	1		219.45	$482.08
B	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	ML	CHECK ENGINE/SERVICE ENGINE SO	68359847AC	TOC ASSY	1		136.95	$482.08
B	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			68446166AA	MODULE	1		564.30	$26.78
B	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			68086052AB	GASKET	1		12.87	$26.78
B	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			68437471AA	GASKET	1		7.92	$26.78
B	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			68408739AB	CLAMP	1		56.68	$26.78
B	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			68533455AA	TRANS	1	X	8241.75	$26.78
B	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			68322497AC	COOLER	1		219.45	$26.78
B	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			68359847AC	TOC ASSY	1		136.95	$26.78
B	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68446166AA	MODULE	1		564.30	$187.47
B	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68086052AB	GASKET	1		12.87	$187.47
B	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68437471AA	GASKET	1		7.92	$187.47
B	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68408739AB	CLAMP	1		56.68	$187.47
B	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68533455AA	TRANS	1	X	8241.75	$187.47
B	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68322497AC	COOLER	1		219.45	$187.47
B	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68359847AC	TOC ASSY	1		136.95	$187.47

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

customer states there is an issue with the transmission may be related to the recall

(Claim) Cause:

OOT, REPLACED VALVE BODY, REPLACED TRNASMISSION COOLER, REPLACED TRNAS BYPASS VALVE, REPLACED TCM, REPLACED TRANSMISSION ASSEMBLY.

(Claim) Correction:

Inspected system and found DTCs P0736 AND P0731 PERFORMED DTC BASED DIAGNOSIS, CHECK LINEAR SOLENOID 1,5,7 IS RESISTANCE BETWEEN 5.0-7.0 OHMS, MOVE TO STEP 4 CHECK T795 FOR OPEN OR HIGH RESISTANCE, WAS IT BELOW 3.0 YES MOVE TO STEP 5 CHECK CHECK FOR SHORT TO GROUND, NO CONTINUITY OR SHORT, NEXT CHECK TO SEE IF SHORTED TO ANY OTHER CIRCUIT, NO GO TO STEP 7, NEXT STEPS 7 8 AND 9, CHECK T79 4 FOR OPEN HIGH RESISTANCE, SHORT TO GROUND, SHORT TO ANY OTHER CIRCUIT, GOOD RESISTANCE, NO OPEN, NO SHORT. NEXT STEPS 10 11 AND 12 CHECK T813 FOR OPEN HIG H RESISTANCE, SHORT TO GROUND, SHORT TO ANY OTHER CIRCUIT, GOOD RESISTANCE, NO OPEN, NO SHORT. NEXT STEPS 13 14 AND 15 CHECK T812 FOR OPEN HIGH RESISTANCE, SHORT TO GROUND, SHORT TO ANY OTHER CIRCUIT, GOOD RESISTANCE, NO OPEN, NO SHOR T. NEXT STEPS 16 17 AND 18 CHECK T791 FOR OPEN HIGH RESISTANCE, SHORT TO GROUN D, SHORT TO ANY OTHER CIRCUIT, GOOD RESISTANCE, NO OPEN, NO SHORT. NEXT STEPS 19 20 AND 21 CHECK T790 FOR OPEN HIGH RESISTANCE, SHORT TO GROUND, SHORT TO AN Y OTHER CIRCUIT, GOOD RESISTANCE, NO OPEN, NO SHORT. NEXT STEPS 22 23 AND 24 C HECK T808 FOR OPEN HIGH RESISTANCE, SHORT TO GROUND, SHORT TO ANY OTHER CIRCUI T, GOOD RESISTANCE, NO OPEN, NO SHORT. NEXT STEPS 25 26 AND 27 CHECK T795 FOR OPEN HIGH RESISTANCE, SHORT TO GROUND, SHORT TO ANY OTHER CIRCUIT, GOOD RESIST ANCE, NO OPEN, NO SHORT. NEXT CHECK TCM SIDE OF HARNESS T794 FOR OPEN HIGH RES ISTANCE, SHORT TO GROUND, SHORT TO ANY OTHER CIRCUIT, GOOD RESISTANCE, NO OPEN , NO SHORT. NEXT CHECK TCM SIDE OF HARNESS T813 FOR OPEN HIGH RESISTANCE, SHOR T TO GROUND, SHORT TO ANY OTHER CIRCUIT, GOOD RESISTANCE, NO OPEN, NO SHORT. N EXT CHECK TCM SIDE OF HARNESS T812 FOR OPEN HIGH RESISTANCE, SHORT TO GROUND, SHORT TO ANY OTHER CIRCUIT, GOOD RESISTANCE, NO OPEN, NO SHORT. NEXT CHECK TCM SIDE OF HARNESS T791 FOR OPEN HIGH RESISTANCE, SHORT TO GROUND, SHORT TO ANY OTHER CIRCUIT, GOOD RESISTANCE, NO OPEN, NO SHORT. NEXT CHECK TCM SIDE OF HARN ESS T790 FOR OPEN HIGH RESISTANCE, SHORT TO GROUND, SHORT TO ANY OTHER CIRCUIT , GOOD RESISTANCE, NO OPEN, NO SHORT. NEXT CHECK TCM SIDE OF HARNESS T808 FOR OPEN HIGH RESISTANCE, SHORT TO GROUND, SHORT TO ANY OTHER CIRCUIT, GOOD RESIST ANCE, NO OPEN, NO SHORT. STEP 45 SHOWS NO ELECTRICAL FAULTS FOUND MUST REPLACE VALVE BODY AND HARNESS. AFTER REPLACEMENT FAULT STILL PRESENT, NEXT STEP IN D IAGNOSIS IS TO REPLACE TRANS ASSEMBLY. BEFORE REPLACEMENT HOWEVER CONTACTED ST AR, STAR AGREED WITH DIAGNOSIS THAT TRANS MISSION ASSEMBLY SHOULD BE REPLACED ACCORDING TO SERVICE LIBRARY TCM MUST BE REPLACED AS WELL. STAR INCLUEDED TO R EPLACE COOLER, AND BY PASS VALVE AS WELL.

Warranty Claim Report

Vehicle Information

VIN	3C63RRJL7 - [redacted]	**Year**	2021	**Body**	D28P92 - RAM 3500 LARAMIE CREW CAB 4X4
Build Date	06/19/2021	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	08/16/2021
Claim Type	W - Warranty	**Repair Date**	10/28/2021
Claim Status	Paid	**Mileage (Miles)**	2,748

Expense

Labor	$27.50	**Sublet**	$0.00	**Part**	$40.00	**Total Paid**	$67.50

Dealer Information

Code	38356	**Name**	PERKINS MOTOR COMPANY INC	**Zone**	74	DENVER
Address	1205 MOTOR CITY DRIVE , COLORADO SPRINGS, CO 80906					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	21570140	TCM Quick Learn ; 42RLE, 55RFE, 65RFE, 66RFE, 68RFE, AS69RC, AS66RC Transmissions only	UC	UNCODABLE (NARRATIVE REQUIRED)						$27.50
A	95400142	Loaner Car ; High Line Vehicles								$40.00

RO Narratives

(RO) Customer Concern:

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

(RO) 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

(RO) Correction:

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

(RO) Technical Notes:

EXHAUT SYSTEM LIGHT IS ON AND [redacted] HARD SURGING

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES SERVICE EXHAUST SYTEM LIGHT IS ON TRANSMISSI ON IS SHIFTING H ARD AND SURGING SINCE THE LIGHT CAME ON (IND ICATORWARNING LIGHTS- CHECK ENGI NE LIGHT ON)

(Claim) Cause:

VERIFIED CUSTOMER CONCERN OF HARSH SHIFT/ UNABLE TO VERIFY CUSTOMER CONCERN O F SERVICE MESSAGE/ CHECKED TSB OR STAR CASES AND FOUND NO RELATED CASES OR TS BS/ REC QUICK LEARN AND RETEST/

(Claim) Correction:

PERFORMED QUICK LEARN AND VERIFIED REPAIR/ 21570140/

Warranty Claim Report

Vehicle Information

VIN	3C63RRAL8 - [redacted]	**Year**	2019	**Body**	D28L62 - RAM 3500 TRADESMAN REG CAB 4X4
Build Date	08/06/2019	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	08/22/2019
Claim Type	W Warranty	**Repair Date**	10/28/2021
Claim Status	Paid	**Mileage (Miles)**	50,082

Expense

Labor	$1,104 48	**Sublet**	$10,375 02	**Part**	$0 00	**Total Paid**	$11,479 50

Dealer Information

Code	44221	**Name**	LITHIA'S GRANTS PASS AUTO CENTER	**Zone**	70	PHOENIX
Address	1421 N E 6TH ST , GRANTS PASS, OR 97526					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	21000169	Transmission ; DEF equipped 2500 3500 4x4 pick up only			68533466AA	TRANS	1	X	9907.14	$86.06
A	21000169	Transmiss on ; DEF equipped 2500 3500 4x4 pick up only			68322497AC	COOLER	1		260.15	$86.06
A	21000169	Transmission ; DEF equipped 2500 3500 4x4 pick up only			68359847AC	TOC ASSY	1		162.35	$86.06
A	21000169	Transmission ; DEF equipped 2500 3500 4x4 pick up only			06513088AA	BOLT	2		45.38	$86.06
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	68533466AA	TRANS	1	X	9907 14	$516 38
A	21002712	Transmission, Replace automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	68322497AC	COOLER	1		260.15	$516.38
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	68359847AC	TOC ASSY	1		162.35	$516.38
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	06513088AA	BOLT	2		45.38	$516.38
A	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			68533466AA	TRANS	1	X	9907 14	$28 69
A	21002762	Transmiss on, Replace automatic ; Two piece propeller shaft equipped			68322497AC	COOLER	1		260 15	$28 69
A	21002762	Transmission, Replace automatic ; Two piece propeller shaft equipped			68359847AC	TOC ASSY	1		162.35	$28.69
A	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			06513088AA	BOLT	2		45.38	$28.69
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			68533466AA	TRANS	1	X	9907.14	$86.06
A	21002766	Transmiss on, Replace - automatic ; 4x4/AWD equipped			68322497AC	COOLER	1		260 15	$86 06
A	21002766	Transmission, Replace automatic ; 4x4/AWD equipped			68359847AC	TOC ASSY	1		162.35	$86.06
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			06513088AA	BOLT	2		45.38	$86.06

A	21002795	Transmission, Replace - automatic ; Aisin (AS68/69RC) Transmission Diagnostic Teardown/Reassembly Procedure			68533466AA	TRANS	1	X	9907.14	$186.47
A	21002795	Transmission, Replace - automatic ; Aisin (AS68/69RC) Transmission Diagnostic Teardown/Reassembly Procedure			68322497AC	COOLER	1		260.15	$186.47
A	21002795	Transmission, Replace - automatic ; Aisin (AS68/69RC) Transmission Diagnostic Teardown/Reassembly Procedure			68359847AC	TOC ASSY	1		162.35	$186.47
A	21002795	Transmission, Replace - automatic ; Aisin (AS68/69RC) Transmission Diagnostic Teardown/Reassembly Procedure			06513088AA	BOLT	2		45.38	$186.47
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68533466AA	TRANS	1	X	9907.14	$200.82
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68322497AC	COOLER	1		260.15	$200.82
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68359847AC	TOC ASSY	1		162.35	$200.82
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			06513088AA	BOLT	2		45.38	$200.82

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES THERE IS A BEARING TYPE NOISE COMING FROM UNDER THE VEHICLE, IT HAPPENS AT SPEEDS AROUND 25 MPH,CAN HEAR WITH WINDOWSDOWN. PERFORM COURTESY VEHICLE INSPECTION. INCLUDES: VISUAL INSPECTION OF VEHICLE, TIRES, AND SET TIRE PRESSURE TO SPEC'S. CUSTOMER DECLINED RECOMMENDED SERVICE _____ 2012-21 D TRUCK M14 WHEEL STUDS 30,000 MILE INTERVAL SCHEDULED MAINTENANCE PREFERRED PACKAGE

(RO) Cause:

TRANSMISSION

(RO) Correction:

50099 Transmission failure Test drovevehicle - found noise when engine RPM israised in any gear or speed , including inpark. Lifted vehicle - found whining andrattling noise from torque converter area.Opened STAR case - removed transmission panand sent pictures of debris in transmissionpan per STAR request. Per STARrecommendation- Replaced transmission (cuttransmission cross member bolt heads andreplaced due to catalytic converter clearanceissue), replaced bypass valve. Removedradiator and replaced transmission cooler).Test drove vehicle - vehicles transmissionoperates as designed at this time. SEE COMMENT PERFORM COURTESY VEHICLE INSPECTION. INCLUDES: VISUAL INSPECTION OF VEHICLE, TIRES, AND SET TIRE PRESSURE TO SPEC'S. CUSTOMER DECLINED RECOMMENDED SERVICE _____ 50099 NO REMEDY AVAILABLE AT THIS TIME. SEE COMMENT 50099 Performed 30K service 30,000 MILE INTERVAL SCHEDULED MAINTENANCE PREFERRED PACKAGE

(RO) Technical Notes:

TRANSMISSION NOISE. EXCESSIVE DEBRIS 4336

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THERE IS A BEARING TYPE NOISE COMING FROM UNDER THE VEHICLE, I T HAPPENS AT SPEEDS AROUND 25 MPH,CAN HEAR WITH WINDOWS DOWN.

(Claim) Cause:

TRANSMISSION FAILURE

(Claim) Correction:

TEST DROVE VEHICLE - FOUND NOISE WHEN ENGINE RPM IS RAISED IN ANY GEAR OR SPEE D , INCLUDING IN PARK. LIFTED VEHICLE - FOUND WHINING AND RATTLING NOISE FRO M TORQUE CONVERTER AREA. OPENED STAR CASE - REMOVED TRANSMISSION PAN AND SENT PICTURES OF DEBRIS IN TRANSMISSION PAN PER STAR REQUEST. PER STAR RECOMMENDA TION- REPLACED TRANSMISSION (CUT TRANSMISSION CROSS MEMBER BOLT HEADS AND RE PLACED DUE TO CATALYTIC CONVERTER CLEARANCE ISSUE), REPLACED BYPASS VALVE. R EMOVED RADIATOR AND REPLACED TRANSMISSION COOLER). TEST DROVE VEHICLE - VEHICL ES TRANSMISSION OPERATES AS DESIGNED AT THIS TIME.

Warranty Claim Report

Vehicle Information

VIN	3C7WRMDL7 - [redacted]	**Year**	2021	**Body**	DP5L66 - RAM 5500 REG CAB CHASSIS
Build Date	11/27/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	02/04/2021
Claim Type	S - Safety (Recalls)	**Repair Date**	11/04/2021
Claim Status	Paid	**Mileage (Miles)**	37,300

Expense

Labor	$182.32	**Sublet**	$2.76	**Part**	$0.00	**Total Paid**	$185.08

Dealer Information

Code	27056	**Name**		**Zone**	63	DALLAS	
Address	, ,						

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08Y76160	Safety Recall Y76 - Intake Air Heater Relay ; Relay, Apply Silicone Protective Layer (Only applies to 2021 Vehicles that have NOT completed Y08 Recall)			00000NPN	ADHESIVE	1	X	2.76	$78.14
A	08Y76182	Safety Recall Y76 - Intake Air Heater Relay ; Inspect and Perform Grid Heater Relay Test	UC	UNCODABLE (NARRATIVE REQUIRED)	00000NPN	ADHESIVE	1	X	2.76	$104.18

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) 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 WASLOOSE AND OUT OF PLACE AND WHEN BRAKE WASPUSHED MODULE WAS FALLING DOWN MORE ANDWEDGING IN BETWEEN DASH AND PEDAL CAUSING ITTO STICK. SECURED MODULE INTO PLACE AND ADDEDZIP TIES TO KEEP IN PLACE. VERIFIED REPAIRS 37300 FUEL FILTERS REPLACED THE FUELFILTERS PER REQUEST 37300 LOF 40 COMPLETED OIL AND FILTERSERVICE, AND INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3C63RRJL6 - [redacted]	**Year**	2021	**Body**	D28P92 - RAM 3500 LARAMIE CREW CAB 4X4
Build Date	07/16/2021	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	10/05/2021
Claim Type	S - Safety (Recalls)	**Repair Date**	11/09/2021
Claim Status	Paid	**Mileage (Miles)**	11,318

Expense

Labor	$90.14	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$90.14

Dealer Information

Code	27117	**Name**		**Zone**	63	DALLAS	
Address	, ,						

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08Y76182	Safety Recall Y76 - Intake Air Heater Relay ; Inspect and Perform Grid Heater Relay Test	UC	UNCODABLE (NARRATIVE REQUIRED)						$90.14

RO Narratives

(RO) Customer Concern:

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

(RO) 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

(RO) 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

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3C7WRNBL5 [redacted]	**Year**	2021	**Body**	DP0L64 - RAM 5500 REG CAB CHASSIS
Build Date	11/21/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	11/26/2021
Claim Type	S - Safety (Recalls)	**Repair Date**	11/12/2021
Claim Status	Paid	**Mileage (Miles)**	280

Expense

Labor	$232.07	**Sublet**	$12.66	**Part**	$5.00	**Total Paid**	$249.73

Dealer Information

Code	68745	**Name**	JEFF WYLER CHRYSLER JEEP DODGE TRUCK-FT THOMAS	**Zone**	42	DETROIT
Address	100 ALEXANDRIA PIKE , FT THOMAS, KY 41075					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
C	08Y76160	Safety Recall Y76 - Intake Air Heater Relay ; Relay, Apply Silicone Protective Layer (Only applies to 2021 Vehicles that have NOT completed Y08 Recall)			04883971AC	ADHESIVE	1	X	12.66	$77.36
C	08Y76182	Safety Recall Y76 - Intake Air Heater Relay ; Inspect and Perform Grid Heater Relay Test	UC	UNCODABLE (NARRATIVE REQUIRED)	04883971AC	ADHESIVE	1	X	12.66	$103.14
A	18Y17182	Customer Satisfaction Notification Y17 - Transmission Software Update ; Module, Transmission Control (TCM) - Reprogram Software and Perform Quicklearn	UC	UNCODABLE (NARRATIVE REQUIRED)						$51.57
B	22Y36182	Safety Recall Y36 - Wheel Studs ; Insert Addendum Card and Apply Notification Label Inside Owners Manual / User Guide	UC	UNCODABLE (NARRATIVE REQUIRED)						$0.00
B	95223050	Allowance ; $5.00 Dealership Handling Fee								$5.00

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	3C63RRJL1 - [redacted]	**Year**	2021	**Body**	D28P92 - RAM 3500 LARAMIE CREW CAB 4X4
Build Date	05/13/2021	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	06/18/2021
Claim Type	W - Warranty	**Repair Date**	11/23/2021
Claim Status	Paid	**Mileage (Miles)**	7,833

Expense

Labor	$515.31	**Sublet**	$8,570.99	**Part**	$0.00	**Total Paid**	$9,086.30

Dealer Information

Code	60431	**Name**	COUGHLIN CHRYSLER DODGE JEEP	**Zone**	42	DETROIT
Address	15777 WATKINS RD , MARYSVILLE, OH 43040					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	21000169	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68533466AA	TRANS	1	X	8570.99	$61.84
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	ML	CHECK ENGINE/SERVICE ENGINE SO	68533466AA	TRANS	1	X	8570.99	$371.02
A	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			68533466AA	TRANS	1	X	8570.99	$20.61
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			68533466AA	TRANS	1	X	8570.99	$61.84

RO Narratives

(RO) Customer Concern:

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

(RO) Cause:

P0732-00

(RO) Correction:

21002712 - 21002712

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CEL: CUSTOMER STATES THE CHECK ENGINE LIGHT IS ON

(Claim) Cause:

VERIFY POWER,GROUND, AND COMMUNICATION CIRCUITS TO TCM. FLUI D HAS BURNT AND CONTAMINATED FLUID FOR LOW MILES. REMOVE TRANSMISSION AND PERFORM COMPLETE TRANSMIS SION TEAR DOWN. FOUND BROKEN SNAP RING IN K2 CLUTCH ASSEMBLY. TRANSMISSION ASS EMBLY NEEDS REPLACED. FLUSH TRANSMISSION LINES AND COOLER

(Claim) Correction:

VERIFY POWER,GROUND, AND COMMUNICATION CIRCUITS TO TCM. FLUID HAS BURNT AND CONTAMINATED FLUID FOR LOW MILES. REMOVE TRANSMISSION AND PERFORM COMPLETE TRANSMISSION TEAR DOWN. FOUND BROKEN SNAP RING IN K2 CLUTCH ASSEMBLY. TRANSMISSION ASSEMBLY NEEDS RE PLACED. REPL ACE TRANSMISSION CONTROL MODULE AND RE TEST FLUSH TRANSMISSION LINES AND COOLER

Warranty Claim Report

Vehicle Information

VIN	3C63RRRL3 [redacted]	**Year**	2021	**Body**	D28M92 - RAM 3500 LIMITED CREW CAB 4X4
Build Date	02/08/2021	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	03/15/2021
Claim Type	W - Warranty	**Repair Date**	11/26/2021
Claim Status	Paid	**Mileage (Miles)**	9,502

Expense

Labor	$26 06	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$26 06

Dealer Information

Code	43942	**Name**	MINOT CHRYSLER CENTER INC	**Zone**	74	DENVER
Address	3615 SOUTH BROADWAY , MINOT, ND 58701					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08280490	Power Outlet / USB / Inverter 115V ; Inspect Bed Mounted External AC Power Outlet	ZZ	SERVICE ACTION						$26.06

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
RRT 21-078 Y76

(Claim) Cause:
RRT 21-078

(Claim) Correction:
PERFROMED TUG TEST. TEST PASSED PERFORMED GRID HEATER RELAY TEST

Warranty Claim Report

Vehicle Information

VIN	3C63RRRL3 [redacted]	**Year**	2021	**Body**	D28M92 - RAM 3500 LIMITED CREW CAB 4X4
Build Date	02/08/2021	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	03/15/2021
Claim Type	S - Safety (Recalls)	**Repair Date**	11/26/2021
Claim Status	Paid	**Mileage (Miles)**	9,502

Expense

Labor	$104.22	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$104.22

Dealer Information

Code	43942	**Name**	MINOT CHRYSLER CENTER INC	**Zone**	74	DENVER
Address	3615 SOUTH BROADWAY , MINOT, ND 58701					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08Y76182	Safety Recall Y76 - Intake Air Heater Relay ; Inspect and Perform Grid Heater Relay Test	UC	UNCODABLE (NARRATIVE REQUIRED)						$104.22

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

RRT 21-078 Y76

(Claim) Cause:

RRT 21-078

(Claim) Correction:

PERFROMED TUG TEST. TEST PASSED PERFORMED GRID HEATER RELAY TEST

Warranty Claim Report

Vehicle Information

VIN	3C7WRTCL4 [redacted]	**Year**	2021	**Body**	DD8L93 - RAM 3500 CREW CAB CHASSIS 4X4
Build Date	05/05/2021	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	07/06/2021
Claim Type	S Safety (Recalls)	**Repair Date**	11/29/2021
Claim Status	Paid	**Mileage (Miles)**	37,822

Expense

Labor	$106 82	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$106 82

Dealer Information

Code	60645	**Name**		**Zone**	66 ORLANDO
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08Y76182	Safety Recall Y76 - Intake Air Heater Relay ; Inspect and Perform Grid Heater Relay Test	UC	UNCODABLE (NARRATIVE REQUIRED)						$106 82

RO Narratives

(RO) Customer Concern:

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

(RO) Cause:

NA

(RO) Correction:

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

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3C63R3HL5 - [redacted]	**Year**	2019	**Body**	D28H92 - RAM 3500 BIG HORN CREW CAB 4X4
Build Date	03/29/2019	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	06/24/2019
Claim Type	S - Safety (Recalls)	**Repair Date**	11/30/2021
Claim Status	Paid	**Mileage (Miles)**	29,130

Expense

Labor	$30.62	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$30.62

Dealer Information

Code	60795	**Name**	**Zone**	35	WASHINGTON
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18VB6183	Emissions Recall VB6 - Diesel Engine Calibration ; Module, Engine Control (ECM) - Reprogram (W/ Aisin Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$30.62

RO Narratives

(RO) Customer Concern:

DIESEL LUBE, OIL AND FILTER CHANGE RECALL VB6 2019 DJ D2 DIESEL ENGINECALIBRATION 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

(RO) Cause:

.

(RO) 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....

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	3C63RRKL2 - [redacted]	**Year**	2020	**Body**	D28R92 - RAM 3500 LONGHORN CREW CAB 4X4
Build Date	03/14/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	09/11/2020
Claim Type	W - Warranty	**Repair Date**	12/08/2021
Claim Status	Paid	**Mileage (Miles)**	43,406

Expense

Labor	$1,250.75	**Sublet**	$2,861.41	**Part**	$0.00	**Total Paid**	$4,112.16

Dealer Information

Code	45368	**Name**	TOMBALL DODGE INC	**Zone**	63	DALLAS
Address	23777 SH 249 , TOMBALL, TX 77375					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	14450196	Pump, diesel fuel high pressure ; Kit, Fuel System - Install and Flush Fuel System	ZZ	SERVICE ACTION	R8545067AA	FUEL KIT	1	X	2263.63	$1,250.75
A	14450196	Pump, diesel fuel high pressure ; Kit, Fuel System - Install and Flush Fuel System	ZZ	SERVICE ACTION	05145571AA	MODULE	1		517.92	$1,250.75
A	14450196	Pump, diesel fuel high pressure ; Kit, Fuel System - Install and Flush Fuel System	ZZ	SERVICE ACTION	68436631AA	FILTER KI	1		72.16	$1,250.75
A	14450196	Pump, diesel fuel high pressure ; Kit, Fuel System - Install and Flush Fuel System	ZZ	SERVICE ACTION	68002992AA	WASHER	1		7.70	$1,250.75

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES TRUCK WONT START MULTI-POINT INSPECTION

(RO) Cause:

CP4 PUMP FAILURE METAL THROUGHOUT ENTIER FUEL SYSTEM

(RO) Correction:

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

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES TRUCK WONT START

(Claim) Cause:

CP4 PUMP FAILURE - METAL THROUGHOUT ENTIER FUEL SYSTEM

(Claim) Correction:

FOUND THAT THE VEHICLE WOULD NOT START. INSPECTED THE FQS AND FOUND METAL. C ONTACTED 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. U PDATED THE ECM WITH THE SYM PUMP FILE. TEST DROVE THE VEHICLE TO VERIFY THE REPAIR.

Warranty Claim Report

Vehicle Information

VIN	3C63RRKL2 - [redacted]	**Year**	2020	**Body**	D28R92 - RAM 3500 LONGHORN CREW CAB 4X4
Build Date	03/14/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	09/11/2020
Claim Type	W - Warranty	**Repair Date**	12/08/2021
Claim Status	Paid	**Mileage (Miles)**	43,406

Expense

Labor	$0.00	**Sublet**	$0.00	**Part**	$125.00	**Total Paid**	$125.00

Dealer Information

Code	45368	**Name**	TOMBALL DODGE INC	**Zone**	63	DALLAS
Address	23777 SH 249 , TOMBALL, TX 77375					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	14450196	Pump, diesel fuel high pressure ; Kit, Fuel System - Install and Flush Fuel System	ZZ	SERVICE ACTION						$0.00
A	85434343	Goodwill Authorization ; Goodwill Authorization								$0.00
A	95400140	Loaner Car ; Competitive Vehicles								$125.00

RO Narratives

(RO) Customer Concern:

RENTAL FOR RO [redacted] CHRYSLER GOODWILL PER SERVICE MANAGEMENT

(RO) Cause:

E

(RO) Correction:

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

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

RENTAL FOR RO [redacted]

(Claim) Cause:

HERTZ INVOICE [redacted]

(Claim) Correction:

CHRYSLER GOODWILL PER SERVICE MANAGEMENT TO PROMOTE CUSTOMER SATISFACTION

Warranty Claim Report

Vehicle Information

VIN	3C7WRMDL7 - [redacted]	**Year**	2021	**Body**	DP5L66 - RAM 5500 REG CAB CHASSIS
Build Date	11/27/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	02/04/2021
Claim Type	S - Safety (Recalls)	**Repair Date**	12/09/2021
Claim Status	Paid	**Mileage (Miles)**	40,447

Expense

Labor	$78.14	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$78.14

Dealer Information

Code	27056	**Name**		**Zone**	63 DALLAS
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	22Y26181	Safety Recall Y26 - Wheel Studs ; Inspect Wheel Studs	UC	UNCODABLE (NARRATIVE REQUIRED)						$78.14

RO Narratives

(RO) Customer Concern:

Recall / CSN 1 [Safety Recall Y26 -Wheel Studs **] Multi-point inspection (according to maintenance interval) CUSTOMER STATES TRUCK DOWN SHIFTS AGGRESSIVELY WHEN BRAKING IT SOUNDSLIKE 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 ISSIE SEE JOHNNY USUALLY HAPPENS 2ND -3RD GEAR CUSTOMER STATES REAR CALIPER ON DRIVERS SIDE HAS FAILED RUBBER BOOTON CALIPER HAS FAILED

(RO) Cause:

REQUIRED performed test driveand 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 dirtis getting into thecaliper piston area

(RO) Correction:

40447 60 PERFORMED RECALL AS PER SVCLIBRARY VEHICLE PASSED PERFORM MANUFACTURER RECALL Multi-point inspection (according to maintenanceinterval) MOPAR EXPRESS LANE INSPECTION 40447 performed test drive and diag.transmission has internal issues 520replaced transmission. fill fluids tocapacity. performed trans replacementprocedures. test ok no issues. PERFORMED ALLTRANS RE[PLACEMENT PROCEDURES. LOP 210027123.6 LOP 21002762 .20 LOP 21252050 1.4 5.2HR TRANSMISSION REPAIR 40447 transmission has internal issues transcooler is contaminated with particles fromtrans internal issue. 21252050 140 replacedthe trans cooler TRANSMISSION REPAIR 40447 vcc. the driver and passenger rearcaliper boot is torn dirt is getting into thecaliper piston area 230 replaced driver andpassenger rear calipers and pads. rear brakerotors are in good condition. performed brakebleed and caliper replacement procedures.test ok has no leaks and good braking power BRAKE REPAIR

(RO) Technical Notes:

TRANSMISSION HAS INTERNAL ISSUES AND NOISES

GCS Narratives

(Claim) Customer Concern:

TRUCK DOWN SHIFTS AGGRESSIVELY WHEN BRAKING, IT SOUNDS LIKE THE EXHAUST BRAKE IS ON WHEN IT IS NOT ENGAGED. ALSO GRINDING NOISE WHEN IT DOWN SHIFTS

(Claim) Cause:

INTERNAL TRANS FAILURE AND NOISE

(Claim) Correction:

REPLACED TRANSMISSION. FILL FLUIDS TO CAPACITY. PERFORMED TRANS REPLACEMENT PR OCEDURES. TEST OK NO ISSUES. PERFORMED ALL TRANS RE[PLACEMENT PROCEDURES. LOP 21002712 3.6 LOP 21002762 .20 3.80

Warranty Claim Report

Vehicle Information

VIN	3C7WRMDL7 - [redacted]	**Year**	2021	**Body**	DP5L66 - RAM 5500 REG CAB CHASSIS
Build Date	11/27/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	02/04/2021
Claim Type	W - Warranty	**Repair Date**	12/09/2021
Claim Status	Paid	**Mileage (Miles)**	40,447

Expense

Labor	$494.88	**Sublet**	$7,841.65	**Part**	$0.00	**Total Paid**	$8,336.53

Dealer Information

Code	27056	**Name**		**Zone**	63	DALLAS	
Address	, ,						

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	68533455AA	TRANS	1	X	7841.65	$468.83
A	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			68533455AA	TRANS	1	X	7841 65	$26 05

RO Narratives

(RO) Customer Concern:

Recall / CSN 1 [Safety Recall Y26 -Wheel Studs **] Multi-point inspection (according to maintenance interval) CUSTOMER STATES TRUCK DOWN SHIFTS AGGRESSIVELY WHEN BRAKING IT SOUNDSLIKE 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 ISSIE SEE JOHNNY USUALLY HAPPENS 2ND -3RD GEAR CUSTOMER STATES REAR CALIPER ON DRIVERS SIDE HAS FAILED RUBBER BOOTON CALIPER HAS FAILED

(RO) Cause:

REQUIRED performed test driveand 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 dirtis getting into thecaliper piston area

(RO) Correction:

40447 60 PERFORMED RECALL AS PER SVCLIBRARY VEHICLE PASSED PERFORM MANUFACTURER RECALL Multi point inspection (according to maintenanceinterval) MOPAR EXPRESS LANE INSPECTION 40447 performed test drive and diag.transmission has internal issues 520replaced transmission. fill fluids tocapacity. performed trans replacementprocedures. test ok no issues. PERFORMED ALLTRANS RE[PLACEMENT PROCEDURES. LOP 210027123.6 LOP 21002762 .20 LOP 21252050 1.4 5.2HR TRANSMISSION REPAIR 40447 transmission has internal issues transcooler is contaminated with particles fromtrans internal issue. 21252050 140 replacedthe trans cooler TRANSMISSION REPAIR 40447 vcc the driver and passenger rearcaliper boot is torn dirt is getting into thecaliper piston area 230 replaced driver andpassenger rear calipers and pads. rear brakerotors are in good condition. performed brakebleed and caliper replacement procedures.test ok has no leaks and good braking power BRAKE REPAIR

(RO) Technical Notes:

TRANSMISSION HAS INTERNAL ISSUES AND NOISES

GCS Narratives

(Claim) Customer Concern:

TRUCK DOWN SHIFTS AGGRESSIVELY WHEN BRAKING, IT SOUNDS LIKE THE EXHAUST BRAKE IS ON WHEN IT IS NOT ENGAGED. ALSO GRINDING NOISE WHEN IT DOWN SHIFTS

(Claim) Cause:

INTERNAL TRANS FAILURE AND NOISE

(Claim) Correction:

REPLACED TRANSMISSION. FILL FLUIDS TO CAPACITY. PERFORMED TRANS REPLACEMENT PR OCEDURES. TEST OK NO ISSUES. PERFORMED ALL TRANS RE[PLACEMENT PROCEDURES. LOP 21002712 3.6 LOP 21002762 .20 3.80

Warranty Claim Report

Vehicle Information

VIN	3C7WRNELX - [redacted]	**Year**	2019	**Body**	DP0L93 - RAM 5500 CREW CAB CHASSIS
Build Date	05/13/2019	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	09/12/2019
Claim Type	S - Safety (Recalls)	**Repair Date**	12/17/2021
Claim Status	Paid	**Mileage (Miles)**	34,357

Expense

Labor	$101.28	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$101.28

Dealer Information

Code	68515	**Name**	FRONTIER MOTOR CO	**Zone**	63	DALLAS
Address	1700 EAST HIGHWAY 66 , EL RENO, OK 73036					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18Y17182	Customer Satisfaction Notification Y17 - Transmission Software Update ; Module, Transmission Control (TCM) - Reprogram Software and Perform Quicklearn	UC	UNCODABLE (NARRATIVE REQUIRED)						$50.64
B	18Y21183	Safety Recall Y21 - Powertrain Control Module Software ; Module, Engine Control (ECM) - Inspect and Reprogram (Asymmetric Cam Fuel Pump)	UC	UNCODABLE (NARRATIVE REQUIRED)						$50.64

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	3C7WRNBL5 - [redacted]	**Year**	2021	**Body**	DP0L64 - RAM 5500 REG CAB CHASSIS
Build Date	11/21/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	11/26/2021
Claim Type	W - Warranty	**Repair Date**	12/17/2021
Claim Status	Paid	**Mileage (Miles)**	295

Expense

Labor	$685.30	**Sublet**	$8,720.92	**Part**	$0.00	**Total Paid**	$9,406.22

Dealer Information

Code	68745	**Name**	JEFF WYLER CHRYSLER JEEP DODGE TRUCK-FT THOMAS	**Zone**	42	DETROIT
Address	100 ALEXANDRIA PIKE , FT THOMAS, KY 41075					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	68533456AA	TRANS	1	X	8720.92	$560.70
A	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			68533456AA	TRANS	1	X	8720.92	$31.15
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			68533456AA	TRANS	1	X	8720.92	$93.45

RO Narratives

(RO) Customer Concern:

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

(RO) Cause:

.

(RO) Correction:

295 found check engine light on for gearratio error in 1st. ran diagnositcs and camedown to replaceing the valve body andinternal harness. compared pressure switchesto another truck and found to be normal.discussed with star and star recommendedreplacing whole transmission lop 21002712 3.6lop 21002766 .6 lop 21002762 .2 AUTO TRANSMISSION

(RO) Technical Notes:

FOUND ENGINE LIGHT ON FOR GEAR RATIO INM1ST

GCS Narratives

(Claim) Customer Concern:

CK ENGINE LIGHT

(Claim) Cause:

FOUND ERROR FOR GEAR RATIO IN 1ST

(Claim) Correction:

NEC TO REPL TRANSMISSION

Warranty Claim Report

Vehicle Information

VIN	3C7WRMDJX[redacted]	**Year**	2020	**Body**	DP5L66 - RAM 5500 REG CAB CHASSIS
Build Date	09/05/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	560

Claim Information

Claim #	[redacted]	**In Service Date**	11/19/2020
Claim Type	W - Warranty	**Repair Date**	12/28/2021
Claim Status	Paid	**Mileage (Miles)**	19,463

Expense

Labor	$34.57	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$34.57

Dealer Information

Code	44831	**Name**	SZOTT M-59 DODGE, LLC	**Zone**	42	DETROIT
Address	2565 HIGHLAND , HIGHLAND, MI 48357					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	181905PQ	Module, Transmission Control (TCM) ; Module, Transmission Control (TCM) - Reprogram	CC	SENDING UNITS/SENSORS						$34.57

RO Narratives

(RO) Customer Concern:

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

(RO) Cause:

NA

(RO) 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

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

RPMS WOULD SPIKE AND TRANS SEEMED TO NOT WANNA SHIFT

(Claim) Cause:

VERIFIED ISSUES ON TEST DRIVE. CHECKED SERVICE LIBARY AND FOUND TSB FOR ISSUES . TSB HAD ME CHECK FLUID,

(Claim) Correction:

TRANS SEALED UNIT, INSPECTED AND TOPPED OFF FLUID. TESTED AND NO MORE ISSUES P RESENT

Warranty Claim Report

Vehicle Information

VIN	3C7WRNFL8 - [redacted]	**Year**	2020	**Body**	DP0L94 - RAM 5500 CREW CAB CHASSIS
Build Date	12/02/2019	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	07/20/2020
Claim Type	W - Warranty	**Repair Date**	12/30/2021
Claim Status	Paid	**Mileage (Miles)**	100,264

Expense

Labor	$169.71	**Sublet**	$4,153.55	**Part**	$0.00	**Total Paid**	$1,999.96

Dealer Information

Code	26837	**Name**	ELKO CHRYSLER DODGE JEEP RAM	**Zone**	70	PHOENIX
Address	1585 LAMOILLE HIGHWAY , ELKO, NV 89801					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	21020102	Transfer Case ; assembly	58	INTERNAL DEFECT	68306995AD	TRANSFER	1	X	4153.55	$169.71
A	85434343	Goodwill Authorization ; Goodwill Authorization			68306995AD	TRANSFER	1	X	4153.55	$0.00

RO Narratives

(RO) Customer Concern:

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

(RO) Cause:

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

(RO) 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 100264 80 PERFORMED FRONT DIFF SERVICE,FLUID REPLACED JB ADDITIVE USED SERVICE FRONT DIFFERENTIAL 100264 80 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[redacted]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

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THAT THE CHECK ENGINE LIGHT IS ON PLEASE CHECK AND ADVISE. CHE CK ENGINE LIGHT TURNED AND THEN STARTED GOING INTO LIMP MODE ONLY GOING AT 2 0MPH. 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 TRIE D TO LEVEL UP WITH SPEED BUT WAS NOT GOING OVER 20MPH ANYMORE

(Claim) Cause:

VERIFIED CONCERN FOUND TRANSFER CASE STUCK IN 4 WHEEL DRIVE, REMOVED DRAIN PLU G FOUND HEAVY METAL CONTAMINATION FROM INTERNAL GEAR FAILURE, REPLACE T-CASE TO CORRECT CONCERN

(Claim) Correction:

REPLACED T-CASE TO CORRECT CONCERN VERIFIED REPAIR

Warranty Claim Report

Vehicle Information

VIN	3C7WRNFL8 [redacted]	**Year**	2020	**Body**	DP0L94 - RAM 5500 CREW CAB CHASSIS
Build Date	12/02/2019	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	07/20/2020
Claim Type	S - Safety (Recalls)	**Repair Date**	01/08/2022
Claim Status	Paid	**Mileage (Miles)**	100,264

Expense

Labor	$67.88	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$67.88

Dealer Information

Code	26837	**Name**	ELKO CHRYSLER DODGE JEEP RAM	**Zone**	70	PHOENIX
Address	1585 LAMOILLE HIGHWAY , ELKO, NV 89801					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	22Y26181	Safety Recall Y26 - Wheel Studs ; Inspect Wheel Studs	UC	UNCODABLE (NARRATIVE REQUIRED)						$67.88

RO Narratives

(RO) Customer Concern:

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

(RO) Cause:

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

(RO) 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 100264 80 PERFORMED FRONT DIFF SERVICE,FLUID REPLACED JB ADDITIVE USED SERVICE FRONT DIFFERENTIAL 100264 80 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[redacted]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

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THAT THE CHECK ENGINE LIGHT IS ON PLEASE CHECK AND ADVISE. CHE CK ENGINE LIGHT TURNED AND THEN STARTED GOING INTO LIMP MODE ONLY GOING AT 2 0MPH. 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 TRIE D TO LEVEL UP WITH SPEED BUT WAS NOT GOING OVER 20MPH ANYMORE

(Claim) Cause:

VERIFIED CONCERN FOUND TRANSFER CASE STUCK IN 4 WHEEL DRIVE, REMOVED DRAIN PLU G FOUND HEAVY METAL CONTAMINATION FROM INTERNAL GEAR FAILURE, REPLACE T-CASE TO CORRECT CONCERN

(Claim) Correction:

REPLACED T-CASE TO CORRECT CONCERN VERIFIED REPAIR

Warranty Claim Report

Vehicle Information

VIN	3C7WRTCL8 [redacted]	**Year**	2020	**Body**	DD8L93 - RAM 3500 CREW CAB CHASSIS 4X4
Build Date	11/03/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	01/29/2021
Claim Type	S - Safety (Recalls)	**Repair Date**	01/14/2022
Claim Status	Paid	**Mileage (Miles)**	62,914

Expense

Labor	$80.52	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$80.52

Dealer Information

Code	26750	**Name**	LANDERS-MCLARTY JEEP	**Zone**	63	DALLAS
Address	2609 S WALTON BLVD , BENTONVILLE, AR 72712					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	22Y26181	Safety Recall Y26 - Wheel Studs ; Inspect Wheel Studs	UC	UNCODABLE (NARRATIVE REQUIRED)						$80.52

RO Narratives

(RO) Customer Concern:

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

(RO) Cause:

-

(RO) Correction:

REPOSITION FUEL FILL TUBE GENERAL CONCERN 62914 DLOF Changed engine oil and filter,cleaned excess oil. Change diesel engine oil and filter (synthetic oilmay 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 maintenanceinterval) 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.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3C63RRKL2 - [redacted]	**Year**	2020	**Body**	D28R92 - RAM 3500 LONGHORN CREW CAB 4X4
Build Date	03/14/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	09/11/2020
Claim Type	S Safety (Recalls)	**Repair Date**	01/20/2022
Claim Status	Paid	**Mileage (Miles)**	47,061

Expense

Labor	$99.16	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$99.16

Dealer Information

Code	45368	**Name**	TOMBALL DODGE INC	**Zone**	63	DALLAS
Address	23777 SH 249 , TOMBALL, TX 77375					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	22Y26181	Safety Recall Y26 - Wheel Studs ; Inspect Wheel Studs	UC	UNCODABLE (NARRATIVE REQUIRED)						$99.16

RO Narratives

(RO) Customer Concern:

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

(RO) Cause:

RECALL . .Internal valvebody failure .

(RO) 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

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER CALLED ON 1-24-22 AT 1045 AM AND STATED WHILE DRIVING 1ST TO 2ND GEA R SLIPPED AND SLAMMED INTO GEAR. 5TH GEAR TO 6TH IS SLOW TO SHIFT. MULTIPLE W ARNING LIGHTS CAME ON DASH CEL AND SERVICE 4WD. CODES FOR TRANSMISSION LOW PR ESSURE. ALSO HAD LOUD WHINING NOISE FROM ENGINE AREA.SERVICE ADDED 01-24-2022 AT 10:45 BY ALEX AFTER CUSTOMER SATISFACTION AND APPROVAL OF ADDITIONAL DIA G (SERVICE ADDED 01-24-2022 AT 10:45:32 BY ALEX SOSA)

(Claim) Cause:

INTERNAL VALVEBODY FAILURE

(Claim) Correction:

VERIFIED MIL LIGHT ON. HAD DTC P0868. PERFORMED DIAGNOSTIC PROCEDURES FOR DTC . RECORDED ENVIRONMENTAL DATA FOR DTCS. CLEARED DTCS. ROAD TESTED VEHICLE. DT C RETURNED. TURNED THE IGNITION OFF. DISCONNECTED AND CHECKED THE XY107A HARN ESS CONNECTOR. INSPECTED THE HARNESS CONNECTORS AND ALL MALE AND FEMALE TERMI NALS. NO ISSUES FOUND WITH CONNECTOR. CHECKED THE (T804) TRANSMISSION PRESSUR E SWITCH CIRCUIT FOR AN OPEN/HIGH RESISTANCE AT THE XY107A (TRANSMISSION SIDE) HARNESS CONNECTOR. RESISTANCE WAS BELOW 3 OHMS. CHECKED THE (T804) TRANSMI SSION PRESSURE SWITCH CIRCUIT FOR A SHORT TO ANOTHER CIRCUIT AT THE XY107A (T RANSMISSION SIDE) HARNESS CONNECTOR. NO SHORT FOUND. CHECKED THE (T804) TRANS MISSION PRESSURE SWITCH CIRCUIT FOR A SHORT TO VOLTAGE AT THE XY107A (TRANSMI SSION SIDE) HARNESS CONNECTOR. NO VOLTAGE PRESENT. CHECKED THE (T790) AND (T7 91) LINEAR SOLENOID 5 CIRCUIT RESISTANCE. RESISTANCE WAS BETWEEN 5 AND 7 OHMS . CHECKED THE (T791) LINEAR SOLENOID 5 (+) CIRCUIT FOR AN OPEN/HIGH RESISTANC E AT THE XY107A (TRANSMISSION SIDE) HARNESS CONNECTOR. RESISTANCE WAS BELOW 3 OHMS. CHECKED THE (T791) LINEAR SOLENOID 5 (+) CIRCUIT FOR A SHORT TO GROUND AT THE XY107A (TRANSMISSION SIDE) HARNESS CONNECTOR. NO SHORT TO GROUND WAS PRESENT. CHECKED THE (T791) LINEAR SOLENOID 5 (+) CIRCUIT FOR A SHORT TO ANO THER CIRCUIT AT THE XY107A (TRANSMISSION SIDE) HARNESS CONNECTOR. NO SHORTS T O OTHER CIRCUITS WERE FOUND. CHECKED THE (T790) LINEAR SOLENOID 5 (-) CIRCUIT FOR AN OPEN/HIGH RESISTANCE AT THE XY107A (TRANSMISSION SIDE) HARNESS CONNEC TOR. RESISTANCE WAS BELOW 3 OHMS. CHECKED THE (T790) LINEAR SOLENOID 5 (-) CI RCUIT FOR A SHORT TO GROUND AT THE XY107A (TRANSMISSION SIDE) HARNESS CONNECT OR. NO SHORT TO GROUND WAS PRESENT. CHECKED THE (T790) LINEAR SOLENOID 5 (-) C IRCUIT FOR A SHORT TO ANOTHER CIRCUIT AT THE XY107A (TRANSMISSION SIDE) HARNE SS CONNECTOR. NO SHORT TO OTHER CIRCUITS WERE PRESENT. CHECKED THE SHIFT SOL ENOID 1 CIRCUIT RESISTANCE. RESISTANCE WAS WITHIN SPECIFICATIONS PER TRANSMIS SION TEMPERATURE. CHECKED THE (T808) SHIFT SOLENOID 1 CIRCUIT FOR AN OPEN/HIG H RESISTANCE AT THE XY107A (TRANSMISSION SIDE) HARNESS CONNECTOR. RESISTANCE WAS BELOW 3 OHMS. CHECKED THE (T808) SHIFT SOLENOID 1 CIRCUIT FOR A SHORT TO GROUND AT THE XY107A (TRANSMISSION SIDE) HARNESS CONNECTOR. NO SHORT TO OTHER CIRCUITS WERE PRESENT. CHECKED THE (T808) SHIFT SOLENOID 1 CIRCUIT FOR A SHO RT TO ANOTHER CIRCUIT AT THE XY107A (TRANSMISSION SIDE) HARNESS CONNECTOR. NO SHORT PRESENT. CHECKED THE (T804) TRANSMISSION PRESSURE SWITCH CIRCUIT FOR A N OPEN/HIGH RESISTANCE AT THE XY107A (TCM SIDE) HARNESS CONNECTOR. RESISTANC E WAS BELOW 3 OHMS. PERFORMED OTHER CIRCUIT CHECKS. NO OTHER SHORTS PRESENT I N THE TRANSMISSION WIRING. UPON DIAGNOSIS FOUND AN INTERNAL VALVE BODY ISSUE. REMOVED AND REPLACED VALVE BODY. TOPPE DOFF ATF AND CLEARED DTCS. PERFORMED QUICK LEARN PROCEDURE. ROAD TESTED. TRANSMISSION NOW OPERATING AS DESIGNED

Warranty Claim Report

Vehicle Information

VIN	3C7WRMDJX- [redacted]	**Year**	2020	**Body**	DP5L66 - RAM 5500 REG CAB CHASSIS
Build Date	09/05/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	560

Claim Information

Claim #	[redacted]	**In Service Date**	11/19/2020
Claim Type	W - Warranty	**Repair Date**	02/02/2022
Claim Status	Paid	**Mileage (Miles)**	19,998

Expense

Labor	$633.77	**Sublet**	$8,185.58	**Part**	$0.00	**Total Paid**	$8,819.35

Dealer Information

Code	44831	**Name**	SZOTT M-59 DODGE, LLC	**Zone**	42	DETROIT
Address	2565 HIGHLAND , HIGHLAND, MI 48357					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	21002713	Transmission, Replace - automatic ; AS66RC - 6.4 liter engine	ML	CHECK ENGINE/SERVICE ENGINE SO	68457191AF	TRANS	1	X	8082.15	$541.58
A	21002713	Transmission, Replace - automatic ; AS66RC - 6.4 liter engine	ML	CHECK ENGINE/SERVICE ENGINE SO	06036734AA	SCREW	4		66.49	$541.58
A	21002713	Transmission, Replace - automatic ; AS66RC - 6.4 liter engine	ML	CHECK ENGINE/SERVICE ENGINE SO	06036684AA	NUT	4		36.94	$541.58
A	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			68457191AF	TRANS	1	X	8082.15	$23.05
A	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			06036734AA	SCREW	4		66.49	$23.05
A	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			06036684AA	NUT	4		36.94	$23.05
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			68457191AF	TRANS	1	X	8082.15	$69.14
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			06036734AA	SCREW	4		66.49	$69.14
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			06036684AA	NUT	4		36.94	$69.14

RO Narratives

(RO) Customer Concern:

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

(RO) Cause:

inteam transmission

(RO) Correction:

[redacted]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

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

VEHICLE NOT SHIFTING PROPERLY AGAIN

(Claim) Cause:

VERIFIED ON DRIVE. SCANNED AND FOUND CODE P1731, DAIG AND TEST, INSPECTED WIRE S TO TCM AND TRANS SAYS TO REPLACE UNIT PER DIAG

(Claim) Correction:

REMOVED AND REPLACED WITH REMAN UNIT, 3 PIECE DRVIE SHAFT, REVERSE FLUSHED COO LER AND PREFORMED QUICK LEARN VERIFIED SYSTEM IS WORKING AS DESIGNED NOW

Warranty Claim Report

Vehicle Information

VIN	3C7WRMDJX - [redacted]	**Year**	2020	**Body**	DP5L66 - RAM 5500 REG CAB CHASSIS
Build Date	09/05/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	560

Claim Information

Claim #	[redacted]	**In Service Date**	11/19/2020
Claim Type	S Safety (Recalls)	**Repair Date**	02/04/2022
Claim Status	Paid	**Mileage (Miles)**	20,034

Expense

Labor	$69 14	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$69 14

Dealer Information

Code	44831	**Name**	SZOTT M-59 DODGE, LLC	**Zone**	42	DETROIT
Address	2565 HIGHLAND , HIGHLAND, MI 48357					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	22Y26181	Safety Recall Y26 - Wheel Studs ; Inspect Wheel Studs	UC	UNCODABLE (NARRATIVE REQUIRED)						$69.14

RO Narratives

(RO) Customer Concern:

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

(RO) Cause:

F recall

(RO) Correction:

20034 SCANNED HAS CODES P07C0 PO732 P0735P0974 ALL STORED CHECKED FLUID CHECKED IRINGCLEARED CODES PERFORMED QUICK LEARNED ANDTEST DROVE Automatic Transmission Concern TRANSMISSION 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

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3C7WRMDL7 - [redacted]	**Year**	2021	**Body**	DP5L66 - RAM 5500 REG CAB CHASSIS
Build Date	11/27/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	02/04/2021
Claim Type	W Warranty	**Repair Date**	02/12/2022
Claim Status	Paid	**Mileage (Miles)**	49,119

Expense

Labor	$941 72	**Sublet**	$8,776 29	**Part**	$0 00	**Total Paid**	$9,718 01

Dealer Information

Code	27056	**Name**		**Zone**	63	DALLAS
Address	, ,					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	68533455AA	TRANS	1	X	784 .65	$491.33
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	68359847AC	TOC ASSY	1		130 30	$491 33
A	21002712	Transmission, Replace automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	68214914AA	GASKET	1		40.27	$491.33
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	68224232AA	FILTER	1		100.00	$491.33
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	05189966AD	FLUID AFT	4		53.38	$491.33
A	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			68533455AA	TRANS	1	X	7841 65	$27 30
A	21002762	Transmission, Replace automatic ; Two piece propeller shaft equipped			68359847AC	TOC ASSY	1		130 30	$27 30
A	21002762	Transmission, Replace automatic ; Two piece propeller shaft equipped			68214914AA	GASKET	1		40.27	$27.30
A	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			68224232AA	FILTER	1		100.00	$27.30
A	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			05189966AD	FLUID AFT	4		53.38	$27.30
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 Skilled)			68533455AA	TRANS	1	X	7841 65	$191 07
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68359847AC	TOC ASSY	1		130.30	$191.07
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68214914AA	GASKET	1		40.27	$191.07
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68224232AA	FILTER	1		100.00	$191.07
A	21252050	Oil cooler, external / auxiliary ; Cooler (2			05189966AD	FLUID AFT	4		53.38	$191.07

		Skilled)								
B	14500502	Module/Pump, Diesel ; Fuel tank mounted - 6.7 liter Diesel - Midship Tank	UC	UNCODABLE (NARRATIVE REQUIRED)	04560227AB	MODULEKIT	1	X	610.69	$232.02

RO Narratives

(RO) Customer Concern:

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

(RO) Cause:

TEST DROVE VCC. PERFORM DIAG REMOVED THETRANS 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. PERFOMED FURTHER DIAG FOUND THE LIFT PUMP PRESSURE LOW 4.6 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 CLEANTHE 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 4.8. THE FUEL VOLUME FROM THE LIFT PUMP IS TOO LOW CAUSING THE PCM TO WAIT UNTIL ALL PARAMETERS ARE IN RANGE TOPERFOM DOWNSHIFT AT40 MPH WHICH BECOMES HARSH AT A HIGHER RPM customer request customer request

(RO) 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 [redacted]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

(RO) Technical Notes:

STAR CASE [redacted]METAL DEBRIS IN PAN, SLUGGISH LIFT PUMP PRESSURE TOO LOW CODE: LD 1; LOP 21000169 DOES NOT APPLY TO VEHICLE. 2) REDUCE FLUID 05189966AD QTY T O 4 QTZ AS TRANS COMES ROLLS READY. THANK YOU FROM THE FCA WARRANTY CONTACT CE NTER. IF FURTHER ASSISTANCE IS NECESSARY, PLEASE CONTACT THE WCC AGENT MARK.TR OTTER EXTERNAL.STELLANTIS.COM, INCLUDE VIN & CONCERN.

GCS Narratives

(Claim) Customer Concern:

VEHICLE HAS HARD DOWN SHIFT

(Claim) Cause:

STAR ASE [redacted]METAL DEBRIS IN TRANSMISSION, LIFT PUMP PRESSURE LOW

(Claim) Correction:

TEST DROVE VCC. PERFORM DIAG REMOVED THE TRANS PAN FOUND DEBRIS IN THE PAN. R EPLACED THE TRANS FILTER AND FLUID TEST DROVE HARSH DOWN SHIFT IS STILL PRESE NT AS PER STAR CASE [redacted]STTAR ADVISED REPLACING THE TRANS AGAIN. REPLAC ED THE TRANS AND THE TRANS THERMO BLOCK CLEAND OIL COOLER AND FILL FLUID TO SPECS. PERFORMED QUICK LEARN TEST DROVE SYMPTOM PRESENT ONLY ON CERTAIN DOWN SHIFTS. REFLASH BOTH ENGINE AND TRANS MODULES TEST DROVE VEHICLE FEELS SLUGGI SH AT TIMES. PERFOMED FURTHER DIAG FOUND THE LIFT PUMP PRESSURE LOW 4.6 INCRE ASES AND DROPS OFF UNDER DRIVING VEHICLE BEGINS TO HAVE LATE DOWN SHIFTS WHIC H ARE HARSH. REMOVED THE FUEL TANK INSPECT THE CONDITIONS OF THE FUEL AND TH E TANK THE FUEL TANK IS CLEAN THE FUEL IS NOT CONTAMINATED CONNECT THE FUEL G AUGE TO THE FUEL MODULE WHILE STILL IN THE TANK USE CONNECTOR TO PWER THE LIF T PUMP WITH DIRECT 12 VOLTS THE PUMP PSI IS 4.8. THE FUEL VOLUME FROM THE LI FT PUMP IS TOO LOW CAUSING THE PCM TO WAIT UNTIL ALL PARAMETERS ARE IN RANGE TO PERFOM DOWNSHIFT AT 40 MPH WHICH BECOMES HARSH AT A HIGHER RPM. REPLACED T HE TRANS AS PER STAR CASE

[redacted] FILL FLUID ANDPERFORM QUICK LEARN AND UP DATE TCM. REPLACED THE LIFT PUMP AND UPDATE PCM. TEST DRIVE VEHICLE SHIFTS A ND DOWN SHIFTS WITH NO ISSUES NO HARSH DOWN SHIFT

Warranty Claim Report

Vehicle Information

VIN	3C7WRMDL5 [redacted]	**Year**	2020	**Body**	DP5L66 - RAM 5500 REG CAB CHASSIS
Build Date	12/21/2019	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	07/17/2020
Claim Type	S - Safety (Recalls)	**Repair Date**	02/17/2022
Claim Status	Paid	**Mileage (Miles)**	42,093

Expense

Labor	$47.92	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$47.92

Dealer Information

Code	45315	**Name**	CHUCK CLANCY CHRYSLER DODGE JEEP OF CARTERSVILLE LLC	**Zone**	66	ORLANDO
Address	567 E MAIN ST , CARTERSVILLE, GA 30121					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18Y17182	Customer Satisfaction Notification Y17 Transmission Software Update ; Module, Transmission Control (TCM) - Reprogram Software and Perform Quicklearn	UC	UNCODABLE (NARRATIVE REQUIRED)						$47.92

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	3C7WRTCL8[redacted]	**Year**	2020	**Body**	DD8L93 - RAM 3500 CREW CAB CHASSIS 4X4
Build Date	11/03/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	01/29/2021
Claim Type	W - Warranty	**Repair Date**	02/17/2022
Claim Status	Paid	**Mileage (Miles)**	67,687

Expense

Labor	$65.43	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$65.43

Dealer Information

Code	67657	**Name**	SAM LEMAN CHRYSLER JEEP DODGE	**Zone**	51	CHICAGO
Address	1602 COMMERCE PKWY , BLOOMINGTON, IL 61704					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85411201	Diesel Exhaust Fluid System, Trouble Not Found ; Diesel Exhaust Fluid System	OD							$65.43

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

ENGINE PERFORMANCE CONCERN (DIESEL) [CS DEF MESSAGE PRESENT HAS LIMITED MILES]

(Claim) Cause:

NO DTC'S STORED IN RELATION TO MESSAGE ON THE DASH, DID SEE HARDWIRE DEF LEVEL READING ZERO BUT LEVEL ON GAUGE AT HALF..

(Claim) Correction:

NO PARTS AVAILABLE FOR THE REPAIR AT THIS TIME

Warranty Claim Report

Vehicle Information

VIN	3C7WRMDL5 [redacted]	**Year**	2020	**Body**	DP5L66 - RAM 5500 REG CAB CHASSIS
Build Date	12/21/2019	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	07/17/2020
Claim Type	W - Warranty	**Repair Date**	02/18/2022
Claim Status	Paid	**Mileage (Miles)**	42,091

Expense

Labor	$287.50	**Sublet**	$2,663.21	**Part**	$0.00	**Total Paid**	$2,950.71

Dealer Information

Code	45315	**Name**	CHUCK CLANCY CHRYSLER DODGE JEEP OF CARTERSVILLE LLC	**Zone**	66	ORLANDO
Address	567 E MAIN ST , CARTERSVILLE, GA 30121					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	03350101	Axle Head assembly ; Axle Head assembly	UC	UNCODABLE (NARRATIVE REQUIRED)	68455855AA	HEAD	1	X	2499.53	$287.50
A	03350101	Axle Head assembly ; Axle Head assembly	UC	UNCODABLE (NARRATIVE REQUIRED)	68449546AA	LUBRICANT	7		163.68	$287.50

RO Narratives

(RO) Customer Concern:

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

(RO) Cause:

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

(RO) Correction:

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

(RO) Technical Notes:

TECH INSPECTED AND FOUND BOLTS/PINS THAT HOLD THE CROSS SHAFT IN BAC

GCS Narratives

(Claim) Customer Concern:

C/S BOLTS IN REAR AXLE ARE BACKING OUT IN CARRIER

(Claim) Cause:

TECH INSPECTED AND FOUND BOLTS/PINS THAT HOLD THE CROSS SHAFT IN BACKED OUT O F HOUSING AND DAMAGED GEARS AND BEARING

(Claim) Correction:

TECH R&R CENTER SECTION OF REAR AXLE

Warranty Claim Report

Vehicle Information

VIN	3C7WRMDL5 - [redacted]	**Year**	2020	**Body**	DP5L66 - RAM 5500 REG CAB CHASSIS
Build Date	12/21/2019	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	07/17/2020
Claim Type	S Safety (Recalls)	**Repair Date**	02/18/2022
Claim Status	Paid	**Mileage (Miles)**	42,091

Expense

Labor	$11 98	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$11 98

Dealer Information

Code	45315	**Name**	CHUCK CLANCY CHRYSLER DODGE JEEP OF CARTERSVILLE LLC	**Zone**	66	ORLANDO
Address	567 E MAIN ST , CARTERSVILLE, GA 30121					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	23Z08182	Safety Recall Z08 - Windshield Wipers ; Nut, Wiper Arms - Torque Front	UC	UNCODABLE (NARRATIVE REQUIRED)						$11 98

RO Narratives

(RO) Customer Concern:

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

(RO) Cause:

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

(RO) Correction:

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

(RO) Technical Notes:

TECH INSPECTED AND FOUND BOLTS/PINS THAT HOLD THE CROSS SHAFT IN BAC

GCS Narratives

(Claim) Customer Concern:

C/S BOLTS IN REAR AXLE ARE BACKING OUT IN CARRIER

(Claim) Cause:

TECH INSPECTED AND FOUND BOLTS/PINS THAT HOLD THE CROSS SHAFT IN BACKED OUT O F HOUSING AND DAMAGED GEARS AND BEARING

(Claim) Correction:

TECH R&R CENTER SECTION OF REAR AXLE

Warranty Claim Report

Vehicle Information

VIN	3C63RRKL2 [redacted]	**Year**	2020	**Body**	D28R92 - RAM 3500 LONGHORN CREW CAB 4X4
Build Date	03/14/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	09/11/2020
Claim Type	W - Warranty	**Repair Date**	02/24/2022
Claim Status	Paid	**Mileage (Miles)**	47,061

Expense

Labor	$495.78	**Sublet**	$2,543.78	**Part**	$0.00	**Total Paid**	$3,039.56

Dealer Information

Code	45368	**Name**	TOMBALL DODGE INC	**Zone**	63	DALLAS
Address	23777 SH 249 , TOMBALL, TX 77375					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	21550233	Pan, Oil - Related Repairs ; Aisin Transmission			68445748AA	BODY ASSY	1	X	2164.03	$132.21
A	21550233	Pan, Oil - Related Repairs ; Aisin Transmission			05189977AD	FLUID AFT	3		187.16	$132.21
A	21550233	Pan, Oil - Related Repairs ; Aisin Transmission			05189966AD	FLUID AFT	2		30.79	$132.21
A	21550233	Pan, Oil - Related Repairs ; Aisin Transmission			68214914AA	GASKET	1		46.45	$132.21
A	21550233	Pan, Oil - Related Repairs ; Aisin Transmission			68224232AA	FILTER	1		115.35	$132.21
A	21950158	Valve Body ; Valve body - Replace - Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled)	07	BINDS, STICKS, OR SEIZED	68445748AA	BODY ASSY	1	X	2164.03	$115.68
A	21950158	Valve Body ; Valve body - Replace - Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled)	07	BINDS, STICKS, OR SEIZED	05189977AD	FLUID AFT	3		187.16	$115.68
A	21950158	Valve Body ; Valve body - Replace Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled)	07	BINDS, STICKS, OR SEIZED	05189966AD	FLUID AFT	2		30 79	$115 68
A	21950158	Valve Body ; Valve body - Replace - Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled)	07	BINDS, STICKS, OR SEIZED	68214914AA	GASKET	1		46.45	$115.68
A	21950158	Valve Body ; Valve body - Replace - Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled)	07	BINDS, STICKS, OR SEIZED	68224232AA	FILTER	1		115.35	$115.68
A	85410000	Operation diagnostics With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68445748AA	BODY ASSY	1	X	2164.03	$247.89
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			05189977AD	FLUID AFT	3		187.16	$247.89
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			05189966AD	FLUID AFT	2		30.79	$247.89
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with			68214914AA	GASKET	1		46.45	$247.89

		appropriate repair Labor Operation.								
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68224232AA	FILTER	1		115.35	$247.89

RO Narratives

(RO) Customer Concern:

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

(RO) Cause:

RECALL . .Internal valvebody failure .

(RO) 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

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER CALLED ON 1-24-22 AT 1045 AM AND STATED WHILE DRIVING 1ST TO 2ND GEA R SLIPPED AND SLAMMED INTO GEAR. 5TH GEAR TO 6TH IS SLOW TO SHIFT. MULTIPLE W ARNING LIGHTS CAME ON DASH CEL AND SERVICE 4WD. CODES FOR TRANSMISSION LOW PR ESSURE. ALSO HAD LOUD WHINING NOISE FROM ENGINE AREA.SERVICE ADDED 01-24-2022 AT 10:45 BY ALEX AFTER CUSTOMER SATISFACTION AND APPROVAL OF ADDITIONAL DIA G (SERVICE ADDED 01-24-2022 AT 10:45:32 BY ALEX SOSA)

(Claim) Cause:

INTERNAL VALVEBODY FAILURE

(Claim) Correction:

VERIFIED MIL LIGHT ON. HAD DTC P0868. PERFORMED DIAGNOSTIC PROCEDURES FOR DTC . RECORDED ENVIRONMENTAL DATA FOR DTCS. CLEARED DTCS. ROAD TESTED VEHICLE. DT C RETURNED. TURNED THE IGNITION OFF. DISCONNECTED AND CHECKED THE XY107A HARN ESS CONNECTOR. INSPECTED THE HARNESS CONNECTORS AND ALL MALE AND FEMALE TERMI NALS. NO ISSUES FOUND WITH CONNECTOR. CHECKED THE (T804) TRANSMISSION PRESSUR E SWITCH CIRCUIT FOR AN OPEN/HIGH RESISTANCE AT THE XY107A (TRANSMISSION SIDE) HARNESS CONNECTOR. RESISTANCE WAS BELOW 3 OHMS. CHECKED THE (T804) TRANSMI SSION PRESSURE SWITCH CIRCUIT FOR A SHORT TO ANOTHER CIRCUIT AT THE XY107A (T RANSMISSION SIDE) HARNESS CONNECTOR. NO SHORT FOUND. CHECKED THE (T804) TRANS MISSION PRESSURE SWITCH CIRCUIT FOR A SHORT TO VOLTAGE AT THE XY107A (TRANSMI SSION SIDE) HARNESS CONNECTOR. NO VOLTAGE PRESENT. CHECKED THE (T790) AND (T7 91) LINEAR SOLENOID 5 CIRCUIT RESISTANCE. RESISTANCE WAS BETWEEN 5 AND 7 OHMS . CHECKED THE (T791) LINEAR SOLENOID 5 (+) CIRCUIT FOR AN OPEN/HIGH RESISTANC E AT THE XY107A (TRANSMISSION SIDE) HARNESS CONNECTOR. RESISTANCE WAS BELOW 3 OHMS. CHECKED THE (T791) LINEAR SOLENOID 5 (+) CIRCUIT FOR A SHORT TO GROUND AT THE XY107A (TRANSMISSION SIDE) HARNESS CONNECTOR. NO SHORT TO GROUND WAS PRESENT. CHECKED THE (T791) LINEAR SOLENOID 5 (+) CIRCUIT FOR A SHORT TO ANO THER

CIRCUIT AT THE XY107A (TRANSMISSION SIDE) HARNESS CONNECTOR. NO SHORTS T O OTHER CIRCUITS WERE FOUND. CHECKED THE (T790) LINEAR SOLENOID 5 (-) CIRCUIT FOR AN OPEN/HIGH RESISTANCE AT THE XY107A (TRANSMISSION SIDE) HARNESS CONNEC TOR. RESISTANCE WAS BELOW 3 OHMS. CHECKED THE (T790) LINEAR SOLENOID 5 (-) CI RCUIT FOR A SHORT TO GROUND AT THE XY107A (TRANSMISSION SIDE) HARNESS CONNECT OR. NO SHORT TO GROUND WAS PRESENT. CHECKED THE (T790) LINEAR SOLENOID 5 (-) C IRCUIT FOR A SHORT TO ANOTHER CIRCUIT AT THE XY107A (TRANSMISSION SIDE) HARNE SS CONNECTOR. NO SHORT TO OTHER CIRCUITS WERE PRESENT. CHECKED THE SHIFT SOL ENOID 1 CIRCUIT RESISTANCE. RESISTANCE WAS WITHIN SPECIFICATIONS PER TRANSMIS SION TEMPERATURE. CHECKED THE (T808) SHIFT SOLENOID 1 CIRCUIT FOR AN OPEN/HIG H RESISTANCE AT THE XY107A (TRANSMISSION SIDE) HARNESS CONNECTOR. RESISTANCE WAS BELOW 3 OHMS. CHECKED THE (T808) SHIFT SOLENOID 1 CIRCUIT FOR A SHORT TO GROUND AT THE XY107A (TRANSMISSION SIDE) HARNESS CONNECTOR. NO SHORT TO OTHER CIRCUITS WERE PRESENT. CHECKED THE (T808) SHIFT SOLENOID 1 CIRCUIT FOR A SHO RT TO ANOTHER CIRCUIT AT THE XY107A (TRANSMISSION SIDE) HARNESS CONNECTOR. NO SHORT PRESENT. CHECKED THE (T804) TRANSMISSION PRESSURE SWITCH CIRCUIT FOR A N OPEN/HIGH RESISTANCE AT THE XY107A (TCM SIDE) HARNESS CONNECTOR. RESISTANC E WAS BELOW 3 OHMS. PERFORMED OTHER CIRCUIT CHECKS. NO OTHER SHORTS PRESENT I N THE TRANSMISSION WIRING. UPON DIAGNOSIS FOUND AN INTERNAL VALVE BODY ISSUE. REMOVED AND REPLACED VALVE BODY. TOPPE DOFF ATF AND CLEARED DTCS. PERFORMED QUICK LEARN PROCEDURE. ROAD TESTED. TRANSMISSION NOW OPERATING AS DESIGNED

Warranty Claim Report

Vehicle Information

VIN	3C63RRKL2 - [redacted]	**Year**	2020	**Body**	D28R92 - RAM 3500 LONGHORN CREW CAB 4X4
Build Date	03/14/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	09/11/2020
Claim Type	W - Warranty	**Repair Date**	02/24/2022
Claim Status	Paid	**Mileage (Miles)**	47,061

Expense

Labor	$0.00	**Sublet**	$0.00	**Part**	$750.00	**Total Paid**	$750.00

Dealer Information

Code	45368	**Name**	TOMBALL DODGE INC	**Zone**	63	DALLAS
Address	23777 SH 249 , TOMBALL, TX 77375					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	21950158	Valve Body ; Valve body - Replace - Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled)	07	BINDS, STICKS, OR SEIZED						$0.00
A	85434343	Goodwill Authorization ; Goodwill Authorization								$0.00
A	85LOAN00	Loaner Car ; Loaner Car								$0.00
A	95400142	Loaner Car ; High Line Vehicles								$750.00

RO Narratives

(RO) Customer Concern:

RENTAL FOR RO [redacted] CHRYSLER GOODWILL PER SERVICE MANAGEMENT

(RO) Cause:

E

(RO) Correction:

--SUBLET-- RENTAL INVOICE [redacted] RENTAL INVOICE [redacted] --SUBLET-- SUBLET REPAIRS SUBLET REPAIRS

(RO) Technical Notes:

68445748AA D128L WC E TO SECOND GEAR SLIPPING AND VEHICLE SLAMMING INTO GEAR,AFTER EXTENSIVE DIAGFOUND INTERNAL VALVE BODY FAILURE, REPLACED VALVE BODY, WE WAITED ON PARTS A TOTAL OF 20 DAYS.

GCS Narratives

(Claim) Customer Concern:

RENTAL FOR RO [redacted]

(Claim) Cause:

RENTAL INVOICE [redacted]

(Claim) Correction:

CHRYSLER GOODWILL PER SERVICE MANAGEMENT FOR VALVE BODY REPLACEMENT DUE TO S ECOND GEAR SLIPPING AND VEHICLE SLAMMING INTO GEAR,AFTER EXTENSIVE DIAG FOUND INTERNAL VALVE BODY FAILURE, REPLACED VALVE BODY, WE WAITED ON PARTS A TOTAL OF 20 DAYS.

Warranty Claim Report

Vehicle Information

VIN	3C7WRTCL8 [redacted]	**Year**	2020	**Body**	DD8L93 - RAM 3500 CREW CAB CHASSIS 4X4
Build Date	11/03/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	01/29/2021
Claim Type	W Warranty	**Repair Date**	02/25/2022
Claim Status	Paid	**Mileage (Miles)**	68,233

Expense

Labor	$79.83	**Sublet**	$680.34	**Part**	$0.00	**Total Paid**	$760.17

Dealer Information

Code	27142	**Name**		**Zone**	74 DENVER
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	25081201	Pump, Unit ; 6 7L Diesel	ML	CHECK ENGINE/SERVICE ENGINE SO	68457124AC	MODULE	1	X	680.34	$79.83

RO Narratives

(RO) Customer Concern:

DIESEL ENGINE CONCERN

(RO) Cause:

NA

(RO) Correction:

-

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THE DEF GAUGE WILL NOT MOVE AND IT SAYS SERVICE EXHAUST SYSTEM CHECK AND ADVISE

(Claim) Cause:

VERIFIED CONCERN AND FOUND CODES P203E-00 AND FO UND THE DEF SUPPLY PUMP FAULTY

(Claim) Correction:

REPLACED THE SUPPLY PUMP AND IT IS WORKING AT THI S TIME

Warranty Claim Report

Vehicle Information

VIN	3C7WRTCL8 [redacted]	**Year**	2020	**Body**	DD8L93 - RAM 3500 CREW CAB CHASSIS 4X4
Build Date	11/03/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	01/29/2021
Claim Type	W Warranty	**Repair Date**	02/25/2022
Claim Status	Paid	**Mileage (Miles)**	68,233

Expense

Labor	$0 00	**Sublet**	$11 13	**Part**	$0 00	**Total Paid**	$11 13

Dealer Information

Code	27142	**Name**		**Zone**	74 DENVER
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	25081201	Pump, Unit ; 6 7L Diesel	ML	CHECK ENGINE/SERVICE ENGINE SO	68035704AC	FLUID	1	X	11 13	$0 00

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THE DEF GAUGE WILL NOT MOVE AND IT SAYS SERVICE EXHAUST SYSTEM CHECK AND ADVISE

(Claim) Cause:

VERIFIED CONCERN AND FOUND CODES P203E-00 AND FO UND THE DEF SUPPLY PUMP FAULTY

(Claim) Correction:

REPLACED THE SUPPLY PUMP AND IT IS WORKING AT THI S TIME

Warranty Claim Report

Vehicle Information

VIN	3C63RRJL7 - [redacted]	**Year**	2021	**Body**	D28P92 - RAM 3500 LARAMIE CREW CAB 4X4
Build Date	06/19/2021	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	08/16/2021
Claim Type	W - Warranty	**Repair Date**	03/08/2022
Claim Status	Paid	**Mileage (Miles)**	8,476

Expense

Labor	$28.49	**Sublet**	$5.12	**Part**	$0.00	**Total Paid**	$33.61

Dealer Information

Code	45349	**Name**	COLORADO SPRINGS DODGE	**Zone**	74	DENVER
Address	7455 AUSTIN BLUFFS PKWY , COLORADO SPRINGS, CO 80923					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	23207702	Support, Sun Visor ; One or All	UC	UNCODABLE (NARRATIVE REQUIRED)	6PS37TX7AC	SUPPORT	1	X	5 12	$28 49

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

SUN VISOR SUPPORT FAILED

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES DRIVER SIDE VISOR WHEN LOWERING FALLS OUT OF CLIPS CONSTANTLY ADVICE PLEASE

(Claim) Cause:

WEAK AND WARPED SUNVISOR CLIP

(Claim) Correction:

REPLACED DRIVERS SUNVISOR CLIP

Warranty Claim Report

Vehicle Information

VIN	3C63RRJL7 - [redacted]	**Year**	2021	**Body**	D28P92 - RAM 3500 LARAMIE CREW CAB 4X4
Build Date	06/19/2021	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	08/16/2021
Claim Type	S Safety (Recalls)	**Repair Date**	03/08/2022
Claim Status	Paid	**Mileage (Miles)**	8,476

Expense

Labor	$113 95	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$113 95

Dealer Information

Code	45349	**Name**	COLORADO SPRINGS DODGE	**Zone**	74	DENVER
Address	7455 AUSTIN BLUFFS PKWY , COLORADO SPRINGS, CO 80923					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08Y76182	Safety Recall Y76 - Intake Air Heater Relay ; Inspect and Perform Grid Heater Relay Test	UC	UNCODABLE (NARRATIVE REQUIRED)						$113 95

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

RECALL CAMPAIGN Y76 - 2021-2022 HD RAM GRID HEATER RELAY

(Claim) Cause:

FAULTY GRID HEATER

(Claim) Correction:

INSPECTED AND TESTED GRID HEATER RELAY AS PER RECALL

Warranty Claim Report

Vehicle Information

VIN	3C63RRJL7 - [redacted]	**Year**	2021	**Body**	D28P92 - RAM 3500 LARAMIE CREW CAB 4X4
Build Date	06/19/2021	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	08/16/2021
Claim Type	W - Warranty	**Repair Date**	03/08/2022
Claim Status	Paid	**Mileage (Miles)**	8,476

Expense

Labor	$868.88	**Sublet**	$3,328.27	**Part**	$0.00	**Total Paid**	$4,197.16

Dealer Information

Code	45349	**Name**	COLORADO SPRINGS DODGE	**Zone**	74	DENVER
Address	7455 AUSTIN BLUFFS PKWY , COLORADO SPRINGS, CO 80923					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	11610139	Filter diesel particulate (DPF) ; 6.7 liter diesel engine, 2500-3500 pick up only	UC	UNCODABLE (NARRATIVE REQUIRED)	68296341AE	CONVERTER	1	X	2015.23	$384.59
A	11610163	Filter diesel particulate (DPF) ; 4x4 equipped - 6.7 liter diesel			68296341AE	CONVERTER	1	X	2015.23	$14.24
B	09352201	Gasket, rocker arm housing ; 6.7 liter diesel engine			R8444790AA	INJECTOR	1	X	776.18	$156.68
B	09352201	Gasket, rocker arm housing ; 6.7 liter diesel engine			05179091AD	GASKET	1		536.87	$156.68
B	14302001	Injector, Fuel ; 6.7 liter primary labor operation			R8444790AA	INJECTOR	1	X	776.18	$156.68
B	14302001	Injector, Fuel ; 6.7 liter primary labor operation			05179091AD	GASKET	1		536.87	$156.68
B	143020D6	Injector, Fuel ; Cylinder 6 - 6.7 liter	ML	CHECK ENGINE/SERVICE ENGINE SO	R8444790AA	INJECTOR	1	X	776.18	$99.71
B	143020D6	Injector, Fuel ; Cylinder 6 - 6.7 liter	ML	CHECK ENGINE/SERVICE ENGINE SO	05179091AD	GASKET	1		536.87	$99.71
C	23301000	Glass, Door Movable	07	BINDS, STICKS, OR SEIZED						$56.98

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

MISFIRE ON CYLINDER 6 MISFIRE ED IS NO T SUPPORTED AS TECH NOTES DO NOT SUPPORT ANY TESTING STEPS OR RESULTS TO SUPPO RT YOUR REQUEST OF TIME CLAIMED. TESTING STEPS AND RESULTS NOT PROVIDED HENCE KINDLY REMOVE. REFERENCE WARRANTY BULLETIN: D-19-06.THANK YOU FROM THE FCA WA RRANTY CONTACT CENTER. IF FURTHER ASSISTANCE IS NECESSARY, PLEASE CONTACT THE WCC AGENT NP634 CHRYSLER.COM, INCLUDE VIN & CONCERN. P1451,P2463,P242F VEHICLE RUNNING SHAKES EXCESSIVELY AND WORSE ON ACCELERATION. ALSO THE L/F WINDOW JERKS GOING UP AND DOWN . AND VISOR ON D/S WHEN LOWERING FALLS OUT . TECH VERIFIED ALL CONCERNS AND FOUND 8476 FOUND DTCS P1451 AND P242F SET. REMOVE DPF AND INSPECT. DUE TO DPFL OVER TEMP IT ALLOWED INTERNAL FAILURE THAT LET SOOT PAST. REPLACE DPF TO CORRECT CEL ISSUE AND SERVICE EXHAUST ISSUE AT THIS TIME **********8476 FOUND DTCP0306 SET. REMOVE VALVE COVERS AND FOUND POWER SOLENOID NUT MISSING. REPLACE INJECTOR ON CYL #6 AND UPPER VALVE COVER GASKET TO ACHIEVE PROPER TORQUE ON INJECTOR NUTS TO KEEP FROM CONTINUING TO MISFIRE ********** **********8476 TRACK AND RUN DIRTY COULD NOT DUPLICATE CONCERN BUT FOUND TRACK DIRTY. CLEANED AND LUBED WINDOW RUN. VERIFIED PROPER OPERATION ********** WINDOW JERKS WHEN ROLLING UP TECH CLEANED AND LUBED

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT COMES ON WHILE DRIVING ADVISE PLEASE CUSTOMER STATES LEFT FRONT WINDOW WHEN GOING UP AND DOWN IS JERKING ADVISE PLE CUSTOMER STATES WHILE VEHICLES RUNNING SHAKES EXCESSIVELY AND WHEN YOU ACCELER ASE STATES CAN HEAR CHATTER ALL THE WAY DOWN ADVISE PLEASE ATE GETS WORSE AS IF IT'S TRYING TO STABILIZE BUT DOESN'T ADVISE PLEASE

(Claim) Cause:

VEHICLE SHAKES EXCESSIVELY WHEN RUNNING .INTERNAL FAILURE THAT LET SOOT PASS THROUGH TRACK AND RUN DIRTY

(Claim) Correction:

P0306 POWER SOLENOID NUT MISSING REPLACED INJECTOR 6 AND UPPER VALVE COVER GA COULD NOT DUPLICATE CONCERN BUT FOUND TRACK DIRTY. CLEANED AND LUBED WINDOW RU FOUND DTC P0306 SET. REMOVE VALVE COVERS AND FOUND POWER SOLENOID NUT MISSIN SKET TO ACHIEVE PROPER TORQUE G.REPLACE INJECTOR ON CYL #6 AND UPPER VALVE COVER GASKET TO ACHIEVE PROPER N. VERIFIED PROPER OPERATION TOR QUE ON INJECTOR NUTS TO KEEP FROM CONTINUING TO MISFIRE

Warranty Claim Report

Vehicle Information

VIN	3C63RRAL8 - [redacted]	**Year**	2019	**Body**	D28L62 - RAM 3500 TRADESMAN REG CAB 4X4
Build Date	08/06/2019	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	08/22/2019
Claim Type	W - Warranty	**Repair Date**	03/15/2022
Claim Status	Paid	**Mileage (Miles)**	51,668

Expense

Labor	$172.21	**Sublet**	$196.05	**Part**	$0.00	**Total Paid**	$368.26

Dealer Information

Code	45235	**Name**	LITHIA CHRYSLER DODGE OF EUREKA	**Zone**	71	LOS ANGELES
Address	4320 BROADWAY ST , EUREKA, CA 95503					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	21140510	Seal, output shaft ; 8 speed transmission	71	OIL LEAK	68449218AA	SEAL	1	X	115.87	$172.21
A	21140510	Seal, output shaft ; 8 speed transmission	71	OIL LEAK	68089195AA	LUBRICANT	2		80.18	$172.21

RO Narratives

(RO) Customer Concern:

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____).

(RO) Cause:

NA

(RO) Correction:

[redacted] T CASE REAR OUTPUT SEAL LEAKINGFLUID WAS LOW REPLACED SEAL AND FILLED T CASEALL 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____).

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES TRANS IS LEAKING AND THERE IS A CEL ON. CHECK AND ADVISE

(Claim) Cause:

T CASE REAR OUTPUT SEAL LEAKING FLUID WAS LOW

(Claim) Correction:
REPLACED SEAL AND FILLED T CASE ALL OKAY

Warranty Claim Report

Vehicle Information

VIN	3C7WRNFL8 - [redacted]	**Year**	2020	**Body**	DP0L94 - RAM 5500 CREW CAB CHASSIS
Build Date	12/02/2019	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	07/20/2020
Claim Type	S - Safety (Recalls)	**Repair Date**	03/18/2022
Claim Status	Paid	**Mileage (Miles)**	134,728

Expense

Labor	$12.63	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$12.63

Dealer Information

Code	45099	**Name**	LITHIA DODGE OF BILLINGS	**Zone**	74	DENVER
Address	2229 KING AVENUE WEST , BILLINGS, MT 59102					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	23Z08182	Safety Recall Z08 - Windshield Wipers ; Nut, Wiper Arms - Torque Front	UC	UNCODABLE (NARRATIVE REQUIRED)						$12 63

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3C63R3PLX- [redacted]	**Year**	2020	**Body**	D28M81 - RAM 3500 LIMITED MEGA CAB 4X4
Build Date	09/25/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	11/23/2020
Claim Type	W - Warranty	**Repair Date**	03/21/2022
Claim Status	Paid	**Mileage (Miles)**	20,323

Expense

Labor	$65.42	**Sublet**	$353.46	**Part**	$0.00	**Total Paid**	$418.88

Dealer Information

Code	64793	**Name**	ANCHORAGE CHRYSLER CENTER INC	**Zone**	70	PHOENIX
Address	2601 EAST 5TH AVENUE , ANCHORAGE, AK 99501					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	25082201	Injector Assembly ; 6.7 liter diesel engine	ML	CHECK ENGINE/SERVICE ENGINE SO	04627241AF	INJECTOR	1	X	353.46	$65.42

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT IS ON, CHECK AN D ADVISE.

(Claim) Cause:

VERIFIED CUSTOMER'S CONCERN, UPON INSPECTION FOUND DTC P202E REDUCTANT INJECTI ON VALVE CIRCUIT PERFORMANCE. FOLLOWED DIAG AND TESTED ALL CIRCUITS AGAINST P CM CONNECTORS, FOUND ALL GOOD. TESTED DEF INJECTOR OUTPOUT, FOUND BELOW SPEC. RECOMMEND REPLACING DEF INJECTOR.

(Claim) Correction:

DISASSEMBLED AND REMOVED DEF INJECTOR. INSTALLED NEW INJECTOR ASSEMBLY. VERI FIED GOOD OUTPUT. CLEARED RELATED DTCS, TEST DROVE AND VERIFIED DTC DID NOT R ETURN. REPAIRS COMPLETE.

Warranty Claim Report

Vehicle Information

VIN	3C63R3PLX- [redacted]	**Year**	2020	**Body**	D28M81 - RAM 3500 LIMITED MEGA CAB 4X4
Build Date	09/25/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	11/23/2020
Claim Type	W Warranty	**Repair Date**	03/22/2022
Claim Status	Paid	**Mileage (Miles)**	20,323

Expense

Labor	$376.19	**Sublet**	$2,828.73	**Part**	$566.96	**Total Paid**	$3,771.88

Dealer Information

Code	64793	**Name**	ANCHORAGE CHRYSLER CENTER INC	**Zone**	70	PHOENIX
Address	2601 EAST 5TH AVENUE , ANCHORAGE, AK 99501					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08301016	Actuator/motor, electric door lock ; Ram Box-Right or left			68206090AA	SCREW	4		7.31	$49.07
A	08301016	Actuator/motor, electric door lock ; Ram Box-Right or left			68206092AA	ACTUATOR	1		79.31	$49.07
A	08301016	Actuator/motor, electric door lock ; Ram Box-Right or left			68206096AA	PAWL	2		3.83	$49.07
A	08301016	Actuator/motor, electric door lock ; Ram Box-Right or left			68206097AA	SCREW	4		18.80	$49.07
A	08301016	Actuator/motor, electric door lock ; Ram Box-Right or left			68206714AA	ROD	1		71.82	$49.07
A	08301016	Actuator/motor, electric door lock ; Ram Box-Right or left			68206716AA	HARNESS	1		138.60	$49.07
A	08301016	Actuator/motor, electric door lock ; Ram Box-Right or left			68206717AA	HARNESS	1		61.46	$49.07
A	08301016	Actuator/motor, electric door lock ; Ram Box-Right or left			68238657AA	HOUSING	1		35.96	$49.07
A	08301016	Actuator/motor, electric door lock ; Ram Box-Right or left			68204481AA	HINGE	1		64.25	$49.07
A	08301016	Actuator/motor, electric door lock ; Ram Box-Right or left			68054182AB	BOLT	4		10.10	$49.07
A	08301016	Actuator/motor, electric door lock ; Ram Box-Right or left			68206698AB	DOOR	1	X	400.48	$49.07
A	08301016	Actuator/motor, electric door lock ; Ram Box Right or left			1WX161W7AC	APPLIQUE	1		72.78	$49.07
A	08301016	Actuator/motor, electric door lock ; Ram Box Right or left			04658675	RETAINER	1		4.09	$49.07
A	08301016	Actuator/motor, electric door lock ; Ram Box Right or left			06104716AA	NUT	1		3.48	$49.07
A	08301016	Actuator/motor, electric door lock ; Ram Box-Right or left			68054182AB	BOLT	4		10.10	$49.07
A	08301016	Actuator/motor, electric door lock ; Ram Box-Right or left			68067517AA	HANDLE	1		34.13	$49.07
A	08301016	Actuator/motor, electric door lock ; Ram Box-Right or left			68146639AA	SEAL	1		68.08	$49.07
A	08301016	Actuator/motor, electric door lock ; Ram Box-Right or left			68203527AA	CYLINDER	1		18.02	$49.07
A	08301016	Actuator/motor, electric door lock ; Ram Box-Right or left			68204480AA	HINGE	1		64.25	$49.07
A	08301016	Actuator/motor, electric door lock ; Ram Box-Right or left			68204482AA	COVER	1		120.84	$49.07
A	08301016	Actuator/motor, electric door lock ; Ram Box-Right or left			68204484AA	LATCH	1		122.67	$49.07

A	08301016	Actuator/motor, electric door lock ; Ram Box-Right or left			68206060AA	WASHER	1		3.22	$49.07
A	08301016	Actuator/motor, electric door lock ; Ram Box-Right or left			68206087AA	ROD	1		2.70	$49.07
A	23090904	Rambox ; Lid - Right	81	POOR FIT	68206090AA	SCREW	4		7.31	$81.78
A	23090904	Rambox ; Lid - Right	81	POOR FIT	68206092AA	ACTUATOR	1		79.31	$81.78
A	23090904	Rambox ; Lid - Right	81	POOR FIT	68206096AA	PAWL	2		3.83	$81.78
A	23090904	Rambox ; Lid - Right	81	POOR FIT	68206097AA	SCREW	4		18.80	$81.78
A	23090904	Rambox ; Lid - Right	81	POOR FIT	68206714AA	ROD	1		71.82	$81.78
A	23090904	Rambox ; Lid - Right	81	POOR FIT	68206716AA	HARNESS	1		138.60	$81.78
A	23090904	Rambox ; Lid - Right	81	POOR FIT	68206717AA	HARNESS	1		61.46	$81.78
A	23090904	Rambox ; Lid - Right	81	POOR FIT	68238657AA	HOUSING	1		35.96	$81.78
A	23090904	Rambox ; Lid - Right	81	POOR FIT	68204481AA	HINGE	1		64.25	$81.78
A	23090904	Rambox ; Lid - Right	81	POOR FIT	68054182AB	BOLT	4		10.10	$81.78
A	23090904	Rambox ; Lid - Right	81	POOR FIT	68206698AB	DOOR	1	X	400.48	$81.78
A	23090904	Rambox ; Lid - Right	81	POOR FIT	1WX161W7AC	APPLIQUE	1		72.78	$81.78
A	23090904	Rambox ; Lid - Right	81	POOR FIT	04658675	RETAINER	1		4.09	$81.78
A	23090904	Rambox ; Lid - Right	81	POOR FIT	06104716AA	NUT	1		3.48	$81.78
A	23090904	Rambox ; Lid - Right	81	POOR FIT	68054182AB	BOLT	4		10.10	$81.78
A	23090904	Rambox ; Lid - Right	81	POOR FIT	68067517AA	HANDLE	1		34.13	$81.78
A	23090904	Rambox ; Lid - Right	81	POOR FIT	68146639AA	SEAL	1		68.08	$81.78
A	23090904	Rambox ; Lid - Right	81	POOR FIT	68203527AA	CYLINDER	1		18.02	$81.78
A	23090904	Rambox ; Lid - Right	81	POOR FIT	68204480AA	HINGE	1		64.25	$81.78
A	23090904	Rambox ; Lid - Right	81	POOR FIT	68204482AA	COVER	1		120.84	$81.78
A	23090904	Rambox ; Lid - Right	81	POOR FIT	68204484AA	LATCH	1		122.67	$81.78
A	23090904	Rambox ; Lid - Right	81	POOR FIT	68206060AA	WASHER	1		3.22	$81.78
A	23090904	Rambox ; Lid - Right	81	POOR FIT	68206087AA	ROD	1		2.70	$81.78
A	23090906	Rambox ; Applique- Right			68206090AA	SCREW	4		7.31	$0.00
A	23090906	Rambox ; Applique- Right			68206092AA	ACTUATOR	1		79.31	$0.00
A	23090906	Rambox ; Applique- Right			68206096AA	PAWL	2		3.83	$0.00
A	23090906	Rambox ; Applique- Right			68206097AA	SCREW	4		18.80	$0.00
A	23090906	Rambox ; Applique- Right			68206714AA	ROD	1		71.82	$0.00
A	23090906	Rambox ; Applique- Right			68206716AA	HARNESS	1		138.60	$0.00
A	23090906	Rambox ; Applique- Right			68206717AA	HARNESS	1		61.46	$0.00
A	23090906	Rambox ; Applique- Right			68238657AA	HOUSING	1		35.96	$0.00
A	23090906	Rambox ; Applique- Right			68204481AA	HINGE	1		64.25	$0.00
A	23090906	Rambox ; Applique- Right			68054182AB	BOLT	4		10.10	$0.00
A	23090906	Rambox ; Applique- Right			68206698AB	DOOR	1	X	400.48	$0.00
A	23090906	Rambox ; Applique- Right			1WX161W7AC	APPLIQUE	1		72.78	$0.00
A	23090906	Rambox ; Applique- Right			04658675	RETAINER	1		4.09	$0.00
A	23090906	Rambox ; Applique- Right			06104716AA	NUT	1		3.48	$0.00
A	23090906	Rambox ; Applique- Right			68054182AB	BOLT	4		10.10	$0.00
A	23090906	Rambox ; Applique- Right			68067517AA	HANDLE	1		34.13	$0.00
A	23090906	Rambox ; Applique- Right			68146639AA	SEAL	1		68.08	$0.00
A	23090906	Rambox ; Applique- Right			68203527AA	CYLINDER	1		18.02	$0.00
A	23090906	Rambox ; Applique- Right			68204480AA	HINGE	1		64.25	$0.00
A	23090906	Rambox ; Applique- Right			68204482AA	COVER	1		120.84	$0.00
A	23090906	Rambox ; Applique- Right			68204484AA	LATCH	1		122.67	$0.00

A	23090906	Rambox ; Applique- Right			68206060AA	WASHER	1		3.22	$0.00
A	23090906	Rambox ; Applique- Right			68206087AA	ROD	1		2.70	$0.00
A	23410528	Lock cylinder ; Ram box - Right or left			68206090AA	SCREW	4		7.31	$0.00
A	23410528	Lock cylinder ; Ram box - Right or left			68206092AA	ACTUATOR	1		79.31	$0.00
A	23410528	Lock cylinder ; Ram box - Right or left			68206096AA	PAWL	2		3.83	$0.00
A	23410528	Lock cylinder ; Ram box - Right or left			68206097AA	SCREW	4		18.80	$0.00
A	23410528	Lock cylinder ; Ram box - Right or left			68206714AA	ROD	1		71.82	$0.00
A	23410528	Lock cylinder ; Ram box - Right or left			68206716AA	HARNESS	1		138.60	$0.00
A	23410528	Lock cylinder ; Ram box - Right or left			68206717AA	HARNESS	1		61.46	$0.00
A	23410528	Lock cylinder ; Ram box - Right or left			68238657AA	HOUSING	1		35.96	$0.00
A	23410528	Lock cylinder ; Ram box - Right or left			68204481AA	HINGE	1		64.25	$0.00
A	23410528	Lock cylinder ; Ram box - Right or left			68054182AB	BOLT	4		10.10	$0.00
A	23410528	Lock cylinder ; Ram box - Right or left			68206698AB	DOOR	1	X	400.48	$0.00
A	23410528	Lock cylinder ; Ram box - Right or left			1WX161W7AC	APPLIQUE	1		72.78	$0.00
A	23410528	Lock cylinder ; Ram box - Right or left			04658675	RETAINER	1		4.09	$0.00
A	23410528	Lock cylinder ; Ram box - Right or left			06104716AA	NUT	1		3.48	$0.00
A	23410528	Lock cylinder ; Ram box - Right or left			68054182AB	BOLT	4		10.10	$0.00
A	23410528	Lock cylinder ; Ram box - Right or left			68067517AA	HANDLE	1		34.13	$0.00
A	23410528	Lock cylinder ; Ram box - Right or left			68146639AA	SEAL	1		68.08	$0.00
A	23410528	Lock cylinder ; Ram box - Right or left			68203527AA	CYLINDER	1		18.02	$0.00
A	23410528	Lock cylinder ; Ram box - Right or left			68204480AA	HINGE	1		64.25	$0.00
A	23410528	Lock cylinder ; Ram box - Right or left			68204482AA	COVER	1		120.84	$0.00
A	23410528	Lock cylinder ; Ram box - Right or left			68204484AA	LATCH	1		122.67	$0.00
A	23410528	Lock cylinder ; Ram box - Right or left			68206060AA	WASHER	1		3.22	$0.00
A	23410528	Lock cylinder ; Ram box - Right or left			68206087AA	ROD	1		2.70	$0.00
A	23412520	Latch, deck lid/tailgate ; Rambox latch - Right or Left			68206090AA	SCREW	4		7.31	$32.71
A	23412520	Latch, deck lid/tailgate ; Rambox latch - Right or Left			68206092AA	ACTUATOR	1		79.31	$32.71
A	23412520	Latch, deck lid/tailgate ; Rambox latch - Right or Left			68206096AA	PAWL	2		3.83	$32.71
A	23412520	Latch, deck lid/tailgate ; Rambox latch - Right or Left			68206097AA	SCREW	4		18.80	$32.71
A	23412520	Latch, deck lid/tailgate ; Rambox latch - Right or Left			68206714AA	ROD	1		71.82	$32.71
A	23412520	Latch, deck lid/tailgate ; Rambox latch - Right or Left			68206716AA	HARNESS	1		138.60	$32.71
A	23412520	Latch, deck lid/tailgate ; Rambox latch - Right or Left			68206717AA	HARNESS	1		61.46	$32.71
A	23412520	Latch, deck lid/tailgate ; Rambox latch - Right or Left			68238657AA	HOUSING	1		35.96	$32.71
A	23412520	Latch, deck lid/tailgate ; Rambox latch - Right or Left			68204481AA	HINGE	1		64.25	$32.71
A	23412520	Latch, deck lid/tailgate ; Rambox latch - Right or Left			68054182AB	BOLT	4		10.10	$32.71
A	23412520	Latch, deck lid/tailgate ; Rambox latch - Right or Left			68206698AB	DOOR	1	X	400.48	$32.71

A	23412520	Latch, deck lid/tailgate ; Rambox latch - Right or Left			1WX161W7AC	APPLIQUE	1		72.78	$32.71
A	23412520	Latch, deck lid/tailgate ; Rambox latch - Right or Left			04658675	RETAINER	1		4.09	$32.71
A	23412520	Latch, deck lid/tailgate ; Rambox latch - Right or Left			06104716AA	NUT	1		3.48	$32.71
A	23412520	Latch, deck lid/tailgate ; Rambox latch - Right or Left			68054182AB	BOLT	4		10.10	$32.71
A	23412520	Latch, deck lid/tailgate ; Rambox latch - Right or Left			68067517AA	HANDLE	1		34.13	$32.71
A	23412520	Latch, deck lid/tailgate ; Rambox latch - Right or Left			68146639AA	SEAL	1		68.08	$32.71
A	23412520	Latch, deck lid/tailgate ; Rambox latch - Right or Left			68203527AA	CYLINDER	1		18.02	$32.71
A	23412520	Latch, deck lid/tailgate ; Rambox latch - Right or Left			68204480AA	HINGE	1		64.25	$32.71
A	23412520	Latch, deck lid/tailgate ; Rambox latch - Right or Left			68204482AA	COVER	1		120.84	$32.71
A	23412520	Latch, deck lid/tailgate ; Rambox latch - Right or Left			68204484AA	LATCH	1		122.67	$32.71
A	23412520	Latch, deck lid/tailgate ; Rambox latch - Right or Left			68206060AA	WASHER	1		3.22	$32.71
A	23412520	Latch, deck lid/tailgate ; Rambox latch - Right or Left			68206087AA	ROD	1		2.70	$32.71
A	23600101	Basic paint preparation ; paint preparation			68206090AA	SCREW	4		7.31	$0.00
A	23600101	Basic paint preparation ; paint preparation			68206092AA	ACTUATOR	1		79.31	$0.00
A	23600101	Basic paint preparation ; paint preparation			68206096AA	PAWL	2		3.83	$0.00
A	23600101	Basic paint preparation ; paint preparation			68206097AA	SCREW	4		18.80	$0.00
A	23600101	Basic paint preparation ; paint preparation			68206714AA	ROD	1		71.82	$0.00
A	23600101	Basic paint preparation ; paint preparation			68206716AA	HARNESS	1		138.60	$0.00
A	23600101	Basic paint preparation ; paint preparation			68206717AA	HARNESS	1		61.46	$0.00
A	23600101	Basic paint preparation ; paint preparation			68238657AA	HOUSING	1		35.96	$0.00
A	23600101	Basic paint preparation ; paint preparation			68204481AA	HINGE	1		64.25	$0.00
A	23600101	Basic paint preparation ; paint preparation			68054182AB	BOLT	4		10.10	$0.00
A	23600101	Basic paint preparation ; paint preparation			68206698AB	DOOR	1	X	400.48	$0.00
A	23600101	Basic paint preparation ; paint preparation			1WX161W7AC	APPLIQUE	1		72.78	$0.00
A	23600101	Basic paint preparation ; paint preparation			04658675	RETAINER	1		4.09	$0.00
A	23600101	Basic paint preparation ; paint preparation			06104716AA	NUT	1		3.48	$0.00
A	23600101	Basic paint preparation ; paint preparation			68054182AB	BOLT	4		10.10	$0.00
A	23600101	Basic paint preparation ; paint preparation			68067517AA	HANDLE	1		34.13	$0.00
A	23600101	Basic paint preparation ; paint preparation			68146639AA	SEAL	1		68.08	$0.00
A	23600101	Basic paint preparation ; paint preparation			68203527AA	CYLINDER	1		18.02	$0.00
A	23600101	Basic paint preparation ; paint preparation			68204480AA	HINGE	1		64.25	$0.00
A	23600101	Basic paint preparation ; paint preparation			68204482AA	COVER	1		120.84	$0.00
A	23600101	Basic paint preparation ; paint preparation			68204484AA	LATCH	1		122.67	$0.00
A	23600101	Basic paint preparation ; paint preparation			68206060AA	WASHER	1		3.22	$0.00
A	23600101	Basic paint preparation ; paint preparation			68206087AA	ROD	1		2.70	$0.00

A	23601632	Panel, pick-up box side, outside ; Rambox equipped - Upper storage box lid - Right or left			68206090AA	SCREW	4		7.31	$0.00
A	23601632	Panel, pick-up box side, outside ; Rambox equipped - Upper storage box lid - Right or left			68206092AA	ACTUATOR	1		79.31	$0.00
A	23601632	Panel, pick-up box side, outside ; Rambox equipped - Upper storage box lid - Right or left			68206096AA	PAWL	2		3.83	$0.00
A	23601632	Panel, pick-up box side, outside ; Rambox equipped - Upper storage box lid - Right or left			68206097AA	SCREW	4		18.80	$0.00
A	23601632	Panel, pick-up box side, outside ; Rambox equipped - Upper storage box lid - Right or left			68206714AA	ROD	1		71.82	$0.00
A	23601632	Panel, pick-up box side, outside ; Rambox equipped - Upper storage box lid - Right or left			68206716AA	HARNESS	1		138.60	$0.00
A	23601632	Panel, pick-up box side, outside ; Rambox equipped - Upper storage box lid - Right or left			68206717AA	HARNESS	1		61.46	$0.00
A	23601632	Panel, pick-up box side, outside ; Rambox equipped - Upper storage box lid - Right or left			68238657AA	HOUSING	1		35.96	$0.00
A	23601632	Panel, pick-up box side, outside ; Rambox equipped - Upper storage box lid - Right or left			68204481AA	HINGE	1		64.25	$0.00
A	23601632	Panel, pick-up box side, outside ; Rambox equipped - Upper storage box lid - Right or left			68054182AB	BOLT	4		10.10	$0.00
A	23601632	Panel, pick-up box side, outside ; Rambox equipped - Upper storage box lid - Right or left			68206698AB	DOOR	1	X	400.48	$0.00
A	23601632	Panel, pick-up box side, outside ; Rambox equipped - Upper storage box lid - Right or left			1WX161W7AC	APPLIQUE	1		72.78	$0.00
A	23601632	Panel, pick-up box side, outside ; Rambox equipped - Upper storage box lid - Right or left			04658675	RETAINER	1		4.09	$0.00
A	23601632	Panel, pick-up box side, outside ; Rambox equipped - Upper storage box lid - Right or left			06104716AA	NUT	1		3.48	$0.00
A	23601632	Panel, pick-up box side, outside ; Rambox equipped - Upper storage box lid - Right or left			68054182AB	BOLT	4		10.10	$0.00
A	23601632	Panel, pick-up box side, outside ; Rambox equipped - Upper storage box lid - Right or left			68067517AA	HANDLE	1		34.13	$0.00
A	23601632	Panel, pick-up box side, outside ; Rambox equipped - Upper storage box lid - Right or left			68146639AA	SEAL	1		68.08	$0.00
A	23601632	Panel, pick-up box side, outside ; Rambox equipped - Upper storage box lid - Right or left			68203527AA	CYLINDER	1		18.02	$0.00

A	23601632	Panel, pick-up box side, outside ; Rambox equipped - Upper storage box lid - Right or left			68204480AA	HINGE	1		64.25	$0.00
A	23601632	Panel, pick-up box side, outside ; Rambox equipped - Upper storage box lid - Right or left			68204482AA	COVER	1		120.84	$0.00
A	23601632	Panel, pick-up box side, outside ; Rambox equipped - Upper storage box lid - Right or left			68204484AA	LATCH	1		122.67	$0.00
A	23601632	Panel, pick-up box side, outside ; Rambox equipped - Upper storage box lid - Right or left			68206060AA	WASHER	1		3.22	$0.00
A	23601632	Panel, pick-up box side, outside ; Rambox equipped - Upper storage box lid - Right or left			68206087AA	ROD	1		2.70	$0.00
A	85333333	Sublet processing allowance			68206090AA	SCREW	4		7.31	$49.07
A	85333333	Sublet processing allowance			68206092AA	ACTUATOR	1		79.31	$49.07
A	85333333	Sublet processing allowance			68206096AA	PAWL	2		3.83	$49.07
A	85333333	Sublet processing allowance			68206097AA	SCREW	4		18.80	$49.07
A	85333333	Sublet processing allowance			68206714AA	ROD	1		71.82	$49.07
A	85333333	Sublet processing allowance			68206716AA	HARNESS	1		138.60	$49.07
A	85333333	Sublet processing allowance			68206717AA	HARNESS	1		61.46	$49.07
A	85333333	Sublet processing allowance			68238657AA	HOUSING	1		35.96	$49.07
A	85333333	Sublet processing allowance			68204481AA	HINGE	1		64.25	$49.07
A	85333333	Sublet processing allowance			68054182AB	BOLT	4		10.10	$49.07
A	85333333	Sublet processing allowance			68206698AB	DOOR	1	X	400.48	$49.07
A	85333333	Sublet processing allowance			1WX161W7AC	APPLIQUE	1		72.78	$49.07
A	85333333	Sublet processing allowance			04658675	RETAINER	1		4.09	$49.07
A	85333333	Sublet processing allowance			06104716AA	NUT	1		3.48	$49.07
A	85333333	Sublet processing allowance			68054182AB	BOLT	4		10.10	$49.07
A	85333333	Sublet processing allowance			68067517AA	HANDLE	1		34.13	$49.07
A	85333333	Sublet processing allowance			68146639AA	SEAL	1		68.08	$49.07
A	85333333	Sublet processing allowance			68203527AA	CYLINDER	1		18.02	$49.07
A	85333333	Sublet processing allowance			68204480AA	HINGE	1		64.25	$49.07
A	85333333	Sublet processing allowance			68204482AA	COVER	1		120.84	$49.07
A	85333333	Sublet processing allowance			68204484AA	LATCH	1		122.67	$49.07
A	85333333	Sublet processing allowance			68206060AA	WASHER	1		3.22	$49.07
A	85333333	Sublet processing allowance			68206087AA	ROD	1		2.70	$49.07
A	97756555	Sublet Repair			68206090AA	SCREW	4		7.31	$283.48
A	97756555	Sublet Repair			68206092AA	ACTUATOR	1		79.31	$283.48
A	97756555	Sublet Repair			68206096AA	PAWL	2		3.83	$283.48
A	97756555	Sublet Repair			68206097AA	SCREW	4		18.80	$283.48
A	97756555	Sublet Repair			68206714AA	ROD	1		71.82	$283.48
A	97756555	Sublet Repair			68206716AA	HARNESS	1		138.60	$283.48
A	97756555	Sublet Repair			68206717AA	HARNESS	1		61.46	$283.48
A	97756555	Sublet Repair			68238657AA	HOUSING	1		35.96	$283.48
A	97756555	Sublet Repair			68204481AA	HINGE	1		64.25	$283.48
A	97756555	Sublet Repair			68054182AB	BOLT	4		10.10	$283.48
A	97756555	Sublet Repair			68206698AB	DOOR	1	X	400.48	$283.48
A	97756555	Sublet Repair			1WX161W7AC	APPLIQUE	1		72.78	$283.48
A	97756555	Sublet Repair			04658675	RETAINER	1		4.09	$283.48
A	97756555	Sublet Repair			06104716AA	NUT	1		3.48	$283.48
A	97756555	Sublet Repair			68054182AB	BOLT	4		10.10	$283.48
A	97756555	Sublet Repair			68067517AA	HANDLE	1		34.13	$283.48
A	97756555	Sublet Repair			68146639AA	SEAL	1		68.08	$283.48
A	97756555	Sublet Repair			68203527AA	CYLINDER	1		18.02	$283.48
A	97756555	Sublet Repair			68204480AA	HINGE	1		64.25	$283.48
A	97756555	Sublet Repair			68204482AA	COVER	1		120.84	$283.48
A	97756555	Sublet Repair			68204484AA	LATCH	1		122.67	$283.48
A	97756555	Sublet Repair			68206060AA	WASHER	1		3.22	$283.48
A	97756555	Sublet Repair			68206087AA	ROD	1		2.70	$283.48
B	08301015	Actuator/motor, electric door lock ; Ram Box-Right or left			68206698AB	DOOR	1	X	400.48	$49.07
B	08301015	Actuator/motor, electric door lock ; Ram Box-Right or left			1WX161W7AC	APPLIQUE	1		72.78	$49.07

B	08301015	Actuator/motor, electric door lock ; Ram Box-Right or left			04658675	RETAINER	1		4.09	$49.07
B	08301015	Actuator/motor, electric door lock ; Ram Box-Right or left			06104716AA	NUT	1		3.48	$49.07
B	08301015	Actuator/motor, electric door lock ; Ram Box-Right or left			68054182AB	BOLT	4		10.10	$49.07
B	08301015	Actuator/motor, electric door lock ; Ram Box-Right or left			68067517AA	HANDLE	1		34.13	$49.07
B	08301015	Actuator/motor, electric door lock ; Ram Box-Right or left			68146639AA	SEAL	1		68.08	$49.07
B	08301015	Actuator/motor, electric door lock ; Ram Box-Right or left			68203527AA	CYLINDER	1		18.02	$49.07
B	08301015	Actuator/motor, electric door lock ; Ram Box-Right or left			68204480AA	HINGE	1		64.25	$49.07
B	08301015	Actuator/motor, electric door lock ; Ram Box-Right or left			68204482AA	COVER	1		120.84	$49.07
B	08301015	Actuator/motor, electric door lock ; Ram Box-Right or left			68204484AA	LATCH	1		122.67	$49.07
B	08301015	Actuator/motor, electric door lock ; Ram Box-Right or left			68206060AA	WASHER	1		3.22	$49.07
B	08301015	Actuator/motor, electric door lock ; Ram Box-Right or left			68206087AA	ROD	1		2.70	$49.07
B	08301015	Actuator/motor, electric door lock ; Ram Box-Right or left			68206090AA	SCREW	4		7.31	$49.07
B	08301015	Actuator/motor, electric door lock ; Ram Box-Right or left			68206092AA	ACTUATOR	1		79.31	$49.07
B	08301015	Actuator/motor, electric door lock ; Ram Box-Right or left			68206097AA	SCREW	4		18.80	$49.07
B	08301015	Actuator/motor, electric door lock ; Ram Box-Right or left			68206714AA	ROD	1		71.82	$49.07
B	08301015	Actuator/motor, electric door lock ; Ram Box-Right or left			68206716AA	HARNESS	1		138.60	$49.07
B	08301015	Actuator/motor, electric door lock ; Ram Box-Right or left			68206717AA	HARNESS	1		61.46	$49.07
B	08301015	Actuator/motor, electric door lock ; Ram Box-Right or left			68238657AA	HOUSING	1		35.96	$49.07
B	08301015	Actuator/motor, electric door lock ; Ram Box-Right or left			68204481AA	HINGE	1		64.25	$49.07
B	08301015	Actuator/motor, electric door lock ; Ram Box-Right or left			68054182AB	BOLT	4		10.10	$49.07
B	23090905	Rambox ; Lid - Left	81	POOR FIT	68206698AB	DOOR	1	X	400.48	$81.78
B	23090905	Rambox ; Lid - Left	81	POOR FIT	1WX161W7AC	APPLIQUE	1		72.78	$81.78
B	23090905	Rambox ; Lid - Left	81	POOR FIT	04658675	RETAINER	1		4.09	$81.78
B	23090905	Rambox ; Lid - Left	81	POOR FIT	06104716AA	NUT	1		3.48	$81.78
B	23090905	Rambox ; Lid - Left	81	POOR FIT	68054182AB	BOLT	4		10.10	$81.78
B	23090905	Rambox ; Lid - Left	81	POOR FIT	68067517AA	HANDLE	1		34.13	$81.78
B	23090905	Rambox ; Lid - Left	81	POOR FIT	68146639AA	SEAL	1		68.08	$81.78
B	23090905	Rambox ; Lid - Left	81	POOR FIT	68203527AA	CYLINDER	1		18.02	$81.78
B	23090905	Rambox ; Lid - Left	81	POOR FIT	68204480AA	HINGE	1		64.25	$81.78
B	23090905	Rambox ; Lid - Left	81	POOR FIT	68204482AA	COVER	1		120.84	$81.78
B	23090905	Rambox ; Lid - Left	81	POOR FIT	68204484AA	LATCH	1		122.67	$81.78
B	23090905	Rambox ; Lid - Left	81	POOR FIT	68206060AA	WASHER	1		3.22	$81.78
B	23090905	Rambox ; Lid - Left	81	POOR FIT	68206087AA	ROD	1		2.70	$81.78
B	23090905	Rambox ; Lid - Left	81	POOR FIT	68206090AA	SCREW	4		7.31	$81.78
B	23090905	Rambox ; Lid - Left	81	POOR FIT	68206092AA	ACTUATOR	1		79.31	$81.78

B	23090905	Rambox ; Lid - Left	81	POOR FIT	68206097AA	SCREW	4		18.80	$81.78
B	23090905	Rambox ; Lid - Left	81	POOR FIT	68206714AA	ROD	1		71.82	$81.78
B	23090905	Rambox ; Lid - Left	81	POOR FIT	68206716AA	HARNESS	1		138.60	$81.78
B	23090905	Rambox ; Lid - Left	81	POOR FIT	68206717AA	HARNESS	1		61.46	$81.78
B	23090905	Rambox ; Lid - Left	81	POOR FIT	68238657AA	HOUSING	1		35.96	$81.78
B	23090905	Rambox ; Lid - Left	81	POOR FIT	68204481AA	HINGE	1		64.25	$81.78
B	23090905	Rambox ; Lid - Left	81	POOR FIT	68054182AB	BOLT	4		10.10	$81.78
B	23090907	Rambox ; Applique- Left			68206698AB	DOOR	1	X	400.48	$0.00
B	23090907	Rambox ; Applique- Left			1WX161W7AC	APPLIQUE	1		72.78	$0.00
B	23090907	Rambox ; Applique- Left			04658675	RETAINER	1		4.09	$0.00
B	23090907	Rambox ; Applique- Left			06104716AA	NUT	1		3.48	$0.00
B	23090907	Rambox ; Applique- Left			68054182AB	BOLT	4		10.10	$0.00
B	23090907	Rambox ; Applique- Left			68067517AA	HANDLE	1		34.13	$0.00
B	23090907	Rambox ; Applique- Left			68146639AA	SEAL	1		68.08	$0.00
B	23090907	Rambox ; Applique- Left			68203527AA	CYLINDER	1		18.02	$0.00
B	23090907	Rambox ; Applique- Left			68204480AA	HINGE	1		64.25	$0.00
B	23090907	Rambox ; Applique- Left			68204482AA	COVER	1		120.84	$0.00
B	23090907	Rambox ; Applique- Left			68204484AA	LATCH	1		122.67	$0.00
B	23090907	Rambox ; Applique- Left			68206060AA	WASHER	1		3.22	$0.00
B	23090907	Rambox ; Applique- Left			68206087AA	ROD	1		2.70	$0.00
B	23090907	Rambox ; Applique- Left			68206090AA	SCREW	4		7.31	$0.00
B	23090907	Rambox ; Applique- Left			68206092AA	ACTUATOR	1		79.31	$0.00
B	23090907	Rambox ; Applique- Left			68206097AA	SCREW	4		18.80	$0.00
B	23090907	Rambox ; Applique- Left			68206714AA	ROD	1		71.82	$0.00
B	23090907	Rambox ; Applique- Left			68206716AA	HARNESS	1		138.60	$0.00
B	23090907	Rambox ; Applique- Left			68206717AA	HARNESS	1		61.46	$0.00
B	23090907	Rambox ; Applique- Left			68238657AA	HOUSING	1		35.96	$0.00
B	23090907	Rambox ; Applique- Left			68204481AA	HINGE	1		64.25	$0.00
B	23090907	Rambox ; Applique- Left			68054182AB	BOLT	4		10.10	$0.00
B	23410529	Lock cylinder ; Ram box - Right or Left			68206698AB	DOOR	1	X	400.48	$0.00
B	23410529	Lock cylinder ; Ram box - Right or Left			1WX161W7AC	APPLIQUE	1		72.78	$0.00
B	23410529	Lock cylinder ; Ram box - Right or Left			04658675	RETAINER	1		4.09	$0.00
B	23410529	Lock cylinder ; Ram box - Right or Left			06104716AA	NUT	1		3.48	$0.00
B	23410529	Lock cylinder ; Ram box - Right or Left			68054182AB	BOLT	4		10.10	$0.00
B	23410529	Lock cylinder ; Ram box - Right or Left			68067517AA	HANDLE	1		34.13	$0.00
B	23410529	Lock cylinder ; Ram box - Right or Left			68146639AA	SEAL	1		68.08	$0.00
B	23410529	Lock cylinder ; Ram box - Right or Left			68203527AA	CYLINDER	1		18.02	$0.00
B	23410529	Lock cylinder ; Ram box - Right or Left			68204480AA	HINGE	1		64.25	$0.00
B	23410529	Lock cylinder ; Ram box - Right or Left			68204482AA	COVER	1		120.84	$0.00
B	23410529	Lock cylinder ; Ram box - Right or Left			68204484AA	LATCH	1		122.67	$0.00
B	23410529	Lock cylinder ; Ram box - Right or Left			68206060AA	WASHER	1		3.22	$0.00
B	23410529	Lock cylinder ; Ram box - Right or Left			68206087AA	ROD	1		2.70	$0.00
B	23410529	Lock cylinder ; Ram box - Right or Left			68206090AA	SCREW	4		7.31	$0.00
B	23410529	Lock cylinder ; Ram box - Right or Left			68206092AA	ACTUATOR	1		79.31	$0.00
B	23410529	Lock cylinder ; Ram box - Right or Left			68206097AA	SCREW	4		18.80	$0.00
B	23410529	Lock cylinder ; Ram box - Right or Left			68206714AA	ROD	1		71.82	$0.00

B	23410529	Lock cylinder ; Ram box - Right or Left			68206716AA	HARNESS	1		138.60	$0.00
B	23410529	Lock cylinder ; Ram box - Right or Left			68206717AA	HARNESS	1		61.46	$0.00
B	23410529	Lock cylinder ; Ram box - Right or Left			68238657AA	HOUSING	1		35.96	$0.00
B	23410529	Lock cylinder ; Ram box Right or Left			68204481AA	HINGE	1		64.25	$0.00
B	23410529	Lock cylinder ; Ram box - Right or Left			68054182AB	BOLT	4		10.10	$0.00
B	23412519	Latch, deck lid/tailgate ; Rambox latch - Right or Left			68206698AB	DOOR	1	X	400.48	$32.71
B	23412519	Latch, deck lid/tailgate ; Rambox latch - Right or Left			1WX161W7AC	APPLIQUE	1		72.78	$32.71
B	23412519	Latch, deck lid/tailgate ; Rambox latch - Right or Left			04658675	RETAINER	1		4.09	$32.71
B	23412519	Latch, deck lid/tailgate ; Rambox latch - Right or Left			06104716AA	NUT	1		3.48	$32.71
B	23412519	Latch, deck lid/tailgate ; Rambox latch - Right or Left			68054182AB	BOLT	4		10.10	$32.71
B	23412519	Latch, deck lid/tailgate ; Rambox latch - Right or Left			68067517AA	HANDLE	1		34.13	$32.71
B	23412519	Latch, deck lid/tailgate ; Rambox latch - Right or Left			68146639AA	SEAL	1		68.08	$32.71
B	23412519	Latch, deck lid/tailgate ; Rambox latch - Right or Left			68203527AA	CYLINDER	1		18.02	$32.71
B	23412519	Latch, deck lid/tailgate ; Rambox latch - Right or Left			68204480AA	HINGE	1		64.25	$32.71
B	23412519	Latch, deck lid/tailgate ; Rambox latch - Right or Left			68204482AA	COVER	1		120.84	$32.71
B	23412519	Latch, deck lid/tailgate ; Rambox latch - Right or Left			68204484AA	LATCH	1		122.67	$32.71
B	23412519	Latch, deck lid/tailgate ; Rambox latch - Right or Left			68206060AA	WASHER	1		3.22	$32.71
B	23412519	Latch, deck lid/tailgate ; Rambox latch - Right or Left			68206087AA	ROD	1		2.70	$32.71
B	23412519	Latch, deck lid/tailgate ; Rambox latch - Right or Left			68206090AA	SCREW	4		7.31	$32.71
B	23412519	Latch, deck lid/tailgate ; Rambox latch - Right or Left			68206092AA	ACTUATOR	1		79.31	$32.71
B	23412519	Latch, deck lid/tailgate ; Rambox latch - Right or Left			68206097AA	SCREW	4		18.80	$32.71
B	23412519	Latch, deck lid/tailgate ; Rambox latch - Right or Left			68206714AA	ROD	1		71.82	$32.71
B	23412519	Latch, deck lid/tailgate ; Rambox latch - Right or Left			68206716AA	HARNESS	1		138.60	$32.71
B	23412519	Latch, deck lid/tailgate ; Rambox latch - Right or Left			68206717AA	HARNESS	1		61.46	$32.71
B	23412519	Latch, deck lid/tailgate ; Rambox latch - Right or Left			68238657AA	HOUSING	1		35.96	$32.71
B	23412519	Latch, deck lid/tailgate ; Rambox latch - Right or Left			68204481AA	HINGE	1		64.25	$32.71
B	23412519	Latch, deck lid/tailgate ; Rambox latch - Right or Left			68054182AB	BOLT	4		10.10	$32.71
B	23600101	Basic paint preparation ; paint preparation			68206698AB	DOOR	1	X	400.48	$0.00
B	23600101	Basic paint preparation ; paint preparation			1WX161W7AC	APPLIQUE	1		72.78	$0.00
B	23600101	Basic paint preparation ; paint preparation			04658675	RETAINER	1		4.09	$0.00
B	23600101	Basic paint preparation ; paint preparation			06104716AA	NUT	1		3.48	$0.00
B	23600101	Basic paint preparation ; paint preparation			68054182AB	BOLT	4		10.10	$0.00
B	23600101	Basic paint preparation ; paint preparation			68067517AA	HANDLE	1		34.13	$0.00
B	23600101	Basic paint preparation ; paint preparation			68146639AA	SEAL	1		68.08	$0.00
B	23600101	Basic paint preparation ; paint preparation			68203527AA	CYLINDER	1		18.02	$0.00

B	23600101	Basic paint preparation ; paint preparation			68204480AA	HINGE	1		64.25	$0.00
B	23600101	Basic paint preparation ; paint preparation			68204482AA	COVER	1		120.84	$0.00
B	23600101	Basic paint preparation ; paint preparation			68204484AA	LATCH	1		122.67	$0.00
B	23600101	Basic paint preparation ; paint preparation			68206060AA	WASHER	1		3.22	$0.00
B	23600101	Basic paint preparation ; paint preparation			68206087AA	ROD	1		2.70	$0.00
B	23600101	Basic paint preparation ; paint preparation			68206090AA	SCREW	4		7.31	$0.00
B	23600101	Basic paint preparation ; paint preparation			68206092AA	ACTUATOR	1		79.31	$0.00
B	23600101	Basic paint preparation ; paint preparation			68206097AA	SCREW	4		18.80	$0.00
B	23600101	Basic paint preparation ; paint preparation			68206714AA	ROD	1		71.82	$0.00
B	23600101	Basic paint preparation ; paint preparation			68206716AA	HARNESS	1		138.60	$0.00
B	23600101	Basic paint preparation ; paint preparation			68206717AA	HARNESS	1		61.46	$0.00
B	23600101	Basic paint preparation ; paint preparation			68238657AA	HOUSING	1		35.96	$0.00
B	23600101	Basic paint preparation ; paint preparation			68204481AA	HINGE	1		64.25	$0.00
B	23600101	Basic paint preparation ; paint preparation			68054182AB	BOLT	4		10.10	$0.00
B	23601633	Panel, pick-up box side, outside ; Rambox equipped - Upper storage box lid - Right or left			68206698AB	DOOR	1	X	400.48	$0.00
B	23601633	Panel, pick-up box side, outside ; Rambox equipped - Upper storage box lid - Right or left			1WX161W7AC	APPLIQUE	1		72.78	$0.00
B	23601633	Panel, pick-up box side, outside ; Rambox equipped - Upper storage box lid - Right or left			04658675	RETAINER	1		4.09	$0.00
B	23601633	Panel, pick-up box side, outside ; Rambox equipped - Upper storage box lid - Right or left			06104716AA	NUT	1		3.48	$0.00
B	23601633	Panel, pick-up box side, outside ; Rambox equipped - Upper storage box lid - Right or left			68054182AB	BOLT	4		10.10	$0.00
B	23601633	Panel, pick-up box side, outside ; Rambox equipped - Upper storage box lid - Right or left			68067517AA	HANDLE	1		34.13	$0.00
B	23601633	Panel, pick-up box side, outside ; Rambox equipped - Upper storage box lid - Right or left			68146639AA	SEAL	1		68.08	$0.00
B	23601633	Panel, pick-up box side, outside ; Rambox equipped - Upper storage box lid - Right or left			68203527AA	CYLINDER	1		18.02	$0.00
B	23601633	Panel, pick-up box side, outside ; Rambox equipped - Upper storage box lid - Right or left			68204480AA	HINGE	1		64.25	$0.00
B	23601633	Panel, pick-up box side, outside ; Rambox equipped - Upper storage box lid - Right or left			68204482AA	COVER	1		120.84	$0.00
B	23601633	Panel, pick-up box side, outside ; Rambox equipped - Upper storage box lid - Right or left			68204484AA	LATCH	1		122.67	$0.00

B	23601633	Panel, pick-up box side, outside ; Rambox equipped - Upper storage box lid - Right or left			68206060AA	WASHER	1		3.22	$0.00
B	23601633	Panel, pick-up box side, outside ; Rambox equipped - Upper storage box lid - Right or left			68206087AA	ROD	1		2.70	$0.00
B	23601633	Panel, pick-up box side, outside ; Rambox equipped - Upper storage box lid - Right or left			68206090AA	SCREW	4		7.31	$0.00
B	23601633	Panel, pick-up box side, outside ; Rambox equipped - Upper storage box lid - Right or left			68206092AA	ACTUATOR	1		79.31	$0.00
B	23601633	Panel, pick-up box side, outside ; Rambox equipped - Upper storage box lid - Right or left			68206097AA	SCREW	4		18.80	$0.00
B	23601633	Panel, pick-up box side, outside ; Rambox equipped - Upper storage box lid - Right or left			68206714AA	ROD	1		71.82	$0.00
B	23601633	Panel, pick-up box side, outside ; Rambox equipped - Upper storage box lid - Right or left			68206716AA	HARNESS	1		138.60	$0.00
B	23601633	Panel, pick-up box side, outside ; Rambox equipped - Upper storage box lid - Right or left			68206717AA	HARNESS	1		61.46	$0.00
B	23601633	Panel, pick-up box side, outside ; Rambox equipped - Upper storage box lid - Right or left			68238657AA	HOUSING	1		35.96	$0.00
B	23601633	Panel, pick-up box side, outside ; Rambox equipped - Upper storage box lid - Right or left			68204481AA	HINGE	1		64.25	$0.00
B	23601633	Panel, pick-up box side, outside ; Rambox equipped - Upper storage box lid - Right or left			68054182AB	BOLT	4		10.10	$0.00
B	85333333	Sublet processing allowance			68206698AB	DOOR	1	X	400.48	$0.00
B	85333333	Sublet processing allowance			1WX161W7AC	APPLIQUE	1		72.78	$0.00
B	85333333	Sublet processing allowance			04658675	RETAINER	1		4.09	$0.00
B	85333333	Sublet processing allowance			06104716AA	NUT	1		3.48	$0.00
B	85333333	Sublet processing allowance			68054182AB	BOLT	4		10.10	$0.00
B	85333333	Sublet processing allowance			68067517AA	HANDLE	1		34.13	$0.00
B	85333333	Sublet processing allowance			68146639AA	SEAL	1		68.08	$0.00
B	85333333	Sublet processing allowance			68203527AA	CYLINDER	1		18.02	$0.00
B	85333333	Sublet processing allowance			68204480AA	HINGE	1		64.25	$0.00
B	85333333	Sublet processing allowance			68204482AA	COVER	1		120.84	$0.00
B	85333333	Sublet processing allowance			68204484AA	LATCH	1		122.67	$0.00
B	85333333	Sublet processing allowance			68206060AA	WASHER	1		3.22	$0.00
B	85333333	Sublet processing allowance			68206087AA	ROD	1		2.70	$0.00
B	85333333	Sublet processing allowance			68206090AA	SCREW	4		7.31	$0.00
B	85333333	Sublet processing allowance			68206092AA	ACTUATOR	1		79.31	$0.00
B	85333333	Sublet processing allowance			68206097AA	SCREW	4		18.80	$0.00
B	85333333	Sublet processing allowance			68206714AA	ROD	1		71.82	$0.00
B	85333333	Sublet processing allowance			68206716AA	HARNESS	1		138.60	$0.00
B	85333333	Sublet processing allowance			68206717AA	HARNESS	1		61.46	$0.00
B	85333333	Sublet processing allowance			68238657AA	HOUSING	1		35.96	$0.00
B	85333333	Sublet processing allowance			68204481AA	HINGE	1		64.25	$0.00
B	85333333	Sublet processing allowance			68054182AB	BOLT	4		10.10	$0.00
B	97756555	Sublet Repair			68206698AB	DOOR	1	X	400.48	$283.48
B	97756555	Sublet Repair			1WX161W7AC	APPLIQUE	1		72.78	$283.48
B	97756555	Sublet Repair			04658675	RETAINER	1		4.09	$283.48
B	97756555	Sublet Repair			06104716AA	NUT	1		3.48	$283.48
B	97756555	Sublet Repair			68054182AB	BOLT	4		10.10	$283.48

B	97756555	Sublet Repair			68067517AA	HANDLE	1		34.13	$283.48
B	97756555	Sublet Repair			68146639AA	SEAL	1		68.08	$283.48
B	97756555	Sublet Repair			68203527AA	CYLINDER	1		18.02	$283.48
B	97756555	Sublet Repair			68204480AA	HINGE	1		64.25	$283.48
B	97756555	Sublet Repair			68204482AA	COVER	1		120.84	$283.48
B	97756555	Sublet Repair			68204484AA	LATCH	1		122.67	$283.48
B	97756555	Sublet Repair			68206060AA	WASHER	1		3.22	$283.48
B	97756555	Sublet Repair			68206087AA	ROD	1		2.70	$283.48
B	97756555	Sublet Repair			68206090AA	SCREW	4		7.31	$283.48
B	97756555	Sublet Repair			68206092AA	ACTUATOR	1		79.31	$283.48
B	97756555	Sublet Repair			68206097AA	SCREW	4		18.80	$283.48
B	97756555	Sublet Repair			68206714AA	ROD	1		71.82	$283.48
B	97756555	Sublet Repair			68206716AA	HARNESS	1		138.60	$283.48
B	97756555	Sublet Repair			68206717AA	HARNESS	1		61.46	$283.48
B	97756555	Sublet Repair			68238657AA	HOUSING	1		35.96	$283.48
B	97756555	Sublet Repair			68204481AA	HINGE	1		64.25	$283.48
B	97756555	Sublet Repair			68054182AB	BOLT	4		10.10	$283.48

RO Narratives

(RO) Customer Concern:

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

(RO) Cause:

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

(RO) Correction:

[redacted] - Injector Assembly 6.7 liter diesel engine; [redacted] - Injector Assembly 6.7 liter diesel engine Inspection of fluid levels and condition, air

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES RAM BOXES DO NOT LINE UP PR OPERLY, INSTALL SPECIAL ORDER PARTS FROM PREV IOUS RO DIAGNOSED BY TECH 164.

(Claim) Cause:

VERIFIED CUSTOMER'S CONCERN, UPON INSPECTION FOUND LATCH ASSEMBLIES ARE NOT CI NCHING DOWN ENOUGH FOR PROPER SEAL. FOUND TECH TIP FOR REPLACING LATCHES, LID S, AND ALL ASSOCIATED COMPONENTS. NEW RAM BOX LIDS WERE SUBLET TO A 1 AUTO T O BE PAINTED.

(Claim) Correction:

DISASSEMBLED AND REMOVED RAM BOX LIDS AND LATCHES. INSTALLED ALL NEW HINGES, LATCHES, LIDS, WIRING, BOLTS, NUTS, LATCH RODS, AND OTHER NEEDED COMPONENTS. REASSEMBLED AND VERIFIED BETTER FITMENT AT THIS TIME.

Warranty Claim Report

Vehicle Information

VIN	3C63RRAL8 - [redacted]	**Year**	2019	**Body**	D28L62 - RAM 3500 TRADESMAN REG CAB 4X4
Build Date	08/06/2019	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	08/22/2019
Claim Type	S - Safety (Recalls)	**Repair Date**	03/23/2022
Claim Status	Paid	**Mileage (Miles)**	52,519

Expense

Labor	$100.40	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$100.40

Dealer Information

Code	44221	**Name**	LITHIA'S GRANTS PASS AUTO CENTER	**Zone**	70	PHOENIX
Address	1421 N.E. 6TH ST , GRANTS PASS, OR 97526					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
B	22Y26181	Safety Recall Y26 - Wheel Studs ; Inspect Wheel Studs	UC	UNCODABLE (NARRATIVE REQUIRED)						$86.06
A	23Z08182	Safety Recall Z08 - Windshield Wipers ; Nut, Wiper Arms - Torque Front	UC	UNCODABLE (NARRATIVE REQUIRED)						$14.34

RO Narratives

(RO) Customer Concern:

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.

(RO) Cause:

- -

(RO) 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.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3C7WRTCL4 - [redacted]	**Year**	2021	**Body**	DD8L93 - RAM 3500 CREW CAB CHASSIS 4X4
Build Date	05/05/2021	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	07/06/2021
Claim Type	W - Warranty	**Repair Date**	03/23/2022
Claim Status	Paid	**Mileage (Miles)**	44,316

Expense

Labor	$84.16	**Sublet**	$413.00	**Part**	$0.00	**Total Paid**	$497.16

Dealer Information

Code	67002	**Name**	SIEMANS CHRYSLER PRODUCTS	**Zone**	42	DETROIT
Address	8961 RED ARROW HIGHWAY , BRIDGMAN, MI 49106					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	02130502	Shaft, Front Axle ; 235-275 mm-Right or left	11	BROKEN OR CRACKED	68449571AB	SHAFT	1	X	413.00	$65.46
A	02130563	Shaft, Front Axle ; Wheel house extesion equipped			68449571AB	SHAFT	1	X	413.00	$18.70

RO Narratives

(RO) Customer Concern:

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 Exhaust Fluid.

(RO) Cause:

Found driverside axle shaft U-joint missing cap and loose and driver side axle shaft damaged by hittint ball joint bolt

(RO) Correction:

Completed inspection on vehicle, fluids, hoses, steering, suspension, tire depth and wear pattern, exhaust, shocks/struts, accessory drive belt/belts, and exterior lighting. Replaced front left U-joint ans axle shaft checks ok 02130563

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

STATES DRIVER SIDE FRONT WHEEL AXLE - U-JOINT IS BROKEN

(Claim) Cause:

FOUND DRIVERSIDE AXLE SHAFT - U-JOINT MISSING CAP AND LOOSE AND DRIVER SIDE AX LE SHAFT DAMAGED BY HITTING BALL JOINT BOLT

(Claim) Correction:

REPLACED FRONT LEFT U-JOINT ANS AXLE SHAFT. OK NOW

Warranty Claim Report

Vehicle Information

VIN	3C7WRTCL4 - [redacted]	**Year**	2021	**Body**	DD8L93 - RAM 3500 CREW CAB CHASSIS 4X4
Build Date	05/05/2021	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	07/06/2021
Claim Type	F - Service Contract	**Repair Date**	03/23/2022
Claim Status	Paid	**Mileage (Miles)**	44,316

Expense

Labor	$0.00	**Sublet**	$0.00	**Part**	$120.00	**Total Paid**	$120.00

Dealer Information

Code	67002	**Name**	SIEMANS CHRYSLER PRODUCTS	**Zone**	42	DETROIT
Address	8961 RED ARROW HIGHWAY , BRIDGMAN, MI 49106					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26860303	Maintenance Interval - Schedule B ; To be used every 3,000 Intervals	MC	MAINTENANCE CARE						$0.00
A	95260001	Maintenance Allowance ; Fixed Cost Maintenance								$110.00
A	95260002	Maintenance Allowance ; TIRE ROTATION								$10.00

RO Narratives

(RO) Customer Concern:

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 Exhaust Fluid.

(RO) Cause:

Found driverside axle shaft U-joint missing cap and loose and driver side axle shaft damaged by hittint ball joint bolt

(RO) Correction:

Completed inspection on vehicle, fluids, hoses, steering, suspension, tire depth and wear pattern, exhaust, shocks/struts, accessory drive belt/belts, and exterior lighting. Replaced front left U-joint ans axle shaft checks ok 02130563

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

STATES DRIVER SIDE FRONT WHEEL AXLE - U-JOINT IS BROKEN

(Claim) Cause:

FOUND DRIVERSIDE AXLE SHAFT - U-JOINT MISSING CAP AND LOOSE AND DRIVER SIDE AX LE SHAFT DAMAGED BY HITTING BALL JOINT BOLT

(Claim) Correction:
REPLACED FRONT LEFT U-JOINT ANS AXLE SHAFT. OK NOW

Warranty Claim Report

Vehicle Information

VIN	3C7WRLAJ6 - [redacted]	**Year**	2020	**Body**	DP9L63 - RAM 4500 REG CAB CHASSIS
Build Date	11/12/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	560

Claim Information

Claim #	[redacted]	**In Service Date**	01/18/2021
Claim Type	S - Safety (Recalls)	**Repair Date**	03/25/2022
Claim Status	Paid	**Mileage (Miles)**	608

Expense

Labor	$89.74	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$89.74

Dealer Information

Code	45562	**Name**	ATLANTIC CHRYSLER DODGE JEEP RAM	**Zone**	32	NEW YORK
Address	130 SUNRISE HWY , WEST ISLIP, NY 11795					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	22Y26181	Safety Recall Y26 - Wheel Studs ; Inspect Wheel Studs	UC	UNCODABLE (NARRATIVE REQUIRED)						$89 74

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
Safety Recall Y26 Wheel Studs (Recall CSN 1)

(Claim) Cause:
RECALL

(Claim) Correction:
PERFORMED RECALL

Warranty Claim Report

Vehicle Information

VIN	3C7WRLAJ6 - [redacted]	**Year**	2020	**Body**	DP9L63 - RAM 4500 REG CAB CHASSIS
Build Date	11/12/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	560

Claim Information

Claim #	[redacted]	**In Service Date**	01/18/2021
Claim Type	W - Warranty	**Repair Date**	03/25/2022
Claim Status	Paid	**Mileage (Miles)**	608

Expense

Labor	$2,991.18	**Sublet**	$10,808.03	**Part**	$0.00	**Total Paid**	$13,799.22

Dealer Information

Code	45562	**Name**	ATLANTIC CHRYSLER DODGE JEEP RAM	**Zone**	32	NEW YORK
Address	130 SUNRISE HWY , WEST ISLIP, NY 11795					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	09650130	Pump, oil ; 6.4L HD Truck	08	BLOCKED BB	53021521AD	GASKET	1		24 30	$777 71
A	09650130	Pump, oil ; 6.4L HD Truck	08	BLOCKED BB	04893353AA	GASKET	1		111 57	$777 71
A	09650130	Pump, oil ; 6.4L HD Truck	08	BLOCKED BB	05038398AE	PUMP	1	X	333 85	$777 71
A	09650130	Pump, oil ; 6.4L HD Truck	08	BLOCKED BB	53020861	SEAL	1		7 61	$777 71
A	09650162	Pump, oil ; Skid plate equipped			53021521AD	GASKET	1		24 30	$29 91
A	09650162	Pump, oil ; Skid plate equipped			04893353AA	GASKET	1		111 57	$29 91
A	09650162	Pump, oil ; Skid plate equipped			05038398AE	PUMP	1	X	333 85	$29 91
A	09650162	Pump, oil ; Skid plate equipped			53020861	SEAL	1		7 61	$29 91
A	0965016C	Pump, oil ; Dual Alternator Equipped			53021521AD	GASKET	1		24 30	$74 78
A	0965016C	Pump, oil ; Dual Alternator Equipped			04893353AA	GASKET	1		111 57	$74 78
A	0965016C	Pump, oil ; Dual Alternator Equipped			05038398AE	PUMP	1	X	333 85	$74 78
A	0965016C	Pump, oil ; Dual Alternator Equipped			53020861	SEAL	1		7 61	$74 78
B	02601502	Collar, shift ; 60 series right	11	BROKEN OR CRACKED	68456999AA	COLLAR	1	X	154 38	$164 52
B	0891CFV4	Transmission/Transfer Case/DTCM			68456999AA	COLLAR	1	X	154 38	$373 90
C	25014330	Tube, EGR ; EGR cooler to EGR valve - 6.4 liter engine - Truck	58	INTERNAL DEFECT	04861785AB	GASKET	1	X	29.15	$254.25
C	25014330	Tube, EGR ; EGR cooler to EGR valve - 6.4 liter engine - Truck	58	INTERNAL DEFECT	05281349AA	GASKET	1		8.82	$254.25
C	25014429	Gasket, EGR valve ; 6,4 liter engine - Truck			04861785AB	GASKET	1	X	29.15	$59.82
C	25014429	Gasket, EGR valve ; 6,4 liter engine - Truck			05281349AA	GASKET	1		8.82	$59.82
D	21002713	Transmission, Replace - automatic ; AS66RC - 6.4 liter engine	ML	CHECK ENGINE/SERVICE ENGINE SO	68322494AC	COOLER	1		226.60	$702.93
D	21002713	Transmission, Replace - automatic ; AS66RC - 6.4 liter engine	ML	CHECK ENGINE/SERVICE ENGINE SO	68457192AF	TRANS	1	X	9911.75	$702.93

D	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			68322494AC	COOLER	1		226.60	$29.91
D	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			68457192AF	TRANS	1	X	9911.75	$29.91
D	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			68322494AC	COOLER	1		226.60	$89.74
D	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			68457192AF	TRANS	1	X	9911.75	$89.74
D	21251050	Lines, transmission and torque converter oil cooler ; One or Both (1 - Semi-Skilled)			68322494AC	COOLER	1		226.60	$104.69
D	21251050	Lines, transmission and torque converter oil cooler ; One or Both (1 - Semi-Skilled)			68457192AF	TRANS	1	X	9911.75	$104.69
D	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68322494AC	COOLER	1		226.60	$209.38
D	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68457192AF	TRANS	1	X	9911.75	$209.38
D	85700001	Digital Imaging ; Process time			68322494AC	COOLER	1		226.60	$119.65
D	85700001	Digital Imaging ; Process time			68457192AF	TRANS	1	X	9911.75	$119.65

RO Narratives

(RO) Customer Concern:

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

(RO) Cause:

GENERAL CONCERN RECALL GENERAL CONCERN GENERAL CONCERN GENERAL CONCERN GENERAL CONCERN

(RO) 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 CHRSYLER THROUGH DI FOR AUTHORIZATION AND APPROVED. REPLACED TRANSMISSION AND COOLER. PERFORM QUICK LEARN AND RECHECK OK. SEE O

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT IS ON. PLEASE CHECK AND ADVISE (DIAG 570.0 CUSTOMER STATES TRANSMISSION FEELS LIKE ITS NOT GOING TO 3RD-4TH GEAR RPMS GO CUSTOMER STATES WHEN AT A IDLE, IDLE GOES FROM 900-700 BACK AND FOURTH, CUSTOMER STATES WHEN STARTING VEHICLE HAS TO WAIT A MINUTE ON DASH SAYS 4WD TE CUSTOMER STATES CHECK ENGINE LIGHT IS ON. PLEASE CHECK AND ADVISE (DIAG 570.0 CUSTOMER STATES TRANSMISSION FEELS LIKE ITS NOT GOING TO 3RD-4TH GEAR RPMS GO CUSTOMER STATES WHEN STARTING VEHICLE HAS TO WAIT A MINUTE ON DASH SAYS 4WD TE CUSTOMER STATES CHECK ENGINE LIGHT IS ON. PLEASE CHECK AND ADVISE (DIAG 570.0 CUSTOMER STATES TRANSMISSION FEELS LIKE ITS NOT GOING TO 3RD-4TH GEAR RPMS GO CUSTOMER STATES TRANSMISSION FEELS LIKE ITS NOT GOING TO 3RD-4TH GEAR RPMS GO

(Claim) Cause:

GENERAL CONCERN GENERAL CONCERN GENERAL CONCERN GENERAL CONCERN GENERAL CONCERN GENERAL CONCERN GENERAL CONCERN

(Claim) Correction:

LEAK HEARD FROM UNDER MANIFOLD . REMOVE INTAKE MANIFOLD FOUND EGR TO CAT TUBE VERIFY CUSTOMER CONCERN, SHIFT COLLAR ON INNER AXLE NOT ENGAGING. REPLACE SHIF VERIFY CUSTOMER CONCERN, SHIFT COLLAR ON INNER AXLE NOT ENGAGING. REPLACE SHIF P06DD OIL PRESSURE CONTROL STUCK OFF. OIL FULL AND CLEAN. REPLACE OIL PUMP AND P06DD OIL PRESSURE CONTROL STUCK OFF. OIL FULL AND CLEAN. REPLACE OIL PUMP AND P06DD OIL PRESSURE CONTROL STUCK OFF. OIL FULL AND CLEAN. REPLACE OIL PUMP AND VERIFY P1731 INCORRECT GEAR ENGAGED TURBINE SHAFT SLOW SPEED, P0735 GEAR 5 SHI VERIFY P1731 INCORRECT GEAR ENGAGED TURBINE SHAFT SLOW SPEED, P0735 GEAR 5 SHI VERIFY P1731 INCORRECT GEAR ENGAGED TURBINE SHAFT SLOW SPEED, P0735 GEAR 5 SHI VERIFY P1731 INCORRECT GEAR ENGAGED TURBINE SHAFT SLOW SPEED, P0735 GEAR 5 SHI

Warranty Claim Report

Vehicle Information

VIN	3C7WRMDJX - [redacted]	**Year**	2020	**Body**	DP5L66 - RAM 5500 REG CAB CHASSIS
Build Date	09/05/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	560

Claim Information

Claim #	[redacted]	**In Service Date**	11/19/2020
Claim Type	W - Warranty	**Repair Date**	03/28/2022
Claim Status	Paid	**Mileage (Miles)**	20,976

Expense

Labor	$172.85	**Sublet**	$631.45	**Part**	$0.00	**Total Paid**	$804.30

Dealer Information

Code	44831	**Name**	SZOTT M-59 DODGE, LLC	**Zone**	42	DETROIT
Address	2565 HIGHLAND , HIGHLAND, MI 48357					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08190505	Module, Transmission Control ; All others	ML	CHECK ENGINE/SERVICE ENGINE SO	68446166AA	MODULE	1	X	631.45	$57.62
B	0891LFL4	Stop Lamp/Trailer Tow/Electric Brake	18	CIRCUIT OPEN						$115.23

RO Narratives

(RO) Customer Concern:

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 IFIT 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

(RO) Cause:

tcm failer wire not tighened inrear outfiter box

(RO) 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 box100 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 box/outfitter box on rear left side of bed nottighten making interment cir tightened andchecked other wires ELECTRICAL SYSTEM CONCERN

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CHECK ENGINE LIGHT ON DASH TAIL LIGHTS ARE NOT WORKING AT THIS TIME

(Claim) Cause:

VERIFIED AND FOUND CODE FOR TCM. INSPECTED AND FOUND OPEN IN TCM VERIFIED ISSUES. INSPECTED REAR HANRESS AND FOUND A FEW LOOSE GROUND WIRES AND EXPOSED WIRES

(Claim) Correction:

REMOVED AND REPLACED TCM AND REPROGRAMMED AND VERIFIED WORKING AS DESINGED AND NO CODES TAPPED AND TIGHTEN DOWN ALL WIRES AND HARNESS. ASSEMBLED AND VERIFIED WORKING AS THIS TIME

Warranty Claim Report

Vehicle Information

VIN	3C7WRTCL8 - [redacted]	**Year**	2020	**Body**	DD8L93 - RAM 3500 CREW CAB CHASSIS 4X4
Build Date	11/03/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	01/29/2021
Claim Type	W Warranty	**Repair Date**	03/31/2022
Claim Status	Paid	**Mileage (Miles)**	69,135

Expense

Labor	$864 56	**Sublet**	$10,681 92	**Part**	$1,595 00	**Total Paid**	$13,141 48

Dealer Information

Code	27053	**Name**		**Zone**	51	CHICAGO
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08750114	Starter ; 6.7 liter diesel engine			68444379AA	FLYWHEEL	1		1238.61	$0.00
A	08750114	Starter ; 6.7 liter diesel engine			68505584AA	ADAPTER	1		812.27	$0.00
A	08750114	Starter ; 6.7 liter diesel engine			68433227AB	BOOT	1		28.87	$0.00
A	08750114	Starter ; 6.7 liter diesel engine			68359847AC	TOC ASSY	1		128.80	$0.00
A	08750114	Starter ; 6.7 liter diesel engine			68322494AC	COOLER	1		195.96	$0.00
A	08750114	Starter ; 6.7 liter diesel engine			05183451AA	WIRING	1		21.39	$0.00
A	08750114	Starter ; 6.7 liter diesel engine			68030133AA	WIRING	1		46.52	$0.00
A	08750114	Starter ; 6.7 liter diesel engine			68444855AA	STARTER	1		632.77	$0.00
A	08750114	Starter ; 6.7 liter diesel engine			68533456AA	TRANS	1	X	7576.73	$0.00
A	21000169	Transmission ; DEF equipped 2500 3500 4x4 pick-up only			68444379AA	FLYWHEEL	1		1238 61	$73 06
A	21000169	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68505584AA	ADAPTER	1		812.27	$73.06
A	21000169	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68433227AB	BOOT	1		28.87	$73.06
A	21000169	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68359847AC	TOC ASSY	1		128.80	$73.06
A	21000169	Transmission ; DEF equipped 2500-3500 4x4 pick up only			68322494AC	COOLER	1		195.96	$73.06
A	21000169	Transmission ; DEF equipped 2500 3500 4x4 pick-up only			05183451AA	WIRING	1		21 39	$73 06
A	21000169	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68030133AA	WIRING	1		46.52	$73.06
A	21000169	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68444855AA	STARTER	1		632.77	$73.06
A	21000169	Transmission ; DEF equipped 2500-3500 4x4			68533456AA	TRANS	1	X	7576.73	$73.06

		pick-up only								
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	68444379AA	FLYWHEEL	1		1238.61	$438.37
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	68505584AA	ADAPTER	1		812.27	$438.37
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	68433227AB	BOOT	1		28.87	$438.37
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	68359847AC	TOC ASSY	1		128.80	$438.37
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	68322494AC	COOLER	1		195.96	$438.37
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	05183451AA	WIRING	1		21.39	$438.37
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	68030133AA	WIRING	1		46.52	$438.37
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	68444855AA	STARTER	1		632.77	$438.37
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	68533456AA	TRANS	1	X	7576.73	$438.37
A	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			68444379AA	FLYWHEEL	1		1238.61	$24.35
A	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			68505584AA	ADAPTER	1		812.27	$24.35
A	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			68433227AB	BOOT	1		28.87	$24.35
A	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			68359847AC	TOC ASSY	1		128.80	$24.35
A	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			68322494AC	COOLER	1		195.96	$24.35
A	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			05183451AA	WIRING	1		21.39	$24.35
A	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			68030133AA	WIRING	1		46.52	$24.35
A	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			68444855AA	STARTER	1		632.77	$24.35
A	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			68533456AA	TRANS	1	X	7576.73	$24.35
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			68444379AA	FLYWHEEL	1		1238.61	$73.06
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			68505584AA	ADAPTER	1		812.27	$73.06
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			68433227AB	BOOT	1		28.87	$73.06
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			68359847AC	TOC ASSY	1		128.80	$73.06
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			68322494AC	COOLER	1		195.96	$73.06
A	21002766	Transmission, Replace - automatic ; 4x4/AWD			05183451AA	WIRING	1		21.39	$73.06

		equipped								
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			68030133AA	WIRING	1		46.52	$73.06
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			68444855AA	STARTER	1		632.77	$73.06
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			68533456AA	TRANS	1	X	7576.73	$73.06
A	21251050	Lines, transmission and torque converter oil cooler ; One or Both (1 - Semi-Skilled)			68444379AA	FLYWHEEL	1		1238.61	$85.24
A	21251050	Lines, transmission and torque converter oil cooler ; One or Both (1 - Semi-Skilled)			68505584AA	ADAPTER	1		812.27	$85.24
A	21251050	Lines, transmission and torque converter oil cooler ; One or Both (1 - Semi-Skilled)			68433227AB	BOOT	1		28.87	$85.24
A	21251050	Lines, transmission and torque converter oil cooler ; One or Both (1 - Semi-Skilled)			68359847AC	TOC ASSY	1		128.80	$85.24
A	21251050	Lines, transmission and torque converter oil cooler ; One or Both (1 - Semi-Skilled)			68322494AC	COOLER	1		195.96	$85.24
A	21251050	Lines, transmission and torque converter oil cooler ; One or Both (1 - Semi-Skilled)			05183451AA	WIRING	1		21.39	$85.24
A	21251050	Lines, transmission and torque converter oil cooler ; One or Both (1 - Semi-Skilled)			68030133AA	WIRING	1		46.52	$85.24
A	21251050	Lines, transmission and torque converter oil cooler ; One or Both (1 - Semi-Skilled)			68444855AA	STARTER	1		632.77	$85.24
A	21251050	Lines, transmission and torque converter oil cooler ; One or Both (1 - Semi-Skilled)			68533456AA	TRANS	1	X	7576.73	$85.24
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68444379AA	FLYWHEEL	1		1238.61	$170.48
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68505584AA	ADAPTER	1		812.27	$170.48
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68433227AB	BOOT	1		28.87	$170.48
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68359847AC	TOC ASSY	1		128.80	$170.48
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68322494AC	COOLER	1		195.96	$170.48
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			05183451AA	WIRING	1		21.39	$170.48
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68030133AA	WIRING	1		46.52	$170.48
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68444855AA	STARTER	1		632.77	$170.48
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 -			68533456AA	TRANS	1	X	7576.73	$170.48

		Skilled)								
A	95400141	Loaner Car ; Standard Line Vehicles			68444379AA	FLYWHEEL	1		1238.61	$1,595.00
A	95400141	Loaner Car ; Standard Line Vehicles			68505584AA	ADAPTER	1		812.27	$1,595.00
A	95400141	Loaner Car ; Standard Line Vehicles			68433227AB	BOOT	1		28.87	$1,595.00
A	95400141	Loaner Car ; Standard Line Vehicles			68359847AC	TOC ASSY	1		128.80	$1,595.00
A	95400141	Loaner Car ; Standard Line Vehicles			68322494AC	COOLER	1		195.96	$1,595.00
A	95400141	Loaner Car ; Standard Line Vehicles			05183451AA	WIRING	1		21.39	$1,595.00
A	95400141	Loaner Car ; Standard Line Vehicles			68030133AA	WIRING	1		46.52	$1,595.00
A	95400141	Loaner Car ; Standard Line Vehicles			68444855AA	STARTER	1		632.77	$1,595.00
A	95400141	Loaner Car ; Standard Line Vehicles			68533456AA	TRANS	1	X	7576.73	$1,595.00

RO Narratives

(RO) Customer Concern:

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

(RO) 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 0.009 IN SPEC IS 0.003 - 0.0016 IS WITHIN SPEC. STARTED STAR CASE [redacted] RECOMMEND REPLACEMET 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.

(RO) Correction:

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

(RO) Technical Notes:

ADVISED BY TA ED SZYMANSKI TO REPLACE.SUBMITTED PRE AUTH.

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES TACHOMETER DROPPED WHILE DRIVING AND IS NO LONGER DRIVEABLE. VEHICLE TOWED IN

(Claim) Cause:

TECHNICIAN REMOVED INSPECTION SHIELD AND FOUND FLEX PLATE BROKEN, PIECES FELL OUT OF THE INSPECTION HOLE. REMOVED EXHAUST PIPE FROM TURBOCHARGER TO GET TRANSMISSION TO SLIDE OFF OF TORQUE CONVERTER. INSPECTED END PLAY OF CRANKSH AFT WAS .009 IN SPEC IS .003 - .016. CONTACT STAR CASE [redacted] RECOMMENED TRANSMISSION, COOLER, BYPAS VALVE, STARTER DUE TO DAMAGE FROM ATTEMPTING TO RESTART. CONTACT DSM AND TA. ADVISED BY TA ED SZYMANSKI TO SUBMIT POWERTRAIN P RE AUTH FOR TRANSMISSION, COOLER, BYPASS VALVE, FLEX PLATE, STARTER. PRE AUT H APPROVED.

(Claim) Correction:

TECHNICIAN REPLACED TRANSMISSION, COOLER, BYPASS VALVE, FLEX PLATE. FILLED FLU ID, CLEARED DTC AND TEST DROVE. VEHICLE NOW OPERATES AS DESIGNED AT THIS TIM E.

Warranty Claim Report

Vehicle Information

VIN	3C7WRTCL4 - [redacted]	**Year**	2021	**Body**	DD8L93 - RAM 3500 CREW CAB CHASSIS 4X4
Build Date	05/05/2021	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	07/06/2021
Claim Type	F Service Contract	**Repair Date**	04/21/2022
Claim Status	Paid	**Mileage (Miles)**	54,285

Expense

Labor	$0.00	**Sublet**	$0.00	**Part**	$110.00	**Total Paid**	$110.00

Dealer Information

Code	60645	**Name**		**Zone**	66 ORLANDO
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26860303	Maintenance Interval - Schedule B ; To be used every 3,000 Intervals	MC	MAINTENANCE CARE						$0 00
A	95260001	Maintenance Allowance ; Fixed Cost Maintenance								$110 00

RO Narratives

(RO) Customer Concern:

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

(RO) Cause:

NA

(RO) Correction:

REPLACED BOTH FUEL FILTERS

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3C7WRMDL7 [redacted]	**Year**	2021	**Body**	DP5L66 - RAM 5500 REG CAB CHASSIS
Build Date	11/27/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	02/04/2021
Claim Type	W - Warranty	**Repair Date**	04/21/2022
Claim Status	Paid	**Mileage (Miles)**	57,506

Expense

Labor	$370.20	**Sublet**	$131.68	**Part**	$0.00	**Total Paid**	$501.88

Dealer Information

Code	65233	**Name**	HELFMAN RIVER OAKS CHRYSLER JEEP	**Zone**	63	DALLAS
Address	4807 KIRBY DRIVE , HOUSTON, TX 77098					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	14400102	Filter/regulator assembly, fuel ; Element, 6.7 liter diesel engine	08	BLOCKED BB	68157291AA	FILTER	1	X	131.68	$0.00
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68157291AA	FILTER	1	X	131.68	$370.20

RO Narratives

(RO) Customer Concern:

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

(RO) Cause:

VCC. PERFORMED DIAG HAS NO DTC'S. INSPECT THE FUEL FILTER BOWL. FOUND TRACES OF METAL IN FUEL. CONTACT STAR CASE [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.

(RO) Correction:

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

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

Customer States vehicle hard shift down from third to second (Engine Performan

(Claim) Cause:

VCC. PERFORMED DIAG HAS NO DTC'S. INSPECT THE FUEL FILTER BOWL. FOUND TRACES O

(Claim) Correction:

REPLACED THE FUEL FILTER REASSEMBLE THE VEHICLE. TA IS REQUESTING THE VEHICLE

Warranty Claim Report

Vehicle Information

VIN	3C7WRMDL7 - [redacted]	**Year**	2021	**Body**	DP5L66 - RAM 5500 REG CAB CHASSIS
Build Date	11/27/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	02/04/2021
Claim Type	W - Warranty	**Repair Date**	04/27/2022
Claim Status	Paid	**Mileage (Miles)**	57,510

Expense

Labor	$381.02	**Sublet**	$0.00	**Part**	$385.00	**Total Paid**	$766.02

Dealer Information

Code	45056	**Name**	HELFMAN DODGE INC	**Zone**	63	DALLAS
Address	7720 KATY FREEWAY , HOUSTON, TX 77024					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85411400	Fuel, Trouble Not Found	OD							$310.46
B	85412101	Transmission Driveability, Trouble Not Found ; Transmission Shift Quality	OD							$70.56
A	95200040	Towing								$385.00

RO Narratives

(RO) Customer Concern:

(CUMMINS FUEL CONCERN) REPAIR CONTINUATION FROM LINE 1

(RO) 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.

(RO) 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.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

(CUMMINS FUEL CONCERN) REPAIR CONTINUATION FROM LINE 1

(Claim) Cause:

PER JERRY AT FLEET SERVICES REMOVED FQS CHECKED FOR METAL NONE FOUND TOOK FUE VERIFY TRANS FLUID LEVEL, TCM SOFTWARE LEVEL, NTF. VERIFY TRANS GEAR ENGAGEMEN L SAMPLE FROM INJECTOR RETURN NO METAL IN

FUEL THROTTLE LIGHT ON TEST DROVE 1 0 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 MI LES 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 LEVE L

(Claim) Correction:

NONE REFER VEHICLE TO QC. PER JERRY AT FLEET SERVICES REMOVED FQS CHECKED FOR METAL NONE FOUND TOOK FUE L SAMPLE FROM INJECTOR RETURN NO METAL IN FUEL THROTTLE LIGHT ON TEST DROVE 1 0 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 MI LES 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 LEVE L

Warranty Claim Report

Vehicle Information

VIN	3C7WRMDJX [redacted]	**Year**	2020	**Body**	DP5L66 - RAM 5500 REG CAB CHASSIS
Build Date	09/05/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	560

Claim Information

Claim #	[redacted]	**In Service Date**	11/19/2020
Claim Type	W - Warranty	**Repair Date**	04/29/2022
Claim Status	Paid	**Mileage (Miles)**	21,278

Expense

Labor	$725.94	**Sublet**	$857.38	**Part**	$0.00	**Total Paid**	$1,583.32

Dealer Information

Code	44831	**Name**	SZOTT M-59 DODGE, LLC	**Zone**	42	DETROIT
Address	2565 HIGHLAND , HIGHLAND, MI 48357					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08909902	Wiring harness, transmission ; Automatic transmission			68224246AA	WIRING	1	X	415.10	$553.10
A	08909902	Wiring harness, transmission ; Automatic transmission			68228245AA	WIRING	1		260.32	$553.10
A	08909902	Wiring harness, transmission ; Automatic transmission			68214914AA	GASKET	1		47.40	$553.10
A	08909902	Wiring harness, transmission ; Automatic transmission			05189966AD	FLUID AFT	9		134.56	$553.10
A	08909961	Wiring harness, transmission ; 4X4/AWD equipped			68224246AA	WIRING	1	X	415.10	$34.57
A	08909961	Wiring harness, transmission ; 4X4/AWD equipped			68228245AA	WIRING	1		260.32	$34.57
A	08909961	Wiring harness, transmission ; 4X4/AWD equipped			68214914AA	GASKET	1		47.40	$34.57
A	08909961	Wiring harness, transmission ; 4X4/AWD equipped			05189966AD	FLUID AFT	9		134.56	$34.57
A	21550233	Pan, Oil - Related Repairs ; Aisin Transmission			68224246AA	WIRING	1	X	415.10	$92.18
A	21550233	Pan, Oil - Related Repairs ; Aisin Transmission			68228245AA	WIRING	1		260.32	$92.18
A	21550233	Pan, Oil - Related Repairs ; Aisin Transmission			68214914AA	GASKET	1		47.40	$92.18
A	21550233	Pan, Oil - Related Repairs ; Aisin Transmission			05189966AD	FLUID AFT	9		134.56	$92.18
A	21980155	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)	18	CIRCUIT OPEN	68224246AA	WIRING	1	X	415.10	$46.09
A	21980155	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)	18	CIRCUIT OPEN	68228245AA	WIRING	1		260.32	$46.09
A	21980155	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)	18	CIRCUIT OPEN	68214914AA	GASKET	1		47.40	$46.09
A	21980155	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)	18	CIRCUIT OPEN	05189966AD	FLUID AFT	9		134.56	$46.09

RO Narratives

(RO) Customer Concern:

Transmission Concern - VEHICLE WAS FINE AFTER HE PICKED IT UP, CUSTOMER SAID THAT THE TURBO ALWAYSFELT 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.

(RO) Cause:

E

(RO) 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

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

TRANSMISSION CONCERN - VEHICLE WAS FINE AFTER HE PICKED IT UP, CUSTOMER SAID T HAT 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. VEHICLE WENT IN TO NEUTRAL ALL BY ITSELF CUSTOMER PULLED OVER PU T IT IN REVERSE AND THEN DRIVE AND THEN IT WOULDNT DRIVE OVER 35MPH HE LIMPE D IT TO THE SHOP.

(Claim) Cause:

SCANNED HAS CODES TCMP0716INPUT SHAFT SPEED SENSOR 1 PERFORMANCE- TCMP0733GE AR 3 SHIFT INCORRECT RATIO- TCMP0734GEAR 4 SHIFT INCORRECT RATIO- TCMP0735GE AR 5 SHIFT INCORRECT RATIO- TCMP0869TRANSMISSION FLUID PRESSURE HIGH- TCMP09 74SHIFT SOLENOID 1 CONTROL CIRCUIT HIGH- TCMP2757TCC PRESSURE CONTROL SOLENOI D CONTROL CIRCUIT PERFORMANCE- ABSU0402IMPLAUSIBLE DATA RECEIVED FROM TCMTCMP 0716ACTIVE - INPUT SHAFT SPEED SENSOR 1 PERFORMANCE- TCMP0717STORED - INPUT SHAFT SPEED SENSOR 1 CIRCUIT NO SIGNAL-TCMP0733ACTIVE - GEAR 3 SHIFT INCORRE CT RATIO- TCMP0734ACTIVE - GEAR 4 SHIFT INCORRECT RATIO-TCMP0735ACTIVE - G EAR 5 SHIFT INCORRECT RATIO- TCMP07C0STORED - INPUT/TURBINE SHAFT SPEED SENSO R 1 CIRCUIT HIGH- TCMP0869ACTIVE - TRANSMISSION FLUID PRESSURE HIGH- TCMP097 4ACTIVE - SHIFT SOLENOID 1 CONTROL CIRCUIT HIGH- TCMP2757ACTIVE - TCC PRESSUR E CONTROL SOLENOID CONTROL CIRCUIT PERFORMANCE-ABSU0402ACTIVE - IMPLAUSIBLE DATA RECEIVED FROM TCM-PERFORMED DIGA TEST FOUND WIRING THAT ATTACHES TO THE INTERNAL TRANSMISSION CONNECTS TO THE VALVE BODY SOLENOIDS HAD TO BE REPLACE D ON THE REMAN TRANSMISSION 4 PINS WERE CORRODED 1 PIN WAS MISSING RR TRANS P AN TO REPLACED WIRING , ALSO HAD TO REPLACED COLOR: BLACK CAVITY COUNT: 30 GENDER (TERMINAL): FEMALE CONNECTOR NO: D6647A AND REPLACED ALL WIRES ADDED A TF PERFORMED QUICK LEARN AND TEST DROVE

(Claim) Correction:

SCANNED HAS CODES TCMP0716INPUT SHAFT SPEED SENSOR 1 PERFORMANCE- TCMP0733GE AR 3 SHIFT INCORRECT RATIO- TCMP0734GEAR 4 SHIFT INCORRECT RATIO- TCMP0735GE AR 5 SHIFT INCORRECT RATIO- TCMP0869TRANSMISSION FLUID PRESSURE HIGH- TCMP09 74SHIFT SOLENOID 1 CONTROL CIRCUIT HIGH- TCMP2757TCC PRESSURE CONTROL SOLENOI D CONTROL CIRCUIT PERFORMANCE- ABSU0402IMPLAUSIBLE DATA RECEIVED FROM TCMTCMP 0716ACTIVE - INPUT SHAFT SPEED SENSOR 1 PERFORMANCE- TCMP0717STORED - INPUT SHAFT SPEED SENSOR 1 CIRCUIT NO SIGNAL-TCMP0733ACTIVE - GEAR 3 SHIFT INCORRE CT RATIO- TCMP0734ACTIVE - GEAR 4 SHIFT INCORRECT RATIO-TCMP0735ACTIVE - G EAR 5 SHIFT INCORRECT RATIO- TCMP07C0STORED - INPUT/TURBINE SHAFT SPEED SENSO R 1 CIRCUIT HIGH- TCMP0869ACTIVE - TRANSMISSION FLUID PRESSURE HIGH- TCMP097 4ACTIVE - SHIFT SOLENOID 1 CONTROL CIRCUIT HIGH- TCMP2757ACTIVE - TCC PRESSUR E CONTROL SOLENOID CONTROL CIRCUIT PERFORMANCE-ABSU0402ACTIVE - IMPLAUSIBLE DATA RECEIVED FROM TCM-PERFORMED DIGA TEST FOUND WIRING THAT ATTACHES TO THE INTERNAL TRANSMISSION CONNECTS TO THE VALVE BODY SOLENOIDS HAD TO BE REPLACE D ON THE REMAN TRANSMISSION 4 PINS WERE CORRODED 1 PIN WAS MISSING RR TRANS P AN TO REPLACED WIRING , ALSO HAD TO REPLACED COLOR: BLACK CAVITY COUNT: 30 GENDER (TERMINAL): FEMALE CONNECTOR NO: D6647A AND REPLACED ALL WIRES ADDED A TF PERFORMED QUICK LEARN AND TEST DROVE

Warranty Claim Report

Vehicle Information

VIN	3C63RRKL2 [redacted]	**Year**	2020	**Body**	D28R92 - RAM 3500 LONGHORN CREW CAB 4X4
Build Date	03/14/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	09/11/2020
Claim Type	W - Warranty	**Repair Date**	04/29/2022
Claim Status	Paid	**Mileage (Miles)**	52,890

Expense

Labor	$892.41	**Sublet**	$7,640.19	**Part**	$0.00	**Total Paid**	$8,532.60

Dealer Information

Code	45368	**Name**	TOMBALL DODGE INC	**Zone**	63	DALLAS
Address	23777 SH 249 , TOMBALL, TX 77375					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	21000169	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68533466AA	TRANS	1	X	7388.47	$99.16
A	21000169	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68322497AC	COOLER	1		251.72	$99.16
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	68533466AA	TRANS	1	X	7388.47	$594.94
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	68322497AC	COOLER	1		251.72	$594.94
A	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			68533466AA	TRANS	1	X	7388.47	$33.05
A	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			68322497AC	COOLER	1		251.72	$33.05
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			68533466AA	TRANS	1	X	7388.47	$99.16
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			68322497AC	COOLER	1		251.72	$99.16
A	24011002	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			68533466AA	TRANS	1	X	7388.47	$66.10
A	24011002	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			68322497AC	COOLER	1		251.72	$66.10

RO Narratives

(RO) Customer Concern:

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

(RO) 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

(RO) 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 AS69RCQUICKLEARM PROCEDURES AND ROAD TESTED -- OUT52992 MILES . AUTO TRANSMISSION DRIVABILITY 52890 MULTI-POINT INSPECTION MULTI-POINT INSPECTION

(RO) Technical Notes:

INTERNAL TRANSMISSION COMPONENTS FAILURE - SEALS/CLUTCHS BURNT,DEBRI EPLACED VALVE BODY DUE TO HARSH SHIFTING AND NOW VEHCILE HAS NO REVERSE

GCS Narratives

(Claim) Customer Concern:

AUTO TRANSMISSION. CUSTOMER STATES TRUCK WILL NOT GO INTO REVERSE OR DRIVE. T RANSMISSION IN LIMP MODE.

(Claim) Cause:

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

(Claim) Correction:

AS69RC DIAG - DTC P0868-P0735 GEAR RATIO IN REVERSE / WON'T ENGAGE REVERSE - REPLACE AS69RC TRANSMISSION ASSBLY,RECOVERY & RECHARGE A/C FOR REPLACE TRANSM ISSION COOLER,FLUSHED LINES,ADD FLUID,CHECK LEVEL - PERFORM AS69RC QUICKLEARM PROCEDURES AND ROAD TESTED

Warranty Claim Report

Vehicle Information

VIN	3C63RRKL2 - [redacted]	**Year**	2020	**Body**	D28R92 - RAM 3500 LONGHORN CREW CAB 4X4
Build Date	03/14/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	09/11/2020
Claim Type	W - Warranty	**Repair Date**	04/29/2022
Claim Status	Paid	**Mileage (Miles)**	52,890

Expense

Labor	$0.00	**Sublet**	$0.00	**Part**	$500.00	**Total Paid**	$500.00

Dealer Information

Code	45368	**Name**	TOMBALL DODGE INC	**Zone**	63	DALLAS
Address	23777 SH 249 , TOMBALL, TX 77375					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)						$0.00
A	85434343	Goodwill Authorization ; Goodwill Authorization								$0.00
A	95400142	Loaner Car ; High Line Vehicles								$500.00

RO Narratives

(RO) Customer Concern:

RENTAL FOR RO [redacted] CHRYSLER GOODWILL PER SERVICE MANAGEMNT

(RO) Cause:

E

(RO) Correction:

--SUBLET-- RENTAL INVOICE [redacted] FIRST WC PAYMENT RENTAL INVOICE [redacted] 2NDWC PAYMENT RENTAL DIFFERENCE
--SUBLET-- SUBLET REPAIRS SUBLET REPAIRS SUBLET REPAIRS

(RO) Technical Notes:

INTERNAL TRANSMISSION COMPONENTS FAILURE, SEAL/CLUTCH BURNT, DEBRIS ION FOR TRANS DIAG AND REPLACEMENT OF TRANSMISSION, TIME WAITING ON PARTS. THERE ARE TWO RENTALS FOR THIS REPAIR, CUSTOMER GOT INTO FIRST ONE BUT THEN WAS SWITCH OUT TO A HEAVY DUTY TRUCK DUE TO THAT IS WHAT HE DRIVES AND NEEDED FOR WORK. DM APPROVED THE SWITCH IN RENTALS FOR CUSTOMER

GCS Narratives

(Claim) Customer Concern:

RENTAL FOR RO [redacted]

(Claim) Cause:

RENTAL INVOICES [redacted] AND [redacted]

(Claim) Correction:

CHRYSLER GOODWILL PER SERVICE MANAGEMENT TO PROMOTE CUSTOMER SATISFACTION FOR TRANS DIAG AND REPLACEMENT OF TRANSMISSION, TIME WAITING ON PARTS. THERE AR E TWO RENTALS FOR THIS REPAIR, CUSTOMER GOT INTO FIRST ONE BUT THEN WAS SWI TCH OUT TO A HEAVY DUTY TRUCK DUE TO THAT IS WHAT HE DRIVES AND NEEDED FOR WORK. DM APPROVED THE SWITCH IN RENTALS FOR CUSTOMER

Warranty Claim Report

Vehicle Information

VIN	3C63RRKL2 - [redacted]	**Year**	2020	**Body**	D28R92 - RAM 3500 LONGHORN CREW CAB 4X4
Build Date	03/14/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	09/11/2020
Claim Type	W - Warranty	**Repair Date**	04/29/2022
Claim Status	Paid	**Mileage (Miles)**	52,890

Expense

Labor	$0.00	**Sublet**	$0.00	**Part**	$350.00	**Total Paid**	$350.00

Dealer Information

Code	45368	**Name**	TOMBALL DODGE INC	**Zone**	63	DALLAS
Address	23777 SH 249 , TOMBALL, TX 77375					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)						$0.00
A	85434343	Goodwill Authorization ; Goodwill Authorization								$0.00
A	85LOAN00	Loaner Car ; Loaner Car								$0.00
A	95400142	Loaner Car ; High Line Vehicles								$350.00

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

INTERNAL TRANSMISSIIN COMPONENTS FAILURE, SEAL/CLUTCH BURNT, DEBRIS ENT. FIRST 10 DAYS PAID ON [redacted]
CUSTOMER HAD TWO RENTALS FOR THIS REPAIR [redacted]

GCS Narratives

(Claim) Customer Concern:

RENTAL FOR [redacted]

(Claim) Cause:

RENTAL INVOICE [redacted]

(Claim) Correction:

THIS IS THE FOR THE SECOND RENTAL FOR [redacted] FOR TRANSMISSION REPLACEMENT. FIRST 10 DAYS PAID ON [redacted]
CUSTOMER HAD TWO RENTALS FOR THIS REPAIR

Warranty Claim Report

Vehicle Information

VIN	3C63RRGL6 - [redacted]	**Year**	2019	**Body**	D28L92 - RAM 3500 TRADESMAN CREW CAB 4X4
Build Date	05/07/2019	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	03/06/2020
Claim Type	S - Safety (Recalls)	**Repair Date**	05/02/2022
Claim Status	Paid	**Mileage (Miles)**	82,096

Expense

Labor	$132.25	**Sublet**	$20.98	**Part**	$0.00	**Total Paid**	$153.23

Dealer Information

Code	43609	**Name**	RAZZARI DODGE CHRYSLER	**Zone**	71	LOS ANGELES
Address	1605 AUTO CENTER DR , MERCED, CA 95340					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	22Y26182	Safety Recall Y26 - Wheel Studs ; Inspect and Replace Wheel Studs - Front (One or Both Sides)	UC	UNCODABLE (NARRATIVE REQUIRED)	CSZMY261AA	STUD	2	X	20.98	$115.72
B	23Z08182	Safety Recall Z08 - Windshield Wipers ; Nut, Wiper Arms - Torque Front	UC	UNCODABLE (NARRATIVE REQUIRED)						$16.53

RO Narratives

(RO) Customer Concern:

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

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3C7WRMDLX[redacted]	**Year**	2021	**Body**	DP5L66 - RAM 5500 REG CAB CHASSIS
Build Date	12/11/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	05/27/2022
Claim Type	S Safety (Recalls)	**Repair Date**	05/13/2022
Claim Status	Paid	**Mileage (Miles)**	338

Expense

Labor	$118 74	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$118 74

Dealer Information

Code	60873	**Name**		**Zone**	66 ORLANDO
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08Y76182	Safety Recall Y76 - Intake Air Heater Relay ; Inspect and Perform Grid Heater Relay Test	UC	UNCODABLE (NARRATIVE REQUIRED)						$118 74

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

Y76 RECALL OPEN ON VEHCIEL, PLEASE PERFORM RECALL

(Claim) Cause:

NA

(Claim) Correction:

INSPECTED, RECALL COMPLETE

Warranty Claim Report

Vehicle Information

VIN	3C7WRMDLX- [redacted]	**Year**	2021	**Body**	DP5L66 - RAM 5500 REG CAB CHASSIS
Build Date	12/11/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	05/27/2022
Claim Type	W - Warranty	**Repair Date**	05/13/2022
Claim Status	Paid	**Mileage (Miles)**	338

Expense

Labor	$875.67	**Sublet**	$10,565.54	**Part**	$0.00	**Total Paid**	$9,572.41

Dealer Information

Code	60873	**Name**		**Zone**	66 ORLANDO
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	68533455AA	TRANS	1	X	10322.15	$534.31
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	68322497AC	COOLER	1		243.39	$534.31
A	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			68533455AA	TRANS	1	X	10322.15	$29.68
A	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			68322497AC	COOLER	1		243.39	$29.68
A	21251050	Lines, transmission and torque converter oil cooler ; One or Both (1 - Semi-Skilled)			68533455AA	TRANS	1	X	10322.15	$103.89
A	21251050	Lines, transmission and torque converter oil cooler ; One or Both (1 - Semi-Skilled)			68322497AC	COOLER	1		243.39	$103.89
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68533455AA	TRANS	1	X	10322.15	$207.79
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68322497AC	COOLER	1		243.39	$207.79

RO Narratives

(RO) Customer Concern:

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

(RO) 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

(RO) 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

(RO) Technical Notes:

INTERNAL DEFECT IN TRANSMISSION, WOULD NOT GO INTO DRIVE, LOCKED UP VER THE TRANSMISSION COOLER WAS ON BACKORDER FOR SEVERAL MONTHS AND THE PA HAD EXPIRED BY THE TIME WE RECEIVED ALL PARTS AND PERFORMED THE REPAIR. THE ORIGINAL SERVICE ADVISOR AND TECHNICIAN INVOLVED IN THIS CASE QUIT DURING THE INTERIM AND IT WAS REASSIGNED. THE REPAIR ORDER, PARTS RECORDS, TRANS SHEET, REPAIR REPLACE SHEET AND A COPY OF THE APPROVAL FROM POWERTRAIN ARE ATTACHED .

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES STOPPED PULLING WHILE DRIVING CHECK AND ADVISE CUSTOMER STATES STOPPED PULLING WHILE DRIVING CHECK AND ADVISE CUSTOMER STATES STOPPED PULLING WHILE DRIVING CHECK AND ADVISE CUSTOMER STATES STOPPED PULLING WHILE DRIVING CHECK AND ADVISE

(Claim) Cause:

WILL NOT CATCH GEAR HAD TO REV. ENGINE TO A HIGH RPM IN ORDER FOR VEHICLE TO E WILL NOT CATCH GEAR HAD TO REV. ENGINE TO A HIGH RPM IN ORDER FOR VEHICLE TO E WILL NOT CATCH GEAR HAD TO REV. ENGINE TO A HIGH RPM IN ORDER FOR VEHICLE TO E WILL NOT CATCH GEAR HAD TO REV. ENGINE TO A HIGH RPM IN ORDER FOR VEHICLE TO E

(Claim) Correction:

REPLACED TRANSMISSION AND TRANS COOLER AND TRANS COOLER LINES. ALSO RE INSTALL REPLACED TRANSMISSION AND TRANS COOLER AND TRANS COOLER LINES. ALSO RE INSTALL REPLACED TRANSMISSION AND TRANS COOLER AND TRANS COOLER LINES. ALSO RE INSTALL REPLACED TRANSMISSION AND TRANS COOLER AND TRANS COOLER LINES. ALSO RE INSTALL

Warranty Claim Report

Vehicle Information

VIN	3C7WRNFL3 [redacted]	**Year**	2019	**Body**	DP0L94 - RAM 5500 CREW CAB CHASSIS
Build Date	05/13/2019	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	02/26/2020
Claim Type	S - Safety (Recalls)	**Repair Date**	05/24/2022
Claim Status	Paid	**Mileage (Miles)**	21,615

Expense

Labor	$1,517.12	**Sublet**	$3,088.34	**Part**	$0.00	**Total Paid**	$4,605.46

Dealer Information

Code	68116	**Name**	PARKS INC	**Zone**	74	DENVER
Address	11987 SW US HWY 54 , AUGUSTA, KS 67010					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	14Y78163	Safety Recall Y78 - High Pressure Fuel Pump ; Drain Fuel (52 Gallon Tank Only)			68489152AB	TANK	1		743.58	$105.15
A	14Y78163	Safety Recall Y78 - High Pressure Fuel Pump ; Drain Fuel (52 Gallon Tank Only)			CSRLY781AA	MODULEKIT	1		690.58	$105.15
A	14Y78163	Safety Recall Y78 - High Pressure Fuel Pump ; Drain Fuel (52 Gallon Tank Only)			CSRLY783AA	FUEL KIT	1	X	1654.18	$105.15
A	14Y78183	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	UC	UNCODABLE (NARRATIVE REQUIRED)	68489152AB	TANK	1		743.58	$1,396.95
A	14Y78183	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	UC	UNCODABLE (NARRATIVE REQUIRED)	CSRLY781AA	MODULEKIT	1		690.58	$1,396.95
A	14Y78183	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	UC	UNCODABLE (NARRATIVE REQUIRED)	CSRLY783AA	FUEL KIT	1	X	1654.18	$1,396.95
B	23Z08182	Safety Recall Z08 - Windshield Wipers ; Nut, Wiper Arms - Torque Front	UC	UNCODABLE (NARRATIVE REQUIRED)						$15.02

RO Narratives

(RO) Customer Concern:

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]

(RO) Cause:

NA

(RO) 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

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3C63RRRL3 - [redacted]	**Year**	2020	**Body**	D28M92 - RAM 3500 LIMITED CREW CAB 4X4
Build Date	03/07/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	06/11/2020
Claim Type	S - Safety (Recalls)	**Repair Date**	05/31/2022
Claim Status	Paid	**Mileage (Miles)**	36,013

Expense

Labor	$504.84	**Sublet**	$807.54	**Part**	$0.00	**Total Paid**	$1,312.38

Dealer Information

Code	45636	**Name**	STATE LINE CHRYSLER DODGE JEEP RAM	**Zone**	74	DENVER
Address	1001 W 104TH STREET , KANSAS CITY, MO 64114					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	14Y78182	Safety Recall Y78 - High Pressure Fuel Pump ; Replace High Pressure Fuel Pump and Reprogram PCM	UC	UNCODABLE (NARRATIVE REQUIRED)	CSRLY781AA	MODULEKIT	1	X	807.54	$504.84

RO Narratives

(RO) Customer Concern:

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

(RO) Cause:

DIAGNOSIS F F F

(RO) 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

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THE CHECK ENGINE LIGHT IS ON WITH CODES RELATED TO THE EGR AND UNDER BOOST CHECK AND ADVISE

(Claim) Cause:

TECH FOUND MULTIPLE CODES FOR EGR VALVE (P0489, P046C, P0401, & P0490). ACTUA TOR FAILED IN THE EGR VALVE CAUSING IT TO STICK.

(Claim) Correction:

REPLACED EGR VALVE, CLEARED CODES, TEST DROVE, CODES DID NOT RETURN.

Warranty Claim Report

Vehicle Information

VIN	3C63RRRL3 [redacted]	**Year**	2020	**Body**	D28M92 - RAM 3500 LIMITED CREW CAB 4X4
Build Date	03/07/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	06/11/2020
Claim Type	W - Warranty	**Repair Date**	05/31/2022
Claim Status	Paid	**Mileage (Miles)**	36,013

Expense

Labor	$72.12	**Sublet**	$1,230.09	**Part**	$0.00	**Total Paid**	$800.79

Dealer Information

Code	45636	**Name**	STATE LINE CHRYSLER DODGE JEEP RAM	**Zone**	74	DENVER
Address	1001 W 104TH STREET , KANSAS CITY, MO 64114					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	25014511	Valve, EGR ; 6.7 liter diesel engine 2500-3500 pickup truck	11	BROKEN OR CRACKED	68447574AA	EGR VALVE	1	X	1230.09	$72.12

RO Narratives

(RO) Customer Concern:

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

(RO) Cause:

DIAGNOSIS F F F

(RO) 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

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THE CHECK ENGINE LIGHT IS ON WITH CODES RELATED TO THE EGR AND UNDER BOOST CHECK AND ADVISE

(Claim) Cause:

TECH FOUND MULTIPLE CODES FOR EGR VALVE (P0489, P046C, P0401, & P0490). ACTUA TOR FAILED IN THE EGR VALVE CAUSING IT TO STICK.

(Claim) Correction:
REPLACED EGR VALVE, CLEARED CODES, TEST DROVE, CODES DID NOT RETURN.

Warranty Claim Report

Vehicle Information

VIN	3C63R3HL5 - [redacted]	**Year**	2019	**Body**	D28H92 - RAM 3500 BIG HORN CREW CAB 4X4
Build Date	03/29/2019	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	06/24/2019
Claim Type	F - Service Contract	**Repair Date**	06/07/2022
Claim Status	Paid	**Mileage (Miles)**	44,527

Expense

Labor	$256.74	**Sublet**	$323.82	**Part**	$0.00	**Total Paid**	$432.42

Dealer Information

Code	60795	**Name**	**Zone**	35	WASHINGTON
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	02101019	Ball Joint, Front Lower ; Straight Axle-4X4-Both	68	NOISY	68214646AA	BALLJOINT	2		126.42	$120.35
A	02101019	Ball Joint, Front Lower ; Straight Axle-4X4-Both	68	NOISY	68216182AB	BALLJOINT	2	X	197.40	$120.35
A	02106019	Ball Joint, Front Upper ; Straight axle 235-275 mm, 4X4-Both			68214646AA	BALLJOINT	2		126.42	$136.39
A	02106019	Ball Joint, Front Upper ; Straight axle 235-275 mm, 4X4-Both			68216182AB	BALLJOINT	2	X	197.40	$136.39

RO Narratives

(RO) Customer Concern:

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

(RO) Cause:

-

(RO) Correction:

[redacted] REPLACED BOTH UPPER AND LOWER BALLJOINTS ON BOTH SIDES OF VEHICLE CUSTOMER STATES CUSTOMER STATES

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES TIRES WEARING ODD AND FRONT END NOISE

(Claim) Cause:

TEST DROVE VEHICLE, CONFIRMED NOISE, CHECKED BALL JOINTS AND FOUND EXCESSIVE L ATERAL AS WELL AS VERTICAL PLAY. BALL JOINTS REQUIRE REPLACEMENT

(Claim) Correction:

REPLACED BOTH UPPER AND LOWER BALL JOINTS ON LEFT AND RIGHT SIDE OF VEHICLE, T ESTDROVE, NOISE CORRECTED

Warranty Claim Report

Vehicle Information

VIN	3C63RRJL5 - [redacted]	**Year**	2019	**Body**	D28P92 - RAM 3500 LARAMIE CREW CAB 4X4
Build Date	03/28/2019	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	07/01/2019
Claim Type	S Safety (Recalls)	**Repair Date**	06/08/2022
Claim Status	Paid	**Mileage (Miles)**	31,527

Expense

Labor	$105 80	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$105 80

Dealer Information

Code	60917	**Name**		**Zone**	70 PHOENIX
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	22Y26181	Safety Recall Y26 - Wheel Studs ; Inspect Wheel Studs	UC	UNCODABLE (NARRATIVE REQUIRED)						$105 80

RO Narratives

(RO) Customer Concern:

DIESEL ENGINE CONCERN CUSTOMERSTATES SERVICE DEF SEE DEALERSHIP MESSAGE HAS APPEARED IN THE CLUSTERPLEASE CHECK AND ADVISE BODY/TRIM REPAIRS PLASTIC CLADBEHIND 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 RAMHD HIGH PRESSURE FUEL PUMP PERFORM MULTI POINT INSPECTION

(RO) Cause:

HIGH PRESSURE PUMP FAILURE, PICTURES ANDREPORTS 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

(RO) Correction:

31553 HIGH PRESSURE PUMP FAILURE, PICTURESAND REPORTS SENT TO STAR, CASE NUMBER [redacted] Verified concern , Vehicle doesnot start Vehicle has p0087 Fuel railpressure too low DTC present Removed fuelquantity solenoid and found metal debrispresent . Created STAR Case # [redacted] . Starrequested images of FQS . Attached images tocase . STAR then ordered fuel system kit .Removed and replaced all fuel systemcomponents . Removed CP4 injection pump ,Installed CP3.3 Injection pump with adapter .Reprogrammed PCM software level 52401932AK toP6401932PA for the CP3.3 . Verified vehiclestarts and runs . Vehicle had DTC p0087present and was stalling , hard timerestarting Contacted STAR again STARstated to perform fuel priming procedure20 30 times Vehicle still would not runcorrectly Removed fuel rail and benchtested , Found fuel rail would bleed downwithin seconds Performed same test withknown good fuel rail, known good fuel railwould 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 byPCM . STAR stated to replace fuel rail Removed and replaced fuel rail Test drovevehicle 30 miles , Verified no DTCs present Verified repair Safety Recall Y78 High Pressure Fuel Pump Replace Replace High Pressure Fuel Pump, Fuel Lines,

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

DIESEL ENGINE CONCERN - - -CUSTOMER STATES SERVICE DEF SEE DEALERSHIP MESSAGE HAS APPEARED IN THE CLUSTER PLEASE CHECK AND ADVISE

(Claim) Cause:

HIGH PRESSURE PUMP FAILURE, PICTURES AND REPORTS SENT TO STAR, CASE NUMBER [redacted] VERIFIED CONCERN , VEHICLE DOES NOT START . VEHICLE HAS P0087 FUEL R AIL 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 .

(Claim) Correction:

REMOVED AND REPLACED ALL FUEL SYSTEM COMPONENTS . REMOVED CP4 INJECTION PUMP , INSTALLED CP3.3 INJECTION PUMP WITH ADAPTER . REPROGRAMMED PCM SOFTWARE LEV EL 52401932AK TO P6401932PA FOR THE CP3.3 . VERIFIED VEHICLE STARTS AND RUNS . VEHICLE HAD DTC P0087 PRESENT AND WAS STALLING , HARD TIME RESTARTING . C ONTACTED STAR AGAIN . STAR STATED TO PERFORM FUEL PRIMING PROCEDURE 20-30 TI MES . VEHICLE STILL WOULD NOT RUN CORRECTLY REMOVED FUEL RAIL AND BENCH TE STED , FOUND FUEL RAIL WOULD BLEED DOWN WITHIN SECONDS . PERFORMED SAME TEST WITH KNOWN GOOD FUEL RAIL, KNOWN GOOD FUEL RAIL WOULD HOLD PRESSURE FOR OVE R 5 MINUTE. INSTALLED KNOWN GOOD FUEL RAIL TO VEHICLE . VERIFIED VEHICLE RA N 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 DROV E VEHICLE 30 MILES , VERIFIED NO DTCS PRESENT . VERIFIED REPAIR .

Warranty Claim Report

Vehicle Information

VIN	3C63RRJL5 - [redacted]	**Year**	2019	**Body**	D28P92 - RAM 3500 LARAMIE CREW CAB 4X4
Build Date	03/28/2019	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	07/01/2019
Claim Type	W - Warranty	**Repair Date**	06/08/2022
Claim Status	Paid	**Mileage (Miles)**	31,527

Expense

Labor	$2,133.71	**Sublet**	$4,808.72	**Part**	$0.00	**Total Paid**	$6,942.43

Dealer Information

Code	60917	**Name**		**Zone**	70	PHOENIX
Address	, ,					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	14450197	Pump, diesel fuel high pressure ; Kit, Fuel System - Install and Flush Fuel System	ZZ	SERVICE ACTION	05145571AA	MODULE	1		548.41	$1,816.30
A	14450197	Pump, diesel fuel high pressure ; Kit, Fuel System - Install and Flush Fuel System	ZZ	SERVICE ACTION	68002992AA	WASHER	6		54.07	$1,816.30
A	14450197	Pump, diesel fuel high pressure ; Kit, Fuel System Install and Flush Fuel System	ZZ	SERVICE ACTION	68005162AA	GASKET	1		31 35	$1,816 30
A	14450197	Pump, diesel fuel high pressure ; Kit, Fuel System - Install and Flush Fuel System	ZZ	SERVICE ACTION	R8583897AA	FUEL KIT	1	X	1975.03	$1,816.30
A	14450197	Pump, diesel fuel high pressure ; Kit, Fuel System Install and Flush Fuel System	ZZ	SERVICE ACTION	68579319AA	MODULEKIT	1		824.53	$1,816.30
A	14450197	Pump, diesel fuel high pressure ; Kit, Fuel System - Install and Flush Fuel System	ZZ	SERVICE ACTION	68426385AA	SEAL	1		48.42	$1,816.30
A	14450197	Pump, diesel fuel high pressure ; Kit, Fuel System - Install and Flush Fuel System	ZZ	SERVICE ACTION	68447760AA	RAIL	1		1326.91	$1,816.30
A	14701412	Rail, fuel injector ; 6.7 liter diesel engine			05145571AA	MODULE	1		548 41	$317 41
A	14701412	Rail, fuel injector ; 6.7 liter diesel engine			68002992AA	WASHER	6		54 07	$317 41
A	14701412	Rail, fuel injector ; 6.7 liter diesel engine			68005162AA	GASKET	1		31 35	$317 41
A	14701412	Rail, fuel injector ; 6.7 liter diesel engine			R8583897AA	FUEL KIT	1	X	1975 03	$317 41
A	14701412	Rail, fuel injector ; 6.7 liter diesel engine			68579319AA	MODULEKIT	1		824 53	$317 41
A	14701412	Rail, fuel injector ; 6 7 liter diesel engine			68426385AA	SEAL	1		48 42	$317 41
A	14701412	Rail, fuel injector ; 6 7 liter diesel engine			68447760AA	RAIL	1		1326 91	$317 41

RO Narratives

(RO) Customer Concern:

DIESEL ENGINE CONCERN - - -CUSTOMERSTATES SERVICE DEF SEE DEALERSHIP MESSAGE HAS APPEARED IN THE CLUSTERPLEASE CHECK AND ADVISE BODY/TRIM REPAIRS - - -PLASTIC CLADBEHIND 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 RAMHD HIGH PRESSURE FUEL PUMP PERFORM MULTI POINT INSPECTION - - -

(RO) Cause:

HIGH PRESSURE PUMP FAILURE, PICTURES ANDREPORTS 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

(RO) Correction:

31553 HIGH PRESSURE PUMP FAILURE, PICTURESAND REPORTS SENT TO STAR, CASE NUMBER [redacted] Verified concern , Vehicle doesnot start . Vehicle has p0087 Fuel railpressure too low DTC present . Removed fuelquantity solenoid and found metal debrispresent . Created STAR Case # [redacted] . Starrequested images of FQS . Attached images tocase . STAR then ordered fuel system kit .Removed and replaced all fuel systemcomponents . Removed CP4 injection pump ,Installed CP3.3 Injection pump with adapter .Reprogrammed PCM software level 52401932AK toP6401932PA for the CP3.3 . Verified vehiclestarts and runs . Vehicle had DTC p0087present and was stalling , hard timerestarting . Contacted STAR again . STARstated to perform fuel priming procedure20-30 times . Vehicle still would not runcorrectly . Removed fuel rail and benchtested , Found fuel rail would bleed downwithin seconds . Performed same test withknown good fuel rail, known good fuel railwould 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 byPCM . STAR stated to replace fuel rail .Removed and replaced fuel rail . Test drovevehicle 30 miles , Verified no DTCs present .Verified repair . Safety Recall Y78 - High Pressure Fuel Pump - Replace Replace High Pressure Fuel Pump, Fuel Lines,

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

DIESEL ENGINE CONCERN - - -CUSTOMER STATES SERVICE DEF SEE DEALERSHIP MESSAGE HAS APPEARED IN THE CLUSTER PLEASE CHECK AND ADVISE

(Claim) Cause:

HIGH PRESSURE PUMP FAILURE, PICTURES AND REPORTS SENT TO STAR, CASE NUMBER [redacted] VERIFIED CONCERN , VEHICLE DOES NOT START . VEHICLE HAS P0087 FUEL R AIL 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 .

(Claim) Correction:

REMOVED AND REPLACED ALL FUEL SYSTEM COMPONENTS . REMOVED CP4 INJECTION PUMP , INSTALLED CP3.3 INJECTION PUMP WITH ADAPTER . REPROGRAMMED PCM SOFTWARE LEV EL 52401932AK TO P6401932PA FOR THE CP3.3 . VERIFIED VEHICLE STARTS AND RUNS . VEHICLE HAD DTC P0087 PRESENT AND WAS STALLING , HARD TIME RESTARTING . C ONTACTED STAR AGAIN . STAR STATED TO PERFORM FUEL PRIMING PROCEDURE 20-30 TI MES . VEHICLE STILL WOULD NOT RUN CORRECTLY . REMOVED FUEL RAIL AND BENCH TE STED , FOUND FUEL RAIL WOULD BLEED DOWN WITHIN SECONDS . PERFORMED SAME TEST WITH KNOWN GOOD FUEL RAIL, KNOWN GOOD FUEL RAIL WOULD HOLD PRESSURE FOR OVE R 5 MINUTE. INSTALLED KNOWN GOOD FUEL RAIL TO VEHICLE . VERIFIED VEHICLE RA N 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 DROV E VEHICLE 30 MILES , VERIFIED NO DTCS PRESENT . VERIFIED REPAIR .

Warranty Claim Report

Vehicle Information

VIN	3C63RRJL5 - [redacted]	**Year**	2019	**Body**	D28P92 - RAM 3500 LARAMIE CREW CAB 4X4
Build Date	03/28/2019	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	07/01/2019
Claim Type	W - Warranty	**Repair Date**	06/08/2022
Claim Status	Paid	**Mileage (Miles)**	31,527

Expense

Labor	$670.09	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$670.09

Dealer Information

Code	60917	**Name**		**Zone**	70	PHOENIX
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	14450197	Pump, diesel fuel high pressure ; Kit, Fuel System Install and Flush Fuel System	ZZ	SERVICE ACTION						$0.00
A	14701412	Rail, fuel injector ; 6 7 liter diesel engine								$0.00
A	85410000	Operation diagnostics With repair ; Must be used in conjunction with appropriate repair Labor Operation.								$670.09

RO Narratives

(RO) Customer Concern:

DIESEL ENGINE CONCERN - - -CUSTOMERSTATES SERVICE DEF SEE DEALERSHIP MESSAGE HAS APPEARED IN THE CLUSTERPLEASE CHECK AND ADVISE BODY/TRIM REPAIRS - - -PLASTIC CLADBEHIND 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 RAMHD HIGH PRESSURE FUEL PUMP PERFORM MULTI POINT INSPECTION - - -

(RO) Cause:

HIGH PRESSURE PUMP FAILURE, PICTURES ANDREPORTS 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

(RO) Correction:

31553 HIGH PRESSURE PUMP FAILURE, PICTURESAND REPORTS SENT TO STAR, CASE NUMBER [redacted] Verified concern , Vehicle doesnot start . Vehicle has p0087 Fuel railpressure too low DTC present . Removed fuelquantity solenoid and found metal debrispresent . Created STAR Case # [redacted] . Starrequested images of FQS . Attached images tocase . STAR then ordered fuel system kit .Removed and replaced all fuel systemcomponents . Removed CP4 injection pump ,Installed CP3.3 Injection pump with adapter .Reprogrammed PCM software level 52401932AK toP6401932PA for the CP3.3 . Verified vehiclestarts and runs . Vehicle had DTC p0087present and was stalling , hard timerestarting . Contacted STAR again . STARstated to perform fuel priming procedure20-30 times . Vehicle still would not runcorrectly . Removed fuel rail and benchtested , Found fuel rail would bleed downwithin seconds . Performed same test withknown good fuel rail, known good fuel railwould 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 byPCM . STAR stated to replace fuel rail .Removed and replaced fuel rail . Test drovevehicle 30 miles , Verified no DTCs present .Verified repair . Safety Recall Y78 - High Pressure Fuel Pump - Replace Replace High Pressure Fuel Pump, Fuel Lines,

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

DIESEL ENGINE CONCERN - - -CUSTOMER STATES SERVICE DEF SEE DEALERSHIP MESSAGE HAS APPEARED IN THE CLUSTER PLEASE CHECK AND ADVISE

(Claim) Cause:

HIGH PRESSURE PUMP FAILURE, PICTURES AND REPORTS SENT TO STAR, CASE NUMBER [redacted] VERIFIED CONCERN , VEHICLE DOES NOT START . VEHICLE HAS P0087 FUEL R AIL PR ESSURE 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

(Claim) Correction:

REMOVED AND REPLACED ALL FUEL SYSTEM COMPONENTS . REMOVED CP4 INJECTION PUMP , INSTALLED CP3.3 INJECTION PUMP WITH ADAPTER . REPROGRAMMED PCM SOFTWARE LEVE L 52401932AK TO P6401932PA FOR THE CP3.3 . VERIFIED VEHICLE STARTS AND RUNS . VEHICLE HAD DTC P0087 PRESENT AND WAS STALLING , HARD TIME RESTARTING . C ONTACTED STAR AGAIN . STAR STATED TO PERFORM FUEL PRIMING PROCEDURE 20-30 TI MES . VEHICLE STILL WOULD NOT RUN CORRECTLY . REMOVED FUEL RAIL AND BENCH TE STED , 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 MINUTE. INSTALLED KNOWN GOOD FUEL RAIL TO VEHICLE . VERIFIED VEHICLE RAN W ITH 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 VEHI CLE 30MILES , VERIFIED NO DTCS PRESENT . VERIFIED REPAIR

Warranty Claim Report

Vehicle Information

VIN	3C63RRJL5 - [redacted]	**Year**	2019	**Body**	D28P92 - RAM 3500 LARAMIE CREW CAB 4X4
Build Date	03/28/2019	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	07/01/2019
Claim Type	W - Warranty	**Repair Date**	06/08/2022
Claim Status	Paid	**Mileage (Miles)**	31,527

Expense

Labor	($2,133.71)	**Sublet**	($4,808.72)	**Part**	$0.00	**Total Paid**	($6,942.43)

Dealer Information

Code	60917	**Name**		**Zone**	70	PHOENIX
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	14450197	Pump, diesel fuel high pressure ; Kit, Fuel System - Install and Flush Fuel System	ZZ	SERVICE ACTION	05145571AA	MODULE	1		-548.41	($1,816.30)
A	14450197	Pump, diesel fuel high pressure ; Kit, Fuel System - Install and Flush Fuel System	ZZ	SERVICE ACTION	68002992AA	WASHER	6		-54.07	($1,816.30)
A	14450197	Pump, diesel fuel high pressure ; Kit, Fuel System - Install and Flush Fuel System	ZZ	SERVICE ACTION	68005162AA	GASKET	1		31 35	($1,816 30)
A	14450197	Pump, diesel fuel high pressure ; Kit, Fuel System - Install and Flush Fuel System	ZZ	SERVICE ACTION	R8583897AA	FUEL KIT	1	X	-1975.03	($1,816.30)
A	14450197	Pump, diesel fuel high pressure ; Kit, Fuel System - Install and Flush Fuel System	ZZ	SERVICE ACTION	68579319AA	MODULEKIT	1		-824.53	($1,816.30)
A	14450197	Pump, diesel fuel high pressure ; Kit, Fuel System - Install and Flush Fuel System	ZZ	SERVICE ACTION	68426385AA	SEAL	1		-48.42	($1,816.30)
A	14450197	Pump, diesel fuel high pressure ; Kit, Fuel System - Install and Flush Fuel System	ZZ	SERVICE ACTION	68447760AA	RAIL	1		-1326.91	($1,816.30)
A	14701412	Rail, fuel injector ; 6.7 liter diesel engine			05145571AA	MODULE	1		-548.41	($317.41)
A	14701412	Rail, fuel injector ; 6.7 liter diesel engine			68002992AA	WASHER	6		-54.07	($317.41)
A	14701412	Rail, fuel injector ; 6.7 liter diesel engine			68005162AA	GASKET	1		-31.35	($317.41)
A	14701412	Rail, fuel injector ; 6.7 liter diesel engine			R8583897AA	FUEL KIT	1	X	-1975.03	($317.41)
A	14701412	Rail, fuel injector ; 6.7 liter diesel engine			68579319AA	MODULEKIT	1		-824.53	($317.41)
A	14701412	Rail, fuel injector ; 6.7 liter diesel engine			68426385AA	SEAL	1		48 42	($317 41)
A	14701412	Rail, fuel injector ; 6.7 liter diesel engine			68447760AA	RAIL	1		1326 91	($317 41)

RO Narratives

(RO) Customer Concern:

DIESEL ENGINE CONCERN - - -CUSTOMERSTATES SERVICE DEF SEE DEALERSHIP MESSAGE HAS APPEARED IN THE CLUSTERPLEASE CHECK AND ADVISE BODY/TRIM REPAIRS - - -PLASTIC CLADBEHIND 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 RAMHD HIGH PRESSURE FUEL PUMP PERFORM MULTI POINT INSPECTION - - -

(RO) Cause:

HIGH PRESSURE PUMP FAILURE, PICTURES ANDREPORTS 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

(RO) Correction:

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(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

DIESEL ENGINE CONCERN - - -CUSTOMER STATES SERVICE DEF SEE DEALERSHIP MESSAGE HAS APPEARED IN THE CLUSTER PLEASE CHECK AND ADVISE

(Claim) Cause:

HIGH PRESSURE PUMP FAILURE, PICTURES AND REPORTS SENT TO STAR, CASE NUMBER[redacted] VERIFIED CONCERN , VEHICLE DOES NOT START . VEHICLE HAS P0087 FUEL R AIL 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 .

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Warranty Claim Report

Vehicle Information

VIN	3C63RRJL5 [redacted]	**Year**	2019	**Body**	D28P92 - RAM 3500 LARAMIE CREW CAB 4X4
Build Date	03/28/2019	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	07/01/2019
Claim Type	W - Warranty	**Repair Date**	06/08/2022
Claim Status	Paid	**Mileage (Miles)**	31,527

Expense

Labor	($670.09)	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	($670.09)

Dealer Information

Code	60917	**Name**		**Zone**	70 PHOENIX
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	14450197	Pump, diesel fuel high pressure ; Kit, Fuel System - Install and Flush Fuel System	ZZ	SERVICE ACTION						$0.00
A	14701412	Rail, fuel injector ; 6.7 liter diesel engine								$0.00
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.								($670.09)

RO Narratives

(RO) Customer Concern:

DIESEL ENGINE CONCERN - - -CUSTOMERSTATES SERVICE DEF SEE DEALERSHIP MESSAGE HAS APPEARED IN THE CLUSTERPLEASE CHECK AND ADVISE BODY/TRIM REPAIRS - - -PLASTIC CLADBEHIND 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 RAMHD HIGH PRESSURE FUEL PUMP PERFORM MULTI POINT INSPECTION - - -

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(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

DIESEL ENGINE CONCERN - - -CUSTOMER STATES SERVICE DEF SEE DEALERSHIP MESSAGE HAS APPEARED IN THE CLUSTER PLEASE CHECK AND ADVISE

(Claim) Cause:

HIGH PRESSURE PUMP FAILURE, PICTURES AND REPORTS SENT TO STAR, CASE NUMBER[redacted]VERIFIED CONCERN , VEHICLE DOES NOT START . VEHICLE HAS P0087 FUEL R AIL PR ESSURE 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

(Claim) Correction:

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Warranty Claim Report

Vehicle Information

VIN	3C7WRTCL4 - [redacted]	**Year**	2021	**Body**	DD8L93 - RAM 3500 CREW CAB CHASSIS 4X4
Build Date	05/05/2021	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	07/06/2021
Claim Type	F - Service Contract	**Repair Date**	06/20/2022
Claim Status	Paid	**Mileage (Miles)**	71,218

Expense

Labor	$0.00	**Sublet**	$0.00	**Part**	$110.00	**Total Paid**	$110.00

Dealer Information

Code	67002	**Name**	SIEMANS CHRYSLER PRODUCTS	**Zone**	42	DETROIT
Address	8961 RED ARROW HIGHWAY , BRIDGMAN, MI 49106					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26860303	Maintenance Interval - Schedule B ; To be used every 3,000 Intervals	MC	MAINTENANCE CARE						$0.00
A	95260001	Maintenance Allowance ; Fixed Cost Maintenance								$110.00

RO Narratives

(RO) Customer Concern:

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 TIRESFOR WEAR. For vehicles that require Diesel Exhaust Fluid. REMOVE AND REPLACE FUEL FILTER'S DUE TO AGE AND OR CONDITION, DONE AS PREVENTATIVE MAINTENANCE. Replace engine air filter

(RO) Cause:

Air filter is dirty.

(RO) 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.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	3C63R3EL8 - [redacted]	**Year**	2020	**Body**	D28P91 - RAM 3500 LARAMIE CREW CAB 4X4
Build Date	02/19/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	06/16/2020
Claim Type	W - Warranty	**Repair Date**	07/06/2022
Claim Status	Paid	**Mileage (Miles)**	27,811

Expense

Labor	$93.69	**Sublet**	$70.60	**Part**	$0.00	**Total Paid**	$164.30

Dealer Information

Code	52979	**Name**	HUNTER DODGE CHRYSLER JEEP	**Zone**	71	LOS ANGELES
Address	1130 AUTO MALL DR , LANCASTER, CA 93534					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
B	21751231	Lever, automatic transmission ; Lever, column mounted	50	IMPROPER ADJUSTMENT	6PB761X7AC	SHIFTER	1	X	66.22	$53.54
B	21751231	Lever, automatic transmission ; Lever, column mounted	50	IMPROPER ADJUSTMENT	06509081AA	BOLT	2		4.38	$53.54
A	181905PH	Module, Transmission Control (TCM) ; Module, Transmission Control (TCM) - Reprogram	CC	SENDING UNITS/SENSORS						$40.16

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES ON AN INCLINE IN BETWEEN 1ST AND 2ND GEAR FEELS LIKE IT GOES CUSTOMER STATES THE SHIFTER IS LOOSE SINCE HE FIRST PURCHASED VEHICLE 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

(Claim) Cause:

VERIFY CONCERN SHIFTER HANDLE IS LOOSE. AVAILABLE STAR ONLINE PUBLICATION S19 23000015REV SUGGEST REPLACE SHIFTER LEVER. FOUND TSB# 21-003-21 TCM FLASH UPDATE. SHIFT QUALITY.

(Claim) Correction:

REMOVED AND REPLACED SHIFTER LEVER WITH NEW FASTENER, AND VERIFY SHIFTER IS T IGHT. 18-19-05-PH MODULE, TRANSMISSION CONTROL (TCM) - REPROGRAM (0 - INTRODUCTION)

Warranty Claim Report

Vehicle Information

VIN	3C63R3EL8 [redacted]	**Year**	2020	**Body**	D28P91 - RAM 3500 LARAMIE CREW CAB 4X4
Build Date	02/19/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	06/16/2020
Claim Type	S Safety (Recalls)	**Repair Date**	07/06/2022
Claim Status	Paid	**Mileage (Miles)**	27,811

Expense

Labor	$1,244 81	**Sublet**	$3,417 57	**Part**	$520 00	**Total Paid**	$5,182 38

Dealer Information

Code	52979	**Name**	HUNTER DODGE CHRYSLER JEEP	**Zone**	71	LOS ANGELES
Address	1130 AUTO MALL DR , LANCASTER, CA 93534					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	14Y78183	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	UC	UNCODABLE (NARRATIVE REQUIRED)	68231616AF	TANK	1		734.33	$1,244.81
A	14Y78183	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	UC	UNCODABLE (NARRATIVE REQUIRED)	CSRLY781AA	MODULEKIT	1		785 48	$1,244 81
A	14Y78183	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	UC	UNCODABLE (NARRATIVE REQUIRED)	CSRLY782AA	FUEL KIT	1	X	1881.50	$1,244.81
A	14Y78183	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	UC	UNCODABLE (NARRATIVE REQUIRED)	CSRLY78AAA	GASKET	1		16 26	$1,244 81
A	95400141	Loaner Car ; Standard Line Vehicles			68231616AF	TANK	1		734.33	$520.00
A	95400141	Loaner Car ; Standard Line Vehicles			CSRLY781AA	MODULEKIT	1		785.48	$520.00
A	95400141	Loaner Car ; Standard Line Vehicles			CSRLY782AA	FUEL KIT	1	X	1881.50	$520.00
A	95400141	Loaner Car ; Standard Line Vehicles			CSRLY78AAA	GASKET	1		16 26	$520 00

RO Narratives

(RO) Customer Concern:

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

(RO) 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 PUBLICATION S1923000015Rev SUGGEST REPLACE SHIFTER LEVER.

(RO) 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

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CONCERN : CUSTOMER STATES WHILE DRIVING VEHICLE STARTED JERKING GOING ABOUT 60 -70 MPH ON CUSTOMER STATES WHILE DRIVING VEHICLE STARTED JERKING GOING ABOUT 6 0-70 MPH ON CUSTOMER STATES WHILE DRIVING VEHICLE STARTED JERKING GOING ABOUT 60-70 MPH ON

(Claim) Cause:

VEH DOES NOT START. DTC P0087-00 FUEL RAIL PRESSURE TOO LOW - BANK 1- ACTIVE. VEH DOES NOT START. DTC P0087-00 FUEL RAIL PRESSURE TOO LOW - BANK 1- ACTIVE. VEH DOES NOT START. DTC P0087-00 FUEL RAIL PRESSURE TOO LOW - BANK 1- ACTIVE.

(Claim) Correction:

RECALL Y78 COMPLETED. REPLACE HPFP, FUEL LINES, FUEL INJECTORS, FUEL TANK ASSE RECALL Y78 COMPLETED. REPLACE HPFP, FUEL LINES, FUEL INJECTORS, FUEL TANK ASS E RECALL Y78 COMPLETED. REPLACE HPFP, FUEL LINES, FUEL INJECTORS, FUEL TANK AS SE

Warranty Claim Report

Vehicle Information

VIN	3C63R3EL8 - [redacted]	**Year**	2020	**Body**	D28P91 - RAM 3500 LARAMIE CREW CAB 4X4
Build Date	02/19/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	06/16/2020
Claim Type	S - Safety (Recalls)	**Repair Date**	07/06/2022
Claim Status	Paid	**Mileage (Miles)**	27,811

Expense

Labor	$0.00	**Sublet**	$0.00	**Part**	$286.30	**Total Paid**	$286.30

Dealer Information

Code	52979	**Name**	HUNTER DODGE CHRYSLER JEEP	**Zone**	71	LOS ANGELES
Address	1130 AUTO MALL DR , LANCASTER, CA 93534					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	14Y78183	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	UC	UNCODABLE (NARRATIVE REQUIRED)						$0.00
A	95400142	Loaner Car ; High Line Vehicles								$286.30

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CONCERN : CUSTOMER STATES WHILE DRIVING VEHICLE STARTED JERKING GOING ABOUT 60 -70 MPH ON

(Claim) Cause:

CAUSE : VEH DOES NOT START. DTC P0087-00 FUEL RAIL PRESSURE TOO LOW - BANK 1- ACTIVE.

(Claim) Correction:

CORRECTIVE ACTION : RECALL Y78 COMPLETED. REPLACE HPFP, FUEL LINES, FUEL INJEC TORS, FUEL TANK ASSE

Warranty Claim Report

Vehicle Information

VIN	3C7WRNFL5 - [redacted]	**Year**	2021	**Body**	DP0L94 - RAM 5500 CREW CAB CHASSIS
Build Date	02/19/2021	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	06/01/2021
Claim Type	F - Service Contract	**Repair Date**	07/07/2022
Claim Status	Paid	**Mileage (Miles)**	111,904

Expense

Labor	$880.26	**Sublet**	$10,051.70	**Part**	$0.00	**Total Paid**	$10,731.96

Dealer Information

Code	26676	**Name**	LARRY H MILLER BOUNTIFUL CHRYSLER JEEP DODGE	**Zone**	70	PHOENIX
Address	2929 SOUTH MAIN STREET , BOUNTIFUL, UT 84010					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	68533456AA	TRANS	1	X	8080.05	$546.37
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	68322497AC	COOLER	1		214 76	$546 37
A	21002712	Transmission, Replace automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	68444379AA	FLYWHEEL	1		1276 36	$546 37
A	21002712	Transmission, Replace automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	68444380AA	FLYWHEEL	1		306.14	$546.37
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	04429522	BOLT	10		153.83	$546.37
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	06511777AA	BOLT	6		20.56	$546.37
A	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			68533456AA	TRANS	1	X	8080 05	$30 35
A	21002762	Transmission, Replace automatic ; Two piece propeller shaft equipped			68322497AC	COOLER	1		214.76	$30.35
A	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			68444379AA	FLYWHEEL	1		1276.36	$30.35
A	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			68444380AA	FLYWHEEL	1		306.14	$30.35
A	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			04429522	BOLT	10		153 83	$30 35
A	21002762	Transmission, Replace automatic ; Two piece propeller shaft equipped			06511777AA	BOLT	6		20 56	$30 35
A	21002766	Transmission, Replace automatic ; 4x4/AWD equipped			68533456AA	TRANS	1	X	8080.05	$91.06
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			68322497AC	COOLER	1		214.76	$91.06
A	21002766	Transmission, Replace - automatic ; 4x4/AWD			68444379AA	FLYWHEEL	1		1276.36	$91.06

		equipped								
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			68444380AA	FLYWHEEL	1		306.14	$91.06
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			04429522	BOLT	10		153.83	$91.06
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			06511777AA	BOLT	6		20.56	$91.06
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68533456AA	TRANS	1	X	8080.05	$212.48
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68322497AC	COOLER	1		214.76	$212.48
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68444379AA	FLYWHEEL	1		1276.36	$212.48
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68444380AA	FLYWHEEL	1		306.14	$212.48
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			04429522	BOLT	10		153.83	$212.48
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			06511777AA	BOLT	6		20.56	$212.48

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES-TRANSMISSION FLUID LEAK, PLEASE CHK A D 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

(RO) Cause:

F

(RO) Correction:

111920 UPON INSPECTION, FOUND THAT TRANSFLUID WAS LEAKING FROM THE FRONT OF THEBELLHOUSING AREA. TRIED TO START THE VEHICLETO MOVE IT INTO THE SHOP FOR REPAIRS BUTFOUND THAT THE ENGINE WOULD NOT TURN OVER.REMOVED THE INSPECTION COVER FROM THEBELLHOUSING AND FOUND THAT THE FLEXPLATE HADSUFFERED CATASTROPHIC FAILURE, AND HADSEPARATED FROM THE CRANKSHAFT BOLTS. NOTICEDTHAT DUE TO THE SEPARATED FLEXPLATE, THEENGINE WOULD TURN ABOUT A QUARTER OF AREVOLUTION, BUT THE TORQUE CONVERTER WOULDNOT MOVE AT ALL. REMOVED THE TRANS PAN ANDFOUND PRESENCE OF METAL CONTAMINATION IN THEPAN. REMOVED THE TRANSMISSION ASSEMBLY.DETERMINED THAT THE TORQUE CONVERTER HADSEIZED IN THE PUMP BUSHING DUE TO SEVEREOVERHEATING. WHEN THE TORQUE CONVERTERSEIZED, THE FORCE OF THE ENGINE STILL RUNNINGCAUSED THE FAILURE OF THE FLEXPLATE. REMOVEDTHE FAILED FLEXPLATE AND REPLACED IT WITH ANEW ONE WITH NEW BOLTS. INSTALLED NEWTRANSMISSION ASSEMBLY. INSTALLED NEW TRANSCOOLER. FILLED TRANS FLUID TO PROPER LEVEL.FLASHED TCM AND PERFORMED QUICKLEARN. TESTDROVE VEHICLE, NO FLUID LEAKS ARE PRESENT ANDTHE TRANSMISSION IS NOW OPERATING CORRECTLYAT THIS TIME Transmission, Replace - automatic - Replace AS68RC/AS69RC (3 - HighlySkilled) LOP CODE 21252050 LOP CODE 21002766 LOP CODE 21002762 Engine Engine Engine 111904 1,0 hrs performed replace bothbattery . performed gr-8 test fail bothbattery performed replace both battery iscomplete labor timeis is 1.0 hrs INSTALLED NEW BATTERIES BODY AND ELECTRICAL UNABLE TO PERFORM ALIGNMENT, VEHICLE IS TO LONG FOR OUR RACK STEERING AND SUSPENSION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C/S THE TRANSMISSION FLUID IS LEAKING

(Claim) Cause:

INSPECTED AND FOUND THE TRANSMISSION FLUID WAS LEAKING FROM THE FRONT OF THE BELLHOUSING. FOUND THAT THE FLEXPLATE HAD SUFFERED CATASTROPHIC FAILURE, SEPA RATED FROM THE CRANKSHAFT BOLTS. DUE TO THE SEPARATED FLEXPLATE THE ENGINE W OULD TURN ABOUT A QUARTER OF A REVOLUTION, THE TORQUE CONVERTER WOULD NOT MO VE AT ALL. REMOVED THE TRANS PAN AND FOUND PRESENCE OF METAL CONTAMINATION I N THE PAN. DETERMINED THAT THE TORQUE CONVERTER HAD SEIZED IN THE PUMP BUSHI NG DUE TO SEVER OVERHEATING, THE FORCE OF THE ENGINE STILL RUNNING CAUSED TH E FAILURE OF THE FLEXPLATE.

(Claim) Correction:

REPLACED FLEXPLATE WITH NEW BOLTS AND TRANSMISSION ASSEMBLY, TRANS COOLER. FIL LED TRANS FLUID. PERFORMED QUICKLEARN

Warranty Claim Report

Vehicle Information

VIN	3C7WRTCL8 [redacted]	**Year**	2020	**Body**	DD8L93 - RAM 3500 CREW CAB CHASSIS 4X4
Build Date	11/03/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	01/29/2021
Claim Type	W - Warranty	**Repair Date**	07/15/2022
Claim Status	Paid	**Mileage (Miles)**	78,061

Expense

Labor	$819.23	**Sublet**	$3,567.84	**Part**	$0.00	**Total Paid**	$4,387.07

Dealer Information

Code	68872	**Name**	LIBERTY CHRYSLER CENTER LLC	**Zone**	74	DENVER
Address	1101 EAST OMAHA , RAPID CITY, SD 57701					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08750114	Starter ; 6.7 liter diesel engine			68038153AA	SEAL	1		20.02	$0.00
A	08750114	Starter ; 6.7 liter diesel engine			04429522	BOLT	9		148.59	$0.00
A	08750114	Starter ; 6.7 liter diesel engine			68444380AA	FLYWHEEL	1		328.55	$0.00
A	08750114	Starter ; 6.7 liter diesel engine			06511777AA	BOLT	1		3.68	$0.00
A	08750114	Starter ; 6.7 liter diesel engine			68444855AA	STARTER	1		691.44	$0.00
A	08750114	Starter ; 6.7 liter diesel engine			04429522	BOLT	1		16.51	$0.00
A	08750114	Starter ; 6.7 liter diesel engine			68505584AA	ADAPTER	1	X	899.03	$0.00
A	08750114	Starter ; 6.7 liter diesel engine			68505585AA	BOLT	8		90.23	$0.00
A	08750114	Starter ; 6.7 liter diesel engine			68444379AA	FLYWHEEL	1		1369.79	$0.00
A	21000905	Transmission, Replace adapter ; Automatic transmission - diesel engine	16	CASTING PROCESS DEFECT	68038153AA	SEAL	1		20.02	$523.77
A	21000905	Transmission, Replace adapter ; Automatic transmission - diesel engine	16	CASTING PROCESS DEFECT	04429522	BOLT	9		148.59	$523.77
A	21000905	Transmission, Replace adapter ; Automatic transmission - diesel engine	16	CASTING PROCESS DEFECT	68444380AA	FLYWHEEL	1		328 55	$523 77
A	21000905	Transmission, Replace adapter ; Automatic transmission - diesel engine	16	CASTING PROCESS DEFECT	06511777AA	BOLT	1		3.68	$523.77
A	21000905	Transmission, Replace adapter ; Automatic transmission diesel engine	16	CASTING PROCESS DEFECT	68444855AA	STARTER	1		691.44	$523.77
A	21000905	Transmission, Replace adapter ; Automatic transmission - diesel engine	16	CASTING PROCESS DEFECT	04429522	BOLT	1		16.51	$523.77
A	21000905	Transmission, Replace adapter ; Automatic	16	CASTING PROCESS	68505584AA	ADAPTER	1	X	899.03	$523.77

		transmission - diesel engine		DEFECT						
A	21000905	Transmission, Replace adapter ; Automatic transmission - diesel engine	16	CASTING PROCESS DEFECT	68505585AA	BOLT	8		90.23	$523.77
A	21000905	Transmission, Replace adapter ; Automatic transmission - diesel engine	16	CASTING PROCESS DEFECT	68444379AA	FLYWHEEL	1		1369.79	$523.77
A	21000960	Transmission, Replace adapter ; 4x4 equipped			68038153AA	SEAL	1		20.02	$161.16
A	21000960	Transmission, Replace adapter ; 4x4 equipped			04429522	BOLT	9		148.59	$161.16
A	21000960	Transmission, Replace adapter ; 4x4 equipped			68444380AA	FLYWHEEL	1		328.55	$161.16
A	21000960	Transmission, Replace adapter ; 4x4 equipped			06511777AA	BOLT	1		3 68	$161 16
A	21000960	Transmission, Replace adapter ; 4x4 equipped			68444855AA	STARTER	1		691 44	$161 16
A	21000960	Transmission, Replace adapter ; 4x4 equipped			04429522	BOLT	1		16 51	$161 16
A	21000960	Transmission, Replace adapter ; 4x4 equipped			68505584AA	ADAPTER	1	X	899.03	$161.16
A	21000960	Transmission, Replace adapter ; 4x4 equipped			68505585AA	BOLT	8		90.23	$161.16
A	21000960	Transmission, Replace adapter ; 4x4 equipped			68444379AA	FLYWHEEL	1		1369.79	$161.16
A	21000962	Transmission, Replace adapter ; Two piece drive shaft equipped			68038153AA	SEAL	1		20.02	$26.86
A	21000962	Transmission, Replace adapter ; Two piece drive shaft equipped			04429522	BOLT	9		148.59	$26.86
A	21000962	Transmission, Replace adapter ; Two piece drive shaft equipped			68444380AA	FLYWHEEL	1		328.55	$26.86
A	21000962	Transmission, Replace adapter ; Two piece drive shaft equipped			06511777AA	BOLT	1		3.68	$26.86
A	21000962	Transmission, Replace adapter ; Two piece drive shaft equipped			68444855AA	STARTER	1		691.44	$26.86
A	21000962	Transmission, Replace adapter ; Two piece drive shaft equipped			04429522	BOLT	1		16.51	$26.86
A	21000962	Transmission, Replace adapter ; Two piece drive shaft equipped			68505584AA	ADAPTER	1	X	899.03	$26.86
A	21000962	Transmission, Replace adapter ; Two piece drive shaft equipped			68505585AA	BOLT	8		90.23	$26.86
A	21000962	Transmission, Replace adapter ; Two piece drive shaft equipped			68444379AA	FLYWHEEL	1		1369.79	$26.86
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68038153AA	SEAL	1		20.02	$107.44
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			04429522	BOLT	9		148 59	$107 44
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68444380AA	FLYWHEEL	1		328.55	$107.44
A	85410000	Operation diagnostics - With repair ; Must be used			06511777AA	BOLT	1		3.68	$107.44

		in conjunction with appropriate repair Labor Operation.								
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68444855AA	STARTER	1		691.44	$107.44
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			04429522	BOLT	1		16.51	$107.44
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68505584AA	ADAPTER	1	X	899.03	$107.44
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68505585AA	BOLT	8		90.23	$107.44
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68444379AA	FLYWHEEL	1		1369.79	$107.44

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THAT THE VEHICLE LOST MOVEMENT, WHEN STARTING VEHICLE NOISE HE CUSTOMER STATES THAT THE VEHICLE LOST MOVEMENT, WHEN STARTING VEHICLE NOISE HE CUSTOMER STATES THAT THE VEHICLE LOST MOVEMENT, WHEN STARTING VEHICLE NOISE HE CUSTOMER STATES THAT THE VEHICLE LOST MOVEMENT, WHEN STARTING VEHICLE NOISE HE

(Claim) Cause:

UNABLE TO DETERMINE ACTUAL CAUSE DUE TO EXCESSIVE DAMAGE FOUND - REPAIR WAS DI UNABLE TO DETERMINE ACTUAL CAUSE DUE TO EXCESSIVE DAMAGE FOUND - REPAIR WAS DI UNABLE TO DETERMINE ACTUAL CAUSE DUE TO EXCESSIVE DAMAGE FOUND - REPAIR WAS DI UNABLE TO DETERMINE ACTUAL CAUSE DUE TO EXCESSIVE DAMAGE FOUND - REPAIR WAS DI

(Claim) Correction:

VERIFIED CUSTOMERS CONCERN, VEHICLE NO START - LIFTED VEHICLE REMOVED INSPECTI VERIFIED CUSTOMERS CONCERN, VEHICLE NO START - LIFTED VEHICLE REMOVED INSPECTI VERIFIED CUSTOMERS CONCERN, VEHICLE NO

START - LIFTED VEHICLE REMOVED INSPECTI VERIFIED CUSTOMERS CONCERN, VEHICLE NO START - LIFTED VEHICLE REMOVED INSPECTI

Warranty Claim Report

Vehicle Information

VIN	3C63RRJL5 [redacted]	**Year**	2019	**Body**	D28P92 - RAM 3500 LARAMIE CREW CAB 4X4
Build Date	03/28/2019	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	07/01/2019
Claim Type	W - Warranty	**Repair Date**	08/08/2022
Claim Status	Paid	**Mileage (Miles)**	31,603

Expense

Labor	$916.97	**Sublet**	$1,189.17	**Part**	$0.00	**Total Paid**	$2,106.14

Dealer Information

Code	60917	**Name**		**Zone**	70 PHOENIX
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	14450102	Pump, diesel fuel high pressure ; 6.7 liter diesel engine	ML	CHECK ENGINE/SERVICE ENGINE SO	68579319AA	MODULEKIT	1	X	1162.01	$211.61
A	14450102	Pump, diesel fuel high pressure ; 6.7 liter diesel engine	ML	CHECK ENGINE/SERVICE ENGINE SO	00000NPN	FUEL	1		27.16	$211.61
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68579319AA	MODULEKIT	1	X	1162.01	$705.36
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			00000NPN	FUEL	1		27.16	$705.36

RO Narratives

(RO) Customer Concern:

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

(RO) Cause:

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

(RO) Correction:

31603 Vehicle has DTC for fuel leak , butvehicle has no external fuel leaks present . Verified concern . Vehicle has DTC p0093-00Fuel leak present . Vehicle runs and driveswith no issues and has no external leakspresent . Created Star case # [redacted] Starstated to perform PCM update again for CP3.3programming . Performed PCM update , testdrove vehicle . DTC returned . Star stated toperform fuel pressure regulator and injectorreturn test along with a lift pump test .Verified injector return passed 44ml for 30seconds of engine running (calls for lessthan 94ml in 30 seconds time) and lift pumphas 550 ml of volume within 10 seconds .Verifying lift pump and injector return flowhas no issues present . Monitored commandedfuel rail pressure and actual pressure .Found fuel pressure spikes much higher thancommanded and drops much lower than commandedin the matter of seconds , stapled printedout findings of the pressures to repair orderand informed Star . Star recommended toperform high pressure fuel pump test .Performed high pressure fuel test and foundhigh pressure pump only producing 50 ml offlow at 200 rpm , noticed fuel stream waserratic , going from steady flow to drippingand back to steady intermittently . Servicelibrary states minimum fuel flow is 74 ml at200 rpm . Star ordered another high pressurepump for vehicle . Removed and replaced highpressure pump . Test drove vehicle 80 mileson highway and surface streets , scanned forDTCs . 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 - - -

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

ENGINE PERFORMANCE CONCERN (DIESEL) [CUSTOMER STATES THE ENGINE LIGHT JUST CAM E ON. NO SYMPTOMS]

(Claim) Cause:

DTC P0093, FUEL STREAM IS ERRATIC

(Claim) Correction:

VERIFIED CONCERN . VEHICLE HAS DTC P0093-00 FUEL LEAK PRESENT . VEHICLE RUNS A ND DRIVES WITH NO ISSUES AND HAS NO EXTERNAL LEAKS PRESENT . CREATED STAR CASE # [redacted] STAR STATED TO PERFORM PCM UPDATE AGAIN FOR CP3.3 PROGRAMMING . PERFORMED PCM UPDATE , TEST DROVE VEHICLE . DTC RETURNED . STAR STATED TO PERF ORM FUEL PRESSURE REGULATOR AND INJECTOR RETURN TEST ALONG WITH A LIFT PUMP TE ST . VERIFIED INJECTOR RETURN PASSED 44ML FOR 30 SECONDS OF ENGINE RUNNING (CA LLS 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 COMM ANDED 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 PU MP ONLY PRODUCING 50 ML OF FLOW AT 200 RPM , NOTICED FUEL STREAM WAS ERRATIC , GOING FROM STEADY FLOW TO DRIPPING AND BACK TO STEADY INTERMITTENTLY . SERVIC E 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 . TES T DROVE VEHICLE 80 MILES ON HIGHWAY AND SURFACE STREETS , SCANNED FOR DTCS . V ERIFIED NO DTCS PRESENT OF ANY KIND . VEHICLE RUNS WITH NO ISSUES PRESENT . VE RIFIED REPAIR .

Warranty Claim Report

Vehicle Information

VIN	3C7WRLEL0 - [redacted]	**Year**	2021	**Body**	DP9L93 - RAM 4500 CREW CAB CHASSIS
Build Date	05/25/2021	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	07/20/2021
Claim Type	W - Warranty	**Repair Date**	08/17/2022
Claim Status	Paid	**Mileage (Miles)**	53,821

Expense

Labor	$377.41	**Sublet**	$1,389.67	**Part**	$0.00	**Total Paid**	$1,767.08

Dealer Information

Code	44311	**Name**	KERNERSVILLE CHRYSLER DODGE LLC	**Zone**	66	ORLANDO
Address	950 HIGHWAY 66 SOUTH , KERNERSVILLE, NC 27284					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	09254407	Flexplate, torque converter drive automatic transmission ; Cummins Diesel Engine	11	BROKEN OR CRACKED	68444379AA	FLYWHEEL	1	X	1381.02	$377.41
A	09254407	Flexplate, torque converter drive automatic transmission ; Cummins Diesel Engine	11	BROKEN OR CRACKED	68526185AA	CLIP	7		8.65	$377.41

RO Narratives

(RO) Customer Concern:

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

(RO) Cause:

FOUND FLEX PLATE BROKEN

(RO) Correction:

REPLACED FLEX PLATE ASSEMBLY COMPLETED-SEE ATTACHED COPY

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C/S THER EIS A RATTLING NOISE UNDER TRUCK WHEN ACCELRATING

(Claim) Cause:

FOUIND FLEX PLATE CRACKED

(Claim) Correction:

R AND R FLEX PLATE ASSY

Warranty Claim Report

Vehicle Information

VIN	3C7WRTCL8 - [redacted]	**Year**	2019	**Body**	DD8L93 - RAM 3500 CREW CAB CHASSIS 4X4
Build Date	09/12/2019	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	08/24/2020
Claim Type	F Service Contract	**Repair Date**	08/20/2022
Claim Status	Paid	**Mileage (Miles)**	31,076

Expense

Labor	$0 00	**Sublet**	$0 00	**Part**	$110 00	**Total Paid**	$110 00

Dealer Information

Code	68807	**Name**	PERFORMANCE CHRY JEEP DODGE, INC	**Zone**	74	DENVER
Address	7010 SOUTH 124TH CIRCLE , LA VISTA, NE 68128					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26860303	Maintenance Interval - Schedule B ; To be used every 3,000 Intervals	MC	MAINTENANCE CARE						$0 00
A	95260001	Maintenance Allowance ; Fixed Cost Maintenance								$110 00

RO Narratives

(RO) Customer Concern:

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 StatesFRONT END WOBBLES 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 StatesAC 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 Hig Pressure Fuel Pump **] Recall / Customer Satisfaction Notification 2 [Safety Recall Z08 Windshield Wipers **] PERFORM TIRE ROTATION TO MOST OPTIMUM POSITION. MEL Tire Rotation

(RO) Cause:

. . . . . PER MAINTENANCE AND TIRE WEAR

(RO) 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 oilmay be required based on geographic location) [12qt. 10W30] PERFORM DIESEL OIL CHANGEM 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 THECONCERN AND FOUND A TCM SOFTWARE UPDATE. IREPROGRAMMED THE TCM AND PERFORMED A QUICKLEARN PROCEDURE. THEN I VERIFIED THETRANSMISSION SHIFTS PROPERLY Module, Transmission Control (TCM) - ReprogramModule, 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 SEEANY LEAKS AT THIS TIME. I RECHARGED THE ACSYSTEM 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 orall (0 -

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

AC NOT COLD KEY FOB INOP TRANS SHIFT HARD AT LOWER GEARS

(Claim) Cause:

INSPECTED, FOUND AC LOW BUT NO LEAKS FOUND TEST DROVE AND VERIFIED CONCERN. CHECKED FOR DTC OR UPDATES. TCM UPDATE AVAILA VERIFIED CONCERN. FOB FAULTY BLE

(Claim) Correction:

RECHARGED AND RECHECKED FOR LEAKS. NO LEAKS. REPLACED AND PROGRAMMED FOB PERFORMED TCM UPDATE

Warranty Claim Report

Vehicle Information

VIN	3C7WRTCL8 [redacted]	**Year**	2019	**Body**	DD8L93 - RAM 3500 CREW CAB CHASSIS 4X4
Build Date	09/12/2019	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	08/24/2020
Claim Type	S Safety (Recalls)	**Repair Date**	08/20/2022
Claim Status	Paid	**Mileage (Miles)**	31,076

Expense

Labor	$13 06	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$13 06

Dealer Information

Code	68807	**Name**	PERFORMANCE CHRY JEEP DODGE, INC	**Zone**	74	DENVER
Address	7010 SOUTH 124TH CIRCLE , LA VISTA, NE 68128					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	23Z08182	Safety Recall Z08 - Windshield Wipers ; Nut, Wiper Arms Torque Front	UC	UNCODABLE (NARRATIVE REQUIRED)						$13 06

RO Narratives

(RO) Customer Concern:

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 StatesFRONT END WOBBLES 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 StatesAC 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 Hig Pressure Fuel Pump **] Recall / Customer Satisfaction Notification 2 [Safety Recall Z08 Windshield Wipers **] PERFORM TIRE ROTATION TO MOST OPTIMUM POSITION. MEL Tire Rotation

(RO) Cause:

. . . . . PER MAINTENANCE AND TIRE WEAR

(RO) 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 oilmay be required based on geographic location) [12qt. 10W30] PERFORM DIESEL OIL CHANGEM 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 THECONCERN AND FOUND A TCM SOFTWARE UPDATE IREPROGRAMMED THE TCM AND PERFORMED A QUICKLEARN PROCEDURE THEN I VERIFIED THETRANSMISSION SHIFTS PROPERLY Module, Transmission Control (TCM) - ReprogramModule, 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 SEEANY LEAKS AT THIS TIME. I RECHARGED THE ACSYSTEM 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 orall (0 -

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

AC NOT COLD KEY FOB INOP TRANS SHIFT HARD AT LOWER GEARS

(Claim) Cause:

INSPECTED, FOUND AC LOW BUT NO LEAKS FOUND TEST DROVE AND VERIFIED CONCERN. CHECKED FOR DTC OR UPDATES. TCM UPDATE AVAILA VERIFIED CONCERN. FOB FAULTY BLE

(Claim) Correction:

RECHARGED AND RECHECKED FOR LEAKS. NO LEAKS. REPLACED AND PROGRAMMED FOB PERFORMED TCM UPDATE

Warranty Claim Report

Vehicle Information

VIN	3C7WRTCL8 [redacted]	**Year**	2019	**Body**	DD8L93 - RAM 3500 CREW CAB CHASSIS 4X4
Build Date	09/12/2019	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	08/24/2020
Claim Type	W - Warranty	**Repair Date**	08/20/2022
Claim Status	Paid	**Mileage (Miles)**	31,076

Expense

Labor	$117.50	**Sublet**	$97.27	**Part**	$0.00	**Total Paid**	$214.77

Dealer Information

Code	68807	**Name**	PERFORMANCE CHRY JEEP DODGE, INC	**Zone**	74	DENVER
Address	7010 SOUTH 124TH CIRCLE , LA VISTA, NE 68128					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
C	08804420	Transmitter, Integrated Key FOB ; Transmitter - keyless ignition - one or all	SU	SHORT RANGE	68538047AB	TRANSMITT	1	X	97.27	$26.11
A	181905PF	Module, Transmission Control (TCM) ; Module, Transmission Control (TCM) - Inspect and Reprogram	CC	SENDING UNITS/SENSORS						$39.17
B	24010101	A/C Performance Test and Recharge ; Front unit	53	IMPROPER PRESSURE						$52.22

RO Narratives

(RO) Customer Concern:

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 StatesFRONT END WOBBLES 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 StatesAC 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

(RO) Cause:

. . . . . PER MAINTENANCE AND TIRE WEAR

(RO) 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 oilmay be required based on geographic location) [12qt. 10W30] PERFORM DIESEL OIL CHANGEM 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 THECONCERN AND FOUND A TCM SOFTWARE UPDATE. IREPROGRAMMED THE TCM AND PERFORMED A QUICKLEARN PROCEDURE. THEN I VERIFIED THETRANSMISSION SHIFTS PROPERLY Module, Transmission Control (TCM) - ReprogramModule, 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 SEEANY LEAKS AT THIS TIME. I RECHARGED THE ACSYSTEM 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 orall (0 -

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

AC NOT COLD KEY FOB INOP TRANS SHIFT HARD AT LOWER GEARS

(Claim) Cause:

INSPECTED, FOUND AC LOW BUT NO LEAKS FOUND TEST DROVE AND VERIFIED CONCERN. CHECKED FOR DTC OR UPDATES. TCM UPDATE AVAILA VERIFIED CONCERN. FOB FAULTY BLE

(Claim) Correction:

RECHARGED AND RECHECKED FOR LEAKS. NO LEAKS. REPLACED AND PROGRAMMED FOB PERFORMED TCM UPDATE

Warranty Claim Report

Vehicle Information

VIN	3C63R3EL8 - [redacted]	**Year**	2020	**Body**	D28P91 - RAM 3500 LARAMIE CREW CAB 4X4
Build Date	02/19/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	06/16/2020
Claim Type	W Warranty	**Repair Date**	08/30/2022
Claim Status	Paid	**Mileage (Miles)**	29,265

Expense

Labor	$240 94	**Sublet**	$2,616 47	**Part**	$0 00	**Total Paid**	$2,857 41

Dealer Information

Code	45854	**Name**		**Zone**	71	LOS ANGELES
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	21550233	Pan, Oil - Related Repairs ; Aisin Transmission			05189966AD	FLUID AFT	9		139 74	$107 08
A	21550233	Pan, Oil - Related Repairs ; Aisin Transmission			05189966AD	FLUID AFT	5		77 63	$107 08
A	21550233	Pan, Oil - Related Repairs ; Aisin Transmission			68214914AA	GASKET	1		49 87	$107 08
A	21550233	Pan, Oil - Related Repairs ; Aisin Transmission			68224232AA	FILTER	1		123 39	$107 08
A	21550233	Pan, Oil - Related Repairs ; Aisin Transmission			68445748AA	BODY ASSY	1	X	2210 31	$107 08
A	21550233	Pan, Oil - Related Repairs ; Aisin Transmission			05189966AD	FLUID AFT	1		15 53	$107 08
A	21950158	Valve Body ; Valve body - Replace Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled)	07	BINDS, STICKS, OR SEIZED	05189966AD	FLUID AFT	9		139 74	$93 70
A	21950158	Valve Body ; Valve body - Replace - Aisin AS66RC/AS68RC/AS69RC (3 Highly Skilled)	07	BINDS, STICKS, OR SEIZED	05189966AD	FLUID AFT	5		77.63	$93.70
A	21950158	Valve Body ; Valve body - Replace Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled)	07	BINDS, STICKS, OR SEIZED	68214914AA	GASKET	1		49 87	$93 70
A	21950158	Valve Body ; Valve body Replace - Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled)	07	BINDS, STICKS, OR SEIZED	68224232AA	FILTER	1		123.39	$93.70
A	21950158	Valve Body ; Valve body - Replace - Aisin AS66RC/AS68RC/AS69RC (3 Highly Skilled)	07	BINDS, STICKS, OR SEIZED	68445748AA	BODY ASSY	1	X	2210 31	$93 70
A	21950158	Valve Body ; Valve body Replace - Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled)	07	BINDS, STICKS, OR SEIZED	05189966AD	FLUID AFT	1		15.53	$93.70
B	181905RG	Module, Transmission Control (TCM) ; Module, Transmission Control (TCM) Inspect and Reprogram	CC	SENDING UNITS/SENSORS						$40.16

RO Narratives

(RO) Customer Concern:

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

(RO) 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

(RO) 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

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES ON AN INCLINE IN BETWEEN 1ST AND 2ND GEAR FEELS LIKE IT GOES I CUSTOMER STATES ON AN INCLINE IN BETWEEN 1ST AND 2ND GEAR FEELS LIKE IT GOES I

(Claim) Cause:

AVAILABLE TCM SOFTWARE UPDATE WITH DRIVABILITY AND SHIFTING ENHANCEMENTS. CUST AVAILABLE TCM SOFTWARE UPDATE WITH DRIVABILITY AND SHIFTING ENHANCEMENTS. CUST AVAILABLE TCM SOFTWARE UPDATE WITH DRIVABILITY AND SHIFTING ENHANCEMENTS. CUST

(Claim) Correction:

SCANNED VEH, NO TRANS DTCS IN SYSTEM, CHECKED TRANS FLUID, LEVEL OK AVAILABLE SCANNED VEH, NO TRANS DTCS IN SYSTEM, CHECKED TRANS FLUID, LEVEL OK AVAILABLE SCANNED VEH, NO TRANS DTCS IN SYSTEM, CHECKED TRANS FLUID, LEVEL OK AVAILABLE

Warranty Claim Report

Vehicle Information

VIN	3C63R3EL8 - [redacted]	**Year**	2020	**Body**	D28P91 - RAM 3500 LARAMIE CREW CAB 4X4
Build Date	02/19/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	06/16/2020
Claim Type	S - Safety (Recalls)	**Repair Date**	08/30/2022
Claim Status	Paid	**Mileage (Miles)**	29,265

Expense

Labor	$13.39	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$13.39

Dealer Information

Code	45854	**Name**		**Zone**	71	LOS ANGELES
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	23Z08182	Safety Recall Z08 - Windshield Wipers ; Nut, Wiper Arms - Torque Front	UC	UNCODABLE (NARRATIVE REQUIRED)						$13 39

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
Safety Recall Z08

(Claim) Cause:
Z08 RECALL

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	3C7WRNDL0 - [redacted]	**Year**	2020	**Body**	DP0L66 - RAM 5500 REG CAB CHASSIS
Build Date	02/08/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	04/08/2020
Claim Type	S - Safety (Recalls)	**Repair Date**	08/30/2022
Claim Status	Paid	**Mileage (Miles)**	68,119

Expense

Labor	$415.66	**Sublet**	$708.21	**Part**	$0.00	**Total Paid**	$1,123.87

Dealer Information

Code	52664	**Name**	JUNCTION AUTO SALES INC	**Zone**	42	DETROIT
Address	12423 MAYFIELD , CHARDON, OH 44024					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	14Y78182	Safety Recall Y78 - High Pressure Fuel Pump ; Replace High Pressure Fuel Pump and Reprogram PCM	UC	UNCODABLE (NARRATIVE REQUIRED)	CSRLY781AA	MODULEKIT	1	X	708.21	$415.66

RO Narratives

(RO) Customer Concern:

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

(RO) Cause:

MFG RECALL

(RO) 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

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	3C63RRRL3 - [redacted]	**Year**	2020	**Body**	D28M92 - RAM 3500 LIMITED CREW CAB 4X4
Build Date	03/07/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	06/11/2020
Claim Type	S - Safety (Recalls)	**Repair Date**	08/30/2022
Claim Status	Paid	**Mileage (Miles)**	40,817

Expense

Labor	$118.00	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$118.00

Dealer Information

Code	27209	**Name**		**Zone**	66 ORLANDO
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	22Y26181	Safety Recall Y26 - Wheel Studs ; Inspect Wheel Studs	UC	UNCODABLE (NARRATIVE REQUIRED)						$101.14
B	23Z08182	Safety Recall Z08 - Windshield Wipers ; Nut, Wiper Arms - Torque Front	UC	UNCODABLE (NARRATIVE REQUIRED)						$16.86

RO Narratives

(RO) Customer Concern:

(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

(RO) Cause:

NA

(RO) 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

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THAT THE CHECK ENGINE LIGHT COMES ON WHILE DRIVING

(Claim) Cause:

STUCK OPEN

(Claim) Correction:

FOUND FAILED EGR VALVE BECAUSE OF EGR VALVE BEING STUCK, I ALSO FOUND THAT EG R GETTING STUCK CAUSED AND INTERNAL SHORT OF THE EGR AND THIS CAUSED AND INTE RNAL 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 INFORMA TION AND RECALIBRATED ABS, TEST DROVE TO CONFIRM VEHICLE OPERATES AS DESIGNED AT THIS TIME--

Warranty Claim Report

Vehicle Information

VIN	3C63RRRL3 [redacted]	**Year**	2020	**Body**	D28M92 - RAM 3500 LIMITED CREW CAB 4X4
Build Date	03/07/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	06/11/2020
Claim Type	W - Warranty	**Repair Date**	08/30/2022
Claim Status	Paid	**Mileage (Miles)**	40,817

Expense

Labor	$269.70	**Sublet**	$5,239.11	**Part**	$0.00	**Total Paid**	$5,508.81

Dealer Information

Code	27209	**Name**		**Zone**	66	ORLANDO	
Address	, ,						

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08190401	Module, diesel engine control ; 6.7 liter diesel engine			68447574AA	EGR VALVE	1	X	1650.62	$185.42
A	08190401	Module, diesel engine control ; 6.7 liter diesel engine			68005465AA	GASKET	1		11.63	$185.42
A	08190401	Module, diesel engine control ; 6.7 liter diesel engine			68005184AA	GASKET	2		42.98	$185.42
A	08190401	Module, diesel engine control ; 6.7 liter diesel engine			68363277AA	MODULE	1		3533.88	$185.42
A	25014511	Valve, EGR ; 6.7 liter diesel engine 2500-3500 pickup truck	3V	EGR rationality failure	68447574AA	EGR VALVE	1	X	1650.62	$84.28
A	25014511	Valve, EGR ; 6.7 liter diesel engine 2500-3500 pickup truck	3V	EGR rationality failure	68005465AA	GASKET	1		11.63	$84.28
A	25014511	Valve, EGR ; 6.7 liter diesel engine 2500-3500 pickup truck	3V	EGR rationality failure	68005184AA	GASKET	2		42.98	$84.28
A	25014511	Valve, EGR ; 6.7 liter diesel engine 2500-3500 pickup truck	3V	EGR rationality failure	68363277AA	MODULE	1		3533.88	$84.28

RO Narratives

(RO) Customer Concern:

(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

(RO) Cause:

NA

(RO) 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

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THAT THE CHECK ENGINE LIGHT COMES ON WHILE DRIVING

(Claim) Cause:

STUCK OPEN

(Claim) Correction:

FOUND FAILED EGR VALVE BECAUSE OF EGR VALVE BEING STUCK, I ALSO FOUND THAT EG R GETTING STUCK CAUSED AND INTERNAL SHORT OF THE EGR AND THIS CAUSED AND INTE RNAL 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 INFORMA TION AND RECALIBRATED ABS, TEST DROVE TO CONFIRM VEHICLE OPERATES AS DESIGNED AT THIS TIME--

Warranty Claim Report

Vehicle Information

VIN	3C7WRTCL8 [redacted]	**Year**	2019	**Body**	DD8L93 - RAM 3500 CREW CAB CHASSIS 4X4
Build Date	09/12/2019	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	08/24/2020
Claim Type	S - Safety (Recalls)	**Repair Date**	09/08/2022
Claim Status	Paid	**Mileage (Miles)**	31,513

Expense

Labor	$456.96	**Sublet**	$731.96	**Part**	$9.91	**Total Paid**	$1,198.83

Dealer Information

Code	68807	**Name**	PERFORMANCE CHRY JEEP DODGE, INC	**Zone**	74	DENVER
Address	7010 SOUTH 124TH CIRCLE , LA VISTA, NE 68128					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	14Y78182	Safety Recall Y78 - High Pressure Fuel Pump ; Replace High Pressure Fuel Pump and Reprogram PCM	UC	UNCODABLE (NARRATIVE REQUIRED)	CSRLY781AA	MODULEKIT	1	X	719.91	$456.96
A	14Y78182	Safety Recall Y78 - High Pressure Fuel Pump ; Replace High Pressure Fuel Pump and Reprogram PCM	UC	UNCODABLE (NARRATIVE REQUIRED)	68218057AC	FLUID	1		12.05	$456.96
A	95370253	Ride Share Service ; 3rd Party Service - From Dealer			CSRLY781AA	MODULEKIT	1	X	719.91	$9.91
A	95370253	Ride Share Service ; 3rd Party Service - From Dealer			68218057AC	FLUID	1		12.05	$9.91

RO Narratives

(RO) Customer Concern:

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 rebootsgoing down the road] Multi-point inspection (according to maintenance interval) PERFORM TIRE ROTATION TO MOST OPTIMUM POSITION. MEL Tire Rotation

(RO) Cause:

. . PER MAINTENANCE AND TIRE WEAR

(RO) 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

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

FRONT END FEELS LOOSE, WOBBLES RADIO SCREEN GOES BLANK, RADIO REBOOTS

(Claim) Cause:

VERIFIED CONCERN. CHECKED WIRING AND CONNECTIONS. CHECKED SOFTWARE LEVEL. UPDA VERIFIED CONCERN. FOUND STEERING DAMPER WEAK, FAULTY TE AVAILABLE

(Claim) Correction:

REPLACED STEERING DAMPER PERFORMED RADIO SOFTWARE UPDATE

Warranty Claim Report

Vehicle Information

VIN	3C7WRTCL8 [redacted]	**Year**	2019	**Body**	DD8L93 - RAM 3500 CREW CAB CHASSIS 4X4
Build Date	09/12/2019	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	08/24/2020
Claim Type	W - Warranty	**Repair Date**	09/08/2022
Claim Status	Paid	**Mileage (Miles)**	31,513

Expense

Labor	$91.39	**Sublet**	$244.43	**Part**	$0.00	**Total Paid**	$335.82

Dealer Information

Code	68807	**Name**	PERFORMANCE CHRY JEEP DODGE, INC	**Zone**	74	DENVER
Address	7010 SOUTH 124TH CIRCLE , LA VISTA, NE 68128					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	02152001	Damper, steering	6X	WEAK	68232449AC	DAMPER	1	X	244.43	$26.11
B	186002AV	Radio ; Radio, Check Software Level and Perform Software Update	CC	SENDING UNITS/SENSORS						$65.28

RO Narratives

(RO) Customer Concern:

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 rebootsgoing down the road] Multi-point inspection (according to maintenance interval) PERFORM TIRE ROTATION TO MOST OPTIMUM POSITION. MEL Tire Rotation

(RO) Cause:

. . PER MAINTENANCE AND TIRE WEAR

(RO) 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

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

FRONT END FEELS LOOSE, WOBBLES RADIO SCREEN GOES BLANK, RADIO REBOOTS

(Claim) Cause:

VERIFIED CONCERN. CHECKED WIRING AND CONNECTIONS. CHECKED SOFTWARE LEVEL. UPDA VERIFIED CONCERN. FOUND STEERING DAMPER WEAK, FAULTY TE AVAILABLE

(Claim) Correction:

REPLACED STEERING DAMPER PERFORMED RADIO SOFTWARE UPDATE

Warranty Claim Report

Vehicle Information

VIN	3C7WRLAJ6 - [redacted]	**Year**	2020	**Body**	DP9L63 - RAM 4500 REG CAB CHASSIS
Build Date	11/12/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	560

Claim Information

Claim #	[redacted]	**In Service Date**	01/18/2021
Claim Type	W - Warranty	**Repair Date**	09/21/2022
Claim Status	Paid	**Mileage (Miles)**	1,451

Expense

Labor	$436.97	**Sublet**	$951.87	**Part**	$0.00	**Total Paid**	$1,388.84

Dealer Information

Code	45562	**Name**	ATLANTIC CHRYSLER DODGE JEEP RAM	**Zone**	32	NEW YORK
Address	130 SUNRISE HWY , WEST ISLIP, NY 11795					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	21251703	Hose / tube, transmission oil cooler ; Oil cooler pressure and return bundle	71	OIL LEAK	68020021AA	FITTING	2		515.15	$436.97
A	21251703	Hose / tube, transmission oil cooler ; Oil cooler pressure and return bundle	71	OIL LEAK	68224591AB	ELBOW	1		130.71	$436.97
A	21251703	Hose / tube, transmission oil cooler ; Oil cooler pressure and return bundle	71	OIL LEAK	68359845AC	TUBE	1	X	238.35	$436.97
A	21251703	Hose / tube, transmission oil cooler ; Oil cooler pressure and return bundle	71	OIL LEAK	68445730AA	ELBOW	1		67.66	$436.97

RO Narratives

(RO) Customer Concern:

(Multi-point inspection according to maintenance interval) CUSTOMER STATES SEE TRANSMISSION FLUID LEAKING.

(RO) Cause:

TECH VERIFIED OIL LEAKING FROM TRANSMISSION LINES AND FITTINGS

(RO) Correction:

COMPLETED. RECOMMENDATIONS GIVEN TO CUSTOMER. REPLACE PRESSURE AND COOLER BUNDLE AND RELATED FITTINGS

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES SEE TRANSMISSION FLUID LEAKING.

(Claim) Cause:

TECH VERIFIED OIL LEAKING FROM TRANSMISSION LINES AND FITTINGS

(Claim) Correction:

REPLACE PRESSURE AND COOLER BUNDLE AND RELATED FITTINGS

Warranty Claim Report

Vehicle Information

VIN	3C63R3EL8 [redacted]	**Year**	2020	**Body**	D28P91 - RAM 3500 LARAMIE CREW CAB 4X4
Build Date	02/19/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	06/16/2020
Claim Type	W - Warranty	**Repair Date**	09/26/2022
Claim Status	Paid	**Mileage (Miles)**	29,545

Expense

Labor	$722.79	**Sublet**	$7,688.40	**Part**	$552.92	**Total Paid**	$8,964.11

Dealer Information

Code	45854	**Name**		**Zone**	71	LOS ANGELES
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	05189977AD	FLUID AFT	2		125 86	$481 86
A	21002712	Transmission, Replace automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	68533466AA	TRANS	1	X	7562.54	$481.86
A	21002760	Transmission, Replace - automatic ; Skid plate equipped			05189977AD	FLUID AFT	2		125.86	$53.54
A	21002760	Transmission, Replace - automatic ; Skid plate equipped			68533466AA	TRANS	1	X	7562.54	$53.54
A	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			05189977AD	FLUID AFT	2		125 86	$26 77
A	21002762	Transmission, Replace automatic ; Two piece propeller shaft equipped			68533466AA	TRANS	1	X	7562.54	$26.77
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			05189977AD	FLUID AFT	2		125.86	$80.31
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			68533466AA	TRANS	1	X	7562.54	$80.31
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			05189977AD	FLUID AFT	2		125.86	$80.31
A	85410000	Operation diagnostics With repair ; ust be used in conjunction with appropriate repair Labor Operation.			68533466AA	TRANS	1	X	7562.54	$80.31
A	85LOAN00	Loaner Car ; Loaner Car			05189977AD	FLUID AFT	2		125.86	$0.00
A	85LOAN00	Loaner Car ; Loaner Car			68533466AA	TRANS	1	X	7562.54	$0.00
A	95400142	Loaner Car ; High Line Vehicles			05189977AD	FLUID AFT	2		125.86	$552.92
A	95400142	Loaner Car ; High Line Vehicles			68533466AA	TRANS	1	X	7562.54	$552.92

RO Narratives

(RO) Customer Concern:

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

(RO) Cause:

TRANS SLIPPING 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

(RO) 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

(RO) Technical Notes:

TRANS SLIPPING IN 1ST TO 2ND ON AN INCLINE ON JOB 7 SEE WARRANTY INVOICE...PAPERLESS REPAIR ORDER SYSTEM WITH REYNOLDS ANDREYNOLDS IGNITE PROGRAM-ELECTRONIC REPAIR ORDER-ELECTRONIC HARD CARD-ELECTRONIC TIME STAMPING-NO PAPER HARD CARD GOES TO TECH, ALL NOTES AND TIME STAMPING DONE ON COMPUTER IN DISPATCH PROGRAM, SEE WARRANTY INVOICE FOR ALL INFO [redacted]

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES TRANSMISSION IS HAVING SAME ISSUE PLEASE CHECK AND ADV

(Claim) Cause:

TRANS SLIPPING IN 1ST TO 2ND ON AN INCLINE. TRANS WITH INTERNAL FAILURE, NO A VAILABLE TRANS CASE, STAR CASE#[redacted]STAR SUGGESTED TO REPLACE TRANS D UE TO NO TRANS CASE AVAILABLE.

(Claim) Correction:

SCANNED VEH, CHECKED TRANS FLUID, LEVEL OK, ROAD TEST VEH, TRANS SLIPPING/FRE EWHEEL ON 1-2, START STAR CASE # STAR SUGGESTED TO REPLACE TRANS DUE TO NO AV AILABLE PARTS FOR THIS REPAIR, REMOVED FRONT AND REAR DRIVE SHAFTS, ALL CONN ECTORS, BRACKETS, SHIFTER CABLE, COOLER LINES, CROSS MEMBER, MOUNTS, TRANSFER CASE, T/C BOLTS, REMOVED TRANS, INSPECTED, TRANSFER ALL BRACKETS TO NEW/REMA N TRANS, INSTALLED TRANS WITH TORQUE CONVERTER, ALL CONNECTORS, BRACKETS, SH IFTER CABLE, REVERSE FLUSH TRANS COOLER/COOLER LINES, INSTALLED COOLER LINES, TRANSFER CASE, MOUNTS, CROSS MEMBER, DRIVE SHAFTS, SKID PLATES, T/C BOLTS, T OP OFF FLUID, PERFORMED TRANS QUICK LEARN, ROAD TEST AND CHECKED FOR LEAKS.

Warranty Claim Report

Vehicle Information

VIN	3C63R3EL6 [redacted]	**Year**	2019	**Body**	D28P91 - RAM 3500 LARAMIE CREW CAB 4X4
Build Date	04/06/2019	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	12/02/2019
Claim Type	W Warranty	**Repair Date**	09/29/2022
Claim Status	Paid	**Mileage (Miles)**	66,286

Expense

Labor	$88 70	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$88 70

Dealer Information

Code	26799	**Name**	WATSON BENZIE, LLC	**Zone**	42	DETROIT
Address	1514 BENZIE HWY , BENZONIA, MI 49616					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85412101	Transmission Driveability, Trouble Not Found ; Transmission Shift Quality	UC	UNCODABLE (NARRATIVE REQUIRED)						$88.70

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
TRANS SHIFT HARD

GCS Narratives

(Claim) Customer Concern:
TRANS SHIFT HARD

(Claim) Cause:
CHECK OVER

(Claim) Correction:
NO PROBLEM FOUND

Warranty Claim Report

Vehicle Information

VIN	3C7WRNFL3 [redacted]	**Year**	2019	**Body**	DP0L94 - RAM 5500 CREW CAB CHASSIS
Build Date	05/13/2019	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	02/26/2020
Claim Type	W - Warranty	**Repair Date**	09/30/2022
Claim Status	Paid	**Mileage (Miles)**	22,792

Expense

Labor	$796.11	**Sublet**	$7,633.09	**Part**	$0.00	**Total Paid**	$8,429.20

Dealer Information

Code	45113	**Name**	BRIGGS DODGE	**Zone**	74	DENVER
Address	3137 S KANSAS AVE , TOPEKA, KS 66611					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	ML	CHECK ENGINE/SERVICE ENGINE SO	68533456AA	TRANS	1	X	7232 11	$409 43
A	21002712	Transmission, Replace automatic ; AS68RC/AS69RC	ML	CHECK ENGINE/SERVICE ENGINE SO	68322497AC	COOLER	1		247.81	$409.43
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	ML	CHECK ENGINE/SERVICE ENGINE SO	68359847AC	TOC ASSY	1		153.17	$409.43
A	21002760	Transmission, Replace - automatic ; Skid plate equipped			68533456AA	TRANS	1	X	7232.11	$45.49
A	21002760	Transmission, Replace - automatic ; Skid plate equipped			68322497AC	COOLER	1		247 81	$45 49
A	21002760	Transmission, Replace automatic ; Skid plate equipped			68359847AC	TOC ASSY	1		153.17	$45.49
A	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			68533456AA	TRANS	1	X	7232.11	$22.75
A	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			68322497AC	COOLER	1		247.81	$22.75
A	21002762	Transmission, Replace automatic ; Two piece propeller shaft equipped			68359847AC	TOC ASSY	1		153.17	$22.75
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			68533456AA	TRANS	1	X	7232.11	$68.24
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			68322497AC	COOLER	1		247.81	$68.24
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			68359847AC	TOC ASSY	1		153.17	$68.24
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68533456AA	TRANS	1	X	7232.11	$159.22
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 -			68322497AC	COOLER	1		247.81	$159.22

		Skilled)								
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68359847AC	TOC ASSY	1		153.17	$159.22
A	85700001	Digital Imaging ; Process time			68533456AA	TRANS	1	X	7232.11	$90.98
A	85700001	Digital Imaging ; Process time			68322497AC	COOLER	1		247.81	$90.98
A	85700001	Digital Imaging ; Process time			68359847AC	TOC ASSY	1		153.17	$90.98

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES TRUCK WON'T GO INTOGEAR REVERSE OR DRIVE WON'T ACCELERATE JUST REVS UP BRIGGS WORLD CLASS MULTI-POINT INSPECTION CUSTOMER PAY FOR MUD REMOVAL EXTRA TIME

(RO) Cause:

TRANMSISSION

(RO) Correction:

22792 confirmed customer concern inspectedand found dtc p077c-00 p0732-00 p0722-00p07bf-00. cleared dtc found dtc to come back.found truck to not move. inspected fluidlevel. found fluid level to be in the runningrange. inspected fluid found fluid to be verydark and burnt. removed transmission pan andinspected found clutch material to be influid. inspected and found transmission to befaulty. replaced transmission, transmissionbypass valve, and transmission cooler. testdrove truck for 30 miles found no relatedconcerns at this time. APPROVAL WAS GIVENAFTER SUBMITTING DIGITAL IMAGING. ALLDOCUMENTED PAPERWORK IS ATTACHED TO CLAIM- NOTE FROM APPROVING AGENT ReplacementApproved. Be sure to have the partsdepartment order the Transmission Part Numberthat was approved. Be sure to DRAIN ALLFLUIDS from the returned components. If thereis any issue with the cooler replace it. Besure to add the Administration Lop 85700001for .8 to your claim for PTPA submittal.Claim authorization number is PA. All theparts that came installed in or on thetransmission including the sump filter mustbe returned to avoid chargeback. Note: Theauthorized replacement transmission must beregistered electronically in the Mopar PartRegistration Application found under theParts tab on Dealer CONNECT. Vehicle repairsmust be performed by a technician with theproper skill level. Thank You! Transmission Replace Automatic- GROUP A Transmission Replace Automatic- Transmission Replace Automatic- Oil cooler, external auxiliary-Cooler PSC Trans/Transaxle/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

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C/S TRUCK WON'T GO INTO REAR REVERSE OR DRIVE WONT ACCELERATE, JUST REVS UP

(Claim) Cause:

CONFIRMED CUSTOMER CONCERN INSPECTED AND FOUND DTC P077C-00 P0732-00 P0722-00 P07BF-00. CLEARED DTC FOUND DTC TO COME BACK. FOUND TRUCK TO NOT MOVE. INSPE CTED FLUID LEVEL. FOUND FLUID LEVEL TO BE IN THE RUNNING RANGE. INSPECTED FLU ID FOUND FLUID TO BE VERY DARK AND BURNT. REMOVED TRANSMISSION PAN AND INSPEC TED FOUND CLUTCH MATERIAL TO BE IN FLUID. INSPECTED AND FOUND TRANSMISSION TO BE FAULTY.

(Claim) Correction:

REPLACED TRANSMISSION, TRANSMISSION BYPASS VALVE, AND TRANSMISSION COOLER. TES T DROVE TRUCK FOR 30 MILES FOUND NO RELATED CONCERNS AT THIS TIME. APPROVAL WAS GIVEN AFTER SUBMITTING DIGITAL IMAGING. ALL DOCUMENTED PAPERWORK IS ATTAC HED TO CLAIM- NOTE FROM APPROVING AGENT REPLACEMENT APPROVED. BE SURE TO HAVE THE PARTS DEPARTMENT ORDER THE TRANSMISSION PART NUMBER THAT WAS APPROVED. B E SURE TO DRAIN ALL FLUIDS FROM THE RETURNED COMPONENTS. IF THERE IS ANY ISSU E 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. AL L 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 REGISTRATI ON APPLICATION FOUND UNDER THE PARTS TAB ON DEALER CONNECT. VEHICLE REPAIRS M UST BE PERFORMED BY A TECHNICIAN WITH THE PROPER SKILL LEVEL. THANK YOU!

Warranty Claim Report

Vehicle Information

VIN	3C63R3EL5 - [redacted]	**Year**	2020	**Body**	D28P91 - RAM 3500 LARAMIE CREW CAB 4X4
Build Date	09/23/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	02/01/2021
Claim Type	W Warranty	**Repair Date**	10/03/2022
Claim Status	Paid	**Mileage (Miles)**	39,548

Expense

Labor	$973 60	**Sublet**	$217 18	**Part**	$0 00	**Total Paid**	$1,190 78

Dealer Information

Code	26550	**Name**	BOB BAKER CHRYSLER JEEP	**Zone**	71	LOS ANGELES
Address	5555 CAR COUNTRY DR , CARLSBAD, CA 92008					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	21030112	T-case remove and install for repair ; for repair 6 7 liter diesel			68161329AA	SEAL	1	X	84 87	$371 74
A	21030112	T case remove and install for repair ; for repair 6 7 liter diesel			68055261AA	SEAL	1		19 47	$371 74
A	21030112	T case remove and install for repair- ; for repair - 6.7 liter diesel			68055262AA	SEAL	1		33.83	$371.74
A	21030112	T-case remove and install for repair- ; for repair - 6.7 liter diesel			68224227AA	SEAL	1		36.86	$371.74
A	21030112	T-case remove and install for repair- ; for repair - 6.7 liter diesel			68056278AC	FLUID	1		42.15	$371.74
A	21030160	T-case remove and install for repair ; Skid plate equipped			68161329AA	SEAL	1	X	84 87	$35 40
A	21030160	T-case remove and install for repair ; Skid plate equipped			68055261AA	SEAL	1		19 47	$35 40
A	21030160	T-case remove and install for repair ; Skid plate equipped			68055262AA	SEAL	1		33 83	$35 40
A	21030160	T-case remove and install for repair ; Skid plate equipped			68224227AA	SEAL	1		36 86	$35 40
A	21030160	T-case remove and install for repair ; Skid plate equipped			68056278AC	FLUID	1		42 15	$35 40
A	21030161	T-case remove and install for repair ; DEF equipped 2500 3500 pick-up only			68161329AA	SEAL	1	X	84 87	$106 21
A	21030161	T case remove and install for repair- ; DEF equipped 2500-3500 pick-up only			68055261AA	SEAL	1		19.47	$106.21
A	21030161	T-case remove and install for repair- ; DEF equipped 2500-3500 pick-up only			68055262AA	SEAL	1		33.83	$106.21
A	21030161	T-case remove and install for repair- ; DEF equipped 2500-3500 pick up only			68224227AA	SEAL	1		36.86	$106.21
A	21030161	T-case remove and install for repair ; DEF equipped 2500 3500 pick up only			68056278AC	FLUID	1		42 15	$106 21
A	21030163	T case remove and install for repair- ; Two Piece Proppeller Shaft			68161329AA	SEAL	1	X	84.87	$35.40

A	21030163	T-case remove and install for repair- ; Two Piece Proppeller Shaft			68055261AA	SEAL	1		19.47	$35.40
A	21030163	T-case remove and install for repair- ; Two Piece Proppeller Shaft			68055262AA	SEAL	1		33.83	$35.40
A	21030163	T-case remove and install for repair- ; Two Piece Proppeller Shaft			68224227AA	SEAL	1		36.86	$35.40
A	21030163	T-case remove and install for repair- ; Two Piece Proppeller Shaft			68056278AC	FLUID	1		42.15	$35.40
A	21030350	Input Seal-Replace ; (2 - Skilled)			68161329AA	SEAL	1	X	84.87	$88.51
A	21030350	Input Seal-Replace ; (2 - Skilled)			68055261AA	SEAL	1		19.47	$88.51
A	21030350	Input Seal-Replace ; (2 - Skilled)			68055262AA	SEAL	1		33.83	$88.51
A	21030350	Input Seal-Replace ; (2 - Skilled)			68224227AA	SEAL	1		36.86	$88.51
A	21030350	Input Seal-Replace ; (2 - Skilled)			68056278AC	FLUID	1		42.15	$88.51
A	21032001	Seal, Rear Output	65	LEAKS	68161329AA	SEAL	1	X	84.87	$123.91
A	21032001	Seal, Rear Output	65	LEAKS	68055261AA	SEAL	1		19.47	$123.91
A	21032001	Seal, Rear Output	65	LEAKS	68055262AA	SEAL	1		33.83	$123.91
A	21032001	Seal, Rear Output	65	LEAKS	68224227AA	SEAL	1		36.86	$123.91
A	21032001	Seal, Rear Output	65	LEAKS	68056278AC	FLUID	1		42.15	$123.91
A	21033850	Reseal transfer case housing ; (2 - Skilled)			68161329AA	SEAL	1	X	84.87	$141.62
A	21033850	Reseal transfer case housing ; (2 - Skilled)			68055261AA	SEAL	1		19.47	$141.62
A	21033850	Reseal transfer case housing ; (2 - Skilled)			68055262AA	SEAL	1		33.83	$141.62
A	21033850	Reseal transfer case housing ; (2 - Skilled)			68224227AA	SEAL	1		36.86	$141.62
A	21033850	Reseal transfer case housing ; (2 - Skilled)			68056278AC	FLUID	1		42.15	$141.62
A	21140551	Seal, output shaft ; Transmission			68161329AA	SEAL	1	X	84.87	$70.81
A	21140551	Seal, output shaft ; Transmission			68055261AA	SEAL	1		19.47	$70.81
A	21140551	Seal, output shaft ; Transmission			68055262AA	SEAL	1		33.83	$70.81
A	21140551	Seal, output shaft ; Transmission			68224227AA	SEAL	1		36.86	$70.81
A	21140551	Seal, output shaft ; Transmission			68056278AC	FLUID	1		42.15	$70.81

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

TRANSMISSION FLUID LEAKING OUT OF THE TRANSFER CASE.

(Claim) Cause:

TRANFER CASE LEAKOING FROM REAR TRANSMISSION OUT PUT SEAL AND TRANSFER CASE IN PUT SEAL

(Claim) Correction:

REMOVED DEF TANK DRIVE SHAFTS REMOVED TRANSFER CASE REPLACED REAR TRANSMISSION OUT PUT SEAL AND REPLACED TRANSFER CASE IN PUT SEAL . REINSTALLED TRANSFER CASE AND SKID PLATE DEF TANK PUT 2.5 GAL DEF FLUID WAS LOW ROAD TEST AND RE INSP TRUCK WORKING AS DESIGNED FLUIDS ARE TO FULL LEVEL

Warranty Claim Report

Vehicle Information

VIN	3C7WRNFL6 [redacted]	**Year**	2020	**Body**	DP0L94 - RAM 5500 CREW CAB CHASSIS
Build Date	02/01/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	11/24/2020
Claim Type	S - Safety (Recalls)	**Repair Date**	10/12/2022
Claim Status	Paid	**Mileage (Miles)**	76,177

Expense

Labor	$542.85	**Sublet**	$736.72	**Part**	$0.00	**Total Paid**	$1,279.57

Dealer Information

Code	60835	**Name**		**Zone**	66	ORLANDO
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	14Y78182	Safety Recall Y78 - High Pressure Fuel Pump ; Replace High Pressure Fuel Pump and Reprogram PCM	UC	UNCODABLE (NARRATIVE REQUIRED)	CSRLY781AA	MODULEKIT	1	X	736.72	$527.77
B	23Z08182	Safety Recall Z08 - Windshield Wipers ; Nut, Wiper Arms - Torque Front	UC	UNCODABLE (NARRATIVE REQUIRED)						$15.08

RO Narratives

(RO) Customer Concern:

RECALL RECALL CUSTOMER STATES EXPRESS LANE INSPECTION SEND VEHICLE TO OUTSIDE REPAIR SHOP

(RO) Cause:

INSPECTED FQS BORE- FOUND METAL CONTAMINATION

(RO) 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

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	3C63R3GL3 - [redacted]	**Year**	2020	**Body**	D28L92 - RAM 3500 TRADESMAN CREW CAB 4X4
Build Date	10/17/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	12/28/2020
Claim Type	W - Warranty	**Repair Date**	10/12/2022
Claim Status	Paid	**Mileage (Miles)**	50,660

Expense

Labor	$37.69	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$37.69

Dealer Information

Code	68009	**Name**	DOUG SMITH CHRYSLER JEEP DODGE	**Zone**	70	PHOENIX
Address	523 WEST MAIN STREET , AMERICAN FORK, UT 84003					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	1819149H	Module, Door ; Module, Drivers Door (DDM) and Passenger Door (PDM) - Inspect and Reprogram	RF							$37.69
A	85434343	Goodwill Authorization ; Goodwill Authorization								$0.00

RO Narratives

(RO) Customer Concern:

RAPID RESPONSE TRANSMITTAL CHECK FOR OUTSTANDING RECALLS WITH FACTORY. VEHICLE COURTESY INSPECTION *NO CHARGE* / DEALERSHIP RENT A CAR

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3C63R3GL3 - [redacted]	**Year**	2020	**Body**	D28L92 - RAM 3500 TRADESMAN CREW CAB 4X4
Build Date	10/17/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	12/28/2020
Claim Type	S - Safety (Recalls)	**Repair Date**	10/12/2022
Claim Status	Paid	**Mileage (Miles)**	50,660

Expense

Labor	$439.67	**Sublet**	$696.49	**Part**	$50.00	**Total Paid**	$1,186.16

Dealer Information

Code	68009	**Name**	DOUG SMITH CHRYSLER JEEP DODGE	**Zone**	70	PHOENIX
Address	523 WEST MAIN STREET , AMERICAN FORK, UT 84003					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	14Y78182	Safety Recall Y78 - High Pressure Fuel Pump ; Replace High Pressure Fuel Pump and Reprogram PCM	UC	UNCODABLE (NARRATIVE REQUIRED)	CSRLY781AA	MODULEKIT	1	X	684.39	$439.67
A	14Y78182	Safety Recall Y78 - High Pressure Fuel Pump ; Replace High Pressure Fuel Pump and Reprogram PCM	UC	UNCODABLE (NARRATIVE REQUIRED)	68218064AC	FLUID	1		12.10	$439.67
A	95400142	Loaner Car ; High Line Vehicles			CSRLY781AA	MODULEKIT	1	X	684.39	$50.00
A	95400142	Loaner Car ; High Line Vehicles			68218064AC	FLUID	1		12.10	$50.00

RO Narratives

(RO) Customer Concern:

RAPID RESPONSE TRANSMITTAL CHECK FOR OUTSTANDING RECALLS WITH FACTORY. VEHICLE COURTESY INSPECTION *NO CHARGE* / DEALERSHIP RENT A CAR

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3C7WRNFL6 [redacted]	**Year**	2020	**Body**	DP0L94 - RAM 5500 CREW CAB CHASSIS
Build Date	02/01/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	11/24/2020
Claim Type	S - Safety (Recalls)	**Repair Date**	10/12/2022
Claim Status	Paid	**Mileage (Miles)**	76,177

Expense

Labor	($527.77)	**Sublet**	($736.72)	**Part**	$0.00	**Total Paid**	($1,264.49)

Dealer Information

Code	60835	**Name**		**Zone**	66	ORLANDO	
Address	, ,						

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	14Y78182	Safety Recall Y78 - High Pressure Fuel Pump ; Replace High Pressure Fuel Pump and Reprogram PCM	UC	UNCODABLE (NARRATIVE REQUIRED)	CSRLY781AA	MODULEKIT	1	X	-736.72	($527.77)
B	23Z08182	Safety Recall Z08 - Windshield Wipers ; Nut, Wiper Arms - Torque Front	UC	UNCODABLE (NARRATIVE REQUIRED)						$0.00

RO Narratives

(RO) Customer Concern:

RECALL RECALL CUSTOMER STATES EXPRESS LANE INSPECTION SEND VEHICLE TO OUTSIDE REPAIR SHOP

(RO) Cause:

INSPECTED FQS BORE- FOUND METAL CONTAMINATION

(RO) 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

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	3C63RRJL5 - [redacted]	**Year**	2019	**Body**	D28P92 - RAM 3500 LARAMIE CREW CAB 4X4
Build Date	03/28/2019	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	07/01/2019
Claim Type	W - Warranty	**Repair Date**	10/14/2022
Claim Status	Paid	**Mileage (Miles)**	32,343

Expense

Labor	$2,083.98	**Sublet**	$6,516.69	**Part**	$0.00	**Total Paid**	$8,600.67

Dealer Information

Code	43931	**Name**	CHAPMAN'S LAS VEGAS DODGE L.L.C.	**Zone**	70	PHOENIX
Address	3470 BOULDER HWY , LAS VEGAS, NV 89121					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	14450197	Pump, diesel fuel high pressure ; Kit, Fuel System - Install and Flush Fuel System	ZZ	SERVICE ACTION	68579319AA	MODULEKIT	1		1102.98	$1,916.52
A	14450197	Pump, diesel fuel high pressure ; Kit, Fuel System - Install and Flush Fuel System	ZZ	SERVICE ACTION	R8583897AA	FUEL KIT	1	X	2648.25	$1,916.52
A	14450197	Pump, diesel fuel high pressure ; Kit, Fuel System - Install and Flush Fuel System	ZZ	SERVICE ACTION	68534793AB	TANK	1		1508.86	$1,916.52
A	14450197	Pump, diesel fuel high pressure ; Kit, Fuel System - Install and Flush Fuel System	ZZ	SERVICE ACTION	05145571AA	MODULE	1		520.55	$1,916.52
A	14450197	Pump, diesel fuel high pressure ; Kit, Fuel System - Install and Flush Fuel System	ZZ	SERVICE ACTION	68005162AA	GASKET	1		29.76	$1,916.52
A	14450197	Pump, diesel fuel high pressure ; Kit, Fuel System - Install and Flush Fuel System	ZZ	SERVICE ACTION	68002992AA	WASHER	2		17.11	$1,916.52
B	09352521	Gasket, cylinder head cover ; 6.7 liter diesel engine	UC	UNCODABLE (NARRATIVE REQUIRED)	05179091AD	GASKET	1	X	629.75	$167.46
B	09352521	Gasket, cylinder head cover ; 6.7 liter diesel engine	UC	UNCODABLE (NARRATIVE REQUIRED)	05114418AA	GASKET	1		59.43	$167.46

RO Narratives

(RO) Customer Concern:

DRIVEABILITY RECALL ENGINE MECHANICAL

(RO) Cause:

Found check engine ligth on. Engine running

(RO) Correction:

14550197 - 14550197 09352521 - 09352521

(RO) Technical Notes:

VALVE COVER GASKET LEAKING

GCS Narratives

(Claim) Customer Concern:

[CUSTOMER STATES CHECK ENGINE LIGHT IS ON] UPON INSPECTION TECHNICIAN FOUND ENGINE OIL LE AKING FROM VALVE COVER GASKET CUST OMER INFORMED OF LEAK AT 11AM 9/29

(Claim) Cause:

HIGH PRESSURE SYSTEM FAILED VALVE COVER GASKET LEAKING

(Claim) Correction:

FOUND CHECK ENGINE LIGTH ON. ENGINE RUNNING RO UGH. DTC: P0087 FUEL RAIL PRESSURE TOO LOW SETT DURING REPAIR ON FUEL SYSTEM FOUND OIL LEAK PR ING. REMOVED FUEL TANK FOR INSPECTION. FOUND FUEL T ANK FULL OF METAL DEBRE FROM PREVIOUS HIGH PRESSURE ESENT. REPLACED VALVE COVER AND ROCKER COVER GASK FUEL PUMP FAILURE. CONTACTED STAR CETNER WITH PICTU ETS RES OF FUEL TANK FULL OF METAL DEBRE. PER STAR CEN TER.PERFORMED TSB# 18-099-22 AGAIN. REPLACED FUEL TANK, INTANK PUMP, UPFIT KIT , REPAIR KIT. PRIMED FUEL SYSTEM AND REFLASHED ECM TO CLEAR NOX ERROR MESSAG ES FROM DASH. ROAD TEST VEHICLE. VERIFIED NO OTHER ISSUES PRESENT AT THIS TI ME. NO CODES RESET.

Warranty Claim Report

Vehicle Information

VIN	3C63R3GL6 - [redacted]	**Year**	2019	**Body**	D28L92 - RAM 3500 TRADESMAN CREW CAB 4X4
Build Date	10/18/2019	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	04/22/2020
Claim Type	W - Warranty	**Repair Date**	10/19/2022
Claim Status	Paid	**Mileage (Miles)**	37,599

Expense

Labor	$205.03	**Sublet**	$1,092.63	**Part**	$0.00	**Total Paid**	$1,297.66

Dealer Information

Code	60789	**Name**		**Zone**	70	PHOENIX
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	22140102	Sensor, low tire pressure ; One	UC	UNCODABLE (NARRATIVE REQUIRED)	68378369AF	SENSOR	1	X	38.43	$51.26
B	19000113	Steering gear, Hydraulic ; Recirculating ball type	V3	CLUNK	68575538AA	GEAR	1	X	1054.20	$153.77

RO Narratives

(RO) Customer Concern:

CUSTOMER CONCERN FOR TPMS LIGHT ON CUSTOMER CONCERN FOR CLUNK OR POPPING IN STEERING. CUSTOMER CONCERN FOR REAR DIFFERENTIAL OPERATION.

(RO) 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.

(RO) 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.

(RO) Technical Notes:

INTERNAL FAILURE EERING GEAR DUE TO BEING NOISY. ATTACHED WRO AND TIME PUNCHES. THANK YOU.

GCS Narratives

(Claim) Customer Concern:

CUSTOMER CONCERN FOR CLICKING OR POPPING IN STEERING WHEEL TECH INSPECTED STEE CUSTOMER CONCERN FOR TPMS LIGHT ON RING COMPONENTS, VERIFIED CLICKING SOUND WHEN MOVING THE STEERING WHEEL FR OM SIDE TO SIDE IN PARK WITH THE ENGINE OFF.

(Claim) Cause:

TECH FOUND INTERNAL FAILURE OF TIRE PRESSURE MONITOR SENSOR, WOULD NOT COMMUNI CATE TECH FOUND LOUD NOISE COMING FROM STEERING GEAR

(Claim) Correction:

REPLACED TPS SENSOR LEFT REAR REPLACED STEERING GEAR

Warranty Claim Report

Vehicle Information

VIN	3C7WRNFL6 - [redacted]	**Year**	2020	**Body**	DP0L94 - RAM 5500 CREW CAB CHASSIS
Build Date	02/01/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	11/24/2020
Claim Type	S - Safety (Recalls)	**Repair Date**	10/19/2022
Claim Status	Paid	**Mileage (Miles)**	76,276

Expense

Labor	$1,402.35	**Sublet**	$2,501.42	**Part**	$0.00	**Total Paid**	$3,903.77

Dealer Information

Code	60835	**Name**		**Zone**	66	ORLANDO
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	14Y78183	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	UC	UNCODABLE (NARRATIVE REQUIRED)	CSRLY781AA	MODULEKIT	1		736.72	$1,402.35
A	14Y78183	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	UC	UNCODABLE (NARRATIVE REQUIRED)	CSRLY783AA	FUEL KIT	1	X	1764.70	$1,402.35

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3C7WRSCL1 [redacted]	**Year**	2020	**Body**	DD3L93 - RAM 3500 CREW CAB CHASSIS
Build Date	09/02/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	10/23/2020
Claim Type	S - Safety (Recalls)	**Repair Date**	10/25/2022
Claim Status	Paid	**Mileage (Miles)**	45,212

Expense

Labor	$34.29	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$34.29

Dealer Information

Code	59572	**Name**	B AND B DODGE INCORPORATED	**Zone**	35	WASHINGTON
Address	125 GRANDVIEW AVENUE , HONESDALE, PA 18431					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18Y17182	Customer Satisfaction Notification Y17 - Transmission Software Update ; Module, Transmission Control (TCM) - Reprogram Software and Perform Quicklearn	UC	UNCODABLE (NARRATIVE REQUIRED)						$34.29

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES VEHICLE QUIT MOVING PERFORM RECALL Y71

(RO) 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

(RO) Correction:

STARTED TRANS REMOVAL PULLED TRANS OUT & TOOOK 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

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3C7WRTCL8 - [redacted]	**Year**	2019	**Body**	DD8L93 - RAM 3500 CREW CAB CHASSIS 4X4
Build Date	09/12/2019	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	08/24/2020
Claim Type	W - Warranty	**Repair Date**	10/26/2022
Claim Status	Paid	**Mileage (Miles)**	33,315

Expense

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

Dealer Information

Code	79279	**Name**		**Zone**	42 DETROIT
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08600270	Radio/Telematics Gateway Module ; Exchange unit	UC	UNCODABLE (NARRATIVE REQUIRED)	Z8428584AD	RADIO	1	X	0.00	$0.00
A	95086002	Supplier Radio Repair Payment			Z8428584AD	RADIO	1	X	0.00	$0.00

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	3C7WRSCL1[redacted]	**Year**	2020	**Body**	DD3L93 - RAM 3500 CREW CAB CHASSIS
Build Date	09/02/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	10/23/2020
Claim Type	W - Warranty	**Repair Date**	10/26/2022
Claim Status	Paid	**Mileage (Miles)**	45,213

Expense

Labor	$445.80	**Sublet**	$5,915.00	**Part**	$0.00	**Total Paid**	$6,360.80

Dealer Information

Code	59572	**Name**	B AND B DODGE INCORPORATED	**Zone**	35	WASHINGTON
Address	125 GRANDVIEW AVENUE , HONESDALE, PA 18431					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	68533455AA	TRANS	1	X	5915.00	$308.63
A	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			68533455AA	TRANS	1	X	5915.00	$17.15
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			68533455AA	TRANS	1	X	5915.00	$51.44
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68533455AA	TRANS	1	X	5915.00	$68.58

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

INTERNAL FAILURE FRONT PUMP NOT USE TEARDOWN LOP THANK YOU.

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES VEHICLE QUIT MOVING

(Claim) Cause:

CONFIRM CONCERN, PULL CODE/SCAN REPORT WITH WITECH CHECK | FLUID LEVEL O K SMELLS BURNT.P0868 IS IN TCM FOLLOWED DIAG | HAS INTERNAL ISSUE IN TRAN S FILLOUT OF DIAG SHEET

(Claim) Correction:

STARTED TRANS REMOVAL PULLED TRANS OUT & TOOOK OFF THE JACK | WITH MOTOR CR ANE.PUT NEW TRANS ON JACK & INSTALLED TRANS IN | VEHICLE.FLUSHED COOLER & L INES.HAD TO CHARGE BATTERY & JUMP | START VEHICLE.PERFORMED QUICK LEARN PRO CEDURE & ROAD TEST | VEHICLE.

Warranty Claim Report

Vehicle Information

VIN	3C7WRLEL0 - [redacted]	**Year**	2021	**Body**	DP9L93 - RAM 4500 CREW CAB CHASSIS
Build Date	05/25/2021	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	07/20/2021
Claim Type	W - Warranty	**Repair Date**	11/07/2022
Claim Status	Paid	**Mileage (Miles)**	54,032

Expense

Labor	$632.06	**Sublet**	$7,359.00	**Part**	$0.00	**Total Paid**	$7,991.06

Dealer Information

Code	45489	**Name**	BLACK CHRYSLER DODGE JEEP RAM	**Zone**	66	ORLANDO
Address	831 SALISBURY RD , STATESVILLE, NC 28677					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	68498557AA	TRANSMISS	1	X	7335.08	$517.14
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	06511777AA	BOLT	6		23.92	$517.14
A	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			68498557AA	TRANSMISS	1	X	7335.08	$28.73
A	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			06511777AA	BOLT	6		23.92	$28.73
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			68498557AA	TRANSMISS	1	X	7335.08	$86.19
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			06511777AA	BOLT	6		23.92	$86.19
A	21570140	TCM Quick Learn ; 42RLE, 55RFE, 65RFE, 66RFE, 68RFE, AS69RC, AS66RC Transmissions only			68498557AA	TRANSMISS	1	X	7335.08	$0.00
A	21570140	TCM Quick Learn ; 42RLE, 55RFE, 65RFE, 66RFE, 68RFE, AS69RC, AS66RC Transmissions only			06511777AA	BOLT	6		23.92	$0.00

RO Narratives

(RO) Customer Concern:

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

(RO) 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.

(RO) Correction:

REMOVED DRIVE SHAFT AND PROPPLER 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

(RO) Technical Notes:

ENGINE CHATTER WHILE DRIVING METAL IN PAN

GCS Narratives

(Claim) Customer Concern:

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)

(Claim) 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.

(Claim) Correction:

REMOVED DRIVE SHAFT AND PROPPLER 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.

Warranty Claim Report

Vehicle Information

VIN	3C7WRKAL6 [redacted]	**Year**	2021	**Body**	DP4L63 - RAM 4500 REG CAB CHASSIS
Build Date	03/29/2021	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	06/01/2021
Claim Type	W - Warranty	**Repair Date**	11/08/2022
Claim Status	Paid	**Mileage (Miles)**	58

Expense

Labor	$0.00	**Sublet**	$0.00	**Part**	$171.11	**Total Paid**	$171.11

Dealer Information

Code	79845	**Name**	SIEMENS VDO AUTO. ELECTRONICS	**Zone**	42	DETROIT
Address	100 ELECTRONICS BLVD. , HUNTSVILLE, AL 35824					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08451001	Cluster, Instrument Panel ; Cluster	UC	UNCODABLE (NARRATIVE REQUIRED)	68492682AD	CLUSTER	1	X	0.00	$0.00
A	95081902	Equipment Safety Recall 17A - Rearview Camera			68492682AD	CLUSTER	1	X	0.00	$171.11

RO Narratives

(RO) Customer Concern:

FLEET COMPANY STATES CLUSTER WILL NOT ILLUMINATE PLEASE CHEC K AND ADVISE (ElectricalNon PCM Flashes Concern) FLEET COMPANY STATES ALL 6 TPMS SENSOR GIVE IRRATIC READINGS AND SOMETIME DO NOT READ PSI AT ALL (TireWheel Concern) FLEET COMPANY STATES POWER STEERING FLUID LEAK PRESENT PLEAS E 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.

(RO) Cause:

VERIFIED CONCERN AND FOUND CLUSTER OFFLINE DUE TO INTERNAL SHORTAGE. VERIFIED CONCERN AND FOUND POWER STEERING HOSE LEAKING. PERFORMECALL CHARGED BATTERIES. RECOMMENDED

(RO) 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.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

Safety Recall Y76 - Intake Air Heater Relay (Recall Customer Satisfaction Noti

(Claim) Cause:

PERFORMECALL

(Claim) Correction:

RECALL COMPLETE

Warranty Claim Report

Vehicle Information

VIN	3C7WRKAL6 [redacted]	**Year**	2021	**Body**	DP4L63 - RAM 4500 REG CAB CHASSIS
Build Date	03/29/2021	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	06/01/2021
Claim Type	S - Safety (Recalls)	**Repair Date**	11/14/2022
Claim Status	Paid	**Mileage (Miles)**	60

Expense

Labor	$118.18	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$118.18

Dealer Information

Code	45716	**Name**		**Zone**	66 ORLANDO
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08Y76182	Safety Recall Y76 - Intake Air Heater Relay ; Inspect and Perform Grid Heater Relay Test	UC	UNCODABLE (NARRATIVE REQUIRED)						$118.18

RO Narratives

(RO) Customer Concern:

FLEET COMPANY STATES CLUSTER WILL NOT ILLUMINATE PLEASE CHEC K AND ADVISE (ElectricalNon PCM Flashes Concern) FLEET COMPANY STATES ALL 6 TPMS SENSOR GIVE IRRATIC READINGS AND SOMETIME DO NOT READ PSI AT ALL (TireWheel Concern) FLEET COMPANY STATES POWER STEERING FLUID LEAK PRESENT PLEAS E 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.

(RO) Cause:

VERIFIED CONCERN AND FOUND CLUSTER OFFLINE DUE TO INTERNAL SHORTAGE. VERIFIED CONCERN AND FOUND POWER STEERING HOSE LEAKING. PERFORMECALL CHARGED BATTERIES. RECOMMENDED

(RO) 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.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

Safety Recall Y76 - Intake Air Heater Relay (Recall Customer Satisfaction Noti

(Claim) Cause:
PERFORMECALL

(Claim) Correction:
RECALL COMPLETE

Warranty Claim Report

Vehicle Information

VIN	3C7WRKAL6 - [redacted]	**Year**	2021	**Body**	DP4L63 - RAM 4500 REG CAB CHASSIS
Build Date	03/29/2021	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	06/01/2021
Claim Type	W - Warranty	**Repair Date**	11/14/2022
Claim Status	Paid	**Mileage (Miles)**	60

Expense

Labor	$295.46	**Sublet**	$278.86	**Part**	$945.86	**Total Paid**	$1,520.18

Dealer Information

Code	45716	**Name**		**Zone**	66	ORLANDO
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08451005	Cluster, Instrument Panel ; Cluster - Heavy Duty Truck	DG	Odometer/PRNODL display defect	06510387AA	SCREW	1	X	10.10	$103.41
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			06510387AA	SCREW	1	X	10.10	$73.87
A	95084500	Cluster, Instrument Panel ; Exchange Cluster Mark - Up			06510387AA	SCREW	1	X	10.10	$945.86
B	19501702	Hose, pump supply ; Hydraulic power steering equipped	71	OIL LEAK	68218064AC	FLUID	1	X	15.20	$118.18
B	19501702	Hose, pump supply ; Hydraulic power steering equipped	71	OIL LEAK	68359768AG	HOSE	1		239.96	$118.18
B	19501702	Hose, pump supply ; Hydraulic power steering equipped	71	OIL LEAK	06510495AA	WASHER	2		13.60	$118.18

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

FLEET COMPANY STATES CLUSTER WILL NOT ILLUMINATE PLEASE CHEC K AND ADVISE (Ele FLEET COMPANY STATES POWER STEERING FLUID LEAK PRESENT PLEAS E CHECK AND ADVIS FLEET COMPANY STATES CLUSTER WILL NOT ILLUMINATE PLEASE CHEC K AND ADVISE (Ele

(Claim) Cause:

VERIFIED CONCERN AND FOUND POWER STEERING HOSE LEAKING. VERIFIED CONCERN AND FOUND CLUSTER OFFLINE DUE TO INTERNAL SHORTAGE. VERIFIED CONCERN AND FOUND CLUSTER OFFLINE DUE TO INTERNAL SHORTAGE.

(Claim) Correction:

REMOVED AND REPLACED POWER STEERING HOSE. NO LEAKS PRESENT AT THIS TIME. REMOVED AND REPLACED CLUSTER. CLUSTER NOW OPERATES AS DESIGNED. REMOVED AND REPLACED CLUSTER. CLUSTER NOW OPERATES AS DESIGNED.

Warranty Claim Report

Vehicle Information

VIN	3C7WRTCL8 - [redacted]	**Year**	2019	**Body**	DD8L93 - RAM 3500 CREW CAB CHASSIS 4X4
Build Date	09/12/2019	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	08/24/2020
Claim Type	W Warranty	**Repair Date**	11/14/2022
Claim Status	Paid	**Mileage (Miles)**	33,860

Expense

Labor	$65 28	**Sublet**	$0 00	**Part**	$160 00	**Total Paid**	$225 28

Dealer Information

Code	27321	**Name**		**Zone**	74 DENVER
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08600251	Radio/Telematics Gateway Module ; Obtain ESN from radio			Z8428584AD	RADIO	1	X	0 00	$13 06
A	08600270	Radio/Telematics Gateway Module ; Exchange unit	58	INTERNAL DEFECT	Z8428584AD	RADIO	1	X	0 00	$52 22
A	95400141	Loaner Car ; Standard Line Vehicles			Z8428584AD	RADIO	1	X	0 00	$160 00

RO Narratives

(RO) Customer Concern:

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.

(RO) Cause:

CUSTOMER REQUESTED RENTAL

(RO) 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 ANDFOUND AT THIS TIME IT IS STARTING PROPERLY.THERE ARE NO RELATED BULLETINS, DIAGNOSTICCODES, OR SOFTWARE UPDATES IF THE CUSTOMERCAN DUPLICATE THE CONCERN WE CAN DIAGNOSEFURTHER NO PROBLEM FOUND Radio/Telematics Gateway Module Test and ReplaceExchange unit (1 Semi Skilled) REMOVE RADIO TO OBTAIN ESN NUMBER NO PROBLEM FOUND RADIO-Test and replace with exchange unit (B) REMOVE RADIO TO OBTAIN ESN NUMBER I INSPECTED THE CAR FOR THE CONCERN BUTAT THIS TIME WAS NOT ABLE TO DUPLICATE THECONCERN. IF THE CUSTOMER CAN DUPLICATE THECONCERN WE CAN DIAGNOSE FURTHER NO PROBLEM FOUND I DROVE THE TRUCK FOR THE CONCERN I WASNOT ABLE TO DUPLICATE THE CONCERN AT THISTIME BUT THERE WAS A TCM SOFTWARE UPDATE WITHSEVERAL TRANSMISSION CONCERNS THAT ARESIMILAR. I REPROGRAMMED THE TCM AND VERIFIEDTHE REPAIR NO PROBLEM FOUND I INSPECTED THE TRUCK FOR THE CONCERN. ATTHIS TIME ALL I CAN HEAR IS NOISE FROM THEUTILITY BOX NO PROBLEM FOUND SAME AS LINE E NO PROBLEM FOUND

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

RADIO NOT WORKING PROPERLY

(Claim) Cause:

VERIFEID CONCERN. RADIO SCREEN NOT RESPONSIVE AT TIMES. SOFTWARE UPDATE ALREAD Y PERFORMED. RADIO INTERNAL FAULT

(Claim) Correction:

REPLACED RADIO WITH EXCHANGE UNIT. VERIFIED OPERATION

Warranty Claim Report

Vehicle Information

VIN	3C7WRKAL6 - [redacted]	**Year**	2021	**Body**	DP4L63 - RAM 4500 REG CAB CHASSIS
Build Date	03/29/2021	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	06/01/2021
Claim Type	W - Warranty	**Repair Date**	12/02/2022
Claim Status	Paid	**Mileage (Miles)**	292

Expense

Labor	$118.18	**Sublet**	$699.90	**Part**	$0.00	**Total Paid**	$818.08

Dealer Information

Code	45716	**Name**		**Zone**	66	ORLANDO
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08080111	Battery ; Both batteries	B4	BATTERY FAILED TEST	BBH7F001AA	BATTERY	2	X	699.90	$118.18

RO Narratives

(RO) Customer Concern:

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

(RO) 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

(RO) 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?

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES VEHICLE NEEDS TO BE JUMPED AT TIMES (Electri calNon PCM Flashe

(Claim) Cause:

VERIFIED CONCERN AND FOUND BOTH BATTERIES FAILED GR8 TEST.

(Claim) Correction:
REMOVED AND REPLACED BOTH MAIN BATTERIES

Warranty Claim Report

Vehicle Information

VIN	3C63R3EL9 - [redacted]	**Year**	2020	**Body**	D28P91 - RAM 3500 LARAMIE CREW CAB 4X4
Build Date	01/07/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	07/07/2020
Claim Type	W - Warranty	**Repair Date**	12/05/2022
Claim Status	Paid	**Mileage (Miles)**	44,845

Expense

Labor	$51.20	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$51.20

Dealer Information

Code	60730	**Name**		**Zone**	66 ORLANDO
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	181905RT	Module, Transmission Control (TCM) ; Module, Transmission Control (TCM) - Reprogram, Includes Quicklearn Routine	CC	SENDING UNITS/SENSORS						$51.20

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT CAME ON AND A MESSAGE STA TING 4X4 HAS BEE N DISABLED ALSO HAVING ISSUES WITH ACCLERATI ON (ENGINE MECHANICAL CONCERN)

(Claim) Cause:

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 REPL ICATE AT THIS TIME. FOUND FLASH FOR TCM.

(Claim) Correction:

TECH PERFORMED TCM FLASH LOP 181905 RT

Warranty Claim Report

Vehicle Information

VIN	3C63R3EL9 - [redacted]	**Year**	2020	**Body**	D28P91 - RAM 3500 LARAMIE CREW CAB 4X4
Build Date	01/07/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	07/07/2020
Claim Type	W - Warranty	**Repair Date**	12/05/2022
Claim Status	Paid	**Mileage (Miles)**	44,845

Expense

Labor	$51.20	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$51.20

Dealer Information

Code	60730	**Name**		**Zone**	66 ORLANDO
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	181905RT	Module, Transmission Control (TCM) ; Module, Transmission Control (TCM) - Reprogram, Includes Quicklearn Routine	CC	SENDING UNITS/SENSORS						$51.20

RO Narratives

(RO) Customer Concern:

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

(RO) 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.

(RO) Correction:

PARTS HAVE BEEN ORDERED. TECH PERFORMED TCM FLASH LOP 181905 RT Multi-Point Inspection All THANK YOU FOR YOUR BUSINESS

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT CAME ON AND A MESSAGE STA TING 4X4 HAS BEE N DISABLED ALSO HAVING ISSUES WITH ACCLERATI ON (ENGINE MECHANICAL CONCERN)

(Claim) Cause:

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 REPL ICATE AT THIS TIME. FOUND FLASH FOR TCM.

(Claim) Correction:

TECH PERFORMED TCM FLASH LOP 181905 RT

Warranty Claim Report

Vehicle Information

VIN	3C63R3EL9 [redacted]	**Year**	2020	**Body**	D28P91 - RAM 3500 LARAMIE CREW CAB 4X4
Build Date	01/07/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	07/07/2020
Claim Type	W - Warranty	**Repair Date**	12/05/2022
Claim Status	Paid	**Mileage (Miles)**	44,845

Expense

Labor	($51.20)	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	($51.20)

Dealer Information

Code	60730	**Name**		**Zone**	66 ORLANDO
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	181905RT	Module, Transmission Control (TCM) ; Module, Transmission Control (TCM) - Reprogram, Includes Quicklearn Routine	CC	SENDING UNITS/SENSORS						($51.20)

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT CAME ON AND A MESSAGE STA TING 4X4 HAS BEE N DISABLED ALSO HAVING ISSUES WITH ACCLERATI ON (ENGINE MECHANICAL CONCERN)

(Claim) Cause:

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 REPL ICATE AT THIS TIME. FOUND FLASH FOR TCM.

(Claim) Correction:

TECH PERFORMED TCM FLASH LOP 181905 RT

Warranty Claim Report

Vehicle Information

VIN	3C63R3CL5 [redacted]	**Year**	2020	**Body**	D28L91 - RAM 3500 TRADESMAN CREW CAB 4X4
Build Date	08/06/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	09/03/2020
Claim Type	W - Warranty	**Repair Date**	12/07/2022
Claim Status	Paid	**Mileage (Miles)**	45,998

Expense

Labor	$402.32	**Sublet**	$773.05	**Part**	$0.00	**Total Paid**	$1,175.37

Dealer Information

Code	43508	**Name**	CARSON DODGE-CHRYSLER INC	**Zone**	70	PHOENIX
Address	3059 SOUTH CARSON STREET , CARSON CITY, NV 89701					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	25080201	Tank ; 6.7 liter diesel - Tank (DEF)	ML	CHECK ENGINE/SERVICE ENGINE SO	57009086AC	TANK	1	X	625.01	$191.58
A	25080201	Tank ; 6.7 liter diesel - Tank (DEF)	ML	CHECK ENGINE/SERVICE ENGINE SO	68101172AA	O RING	1		34.72	$191.58
A	25080201	Tank ; 6.7 liter diesel - Tank (DEF)	ML	CHECK ENGINE/SERVICE ENGINE SO	68056278AC	FLUID	3		113.32	$191.58
A	25080260	Tank ; Skid Plate Equipped			57009086AC	TANK	1	X	625.01	$19.16
A	25080260	Tank ; Skid Plate Equipped			68101172AA	O RING	1		34.72	$19.16
A	25080260	Tank ; Skid Plate Equipped			68056278AC	FLUID	3		113.32	$19.16
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			57009086AC	TANK	1	X	625.01	$191.58
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68101172AA	O RING	1		34.72	$191.58
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68056278AC	FLUID	3		113.32	$191.58

RO Narratives

(RO) Customer Concern:

MISCELLENOUS CONCERNS Multi Point Vehicle Inspection MISCELLENOUS CONCERNS MISCELLENOUS CONCERNS MISCELLENOUS CONCERNS ADDITIONAL TECH TIME

(RO) Cause:

NA

(RO) Correction:

274=1.6 274=.2

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES TRUCK CEL CAME ON WHILE DRIVING OVER THE SUMMIT ON [redacted] TRUCK WENT INTO LIMP MODE. TRUCK WAS TOWED IN.

(Claim) Cause:

CHECKED DTC'S & FOUND P207F SET. CHECKED DEF QUALITY & FOUND AT 33%. PERFORMED STAR CASE [redacted] & DRAINED, CLEANED & FILLED DEF TANK WITH KNOWN GOO D DEF. CLEARED DTC'S & TEST DROVE. FOUND CEL & DTC RESET. APPEARS QUALITY SENSOR FAULT PRESENT. ADVISE REPLACE DEF TANK ASSY & RECHECK OP.

(Claim) Correction:

DISASSEMBLED & REPLACED DEF TANK.TRANSFERRED ALL REQUIRED PARTS & REPLACED DEF PUMP SEAL. REASSEMBLED & REFILLED WITH 5 GALLONS DEF. PERFORMED PRIME PRO CEDURE. CLEARED DTC'S & TEST DROVE. RECHECKED OP,CHECKED OK. 274=2.1

Warranty Claim Report

Vehicle Information

VIN	3C7WRNFL8 [redacted]	**Year**	2020	**Body**	DP0L94 - RAM 5500 CREW CAB CHASSIS
Build Date	03/18/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	04/22/2021
Claim Type	S - Safety (Recalls)	**Repair Date**	12/12/2022
Claim Status	Paid	**Mileage (Miles)**	92,309

Expense

Labor	$53.21	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$53.21

Dealer Information

Code	60722	**Name**		**Zone**	70 PHOENIX
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18Y17182	Customer Satisfaction Notification Y17 Transmission Software Update ; Module, Transmission Control (TCM) - Reprogram Software and Perform Quicklearn	UC	UNCODABLE (NARRATIVE REQUIRED)						$53.21

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	3C7WRKAL6 - [redacted]	**Year**	2021	**Body**	DP4L63 - RAM 4500 REG CAB CHASSIS
Build Date	03/29/2021	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	06/01/2021
Claim Type	W - Warranty	**Repair Date**	12/28/2022
Claim Status	Paid	**Mileage (Miles)**	1,016

Expense

Labor	$576.15	**Sublet**	$1,808.93	**Part**	$0.00	**Total Paid**	$2,385.08

Dealer Information

Code	45716	**Name**		**Zone**	66 ORLANDO
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08197301	Hub, radio frequency (RFH) wireless control	07	BINDS, STICKS, OR SEIZED	68535935AB	MODULE	1	X	149 58	$132 96
B	22140107	Sensor, low tire pressure ; Six	48	GROUNDED OR SHORTED	68475577AC	SENSOR	2	X	138.38	$295.46
B	22140107	Sensor, low tire pressure ; Six	48	GROUNDED OR SHORTED	68475571AD	SENSOR	2		128.98	$295.46
B	22140107	Sensor, low tire pressure ; Six	48	GROUNDED OR SHORTED	68475578AC	SENSOR PA	2		136.78	$295.46
C	05600103	Booster, power brake ; All others	X9	VACUUM LEAK	68351516AA	BOOSTER	1	X	1239.81	$147.73
C	05600103	Booster, power brake ; All others	X9	VACUUM LEAK	68218057AC	FLUID	1		15.40	$147.73

RO Narratives

(RO) Customer Concern:

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 (Brak e Systems Concern) FLEET COMPANY STATES MOISTURE IN BOTH FRONT HEAD LIGHTS (Ele ctricalNon PCM Flashes Concern) JOHN- 908-278-6222 (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

(RO) 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

(RO) 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?

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

FLEET COMPANY STATES FLUID LEAK IN FROM BOOSTER INPUT SHAFT POSSIBLE BRAKE BOO FLEET COMPANY STATES TPMS SENSORS INOP PLEASE INSTALL SOP SE NSORS AND MODULE

(Claim) Cause:

VERIFIED CONCERN AND FOUND BRAKE BOOSTER LEAKING VERIFIED CONCERN AND FOUND TPMS SENSOR AND MODULE TO HAVE LOSS OF COMMUNICATIO

(Claim) Correction:

REMOVED AND REPLACED ALL TPMS SENSORS AND TPMS MODULE. TPMS NOW OPERATES AS DE REMOVED AND REPLACED BRAKE BOOSTER.

Warranty Claim Report

Vehicle Information

VIN	3C7WRNFL5 - [redacted]	**Year**	2021	**Body**	DP0L94 - RAM 5500 CREW CAB CHASSIS
Build Date	02/19/2021	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	06/01/2021
Claim Type	M Mopar	**Repair Date**	12/28/2022
Claim Status	Paid	**Mileage (Miles)**	137,497

Expense

Labor	$2,199 59	**Sublet**	$8,829 54	**Part**	$0 00	**Total Paid**	$11,029 13

Dealer Information

Code	45501	**Name**	NAPLETON'S CLERMONT CHRYSLER JEEP	**Zone**	66	ORLANDO
Address	15859 STATE ROAD 50 , CLERMONT, FL 34711					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	21002700	Transmission, Replace automatic			68498557AB	TRANSMISS	1	X	8320 82	$1,099 80
A	21002700	Transmission, Replace automatic			68322497AC	COOLER	1		297 31	$1,099 80
A	21002700	Transmission, Replace automatic			06511777AA	BOLT	6		28 73	$1,099 80
A	21002700	Transmission, Replace automatic			68359847AC	TOC ASSY	1		182 68	$1,099 80
A	21002712	Transmission, Replace automatic ; AS68RC/AS69RC	ML	CHECK ENGINE/SERVICE ENGINE SO	68498557AB	TRANSMISS	1	X	8320 82	$527 90
A	21002712	Transmission, Replace automatic ; AS68RC/AS69RC	ML	CHECK ENGINE/SERVICE ENGINE SO	68322497AC	COOLER	1		297 31	$527 90
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	ML	CHECK ENGINE/SERVICE ENGINE SO	06511777AA	BOLT	6		28.73	$527.90
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	ML	CHECK ENGINE/SERVICE ENGINE SO	68359847AC	TOC ASSY	1		182.68	$527.90
A	21002762	Transmission, Replace automatic ; Two piece propeller shaft equipped			68498557AB	TRANSMISS	1	X	8320 82	$29 33
A	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			68322497AC	COOLER	1		297.31	$29.33
A	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			06511777AA	BOLT	6		28 73	$29 33
A	21002762	Transmission, Replace automatic ; Two piece propeller shaft equipped			68359847AC	TOC ASSY	1		182.68	$29.33
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			68498557AB	TRANSMISS	1	X	8320.82	$87.98
A	21002766	Transmission, Replace automatic ; 4x4/AWD equipped			68322497AC	COOLER	1		297 31	$87 98
A	21002766	Transmission, Replace automatic ; 4x4/AWD			06511777AA	BOLT	6		28 73	$87 98

		equipped								
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			68359847AC	TOC ASSY	1		182.68	$87.98
A	21251050	Lines, transmission and torque converter oil cooler ; One or Both (1 - Semi-Skilled)			68498557AB	TRANSMISS	1	X	8320.82	$102.65
A	21251050	Lines, transmission and torque converter oil cooler ; One or Both (1 - Semi-Skilled)			68322497AC	COOLER	1		297.31	$102.65
A	21251050	Lines, transmission and torque converter oil cooler ; One or Both (1 - Semi-Skilled)			06511777AA	BOLT	6		28.73	$102.65
A	21251050	Lines, transmission and torque converter oil cooler ; One or Both (1 - Semi-Skilled)			68359847AC	TOC ASSY	1		182.68	$102.65
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68498557AB	TRANSMISS	1	X	8320.82	$263.95
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68322497AC	COOLER	1		297.31	$263.95
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			06511777AA	BOLT	6		28.73	$263.95
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68359847AC	TOC ASSY	1		182.68	$263.95
A	24010201	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.			68498557AB	TRANSMISS	1	X	8320.82	$87.98
A	24010201	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.			68322497AC	COOLER	1		297.31	$87.98
A	24010201	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.			06511777AA	BOLT	6		28.73	$87.98
A	24010201	A/C Performance Test, Recovery and Recharge ; Note: this operation is used whenever it is necessary to test, recover, replace failed A/C plumbing			68359847AC	TOC ASSY	1		182.68	$87.98

		component, and recharge the A/C system.								

RO Narratives

(RO) Customer Concern:

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 x12

(RO) Cause:

NA

(RO) 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

(RO) Technical Notes:

4 PIECE DRIVESHAFT ADDITIONAL HYDRAULIC MOTORS EGISTRAT ION FOR POWERTRAIN AS A SUBSEQUENT INSTALL UNIT PER WIC #2685. 2} ATTACH TEC HNICIAN TIME PUNCHES. 3} REMOVE ACTUAL TIME AS NO SERVICE MANAGER AUTHORIZA TION FOR ACTUAL TIME REPAIR. THANK YOU FROM THE FCA WARRANTY CONTACT CENTER. IF FURTHER ASSISTANCE IS NECESSARY, PLEASE CONTACT THE WCC AGENT : MARK.TROTTE R EXTERNAL.FCAGROUP.COM, INCLUDE VIN & CONCERN.

GCS Narratives

(Claim) Customer Concern:

CUST STATES VEH HAS LOSS OF POWER. WILL NOT MOVE

(Claim) Cause:

TECH FOUND MULTIPLE DTCS. TRANS FRONT PUMP MAKING NOISE AND GRINDING. FLUID IS BURNT. REMOVED TRANS PAN FOUND CHUNKS OF FRICTION MATERIAL IN PAN. WHEN REM OVING INSPECTION COVER TORQUE CONVERTER BOLTS ROUNDED OFF. NECESSARY TO DRIL L OUT BOLTS TO DISCONNECT TRANSMISSION FROM FLYWHEEL FOR INSPECTION.

(Claim) Correction:

REPLACE TRANS ASSEMBLY, UPDATE TCM AND PERFORM QUICK LEARN.

Warranty Claim Report

Vehicle Information

VIN	3C7WRSCL1 - [redacted]	**Year**	2020	**Body**	DD3L93 - RAM 3500 CREW CAB CHASSIS
Build Date	09/02/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	10/23/2020
Claim Type	W - Warranty	**Repair Date**	01/02/2023
Claim Status	Paid	**Mileage (Miles)**	48,109

Expense

Labor	$394.36	**Sublet**	$5,942.16	**Part**	$0.00	**Total Paid**	$6,336.52

Dealer Information

Code	59572	**Name**	B AND B DODGE INCORPORATED	**Zone**	35	WASHINGTON	
Address	125 GRANDVIEW AVENUE , HONESDALE, PA 18431						

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	ML	CHECK ENGINE/SERVICE ENGINE SO	68498422AB	TRANSMISS	1	X	5922.00	$308.63
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	ML	CHECK ENGINE/SERVICE ENGINE SO	06511777AA	BOLT	6		20.16	$308.63
A	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			68498422AB	TRANSMISS	1	X	5922.00	$17.15
A	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			06511777AA	BOLT	6		20.16	$17.15
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68498422AB	TRANSMISS	1	X	5922.00	$68.58
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			06511777AA	BOLT	6		20.16	$68.58

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES FIRST GEAR RATIO CODE

(RO) Cause:

PULL FAULT CODES,GET WITH CUSTOMER & DUPLICATE CONCERN NO FORWARD GEAR OPEN STAR CASE.COMMUNICATE WITH STAR AGENT. THERE ARE ISSUES WITH NEW ASEMBLIES.NEED TO REPLACE UNIT ORDER TRANS ASSEMBLY (ACTIVE CODE P0731)

(RO) Correction:

REMOVE AND INSTALL TRANS ASSEMBLY.CHECK FLUID LEVEL & ADJUST INSPECT SOFWARE IN PCM/TCM PERFORM QUICK LEARN ROAD TEST VEHICLE AND VERIFY PROPER OPERATION.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES FIRST GEAR RATIO CODE CUSTOMER STATES FIRST GEAR RATIO CODE CUSTOMER STATES FIRST GEAR RATIO CODE

(Claim) Cause:

PULL FAULT CODES,GET WITH CUSTOMER & DUPLICATE CONCERN NO FORWARD GEAR OPEN ST PULL FAULT CODES,GET WITH CUSTOMER & DUPLICATE CONCERN NO FORWARD GEAR OPEN ST PULL FAULT CODES,GET WITH CUSTOMER & DUPLICATE CONCERN NO FORWARD GEAR OPEN ST

(Claim) Correction:

REMOVE AND INSTALL TRANS ASSEMBLY.CHECK FLUID LEVEL & ADJUST INSPECT SOFWARE I REMOVE AND INSTALL TRANS ASSEMBLY.CHECK FLUID LEVEL & ADJUST INSPECT SOFWARE I REMOVE AND INSTALL TRANS ASSEMBLY.CHECK FLUID LEVEL & ADJUST INSPECT SOFWARE I

Warranty Claim Report

Vehicle Information

VIN	3C7WRNEL9 [redacted]	**Year**	2019	**Body**	DP0L93 - RAM 5500 CREW CAB CHASSIS
Build Date	06/21/2019	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	08/22/2019
Claim Type	S - Safety (Recalls)	**Repair Date**	01/03/2023
Claim Status	Paid	**Mileage (Miles)**	47,318

Expense

Labor	$596.08	**Sublet**	$722.27	**Part**	$0.00	**Total Paid**	$1,318.36

Dealer Information

Code	27019	**Name**		**Zone**	71	LOS ANGELES
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	14Y78182	Safety Recall Y78 - High Pressure Fuel Pump ; Replace High Pressure Fuel Pump and Reprogram PCM	UC	UNCODABLE (NARRATIVE REQUIRED)	CSRLY781AA	MODULEKIT	1	X	722.27	$579.53
B	23Z08182	Safety Recall Z08 - Windshield Wipers ; Nut, Wiper Arms - Torque Front	UC	UNCODABLE (NARRATIVE REQUIRED)						$16.56

RO Narratives

(RO) Customer Concern:

PERFORM RECALL Y78 - 2019-2020 Ram HD High Pressure Fuel Pump PERFORM RECALL Z08 - 2019-2020 D Truck Windshield Wipers

(RO) Cause:

RECALL

(RO) Correction:

Replace HPFPand Reprogram PCM14-Y7-81-82 3.5hours Tighten Windshield Wiper Arm Nuts23-Z0-81-82 0.1hours

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	3C63R3GL6 - [redacted]	**Year**	2019	**Body**	D28L92 - RAM 3500 TRADESMAN CREW CAB 4X4
Build Date	10/18/2019	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	04/22/2020
Claim Type	F - Service Contract	**Repair Date**	01/03/2023
Claim Status	Paid	**Mileage (Miles)**	44,307

Expense

Labor	$0.00	**Sublet**	$0.00	**Part**	$75.00	**Total Paid**	$75.00

Dealer Information

Code	60789	**Name**		**Zone**	70 PHOENIX
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26860303	Maintenance Interval - Schedule B ; To be used every 3,000 Intervals	MC	MAINTENANCE CARE						$0.00
A	95260001	Maintenance Allowance ; Fixed Cost Maintenance								$75.00

RO Narratives

(RO) Customer Concern:

PERFORM LUBE OIL AND FILTER CHANGE USING SYNTHETIC OIL. LUBRICATED FRONT SUSPENSION IF NEEDED. PERFORM MULTI-POINT INSPECTION AND COMPLETE INSPECTION CHECKLIST. CUSTOMER REQUESTS FUEL FILTER REPLACEMENT.

(RO) Cause:

ESSENTIAL CARE 75 CUSTOMER ESSENTIAL CARE 75 CUSTOMER

(RO) 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

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

PERFORM LOF

(Claim) Cause:

PER CUSTOMER

(Claim) Correction:

PERFORMED LOF

Warranty Claim Report

Vehicle Information

VIN	3C7WRLFL9 [redacted]	**Year**	2020	**Body**	DP9L94 - RAM 4500 CREW CAB CHASSIS
Build Date	07/11/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	12/22/2020
Claim Type	S - Safety (Recalls)	**Repair Date**	01/04/2023
Claim Status	Paid	**Mileage (Miles)**	36,717

Expense

Labor	$51.72	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$51.72

Dealer Information

Code	45315	**Name**	CHUCK CLANCY CHRYSLER DODGE JEEP OF CARTERSVILLE LLC	**Zone**	66	ORLANDO
Address	567 E MAIN ST , CARTERSVILLE, GA 30121					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18Y17182	Customer Satisfaction Notification Y17 - Transmission Software Update ; Module, Transmission Control (TCM) - Reprogram Software and Perform Quicklearn	UC	UNCODABLE (NARRATIVE REQUIRED)						$51.72

RO Narratives

(RO) Customer Concern:

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 Softwa re Update (Recall Customer Satisfaction Notification 1) Safety Recall Y21- Powertrain Control Module Software (Recal l Customer Satisfaction Notification 2) Safety Recall Y26 - Wheel Studs (Recall Customer Satisfactio n Notification 3) Safety Recall Y78 - High Pressure Fuel Pump (Recall Customer Satisfaction Notification 4) Safety Recall ZA5 - Rear Brake Hose (Recall Customer Satisfa ction Notification 5)

(RO) 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 . .

(RO) 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

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES WHEN PUTTING VEHICLE INTO GEAR IS WILL SLAM INTO GEAR AND WI LL SLAM INTO GEAR WHEN CHANGING GEARS AS WEL L (AUTOMATIC TRANSMISSION CONCER N)

(Claim) 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 TRANSMI SSION

(Claim) Correction:

TECH REMOVED AND REPLACED TRANSMISSION AND TEST DROVE VEHICLE 9 MILES AND WOR KING AS DESIGNED.

Warranty Claim Report

Vehicle Information

VIN	3C7WRLFL9 - [redacted]	**Year**	2020	**Body**	DP9L94 - RAM 4500 CREW CAB CHASSIS
Build Date	07/11/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	12/22/2020
Claim Type	S - Safety (Recalls)	**Repair Date**	01/04/2023
Claim Status	Paid	**Mileage (Miles)**	36,716

Expense

Labor	$103.42	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$103.43

Dealer Information

Code	45315	**Name**	CHUCK CLANCY CHRYSLER DODGE JEEP OF CARTERSVILLE LLC	**Zone**	66	ORLANDO
Address	567 E MAIN ST , CARTERSVILLE, GA 30121					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18Y21181	Safety Recall Y21 - Powertrain Control Module Software ; Module, Engine Control (ECM) - Inspect	UC	UNCODABLE (NARRATIVE REQUIRED)						$25.86
B	22Y26181	Safety Recall Y26 - Wheel Studs ; Inspect Wheel Studs	UC	UNCODABLE (NARRATIVE REQUIRED)						$77.57

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3C7WRNAL4 [redacted]	**Year**	2021	**Body**	DP0L63 - RAM 5500 REG CAB CHASSIS
Build Date	01/04/2021	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	04/01/2021
Claim Type	W Warranty	**Repair Date**	01/04/2023
Claim Status	Paid	**Mileage (Miles)**	10,898

Expense

Labor	$718 99	**Sublet**	$9,087 91	**Part**	$0 00	**Total Paid**	$9,806 90

Dealer Information

Code	60408	**Name**	FRIENDSHIP CHRYSLER JEEP DODGE	**Zone**	66	ORLANDO
Address	2638 W STATE ST , BRISTOL, TN 37620					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	68498557AB	TRANSMISS	1	X	6875.91	$539.24
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	06511777AA	BOLT	6		23 74	$539 24
A	21002712	Transmission, Replace automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	68396136AD	TRANSFER	1		2118 84	$539 24
A	21002712	Transmission, Replace automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	06509166AA	BOLT	4		27.37	$539.24
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	05189966AD	FLUID AFT	3		42.05	$539.24
A	21002760	Transmission, Replace - automatic ; Skid plate equipped			68498557AB	TRANSMISS	1	X	6875 91	$59 92
A	21002760	Transmission, Replace automatic ; Skid plate equipped			06511777AA	BOLT	6		23 74	$59 92
A	21002760	Transmission, Replace automatic ; Skid plate equipped			68396136AD	TRANSFER	1		2118.84	$59.92
A	21002760	Transmission, Replace - automatic ; Skid plate equipped			06509166AA	BOLT	4		27.37	$59.92
A	21002760	Transmission, Replace - automatic ; Skid plate equipped			05189966AD	FLUID AFT	3		42.05	$59.92
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			68498557AB	TRANSMISS	1	X	6875 91	$89 87
A	21002766	Transmission, Replace automatic ; 4x4/AWD equipped			06511777AA	BOLT	6		23 74	$89 87
A	21002766	Transmission, Replace automatic ; 4x4/AWD equipped			68396136AD	TRANSFER	1		2118.84	$89.87
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			06509166AA	BOLT	4		27.37	$89.87
A	21002766	Transmission, Replace - automatic ; 4x4/AWD			05189966AD	FLUID AFT	3		42.05	$89.87

		equipped								
A	21020102	Transfer Case ; assembly			68498557AB	TRANSMISS	1	X	6875.91	$0.00
A	21020102	Transfer Case ; assembly			06511777AA	BOLT	6		23.74	$0.00
A	21020102	Transfer Case ; assembly			68396136AD	TRANSFER	1		2118.84	$0.00
A	21020102	Transfer Case ; assembly			06509166AA	BOLT	4		27.37	$0.00
A	21020102	Transfer Case ; assembly			05189966AD	FLUID AFT	3		42.05	$0.00
A	21570140	TCM Quick Learn ; 42RLE, 55RFE, 65RFE, 66RFE, 68RFE, AS69RC, AS66RC Transmissions only			68498557AB	TRANSMISS	1	X	6875.91	$29.96
A	21570140	TCM Quick Learn ; 42RLE, 55RFE, 65RFE, 66RFE, 68RFE, AS69RC, AS66RC Transmissions only			06511777AA	BOLT	6		23.74	$29.96
A	21570140	TCM Quick Learn ; 42RLE, 55RFE, 65RFE, 66RFE, 68RFE, AS69RC, AS66RC Transmissions only			68396136AD	TRANSFER	1		2118.84	$29.96
A	21570140	TCM Quick Learn ; 42RLE, 55RFE, 65RFE, 66RFE, 68RFE, AS69RC, AS66RC Transmissions only			06509166AA	BOLT	4		27.37	$29.96
A	21570140	TCM Quick Learn ; 42RLE, 55RFE, 65RFE, 66RFE, 68RFE, AS69RC, AS66RC Transmissions only			05189966AD	FLUID AFT	3		42.05	$29.96

RO Narratives

(RO) Customer Concern:

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)

(RO) Cause:

NA

(RO) 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

(RO) Technical Notes:

TRANSMISSION CASE CRACKED IN HALF

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES WHILE DRIVING, HEARD A LOUD POP AND NOW VEHICLE WILL NOT MOVE.

(Claim) Cause:

VERIFY COMPLAINT. RAISED VEHICLE ON HOIST AND FOUND TRANSMISSION CASE CRACKED IN HALF. SERVICE ADVISOR SENT IN D.I. FOR APPROVAL.

(Claim) Correction:

DURING R&R OF TRANSFER CASE, FOUND NUT FOR YOKE ON TRANSFER CASE BACKED OFF AN D DAMAGED TRANSFER CASE. REMOVED AND REPLACED TRANS ASSY AND TRANSFER CASE. TOPPED OFF FLUID AND PERFORMED QUICK LEARN.

Warranty Claim Report

Vehicle Information

VIN	3C7WRLFL9 - [redacted]	**Year**	2020	**Body**	DP9L94 - RAM 4500 CREW CAB CHASSIS
Build Date	07/11/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	12/22/2020
Claim Type	W - Warranty	**Repair Date**	01/04/2023
Claim Status	Paid	**Mileage (Miles)**	36,716

Expense

Labor	$853.31	**Sublet**	$7,121.15	**Part**	$0.00	**Total Paid**	$7,974.46

Dealer Information

Code	45315	**Name**	CHUCK CLANCY CHRYSLER DODGE JEEP OF CARTERSVILLE LLC	**Zone**	66	ORLANDO
Address	567 E MAIN ST , CARTERSVILLE, GA 30121					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	ML	CHECK ENGINE/SERVICE ENGINE SO	06511777AA	BOLT	6		23.22	$465.44
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	ML	CHECK ENGINE/SERVICE ENGINE SO	68498557AB	TRANSMISS	1	X	6724.54	$465.44
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	ML	CHECK ENGINE/SERVICE ENGINE SO	68322494AC	COOLER	1		225.76	$465.44
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	ML	CHECK ENGINE/SERVICE ENGINE SO	68359847AC	TOC ASSY	1		147.63	$465.44
A	21002760	Transmission, Replace automatic ; Skid plate equipped			06511777AA	BOLT	6		23 22	$51 72
A	21002760	Transmission, Replace - automatic ; Skid plate equipped			68498557AB	TRANSMISS	1	X	6724.54	$51.72
A	21002760	Transmission, Replace - automatic ; Skid plate equipped			68322494AC	COOLER	1		225.76	$51.72
A	21002760	Transmission, Replace - automatic ; Skid plate equipped			68359847AC	TOC ASSY	1		147.63	$51.72
A	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			06511777AA	BOLT	6		23 22	$25 86
A	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			68498557AB	TRANSMISS	1	X	6724.54	$25.86
A	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			68322494AC	COOLER	1		225.76	$25.86
A	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			68359847AC	TOC ASSY	1		147.63	$25.86
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			06511777AA	BOLT	6		23.22	$77.57

A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			68498557AB	TRANSMISS	1	X	6724.54	$77.57
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			68322494AC	COOLER	1		225.76	$77.57
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			68359847AC	TOC ASSY	1		147.63	$77.57
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			06511777AA	BOLT	6		23.22	$232.72
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68498557AB	TRANSMISS	1	X	6724.54	$232.72
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68322494AC	COOLER	1		225.76	$232.72
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68359847AC	TOC ASSY	1		147.63	$232.72

RO Narratives

(RO) Customer Concern:

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 Softwa re Update (Recall Customer Satisfaction Notification 1) Safety Recall Y21- Powertrain Control Module Software (Recal l Customer Satisfaction Notification 2) Safety Recall Y26 - Wheel Studs (Recall Customer Satisfactio n Notification 3) Safety Recall Y78 - High Pressure Fuel Pump (Recall Customer Satisfaction Notification 4) Safety Recall ZA5 - Rear Brake Hose (Recall Customer Satisfa ction Notification 5)

(RO) 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 . .

(RO) 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

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES WHEN PUTTING VEHICLE INTO GEAR IS WILL SLAM INTO GEAR AND WI LL SLAM INTO GEAR WHEN CHANGING GEARS AS WEL L (AUTOMATIC TRANSMISSION CONCER N)

(Claim) 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 TRANSMI SSION

(Claim) Correction:

TECH REMOVED AND REPLACED TRANSMISSION AND TEST DROVE VEHICLE 9 MILES AND WOR KING AS DESIGNED.

Warranty Claim Report

Vehicle Information

VIN	3C63RRHL6 - [redacted]	**Year**	2021	**Body**	D28H92 - RAM 3500 BIG HORN CREW CAB 4X4
Build Date	06/10/2021	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	07/29/2021
Claim Type	W - Warranty	**Repair Date**	01/16/2023
Claim Status	Paid	**Mileage (Miles)**	51,201

Expense

Labor	$464.97	**Sublet**	$2,365.95	**Part**	$0.00	**Total Paid**	$1,438.62

Dealer Information

Code	44165	**Name**	MARLOW MOTOR CO INC	**Zone**	35 WASHINGTON
Address	707 COMMERCE ST , FRONT ROYAL, VA 22630				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	11610139	Filter diesel particulate (DPF) ; 6.7 liter diesel engine, 2500-3500 pick up only	UC	UNCODABLE (NARRATIVE REQUIRED)	68296341AE	CONVERTER	1	X	2340.19	$404.97
A	11610139	Filter diesel particulate (DPF) ; 6.7 liter diesel engine, 2500-3500 pick up only	UC	UNCODABLE (NARRATIVE REQUIRED)	68379574AA	GASKET	1		25.76	$404.97
A	181904TA	Module, Engine Control (ECM) ; Module, Engine Control (ECM) - Reprogram (Aisin Transmission)			68296341AE	CONVERTER	1	X	2340.19	$60.00
A	181904TA	Module, Engine Control (ECM) ; Module, Engine Control (ECM) - Reprogram (Aisin Transmission)			68379574AA	GASKET	1		25.76	$60.00
A	8585CG09	Consumer Goodwill ; Consumer Goodwill Only			68296341AE	CONVERTER	1	X	2340.19	$0.00
A	8585CG09	Consumer Goodwill ; Consumer Goodwill Only			68379574AA	GASKET	1		25.76	$0.00

RO Narratives

(RO) Customer Concern:

STANDARD DIAGNOSIS DOCUMENT STORAGE FEE

(RO) Cause:

R/R DPF FILTER

(RO) Correction:

51201 VERIFY CONCERN, PERFORM DIAGNOSISPER WORK SHOP MANUAL, REPLACED DPF ANDPERFORMED UPDATE FOR TSB TO INCREASE RE-GENFREQUENCY, CUST CARE WAS CONTACTED ANDGOODWILL EXTENDED TO CUSTOMER. CUSTDEDUCTIBLE IS 1392.32 Filter diesel particulate(DPF) - Replace 6.7 literdiesel 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 SYSTEMCONCERNS

(RO) Technical Notes:

STELLANTIS GOODWILL CUSTOMER PAY PORTION IS $1392.32 DPF REPLACEMENT

GCS Narratives

(Claim) Customer Concern:

COMPLAINT CHECK ENGINE LIGHT ON

(Claim) Cause:

VERIFIED CODE P242F-00 FOR DPF SOOTED UP DAIG FLOW SHEET LEADS TO IS DPF ABOVE 9G11 DPS AT 11G11

(Claim) Correction:

PCM UPDATED FOR CONCERN ACTIVE CODES 52421132AG TO 52421132AH. CODE P242F DPF RESTRICTION, STELLANTIS APPROVAL OF GOODWILL, REPLACED CATALYTIC CONVERSTER AND EXHAUST GASKET, TESTED COMPLAINT FIXED

Warranty Claim Report

Vehicle Information

VIN	3C63R3EL2 - [redacted]	**Year**	2021	**Body**	D28P91 - RAM 3500 LARAMIE CREW CAB 4X4
Build Date	06/04/2021	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	07/26/2021
Claim Type	W Warranty	**Repair Date**	01/16/2023
Claim Status	Paid	**Mileage (Miles)**	60,024

Expense

Labor	$933 09	**Sublet**	$6,902 49	**Part**	$0 00	**Total Paid**	$7,835 59

Dealer Information

Code	42604	**Name**	DAVE SMITH MOTORS	**Zone**	70	PHOENIX
Address	210 NORTH DIVISION , KELLOGG, ID 83837					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	21000169	Transmission ; DEF equipped 2500 3500 4x4 pick-up only			68498560AB	TRANSMISS	1	X	6483 53	$65 10
A	21000169	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68322497AC	COOLER	1		236.78	$65.10
A	21000169	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68359847AC	TOC ASSY	1		145.48	$65.10
A	21000169	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68433227AB	BOOT	1		32.89	$65.10
A	21000169	Transmission ; DEF equipped 2500-3500 4x4 pick up only			06511777AA	BOLT	1		3.81	$65.10
A	21002712	Transmission, Replace automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	68498560AB	TRANSMISS	1	X	6483 53	$390 60
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	68322497AC	COOLER	1		236.78	$390.60
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	68359847AC	TOC ASSY	1		145.48	$390.60
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	68433227AB	BOOT	1		32.89	$390.60
A	21002712	Transmission, Replace automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	06511777AA	BOLT	1		3 81	$390 60
A	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			68498560AB	TRANSMISS	1	X	6483.53	$21.70
A	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			68322497AC	COOLER	1		236.78	$21.70
A	21002762	Transmission, Replace automatic ; Two piece propeller shaft equipped			68359847AC	TOC ASSY	1		145.48	$21.70
A	21002762	Transmission, Replace - automatic ; Two piece			68433227AB	BOOT	1		32.89	$21.70

		propeller shaft equipped								
A	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			06511777AA	BOLT	1		3.81	$21.70
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			68498560AB	TRANSMISS	1	X	6483.53	$65.10
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			68322497AC	COOLER	1		236.78	$65.10
A	21002766	Transmission, Replace automatic ; 4x4/AWD equipped			68359847AC	TOC ASSY	1		145 48	$65 10
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			68433227AB	BOOT	1		32.89	$65.10
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			06511777AA	BOLT	1		3.81	$65.10
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68498560AB	TRANSMISS	1	X	6483.53	$195.30
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68322497AC	COOLER	1		236.78	$195.30
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68359847AC	TOC ASSY	1		145.48	$195.30
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68433227AB	BOOT	1		32.89	$195.30
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			06511777AA	BOLT	1		3.81	$195.30
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68498560AB	TRANSMISS	1	X	6483 53	$108 50
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68322497AC	COOLER	1		236.78	$108.50
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68359847AC	TOC ASSY	1		145.48	$108.50
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68433227AB	BOOT	1		32.89	$108.50
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation			06511777AA	BOLT	1		3.81	$108.50
C	181904TA	Module, Engine Control (ECM) ; Module, Engine Control (ECM) - Reprogram (Aisin Transmission)	CC	SENDING UNITS/SENSORS						$43.40
B	181905RT	Module, Transmission Control (TCM) ; Module, Transmission Control (TCM) - Reprogram, Includes Quicklearn Routine	CC	SENDING UNITS/SENSORS						$43.40

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

INTERNAL CLUTCH FAILURE

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES VEHICLE FEELS LIKE IT IS MISSING TWO GEARS. VEHICLE WILL KICK INTO NEUTRAL AT LOW SPEEDS, AND CORRECTS ITSELFT AT HWY SPEEDS CUSTOMER STA TES WHEN VEHICLE IS GOING SLOW INTO REVERSE IT IS NOT SHIFTING PROPERLY. CUS TOMER WENT ON A ROAD-TEST W/THE SERVICE MANAGER AND THERE IS A NOTICEABLE HA RD 2-3 SHIFT (IN DRIVE & REVERSE) AS WELL AS A FLARE 3-4 ***CHECK AND ADVISE

(Claim) Cause:

FIRST ATTEMPTED TCM UPDATE BUT SHIFTING GOT WORSE. TRANSMISSION HAS INTERNAL C LUTCH FAILURE AND WILL NEED TRANS DIAG TEARDOWN AND 70% SHEET PERFORMED

(Claim) Correction:

UPON ARRIVAL VERIFIED CONCERN THAT FEELS LIKE IT NEUTRALS / SLIPS AT TIMES WIT VEHICLE TO LEARN CUSTOMER'S DRIVING HABITS. VEHICLE IS OPERATING AS DESIGNED A H A HARSH 2-3RD SHIFT AND A FLARE 3RD TO 4TH SHIFT VERIFIED BY MYSELF AND SE T THIS TIME. LABOR TO BE 9.1 AS SHOWN ON 70 % SHEET WITH LABOR OPPS. TCM REP ROGRAM AND PERFORM QUICK LEARN PROCEDURE 0.4 HRS. LO# [redacted] MODULE, E RVICE MANAGER. FOUND TCM UPDATE PER TSB #: 21-019-22 THAT INCLUDES A HARSH S HIFT FROM A 2 TO 3 GEAR SHIFT WHILE AT ALMOST OR WIDE OPEN THROTTLE. AND A H NGINE CONTROL PCM/ECM -REPROGRAM(AISIN TRANSMISSION) 0.4 HRS LO[redacted]TECH RECOMMENDS NO CRUISE CONTROL OR TOWING FOR THE FIRST 500 MILES ARSH SHIFT FROM A 3 TO 4 SHIFT AND HEAVY ON THE PEDAL, LIFTING OFF THE PEDAL, THEN BACK ON THE PEDAL AGAIN AND THEN UPDATED PCM PER TSB #: TO BE UP TO DAT E TO WORK WITH THE TCM UPDATE AND PERFORMED A TRANSMISSION QUICKLEARN. FOUND VEHICLES TRANS NEUTRALS /SLIPS BAD TO REDLINE AFTER UPDATES BETWEEN 2ND TO 3RD AND 3RD TO 4TH SHIFTS. TRUCK IS NOT DRIVEABLE SAFELY AT THIS TIME AND RE QUIRES DIAGNOSTIC TEARDOWN / 70% PROCEDURE. PERFORMED TRANSMISSION DIAG. TEA RDOWN / 70% PROCEDURE TO FIND TRANS WELL OVER 70% WITH ONLY THE TORQUE CONVE RTER, VALVE BODY, AND TRANS PUMP WHICH ANY REPAIR WILL NEED THESE HARD COMPONE NTS WITH NO CLUTCHES INCLUDED. DUE TO TRANS FALLING WELL OVER 70% VEHICLE WI LL NEED A REPLACEMENT TRANSMISSION ASSEMBLY TO INCLUDE TRANS COOLER, BYPASS VALVE AND FRONT DRIVESHAFT BOOT. REPLACED ALL ABOVE LISTED COMPONENTS. VERIF IED TRANS FILL AND PERFORMED A QUICK LEARN. TEST DROVE A TOTAL OF 40 MILES W ITH NO PROBLEMS NOTICED. PLEASE ALLOW 500 MILES WITH NO TOWING OR CRUISE TO ALLOW THE VEHICLE TO LEARN CUSTOMER'S DRIVING HABITS VEHICLE IS OPERATING A S DESIGNED AT THIS TIME LABOR TO BE 9 1 AS SHOWN ON 70 % SHEET WITH LABOR O PPS. TCM REPROGRAM AND PERFORM QUICK LEARN PROCEDURE 0.4 HRS. LO#[redacted] MODULE, ENGINE CONTROL PCM/ECM -REPROGRAM(AISIN TRANSMISSION) 0.4 HRS LO#[redacted] TECH RECOMMENDS NO CRUISE CONTROL OR TOWING FOR THE FIRST 500 MIL ES

Warranty Claim Report

Vehicle Information

VIN	C6 R ML7 [redacted]	**Year**	0 1	**Body**	D 8P81 RAM 500 LARAMIE MEGA CAB 4 4
Build Date	1 /16/ 0 0	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	5 6

Claim Information

Claim #	[redacted]	**In Service Date**	01/18/ 0 1
Claim Type	S Safety (Recalls)	**Repair Date**	01/24/2023
Claim Status	Paid	**Mileage (Miles)**	,994

Expense

Labor	$20 97	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$20 97

Dealer Information

Code	6894	**Name**	COLE CHRY JEEP DODGE LLC	**Zone**	4	DETROIT
Address	15514 W MICHIGAN AVE , MARSHALL, MI 49068					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	23ZB8181	afety Recall B8 Tailgate Latch Alignment ; Inspect Tailgate Strikers for Alignment	UC	UNCODABLE (NARRATIVE REQUIRED)						$20 97

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	3C63R3EL5 - [redacted]	**Year**	2020	**Body**	D28P91 - RAM 3500 LARAMIE CREW CAB 4X4
Build Date	09/23/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	02/01/2021
Claim Type	S - Safety (Recalls)	**Repair Date**	01/24/2023
Claim Status	Paid	**Mileage (Miles)**	44,061

Expense

Labor	$35.40	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$35.40

Dealer Information

Code	26550	**Name**	BOB BAKER CHRYSLER JEEP	**Zone**	71	LOS ANGELES	
Address	5555 CAR COUNTRY DR , CARLSBAD, CA 92008						

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	23ZB8181	Safety Recall ZB8 - Tailgate Latch Alignment ; Inspect Tailgate Strikers for Alignment	UC	UNCODABLE (NARRATIVE REQUIRED)						$35.40

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THAT THERE IS AN OIL LEAK OUT OF THE TRANSFERCASE CHECK AND AD VISE

(Claim) Cause:

REPLACED TRANS REAR OUT PUT SHAFT SEAL , REPLACED FRONT TRANSFER CASE IN POUT SEAL REPLACED TRANSFER CASE OUT PUT SHAFT SEAL SEAL ROAD TEST WORKING AS DES IGNED MAY SEE SOME RESIDUAL FLUID BETWEEN TRANSFREPLACED TRANS REAR OUT PUT SH AFT SEAL , REPLACED FRONT TRANSFER CASE IN POUT SEAL REPLACED TRANSFER CASE OUT PUT SHAFT SEAL SEAL ROAD TEST WORKING AS DESIGNED MAY SEE SOME RESIDUAL FLUID BETWEEN TRANSFER CASE TRANSMISSIONER CASE TRANSMISSION

(Claim) Correction:

REPLACED TRANS REAR OUT PUT SHAFT SEAL , REPLACED FRONT TRANSFER CASE IN POUT SEAL REPLACED TRANSFER CASE OUT PUT SHAFT SEAL SEAL ROAD TEST WORKING AS DES IGNED MAY SEE SOME RESIDUAL FLUID BETWEEN TRANSFER CASE TRANSMISSION

Warranty Claim Report

Vehicle Information

VIN	C6 R EL5 [redacted]	**Year**	0 0	**Body**	D 8P91 RAM 500 LARAMIE CREW CAB 4 4
Build Date	09/ / 0 0	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	5 6

Claim Information

Claim #	[redacted]	**In Service Date**	0 /01/ 0 1
Claim Type	W Warranty	**Repair Date**	01/ 4/ 0
Claim Status	Paid	**Mileage (Miles)**	44,061

Expense

Labor	$460 5	**Sublet**	$175 0	**Part**	$0 00	**Total Paid**	$6 5 8

Dealer Information

Code	6550	**Name**	BOB BAKER CHRY LER JEEP	**Zone**	71	LO ANGELE	
Address	5555 CAR COUNTRY DR , CARL BAD, CA 9 008						

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	10 0111	T ca e remove and in tall for repair			68 4 7AA	EAL	1		6 86	$ 47 8
A	10 0111	T ca e remove and in tall for repair			68161 9AA	EAL	1		84 87	$ 47 8
A	10 0111	T ca e remove and in tall for repair			68055 6 AA	EAL	1		8	$ 47 8
A	10 0111	T ca e remove and in tall for repair			68055 61AA	EAL	1		19 47	$ 47 8
A	10 0 50	Input eal Replace ; (killed)			68 4 7AA	EAL	1		6 86	$88 51
A	10 0 50	Input eal Replace ; (killed)			68161 9AA	EAL	1		84 87	$88 51
A	10 0 50	Input eal Replace ; (killed)			68055 6 AA	EAL	1		8	$88 51
A	10 0 50	Input eal Replace ; (killed)			68055 61AA	EAL	1		19 47	$88 51
A	10 001	eal, Rear Output	65	LEAK	68 4 7AA	EAL	1		6 86	$1 91
A	21032001	Seal, Rear Output	65	LEAKS	68161329AA	SEAL	1	X	84 87	$123 91
A	10 001	eal, Rear Output	65	LEAK	68055 6 AA	EAL	1		8	$1 91
A	10 001	eal, Rear Output	65	LEAK	68055 61AA	EAL	1		19 47	$1 91

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THAT THERE IS AN OIL LEAK OUT OF THE TRANSFERCASE CHECK AND AD VISE

(Claim) Cause:

REPLACED TRANS REAR OUT PUT SHAFT SEAL , REPLACED FRONT TRANSFER CASE IN POUT SEAL REPLACED TRANSFER CASE OUT PUT SHAFT SEAL SEAL ROAD TEST WORKING AS DES IGNED MAY SEE SOME RESIDUAL FLUID BETWEEN TRANSFREPLACED TRANS REAR OUT PUT SH AFT SEAL , REPLACED FRONT TRANSFER CASE IN POUT SEAL REPLACED TRANSFER CASE OUT PUT SHAFT SEAL SEAL ROAD TEST WORKING AS DESIGNED MAY SEE SOME RESIDUAL FLUID BETWEEN TRANSFER CASE TRANSMISSIONER CASE TRANSMISSION

(Claim) Correction:

REPLACED TRANS REAR OUT PUT SHAFT SEAL , REPLACED FRONT TRANSFER CASE IN POUT SEAL REPLACED TRANSFER CASE OUT PUT SHAFT SEAL SEAL ROAD TEST WORKING AS DES IGNED MAY SEE SOME RESIDUAL FLUID BETWEEN TRANSFER CASE TRANSMISSION

Warranty Claim Report

Vehicle Information

VIN	3C63R3ML7 [redacted]	**Year**	2021	**Body**	D28P81 RAM 3500 LARAMIE MEGA CAB 4X4
Build Date	12/16/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	01/18/2021
Claim Type	W Warranty	**Repair Date**	01/24/2023
Claim Status	Paid	**Mileage (Miles)**	22,994

Expense

Labor	$776 04	**Sublet**	$7,380 18	**Part**	$0 00	**Total Paid**	$8,156 22

Dealer Information

Code	68942	**Name**	COLE CHRY JEEP DODGE LLC	**Zone**	42	DETROIT
Address	15514 W MICHIGAN AVE , MARSHALL, MI 49068					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	1000169	Transmission ; DEF equipped 500 500 4x4 pick up only			68498560AB	TRAN MI	1		700 7	$6 9
A	21000169	Tran mi ion ; DEF equipped 2500 3500 4x4 pick up only			68322497AC	COOLER	1		255 77	$62 92
A	21000169	Transmission ; DEF equipped 2500 3500 4x4 pick up only			68322507AB	TUBE	1		106 09	$62 92
A	21000169	Transmission ; DEF equipped 2500 3500 4x4 pick up only			05189966AD	FLUID AFT	1		14 59	$62 92
A	21002712	Transmission, Replace automatic ; A 68RC/A 69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	68498560AB	TRANSMISS	1	X	7003 73	$377 53
A	21002712	Transmission, Replace automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	68322497AC	COOLER	1		255 77	$377 53
A	21002712	Transmission, Replace automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	68322507AB	TUBE	1		106 09	$377 53
A	21002712	Transmission, Replace automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	05189966AD	FLUID AFT	1		14 59	$377 53
A	21002760	Transmission, Replace automatic ; Skid plate equipped			68498560AB	TRANSMISS	1	X	7003 73	$41 95
A	2100 760	Transmission, Replace automatic ; kid plate equipped			68 497AC	COOLER	1		55 77	$41 95
A	21002760	Tran mi ion, Replace automatic ; Skid plate equipped			68322507AB	TUBE	1		106 09	$41 95
A	21002760	Transmission, Replace automatic ; Skid plate equipped			05189966AD	FLUID AFT	1		14 59	$41 95
A	21002766	Transmission, Replace automatic ; 4x4/AWD equipped			68498560AB	TRANSMISS	1	X	7003 73	$62 92
A	21002766	Transmission, Replace automatic ; 4x4/AWD equipped			68322497AC	COOLER	1		255 77	$62 92
A	21002766	Transmission, Replace automatic ; 4x4/AWD			68322507AB	TUBE	1		106 09	$62 92

		equipped								
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			05189966AD	FLUID AFT	1		14 59	$62 92
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68498560AB	TRANSMISS	1	X	7003.73	$188.77
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68322497AC	COOLER	1		255.77	$188.77
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68322507AB	TUBE	1		106.09	$188.77
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			05189966AD	FLUID AFT	1		14.59	$188.77
A	24011002	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			68498560AB	TRANSMISS	1	X	7003.73	$41.95
A	24011002	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			68322497AC	COOLER	1		255.77	$41.95
A	24011002	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			68322507AB	TUBE	1		106.09	$41.95
A	24011002	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			05189966AD	FLUID AFT	1		14.59	$41.95

RO Narratives

(RO) Customer Concern:

TRANSMISSION REPAIR PERFORM RECALL GENERAL REPAIR CUMMINS OIL CHANGE

(RO) Cause:

trans slipping in 3rd gear and fluid is burnt

(RO) Correction:

21002712 - 21002712; 21000169 - 21000169; 21002766 - 21002766; 21002760 - 21002760; 21252050 - 21252050; 24011002 - 24011002 23ZB8181 - 23ZB8181 Cummins LOF completed.

(RO) Technical Notes:

TRANS SLIPPING IN 3RD GEAR AND FLUID IS BURNT

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES FEELS LIKE TRANS IS SLIPPING GEARS

(Claim) Cause:

FOUND TRANS SLIPPING IN 3RD GEAR AND FLUID IS BURNT

(Claim) Correction:

REPLACED TRANS

Warranty Claim Report

Vehicle Information

VIN	3C7WRKAL6 [redacted]	**Year**	2021	**Body**	DP4L63 RAM 4500 REG CAB CHASSIS
Build Date	03/29/2021	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	06/01/2021
Claim Type	W Warranty	**Repair Date**	01/ 4/ 0
Claim Status	Paid	**Mileage (Miles)**	1,038

Expense

Labor	$1,048 88	**Sublet**	$9, 44 0	**Part**	$0 00	**Total Paid**	$10, 9 87

Dealer Information

Code	45716	**Name**		**Zone**	66 ORLANDO
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	100 71	Transmission, Replace automatic ; A 68RC/A 69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	684984 AB	TRAN MI	1		8576 75	$5 1 8
A	100 71	Tran mi ion, Replace automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	68 494AC	COOLER	1		8 86	$5 1 8
A	21002712	Tran mi ion, Replace automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	68359847AC	TOC ASSY	1		185 63	$531 83
A	21002712	Transmission, Replace automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	68359846AE	LINESASSY	1		168 59	$531 83
A	21002712	Transmission, Replace automatic ; A 68RC/A 69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	06511777AA	BOLT	6		29 20	$531 83
A	100 76	Transmission, Replace automatic ; Two piece propeller shaft equipped			684984 AB	TRAN MI	1		8576 75	$ 9 55
A	21002762	Tran mi ion, Replace automatic ; Two piece propeller shaft equipped			68322494AC	COOLER	1		283 86	$29 55
A	21002762	Transmission, Replace automatic ; Two piece propeller shaft equipped			68359847AC	TOC ASSY	1		185 63	$29 55
A	21002762	Transmission, Replace automatic ; Two piece propeller haft equipped			68359846AE	LINESASSY	1		168 59	$29 55
A	100 76	Transmission, Replace automatic ; Two piece propeller haft equipped			06511777AA	BOLT	6		9 0	$ 9 55
A	21251050	Line , tran mi ion and torque converter oil cooler ; One or Both (1 Semi Skilled)			68498422AB	TRANSMISS	1	X	8576 75	$103 41
A	21251050	Lines, transmission and torque converter oil cooler ; One or Both (1 emi killed)			68322494AC	COOLER	1		283 86	$103 41
A	1 51050	Lines, transmission and torque converter oil cooler ; One or Both (1 Semi Skilled)			68 59847AC	TOC A Y	1		185 6	$10 41
A	21251050	Lines, transmission and torque converter oil			68359846AE	LINESASSY	1		168 59	$103 41

		cooler ; One or Both (1 - Semi-Skilled)								
A	21251050	Lines, transmission and torque converter oil cooler ; One or Both (1 - Semi-Skilled)			06511777AA	BOLT	6		29.20	$103.41
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68498422AB	TRANSMISS	1	X	8576.75	$265.91
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68322494AC	COOLER	1		283.86	$265.91
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68359847AC	TOC ASSY	1		185.63	$265.91
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68359846AE	LINESASSY	1		168.59	$265.91
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			06511777AA	BOLT	6		29.20	$265.91
A	85700001	Digital Imaging ; Process time			68498422AB	TRANSMISS	1	X	8576.75	$118.18
A	85700001	Digital Imaging ; Process time			68322494AC	COOLER	1		283.86	$118.18
A	85700001	Digital Imaging ; Process time			68359847AC	TOC ASSY	1		185.63	$118.18
A	85700001	Digital Imaging ; Process time			68359846AE	LINESASSY	1		168.59	$118.18
A	85700001	Digital Imaging ; Process time			06511777AA	BOLT	6		29.20	$118.18

RO Narratives

(RO) Customer Concern:

FLEET COMPANY STATES HEADLIGHTS HAVE MOISTURE IN PLEASE CHEC K AND ADVISE (ElectricalNon PCM Flashes Concern) FLEET COMPANY STATES WHEN TRAVELING AT HIGHWAY SPEEDS TRANSM ISSION 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 PORMOTIONS THROUGHOUT THE YEAR

(RO) 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

(RO) 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?

(RO) Technical Notes:

AUTH PT

GCS Narratives

(Claim) Customer Concern:

FLEET COMPANY STATES WHEN TRAVELING AT HIGHWAY SPEEDS TRANSM ISSION SHIFT BACK FLEET COMPANY STATES WHEN TRAVELING AT HIGHWAY SPEEDS TRANSM ISSION SHIFT BACK FLEET COMPANY STATES WHEN TRAVELING AT HIGHWAY SPEEDS TRANSM ISSION SHIFT BACK FLEET COMPANY STATES WHEN TRAVELING AT HIGHWAY SPEEDS TRANSM ISSION SHIFT BACK

(Claim) Cause:

VERIFIED CONCERN. VEHICLE WILL DOWN SHIFT WHILE DRIVING DUE TO INTERNAL TRANSM VERIFIED CONCERN. VEHICLE WILL DOWN SHIFT WHILE DRIVING DUE TO INTERNAL TRANSM VERIFIED CONCERN. VEHICLE WILL DOWN SHIFT WHILE DRIVING DUE TO INTERNAL TRANSM VERIFIED CONCERN. VEHICLE WILL DOWN SHIFT WHILE DRIVING DUE TO INTERNAL TRANSM

(Claim) Correction:

REPLACED TRANSMISSION ASSEMBLY. TRANSMISSION EXTERNAL COOLER, TOC ASSEMBLY AND REPLACED TRANSMISSION ASSEMBLY. TRANSMISSION EXTERNAL COOLER, TOC ASSEMBLY AND REPLACED TRANSMISSION ASSEMBLY. TRANSMISSION EXTERNAL COOLER, TOC ASSEMBLY AND REPLACED TRANSMISSION ASSEMBLY. TRANSMISSION EXTERNAL COOLER, TOC ASSEMBLY AND

Warranty Claim Report

Vehicle Information

VIN	3C63R3EL9 - [redacted]	**Year**	2020	**Body**	D28P91 - RAM 3500 LARAMIE CREW CAB 4X4
Build Date	01/07/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	07/07/2020
Claim Type	S - Safety (Recalls)	**Repair Date**	01/28/2023
Claim Status	Paid	**Mileage (Miles)**	45,328

Expense

Labor	$473.60	**Sublet**	$818.93	**Part**	$0.00	**Total Paid**	$1,292.53

Dealer Information

Code	60730	**Name**		**Zone**	66	ORLANDO
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
B	14Y78182	Safety Recall Y78 - High Pressure Fuel Pump ; Replace High Pressure Fuel Pump and Reprogram PCM	UC	UNCODABLE (NARRATIVE REQUIRED)	CSRLY781AA	MODULEKIT	1	X	804.62	$448.00
B	14Y78182	Safety Recall Y78 - High Pressure Fuel Pump ; Replace High Pressure Fuel Pump and Reprogram PCM	UC	UNCODABLE (NARRATIVE REQUIRED)	68218057AC	FLUID	1		14.31	$448.00
A	23ZB8181	Safety Recall ZB8 - Tailgate Latch Alignment ; Inspect Tailgate Strikers for Alignment	UC	UNCODABLE (NARRATIVE REQUIRED)						$25.60

RO Narratives

(RO) Customer Concern:

Safety Recall - Tailgate Latch Alignment (Recall Customer Sa tisfaction 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 STA TING 4X4 NOT AVAILABLE AT THIS TIME Engine Mechanical Conce rn (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

(RO) Cause:

verified VERIFIED RECALL ON VEHICLE TECH TEST DROVE VERIFIED 4X4 LIGHT ON. HAS NO FIRST GEAR AND HARD TO GO INTO REVERSE. ENGUAGEMENT 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 PICSTURES FOR RECORDS. NEEDS TRANSMISSION TRANSMISSION PART NUMBER 68498560AB. ORDER# 1230WT-VOR. NO ETA MAINTENANCE. AUTHORIZED 12/28/2022 B6118804 160.00

(RO) Correction:

tailgate latch ok at this time INSTALLED HIGH PRESSURE FURL 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

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

SAFETY RECALL - TAILGATE LATCH ALIGNMENT (RECALL CUSTOMER SA TISFACTION NOTIF SAFETY RECALL Y78 - HIGH PRESSURE FUEL PUMP (RECALL CUSTOMER SATISFACTION NO ICATION 2) TIFICATION 1)

(Claim) Cause:

VERIFIED VERIFIED RECALL ON VEHICLE

(Claim) Correction:

INSTALLED HIGH PRESSURE FURL RAIL TAILGATE LATCH OK AT THIS TIME

Warranty Claim Report

Vehicle Information

VIN	3C63R3EL9 [redacted]	**Year**	2020	**Body**	D28P91 RAM 3500 LARAMIE CREW CAB 4X4
Build Date	01/07/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	07/07/2020
Claim Type	W - Warranty	**Repair Date**	01/28/2023
Claim Status	Paid	**Mileage (Miles)**	45,328

Expense

Labor	$716 80	**Sublet**	$7,680 62	**Part**	$440 00	**Total Paid**	$8,837 42

Dealer Information

Code	60730	**Name**		**Zone**	66	ORLANDO
Address	, ,					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	21000169	Transmission ; DEF equipped 2500-3500 4x4 pick up only			68218057AC	FLUID	1		14.31	$76.80
A	21000169	Transmission ; DEF equipped 2500 3500 4x4 pick up only			05189966AD	FLUID AFT	2		31 81	$76 80
A	21000169	Transmission ; DEF equipped 2500 3500 4x4 pick up only			68498560AB	TRANSMISS	1	X	7634 50	$76 80
A	21002712	Transmission, Replace automatic ; AS68RC/AS69RC	ML	CHECK ENGINE/SERVICE ENGINE SO	68218057AC	FLUID	1		14 31	$460 80
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	ML	CHECK ENGINE/SERVICE ENGINE SO	05189966AD	FLUID AFT	2		31.81	$460.80
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	ML	CHECK ENGINE/SERVICE ENGINE SO	68498560AB	TRANSMISS	1	X	7634.50	$460.80
A	21002766	Transmission, Replace automatic ; 4x4/AWD equipped			68218057AC	FLUID	1		14 31	$76 80
A	21002766	Transmission, Replace automatic ; 4x4/AWD equipped			05189966AD	FLUID AFT	2		31 81	$76 80
A	21002766	Transmission, Replace automatic ; 4x4/AWD equipped			68498560AB	TRANSMISS	1	X	7634 50	$76 80
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation			68218057AC	FLUID	1		14 31	$102 40
A	85410000	Operation diagnostics With repair ; Must be used in conjunction with appropriate repair Labor Operation			05189966AD	FLUID AFT	2		31 81	$102 40
A	85410000	Operation diagnostics With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68498560AB	TRANSMISS	1	X	7634 50	$102 40
A	85LOAN00	Loaner Car ; Loaner Car			68218057AC	FLUID	1		14 31	$0 00

A	85LOAN00	Loaner Car ; Loaner Car			05189966AD	FLUID AFT	2		31.81	$0.00
A	85LOAN00	Loaner Car ; Loaner Car			68498560AB	TRANSMISS	1	X	7634.50	$0.00
A	95400141	Loaner Car ; Standard Line Vehicles			68218057AC	FLUID	1		14.31	$440.00
A	95400141	Loaner Car ; Standard Line Vehicles			05189966AD	FLUID AFT	2		31.81	$440.00
A	95400141	Loaner Car ; Standard Line Vehicles			68498560AB	TRANSMISS	1	X	7634.50	$440.00

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

PART NUMBER 68498560AB. ORDER# [redacted] SPECIAL ORDER PART 12/30 NAL RENT AL INVOICE. REFERENCE WARRANTY BULLETIN D-19-28. THANK YOU FROM THE FCA WARRAN TY CONTACT CENTER. IF FURTHER ASSISTANCE IS NECESSARY, PLEASE CONTACT THE WCC AGENT MARK.TROTTER EXTERNAL.STELLANTIS.COM INCLUDE VIN & CONCERN.

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT CAME ON AND A MESSAGE STA TING 4X4 NOT AV AILABLE AT THIS TIME ENGINE MECHANICAL CONCE RN (GENERAL CONCERN 1)

(Claim) Cause:

TECH TEST DROVE VERIFIED 4X4 LIGHT ON. HAS NO FIRST GEAR AND HARD TO GO INTO REVERSE. ENGUAGEMENT IS SLIPPING. PERFORMED VSR FOUND CODES P0731 P0966 FOR I NCORRECT 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 PICSTURES FOR RECORDS. NEEDS TRANSMISSION TRANSMISSION PART NUMBER 68498560A B. ORDER# [redacted] NO ETA

(Claim) Correction:

REMOVED FRONT AND REAR DRIVE, TRANSFER CASE, CROSS MEMBER, REMOVED TRANSMISSI ON AND INSTALLED NEW TRANSMISSION INSTALLED TRANS CASE AND CROSS MEMBER TOP PED WITH FLUIDS AND TEST DROVE CLEARED ALL CODES. VEHICLE IS SHIFTING AS FA CTORY SPEC. ALL IS OK.

Warranty Claim Report

Vehicle Information

VIN	3C7WRTCLX- [redacted]	**Year**	2019	**Body**	DD8L93 - RAM 3500 CREW CAB CHASSIS 4X4
Build Date	06/04/2019	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	07/19/2019
Claim Type	S - Safety (Recalls)	**Repair Date**	01/30/2023
Claim Status	Paid	**Mileage (Miles)**	83,383

Expense

Labor	$393.98	**Sublet**	$602.00	**Part**	$0.00	**Total Paid**	$995.98

Dealer Information

Code	60813	**Name**		**Zone**	35	WASHINGTON
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	14Y78161	Safety Recall Y78 - High Pressure Fuel Pump ; Dual Alternator Equipped			CSRLY781AA	MODULEKIT	1	X	602.00	$48.05
A	14Y78182	Safety Recall Y78 - High Pressure Fuel Pump ; Replace High Pressure Fuel Pump and Reprogram PCM	UC	UNCODABLE (NARRATIVE REQUIRED)	CSRLY781AA	MODULEKIT	1	X	602.00	$336.32
B	23Z08182	Safety Recall Z08 - Windshield Wipers ; Nut, Wiper Arms - Torque Front	UC	UNCODABLE (NARRATIVE REQUIRED)						$9.61

RO Narratives

(RO) Customer Concern:

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

(RO) Cause:

NA

(RO) 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.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3C7WRTAL5 [redacted]	**Year**	2023	**Body**	DD8L63 - RAM 3500 REG CAB CHASSIS 4X4
Build Date	12/15/2022	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	02/15/2023
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	01/30/2023
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$160.34	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$160.34

Dealer Information

Code	60682	**Name**		**Zone**	70 PHOENIX
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$106.90
A	8590005R	Road Ready ; Road Test								$26.72
A	85900064	Road Ready ; 6.7 liter diesel equipped								$26.72

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	3C63RRHL6 [redacted]	**Year**	2021	**Body**	D28H92 - RAM 3500 BIG HORN CREW CAB 4X4
Build Date	06/10/2021	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	07/29/2021
Claim Type	S - Safety (Recalls)	**Repair Date**	02/01/2023
Claim Status	Paid	**Mileage (Miles)**	51,841

Expense

Labor	$26.42	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$26.42

Dealer Information

Code	60751	**Name**		**Zone**	66 ORLANDO
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	23ZB8181	Safety Recall ZB8 - Tailgate Latch Alignment ; Inspect Tailgate Strikers for Alignment	UC	UNCODABLE (NARRATIVE REQUIRED)						$26.42

RO Narratives

(RO) Customer Concern:

Customer States check engine light is on it d id have the shut down message but it went awa y NO SHUTDOWN MESSAGES OR CODES PRESENT P0087 LOW RAIL PRESSURE CODE CHECKED FUEL SYSTEM AND FOUND NO ISSUES EXTER NALY FUEL PRESSURES GOOD CHECKEDS ALL FUEL INJECTOR LINS AND CONNECTO NUTS AND FOUND TIGHT CLEARED CODES AND ROAD T ESTED NO CODES RETURNED AT THIS TIME (01- ADAM-) Safety Recall - Tailgate Latch Alignment ** CHRYSLER REQUIRED 23-ZB-81-81 0.2 HOUR (01- ADAM-)

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT IS ON IT DID HAVE THE SHUT DOWN MESSAGE BUT IT WENT AWAY

(Claim) Cause:

NO SHUTDOWN MESSAGES OR CODES PRESENT P0087 LOW RAIL PRESSURE CODE CHECKED FUE L SYSTEM AND FOUND NO ISSUES EXTERNALY FUEL PRESSURES GOOD

(Claim) Correction:

CHECKEDS ALL FUEL INJECTOR LINS AND CONNECTNUTS AND FOUND TIGHT CLEARED CODES AND ROAD TESTED NO CODES RETURNED AT THIS TIME

Warranty Claim Report

Vehicle Information

VIN	3C63RRHL6 [redacted]	**Year**	2021	**Body**	D28H92 - RAM 3500 BIG HORN CREW CAB 4X4
Build Date	06/10/2021	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	07/29/2021
Claim Type	W - Warranty	**Repair Date**	02/01/2023
Claim Status	Paid	**Mileage (Miles)**	51,841

Expense

Labor	$224.60	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$224.60

Dealer Information

Code	60751	**Name**		**Zone**	66	ORLANDO
Address	, ,					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85412502	Check Engine Light, Powertrain Related Issues, Trouble Not Found ; Diesel emissions	ML	CHECK ENGINE/SERVICE ENGINE SO						$224.60

RO Narratives

(RO) Customer Concern:

Customer States check engine light is on it d id have the shut down message but it went awa y NO SHUTDOWN MESSAGES OR CODES PRESENT P0087 LOW RAIL PRESSURE CODE CHECKED FUEL SYSTEM AND FOUND NO ISSUES EXTER NALY FUEL PRESSURES GOOD CHECKEDS ALL FUEL INJECTOR LINS AND CONNECTO NUTS AND FOUND TIGHT CLEARED CODES AND ROAD T ESTED NO CODES RETURNED AT THIS TIME (01- ADAM-) Safety Recall - Tailgate Latch Alignment ** CHRYSLER REQUIRED 23-ZB-81-81 0.2 HOUR (01- ADAM-)

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT IS ON IT DID HAVE THE SHUT DOWN MESSAGE BUT IT WENT AWAY

(Claim) Cause:

NO SHUTDOWN MESSAGES OR CODES PRESENT P0087 LOW RAIL PRESSURE CODE CHECKED FUE L SYSTEM AND FOUND NO ISSUES EXTERNALY FUEL PRESSURES GOOD

(Claim) Correction:

CHECKEDS ALL FUEL INJECTOR LINS AND CONNECTNUTS AND FOUND TIGHT CLEARED CODES AND ROAD TESTED NO CODES RETURNED AT THIS TIME

Warranty Claim Report

Vehicle Information

VIN	3C7WRNFL7 - [redacted]	**Year**	2019	**Body**	DP0L94 - RAM 5500 CREW CAB CHASSIS
Build Date	02/13/2019	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	05/30/2019
Claim Type	M - Mopar	**Repair Date**	02/01/2023
Claim Status	Paid	**Mileage (Miles)**	186,214

Expense

Labor	$112.90	**Sublet**	$548.91	**Part**	$6.00	**Total Paid**	$667.81

Dealer Information

Code	45056	**Name**	HELFMAN DODGE INC	**Zone**	63	DALLAS
Address	7720 KATY FREEWAY , HOUSTON, TX 77024					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08080111	Battery ; Both batteries	B4	BATTERY FAILED TEST	BBH7F001AA	BATTERY	2	X	548.91	$112.90
A	95080201	Battery Disposal Fee			BBH7F001AA	BATTERY	2	X	548.91	$6.00

RO Narratives

(RO) Customer Concern:
MOPAR BATTERIES FROM RO[redacted]

(RO) Cause:
BOTH BATTERIES FAILED LOAD TEST.

(RO) Correction:
REPLACED BATTERIES 2 MIDTRONICS VALIDATION CODES WERE EMAILED TO WARRANTY EMAIL

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
MOPAR BATTERIES FROM RO[redacted]

(Claim) Cause:
BOTH BATTERIES FAILED LOAD TEST.

(Claim) Correction:
REPLACED BATTERIES. 2 MIDTRONICS VALIDATION CODES WERE EMAILED TO WARRANTY EMA

Warranty Claim Report

Vehicle Information

VIN	3C7WRMBLX [redacted]	**Year**	2019	**Body**	DP5L64 RAM 5500 REG CAB CHASSIS
Build Date	03/29/2019	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	04/06/2020
Claim Type	W - Warranty	**Repair Date**	02/03/2023
Claim Status	Paid	**Mileage (Miles)**	76,962

Expense

Labor	$885.24	**Sublet**	$9,465.76	**Part**	$0.00	**Total Paid**	$10,351.00

Dealer Information

Code	26419	**Name**	STARR MOTORS INCORPORATED	**Zone**	35	WASHINGTON
Address	2584 PRUDEN BLVD , SUFFOLK, VA 23434					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	68533457AB	TRANS	1	X	8766.22	$497.95
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	68322497AC	COOLER	1		238.79	$497.95
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	05189966AD	FLUID AFT	6		81.73	$497.95
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	68359847AC	TOC ASSY	1		146 72	$497 95
A	21002712	Transmission, Replace automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	68359846AE	LINESASSY	1		133.26	$497.95
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	68322507AB	TUBE	1		99.04	$497.95
A	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			68533457AB	TRANS	1	X	8766.22	$27.66
A	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			68322497AC	COOLER	1		238 79	$27 66
A	21002762	Transmission, Replace automatic ; Two piece propeller shaft equipped			05189966AD	FLUID AFT	6		81.73	$27.66
A	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			68359847AC	TOC ASSY	1		146.72	$27.66
A	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			68359846AE	LINESASSY	1		133.26	$27.66
A	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			68322507AB	TUBE	1		99.04	$27.66
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			68533457AB	TRANS	1	X	8766 22	$82 99
A	21002766	Transmission, Replace automatic ; 4x4/AWD equipped			68322497AC	COOLER	1		238.79	$82.99
A	21002766	Transmission, Replace - automatic ; 4x4/AWD			05189966AD	FLUID AFT	6		81.73	$82.99

		equipped								
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			68359847AC	TOC ASSY	1		146.72	$82.99
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			68359846AE	LINESASSY	1		133.26	$82.99
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			68322507AB	TUBE	1		99.04	$82.99
A	21002795	Transmission, Replace - automatic ; Aisin (AS68/69RC) Transmission Diagnostic Teardown/Reassembly Procedure			68533457AB	TRANS	1	X	8766.22	$179.82
A	21002795	Transmission, Replace - automatic ; Aisin (AS68/69RC) Transmission Diagnostic Teardown/Reassembly Procedure			68322497AC	COOLER	1		238.79	$179.82
A	21002795	Transmission, Replace - automatic ; Aisin (AS68/69RC) Transmission Diagnostic Teardown/Reassembly Procedure			05189966AD	FLUID AFT	6		81.73	$179.82
A	21002795	Transmission, Replace - automatic ; Aisin (AS68/69RC) Transmission Diagnostic Teardown/Reassembly Procedure			68359847AC	TOC ASSY	1		146.72	$179.82
A	21002795	Transmission, Replace - automatic ; Aisin (AS68/69RC) Transmission Diagnostic Teardown/Reassembly Procedure			68359846AE	LINESASSY	1		133.26	$179.82
A	21002795	Transmission, Replace - automatic ; Aisin (AS68/69RC) Transmission Diagnostic Teardown/Reassembly Procedure			68322507AB	TUBE	1		99.04	$179.82
A	21251050	Lines, transmission and torque converter oil cooler ; One or Both (1 - Semi-Skilled)			68533457AB	TRANS	1	X	8766.22	$96.82
A	21251050	Lines, transmission and torque converter oil cooler ; One or Both (1 - Semi-Skilled)			68322497AC	COOLER	1		238.79	$96.82
A	21251050	Lines, transmission and torque converter oil cooler ; One or Both (1 - Semi-Skilled)			05189966AD	FLUID AFT	6		81.73	$96.82
A	21251050	Lines, transmission and torque converter oil cooler ; One or Both (1 - Semi-Skilled)			68359847AC	TOC ASSY	1		146.72	$96.82
A	21251050	Lines, transmission and torque converter oil cooler ; One or Both (1 - Semi-Skilled)			68359846AE	LINESASSY	1		133.26	$96.82
A	21251050	Lines, transmission and torque converter oil cooler ; One or Both (1 - Semi-Skilled)			68322507AB	TUBE	1		99.04	$96.82

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES TRANSMISSION SLIPS IN 3RD GEAR

(RO) Cause:

NA

(RO) Correction:

21002712 - 21002712; 21002762 - 21002762; 21002795 - 21002795; 21251050 - 21251050; 21002766 - 21002766; 85700001 - Digital Imaging Process time

(RO) Technical Notes:

TRANSMISSION FLARES WHEN SHIFTING INTO 4TH GEAR. BURNT FLUID. SMART WARRANTY PLUS DEALER AT THE TIME. NO AUTHORIZATION REQUIRED.

GCS Narratives

(Claim) Customer Concern:

OWNER STATED THE TRANSMISSION WAS SLIPPING IN 3RD GEAR.

(Claim) Cause:

UPON INSPECTION VERIFED THE VEHICLE WAS SLIPPING WHILE TRYING TO SHIFT INTO 3R D GEAR. ALSO FOUND IT WOULD SHIFT INTO 4TH GEAR AFTER IT WOULD NOT SHIFT INT O 3RD GEAR. FOUND FLUID BURNED. REMOVED THE TRANSMISSION OIL PAN AND FOUND C LUTCH MATERIAL AND SOME METAL IN THE FLUID. TORE DOWN AND FOUND BURNT CLUTCH ES IN THE K3 CLUTCH PACK. FOUND PISTON SEAL WAS TORN AND NOT ALLOWING FOR PR OPER CLUTCH APPLICATION. COOLER LINES AND COOLER WERE CONTAMINATED WITH META L/CLUTCH DEBRIS.

(Claim) Correction:

REPLACED THE TRANSMISSION AND ASSOCIATED CONTAMINATED PARTS.

Warranty Claim Report

Vehicle Information

VIN	3C7WRNDL8 - [redacted]	**Year**	2021	**Body**	DP0L66 - RAM 5500 REG CAB CHASSIS
Build Date	11/26/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	01/22/2021
Claim Type	S - Safety (Recalls)	**Repair Date**	02/04/2023
Claim Status	Paid	**Mileage (Miles)**	63,466

Expense

Labor	$168.24	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$168.25

Dealer Information

Code	45862	**Name**	**Zone**	32	NEW YORK
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
C	08Y76181	Safety Recall Y76 - Intake Air Heater Relay ; Inspect Vehicle Engine Hours	UC	UNCODABLE (NARRATIVE REQUIRED)						$28.04
A	18Y17182	Customer Satisfaction Notification Y17 - Transmission Software Update ; Module, Transmission Control (TCM) - Reprogram Software and Perform Quicklearn	UC	UNCODABLE (NARRATIVE REQUIRED)						$56.08
B	22Y36181	Safety Recall Y36 - Wheel Studs ; Inspect Wheel Studs	UC	UNCODABLE (NARRATIVE REQUIRED)						$84.13

RO Narratives

(RO) Customer Concern:

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 PERFORM 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

(RO) Cause:

. . .

(RO) 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 comfirmed condition found nocomunication 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 Exchange Serv

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	3C7WRTCL8 [redacted]	**Year**	2019	**Body**	DD8L93 - RAM 3500 CREW CAB CHASSIS 4X4
Build Date	09/12/2019	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	08/24/2020
Claim Type	W - Warranty	**Repair Date**	02/09/2023
Claim Status	Paid	**Mileage (Miles)**	34,422

Expense

Labor	$458.87	**Sublet**	$679.06	**Part**	$0.00	**Total Paid**	$1,137.94

Dealer Information

Code	27321	**Name**		**Zone**	74 DENVER
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	02151002	Shock Absorber/Strut, Front ; Right side	6X	WEAK	68428082AB	ABSBR PKG	1	X	156.29	$111.24
B	02151003	Shock Absorber/Strut, Front ; Left side	6X	WEAK	68428082AB	ABSBR PKG	1	X	156.29	$111.24
C	02151502	Shock Absorber/Strut, Rear ; Right side	UC	UNCODABLE (NARRATIVE REQUIRED)	68379502AC	ABSORBER	1	X	153.11	$83.43
D	02151503	Shock Absorber/Strut, Rear ; Left side	6X	WEAK	68379502AC	ABSORBER	1	X	153.11	$83.43
E	08607005	Speaker ; Door mounted-Right or left	68	NOISY	05091019AB	SPEAKER	1	X	60.27	$69.53

RO Narratives

(RO) Customer Concern:

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

(RO) Cause:

. . .

(RO) Correction:

PERFORM COMPLIMENTARY MULTI-POINT VISUAL INSPECTION OF VEHICLE. MEL INSPECTION. 34422 I INSPECTED THE TRUCK FOR THECONCERN AND FOUND THE SHOCKS WERE SOFTCAUSING THE CONCERN. I REPLACED ALL 4 SHOCKSAND 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 THECONCERN. I CONTACTED STAR ON THE CONCERN ANDFOUND THAT COMPARED TO ANOTHER LIKE TRUCKBOTH STARTED THE SAME. THE DIFFERENCE IS INTHE SOFTWARE AND FUEL INJECTION PUMP. ITSCONSIDERED NORMAL STARTED A STAR CASE WITH CHRYSLER LEANING TOWARDWSNORMAL OPERATION INFORMATION MOUNT AND BALANCE ONE TIRE ON TO CUSTOMERS WHEEL. PERFORMING A COMPUTERIZED SPIN BALANCETO 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 COMPUTERIZEDSPIN BALANCE TO MAINTAINTIRE WEAR. . . . . 34422 THE DRIVER DOOR

SPEAKER WAS MAKINGNOISE. I REPLACED THE SPEAKER AND VERIFIEDTHE REPAIR Speaker - Test and Replace Door mounted-Left(1 - Semi-Skilled) SPEAKER, INFINITY SOUND SYSTEM-Test and replace (B)

(RO) Technical Notes:

WEAK, ROUGH RIDE

GCS Narratives

(Claim) Customer Concern:

SPEAKER CRACKLING NOISE VEHICLE JERKS WHEN DRIVING

(Claim) Cause:

INSPECTED THE TRUCK FOR THE CONCERN AND FOUND THE SHOCKS WERE WEAK CAUSING THE LF DOOR SPEAKER CRACKLING NOISE CONCERN.

(Claim) Correction:

REPLACED LF DOOR SPEAKER REPLACED FRONT AND REAR SHOCKS

Warranty Claim Report

Vehicle Information

VIN	3C7WRMAL7 - [redacted]	**Year**	2020	**Body**	DP5L63 - RAM 5500 REG CAB CHASSIS
Build Date	07/03/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	09/21/2020
Claim Type	S - Safety (Recalls)	**Repair Date**	02/14/2023
Claim Status	Paid	**Mileage (Miles)**	24,339

Expense

Labor	$856.32	**Sublet**	$879.91	**Part**	$0.00	**Total Paid**	$1,736.24

Dealer Information

Code	23153	**Name**	WESTBURY JEEP CHRYSLER DODGE, INC.	**Zone**	32	NEW YORK
Address	928 JERICHO TPKE , WESTBURY, NY 11590					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
B	14Y78182	Safety Recall Y78 - High Pressure Fuel Pump ; Replace High Pressure Fuel Pump and Reprogram PCM	UC	UNCODABLE (NARRATIVE REQUIRED)	CSRLY781AA	MODULEKIT	1	X	879.91	$731.01
A	22Y26181	Safety Recall Y26 - Wheel Studs ; Inspect Wheel Studs	UC	UNCODABLE (NARRATIVE REQUIRED)						$125.32

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

Recall / Customer Satisfaction Notification 1 [Safety Recall Y26 - Wheel Studs Recall / Customer Satisfaction Notification 2 [Safety Recall Y78 - High Pressu **] re Fuel Pump **]

(Claim) Cause:

Safety Recall Y78 / NHTSA 21V-880High Pressure Fuel Pump Y26 - Wheel Studs

(Claim) Correction:

INSPECTION ONLY Replace HPFPand Reprogram PCM

Warranty Claim Report

Vehicle Information

VIN	3C7WRMAL7 - [redacted]	**Year**	2020	**Body**	DP5L63 - RAM 5500 REG CAB CHASSIS
Build Date	07/03/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	09/21/2020
Claim Type	W - Warranty	**Repair Date**	02/14/2023
Claim Status	Paid	**Mileage (Miles)**	24,339

Expense

Labor	$229.75	**Sublet**	$4,378.26	**Part**	$0.00	**Total Paid**	$4,608.01

Dealer Information

Code	23153	**Name**	WESTBURY JEEP CHRYSLER DODGE, INC.	**Zone**	32	NEW YORK
Address	928 JERICHO TPKE , WESTBURY, NY 11590					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	11500145	Converter, catalytic ; 6.7 liter diesel-SCR catalyst, 4500/5500 cab chassis only	ML	CHECK ENGINE/SERVICE ENGINE SO	68259653AD	CONVERTER	1	X	3949.36	$229.75
A	11500145	Converter, catalytic ; 6.7 liter diesel-SCR catalyst, 4500/5500 cab chassis only	ML	CHECK ENGINE/SERVICE ENGINE SO	52122213AB	GASKET	1		26.81	$229.75
A	11500145	Converter, catalytic ; 6.7 liter diesel-SCR catalyst, 4500/5500 cab chassis only	ML	CHECK ENGINE/SERVICE ENGINE SO	68379689AA	GASKET	1		22.71	$229.75
A	11500145	Converter, catalytic ; 6.7 liter diesel-SCR catalyst, 4500/5500 cab chassis only	ML	CHECK ENGINE/SERVICE ENGINE SO	68306262AB	SENSOR	1		151.43	$229.75
A	11500145	Converter, catalytic ; 6.7 liter diesel-SCR catalyst, 4500/5500 cab chassis only	ML	CHECK ENGINE/SERVICE ENGINE SO	68306261AA	SENSOR	1		148.66	$229.75
A	11500145	Converter, catalytic ; 6.7 liter diesel-SCR catalyst, 4500/5500 cab chassis only	ML	CHECK ENGINE/SERVICE ENGINE SO	68363173AC	LINE	1		79.29	$229.75

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

Perform DTC Inspection [Customer States CHECK ENGINE LIGHT IS ON]

(Claim) Cause:

DPF/DOC

(Claim) Correction:

checked vehicle, found code P0420- Catalyst System Efficiency Below Threshold Bank 1. inspected DPF/DOC and found filter plugged. replaced DPF/DOC. replaced both temp sensors and upstream pressure sensor hose due to being frozen in ol d DPF. cleared dtc and reset soot load in PCM. road tested vehicle, code did n ot return.

Warranty Claim Report

Vehicle Information

VIN	3C7WRSCL1 - [redacted]	**Year**	2020	**Body**	DD3L93 - RAM 3500 CREW CAB CHASSIS
Build Date	09/02/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	10/23/2020
Claim Type	W Warranty	**Repair Date**	02/22/2023
Claim Status	Paid	**Mileage (Miles)**	48,540

Expense

Labor	$849 09	**Sublet**	$1,296 54	**Part**	$0 00	**Total Paid**	$2,145 63

Dealer Information

Code	59572	**Name**	B AND B DODGE INCORPORATED	**Zone**	35	WASHINGTON
Address	125 GRANDVIEW AVENUE , HONESDALE, PA 18431					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	21000A01	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Remove and install for recondition			68359847AC	TOC ASSY	1		128 17	$301 29
A	21000A01	Transmission, Remove and install for recondition AS68RC/AS69RC ; Remove and install for recondition			05189966AD	FLUID AFT	1		11.90	$301.29
A	21000A01	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Remove and install for recondition			68637534AA	CLUTCHKIT	1	X	1027.60	$301.29
A	21000A01	Transmission, Remove and install for recondition AS68RC/AS69RC ; Remove and install for recondition			05019061AB	GREASE	1		45 57	$301 29
A	21000A01	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Remove and install for recondition			05189966AD	FLUID AFT	7		83.30	$301.29
A	21000A50	Transmission, Remove and install for recondition AS68RC/AS69RC ; Complete Reconditioning of Transmission (3 - Highly Skilled)	19	CLUTCH DEFECT	68359847AC	TOC ASSY	1		128 17	$529 54
A	21000A50	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Complete Reconditioning of Transmission (3 Highly Skilled)	19	CLUTCH DEFECT	05189966AD	FLUID AFT	1		11.90	$529.54
A	21000A50	Transmission, Remove and install for recondition AS68RC/AS69RC ; Complete Reconditioning of Transmission (3 Highly Skilled)	19	CLUTCH DEFECT	68637534AA	CLUTCHKIT	1	X	1027.60	$529.54
A	21000A50	Transmission, Remove and install for recondition AS68RC/AS69RC ; Complete Reconditioning of Transmission (3 - Highly Skilled)	19	CLUTCH DEFECT	05019061AB	GREASE	1		45 57	$529 54
A	21000A50	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Complete	19	CLUTCH DEFECT	05189966AD	FLUID AFT	7		83.30	$529.54

		Reconditioning of Transmission (3 - Highly Skilled)								
A	21000A62	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Two piece propeller shaft equipped			68359847AC	TOC ASSY	1		128.17	$18.26
A	21000A62	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Two piece propeller shaft equipped			05189966AD	FLUID AFT	1		11.90	$18.26
A	21000A62	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Two piece propeller shaft equipped			68637534AA	CLUTCHKIT	1	X	1027.60	$18.26
A	21000A62	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Two piece propeller shaft equipped			05019061AB	GREASE	1		45.57	$18.26
A	21000A62	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Two piece propeller shaft equipped			05189966AD	FLUID AFT	7		83.30	$18.26

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES TRUCK WILL NOT MOVE FORWARD IN GEAR IN DRIVE. TOWED IN

(RO) 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

(RO) Correction:

REPLACED THE K1 & INPUT ASSY&INSPECCT HUB FOR K1 & K2 SET UP AND INSTALL & PUT FRONT PUMP.CHECK END PLAY @ .404" PUT REST 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.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES TRUCK WILL NOT MOVE FORWARD IN GEAR IN | DRIVE. TOW ED IN

(Claim) Cause:

PULL THE TRANS OUT OF VEHICLE.THERE WAS A CODE IN TCM P0731 | FOR 1ST GEAR R ATIO. DRAINED TRANS FLUID LOOKS CLEAN.PULL | TORQUE CONVERTER & DRAIN FU ID-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 | P ARTS

(Claim) Correction:

REPLACED THE K1 & INPUT ASSY&INSPECCT HUB FOR K1 & K2 SET UP | AND INSTALL & PUT FRONT PUMP.CHECK END PLAY @ .404" PUT REST | OF TRANS TOGETHER & INSTAL L.FILL TRANS & CLEAR CODES & | ROAD TEST FOR OPERATION.FOUND LEAK IN C OOLER LINE CRACK IN | LINE UNION.NEED TO REPLACE LINE ASSY.ORDERED LINE AS SY & | REPLACED COOLER LINE ASSY FROM BY PASS VALVE TO TRANS.TOP | OFF THE TRANS AND FINAL ROAD TEST.

Warranty Claim Report

Vehicle Information

VIN	3C7WRNCLX- [redacted]	**Year**	2023	**Body**	DP0L65 - RAM 5500 REG CAB CHASSIS
Build Date	01/10/2023	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	03/30/2023
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	02/24/2023
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$189.86	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$189.86

Dealer Information

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

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$126.58
A	8590005R	Road Ready ; Road Test								$31.64
A	85900064	Road Ready ; 6.7 liter diesel equipped								$31.64

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3C7WRNCLX [redacted]	**Year**	2023	**Body**	DP0L65 RAM 5500 REG CAB CHASSIS
Build Date	01/10/ 0	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	5 6

Claim Information

Claim #	[redacted]	**In Service Date**	0 / 0/ 0
Claim Type	W Warranty	**Repair Date**	02/25/2023
Claim Status	Paid	**Mileage (Miles)**	5

Expense

Labor	$0 00	**Sublet**	$85 03	**Part**	$0 00	**Total Paid**	$85 03

Dealer Information

Code	59564	**Name**	LITHIA CHRY LER JEEP DODGE	**Zone**	70	PHOENI
Address	4540 GRUMMAN DR , MEDFORD, OR 97504					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	25080142	DEF Fluid Top Off ; Vehicle Delivery Fill Cab Chassis Models Only See LOP note for vehicle pecific allowance	40	FLUID HIGH OR LOW	68056278AC	FLUID	2	X	85 03	$0 00

RO Narratives

(RO) Customer Concern:

NEW CAR PREP VERIFY 1/4 TANK GA Fill die el exhau t fluid re ervoirto manufacturer pecification

(RO) Cause:

PDI

(RO) Correction:

5 COMPLETED NVP NEW CAR PREP 5 VERIFIED 1/4 TANK VERIFY 1/4 TANK GAS 5 DEF FILLED Fill diesel exhaust fluidreservoir to manufacturer pecification Fill die el exhau t fluidre ervoir to manufacturer pecification

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

DEF LOW

(Claim) Cause:

FILLED DEF

(Claim) Correction:

FILLED DEF

Warranty Claim Report

Vehicle Information

VIN	3C63R3CL1 [redacted]	**Year**	2020	**Body**	D28L91 RAM 3500 TRADESMAN CREW CAB 4X4
Build Date	09/28/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	10/30/2020
Claim Type	S - Safety (Recalls)	**Repair Date**	03/02/2023
Claim Status	Paid	**Mileage (Miles)**	32,712

Expense

Labor	$34.62	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$34.62

Dealer Information

Code	44067	**Name**	CHRISTOPHER'S DODGE WORLD INC	**Zone**	74	DENVER
Address	16655 WEST COLFAX AVE , GOLDEN, CO 80401					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	23ZB8181	Safety Recall ZB8 Tailgate Latch Alignment ; Inspect Tailgate Strikers for Alignment	UC	UNCODABLE (NARRATIVE REQUIRED)						$34 62

RO Narratives

(RO) Customer Concern:

FREE MAINTENANCE INSPECTION CUSTOMER STATES THE MALFUNCTION INDICATOR LAMP (MIL) IS/HAS ILLUMINATED, PLEASE CHECK AND ADVISE // CUSTOMER STATES THE CODE IS FOR AN EGR VALVE. INSPECT AND ADVISE AUTO.LIVE 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

(RO) Cause:

FOUND THAT THE VEHICLE IS EQUIPPED WITH AN AFTERMARKET AIR FILTER////////////////////////// PERFORMED ZB8 RECALL////////////////////////////// VEHICLE RADIO HAS INTERNAL FAILURE//////////////////////////////

(RO) 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 INTOTHE 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 TEST DTHE 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 TEST DROVE THEVEHICLE NO DTCS RETURNED DURING THE TESTDRIVE VEHICLE IS OPERATING NORMALLY AT THISTIME CUSTOMER 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 [redacted] 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 TH TAILGATESTR

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

STATES THE RADIO WILL FREEZE. NO SOUND

(Claim) Cause:

VEHICLE RADIO HAS INTERNAL FAILURE

(Claim) Correction:

UPON PREVIOUS VISIT DIAGNOSED VEHICLE AND FOUND THAT THE RADIO NEEDS TO BE REP LACED DUE TO AN INTERNAL ISSUE. REMOVED AND REPLACED THE VEHICLE RADIO AS PE R SERVICE INFORMATION. TEST DROVE THE VEHICLE VEHICLE RADIO IS OPERATING NOR MALLY AT THIS TIME.

Warranty Claim Report

Vehicle Information

VIN	3C63R3CL1 [redacted]	**Year**	2020	**Body**	D28L91 RAM 3500 TRADESMAN CREW CAB 4X4
Build Date	09/28/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	10/30/2020
Claim Type	W Warranty	**Repair Date**	03/02/2023
Claim Status	Paid	**Mileage (Miles)**	32,712

Expense

Labor	$69 24	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$69 24

Dealer Information

Code	44067	**Name**	CHRISTOPHER'S DODGE WORLD INC	**Zone**	74	DENVER
Address	16655 WEST COLFAX AVE , GOLDEN, CO 80401					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08600270	Radio/Telematics Gateway Module ; Exchange unit	58	INTERNAL DEFECT	Z8428581AD	RADIO	1	X	0 00	$69 24

RO Narratives

(RO) Customer Concern:

FREE MAINTENANCE IN PECTION CU TOMER TATE THE MALFUNCTION INDICATOR LAMP (MIL) I /HA ILLUMINATED, PLEASE CHECK AND ADVISE // CUSTOMER STATES THE CODE IS FOR AN EGR VALVE INSPECT AND ADVISE AUTO LIVE 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

(RO) Cause:

FOUND THAT THE VEHICLE I EQUIPPED WITH AN AFTERMARKET AIR FILTER////////////////////////// PERFORMED B8 RECALL////////////////////////////// VEHICLE RADIO HAS INTERNAL FAILURE//////////////////////////////

(RO) Correction:

FREE MAINTENANCE INSPECTION 32712 FOUND THAT THE VEHICLE IS EQUIPPED WITHAN AFTERMARKET AIRFILTER////////////////////////// 100 SCANNEDVEHICLE FOR DIAGNOSTIC TROUBLE CODES, VEHICLEPOWERTRAIN CONTROL MODULE HA DTC P0 99 TURBOCHARGER UNDERBOO T IN PECTED AND FOUND THATTHE CU TOMER HAD JU T REPLACE THE ENGINE AIRFILTER RIGHT BEFORE BRINGING THE VEHICLE INTOTHE 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 TEST DROVE THEVEHICLE NO DTCS RETURNED DURING THE TESTDRIVE VEHICLE IS OPERATING NORMALLY AT THISTIME CUSTOMER 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

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

STATES THE RADIO WILL FREEZE. NO SOUND

(Claim) Cause:

VEHICLE RADIO HAS INTERNAL FAILURE

(Claim) Correction:

UPON PREVIOUS VISIT DIAGNOSED VEHICLE AND FOUND THAT THE RADIO NEEDS TO BE REP LACED DUE TO AN INTERNAL ISSUE. REMOVED AND REPLACED THE VEHICLE RADIO AS PE R SERVICE INFORMATION. TEST DROVE THE VEHICLE VEHICLE RADIO IS OPERATING NOR MALLY AT THIS TIME.

Warranty Claim Report

Vehicle Information

VIN	3C63R3GL6 [redacted]	**Year**	2019	**Body**	D28L92 - RAM 3500 TRADESMAN CREW CAB 4X4
Build Date	10/18/2019	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	04/22/2020
Claim Type	S - Safety (Recalls)	**Repair Date**	03/04/2023
Claim Status	Paid	**Mileage (Miles)**	44,357

Expense

Labor	$477.65	**Sublet**	$602.00	**Part**	$0.00	**Total Paid**	$1,079.65

Dealer Information

Code	60789	**Name**		**Zone**	70	PHOENIX
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	14Y78182	Safety Recall Y78 - High Pressure Fuel Pump ; Replace High Pressure Fuel Pump and Reprogram PCM	UC	UNCODABLE (NARRATIVE REQUIRED)	CSRLY781AA	MODULEKIT	1	X	602.00	$477.65

RO Narratives

(RO) Customer Concern:

CUSTOMER WAS NOTIFIED OF SAFETY RECALL Y78 TRUCK HIGH PRESSURE FUEL PUMP CUSTOMER WAS NOTIFIED OF SAFETY RECALL ZB8 TRUCK TAIL GATE LATCH ALIGNMENT

(RO) Cause:

NA

(RO) 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.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

PERFORM RECALL

(Claim) Cause:

PER RECALL

(Claim) Correction:

PERFORMED RECALL

Warranty Claim Report

Vehicle Information

VIN	3C63RRKL7 - [redacted]	**Year**	2023	**Body**	D28R92 - RAM 3500 LONGHORN CREW CAB 4X4
Build Date	01/31/2023	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	05/09/2023
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	03/06/2023
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$234.29	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$234.29

Dealer Information

Code	60415	**Name**	FORT COLLINS DODGE CHRYSLER JEEP	**Zone**	74	DENVER
Address	3835 S COLLEGE AVE , FORT COLLINS, CO 80525					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$124.95
A	85900059	Road Ready ; Rear Wheel Flares - Both								$46.86
A	8590005R	Road Ready ; Road Test								$31.24
A	85900064	Road Ready ; 6.7 liter diesel equipped								$31.24

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3C63RRKLX [redacted]	**Year**	2019	**Body**	D28R92 RAM 3500 LONGHORN CREW CAB 4X4
Build Date	06/15/2019	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	08/23/2019
Claim Type	S Safety (Recalls)	**Repair Date**	03/06/2023
Claim Status	Paid	**Mileage (Miles)**	39,502

Expense

Labor	$131 41	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$131 41

Dealer Information

Code	24124	**Name**	SHAVER JEEP	**Zone**	71	LOS ANGELES
Address	3888 EAST THOUSAND OAKS , THOUSAND OAKS, CA 91362					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	22Y26160	Safety Recall Y26 Wheel Studs ; 10 Lug Equipped								$18 77
A	22Y26181	Safety Recall Y26 Wheel Studs ; Inspect Wheel Studs	UC	UNCODABLE (NARRATIVE REQUIRED)						$112 64

RO Narratives

(RO) Customer Concern:

(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 Noti fication 2) Recall Customer Satisfaction Notification 7 ZB8 2019 202 2 D Truck Tailgate Latch Alignment (Recall Customer Satisfac tion Notification 7) (Replace both fuel filters) Customer States clunk noise coming from left front area goin g over a bump when turning check and advise (FRONT SUSPENSIO N) 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

(RO) 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 T ME 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 U PEN ION E AMINATION AND DIAGNO TIC ON THE VEHICLE HOI T 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 ARR VES TO RESOLVE ISSUE

(RO) Correction:

PERFORMED MULTI POINT INSPECTION SEE INSPECTION FORM FOR ITEMS NEEDING ATTENTION SEE SERVICE ADVISOR FOR FURTHER DETAILS COMPLETED TIRE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3C63RRKLX- [redacted]	**Year**	2019	**Body**	D28R92 - RAM 3500 LONGHORN CREW CAB 4X4
Build Date	06/15/2019	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	08/23/2019
Claim Type	S - Safety (Recalls)	**Repair Date**	03/06/2023
Claim Status	Paid	**Mileage (Miles)**	39,502

Expense

Labor	$750.93	**Sublet**	$818.33	**Part**	$250.00	**Total Paid**	$1,819.26

Dealer Information

Code	24124	**Name**	SHAVER JEEP	**Zone**	71	LOS ANGELES
Address	3888 EAST THOUSAND OAKS , THOUSAND OAKS, CA 91362					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	14Y78161	Safety Recall Y78 - High Pressure Fuel Pump ; Dual Alternator Equipped			CSRLY781AA	MODULEKIT	1	X	818.33	$93.87
A	14Y78182	Safety Recall Y78 - High Pressure Fuel Pump ; Replace High Pressure Fuel Pump and Reprogram PCM	UC	UNCODABLE (NARRATIVE REQUIRED)	CSRLY781AA	MODULEKIT	1	X	818.33	$657.06
A	95400142	Loaner Car ; High Line Vehicles			CSRLY781AA	MODULEKIT	1	X	818.33	$250.00

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	3C63RRKLX - [redacted]	**Year**	2019	**Body**	D28R92 - RAM 3500 LONGHORN CREW CAB 4X4
Build Date	06/15/2019	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	08/23/2019
Claim Type	S - Safety (Recalls)	**Repair Date**	03/06/2023
Claim Status	Paid	**Mileage (Miles)**	39,502

Expense

Labor	$37.55	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$37.55

Dealer Information

Code	24124	**Name**	SHAVER JEEP	**Zone**	71	LOS ANGELES
Address	3888 EAST THOUSAND OAKS , THOUSAND OAKS, CA 91362					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	23ZB8181	Safety Recall ZB8 - Tailgate Latch Alignment ; Inspect Tailgate Strikers for Alignment	UC	UNCODABLE (NARRATIVE REQUIRED)						$37.55

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3C63RRKLX [redacted]	***Year***	2019	***Body***	D28R92 RAM 3500 LONGHORN CREW CAB 4X4
Build Date	06/15/2019	***Plant***	SALTILLO TRUCK ASSEMBLY PLANT	***Coverage Code***	536

Claim Information

Claim #	[redacted]	***In Service Date***	08/23/2019
Claim Type	S - Safety (Recalls)	***Repair Date***	03/06/2023
Claim Status	Paid	***Mileage (Miles)***	39,502

Expense

Labor	$18.77	***Sublet***	$0.00	***Part***	$0.00	***Total Paid***	$18.77

Dealer Information

Code	24124	***Name***	SHAVER JEEP	***Zone***	71	LOS ANGELES
Address	3888 EAST THOUSAND OAKS , THOUSAND OAKS, CA 91362					

Condition Information

Condition Code	*LOP*	*LOP Desc*	*Failure Code*	*Failure Desc*	*Part Number*	*Part Name*	*Part Quantity*	*Part Failed*	*Part Expense*	*LOP Expense*
A	23Z08182	Safety Recall Z08 Windshield Wipers ; Nut, Wiper Arms - Torque Front	UC	UNCODABLE (NARRATIVE REQUIRED)						$18.77

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3C7WRTAL3 [redacted]	**Year**	2021	**Body**	DD8L63 - RAM 3500 REG CAB CHASSIS 4X4
Build Date	03/04/2021	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	12/14/2021
Claim Type	W - Warranty	**Repair Date**	03/06/2023
Claim Status	Paid	**Mileage (Miles)**	7,742

Expense

Labor	$58.34	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$58.34

Dealer Information

Code	27253	**Name**		**Zone**	51	CHICAGO
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	181905RT	Module, Transmission Control (TCM) ; Module, Transmission Control (TCM) - Reprogram, Includes Quicklearn Routine	CC	SENDING UNITS/SENSORS						$58.34

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

GUEST STATES CEL ON, HAS CODES P0869, TRANS PRESSURE FLUID HIGH, ABS U0402 IMP LAUSIBLE DATA FROM TCM, U0402 IMPLAUSIBLE DATA RECEIVED STORED CODE. INSPECT AND ADVISE.

(Claim) Cause:

P0869 STORED IN TCM. CHECKED TRANS FLUID LEVEL AND FOUND 1QT LOW. FILLED TRANS TO PROPER LEVEL. FOUND BULLETIN 21-019-22 REV A FOR TRANSMISSION IMPROVEMEN TS.

(Claim) Correction:

PROGRAMMED TCM FROM AC-AE. ALSO UPDATED PCM FROM AF-AH. TEST DROVE VEHICLE 4 M ILES AND VERIFIED NO DTCS RESET AND VEHICLE OPERATING PROPERLY.

Warranty Claim Report

Vehicle Information

VIN	3C63R3GL6 [redacted]	**Year**	2019	**Body**	D28L92 RAM 3500 TRADESMAN CREW CAB 4X4
Build Date	10/18/2019	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	04/22/2020
Claim Type	W Warranty	**Repair Date**	03/06/2023
Claim Status	Paid	**Mileage (Miles)**	44,357

Expense

Labor	$491 29	**Sublet**	$6,413 47	**Part**	$600 00	**Total Paid**	$7,504 76

Dealer Information

Code	60789	**Name**		**Zone**	70	PHOENIX	
Address	, ,						

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	21002712	Transmission, Replace automatic ; AS68RC/AS69RC	ML	CHECK ENGINE/SERVICE ENGINE SO	68359847AC	TOC ASSY	1		132 65	$491 29
A	21002712	Transmission, Replace automatic ; AS68RC/AS69RC	ML	CHECK ENGINE/SERVICE ENGINE SO	68322497AC	COOLER	1		217 00	$491 29
A	21002712	Transmission, Replace automatic ; AS68RC/AS69RC	ML	CHECK ENGINE/SERVICE ENGINE SO	06511777AA	BOLT	6		20 16	$491 29
A	21002712	Transmission, Replace automatic ; AS68RC/AS69RC	ML	CHECK ENGINE/SERVICE ENGINE SO	68498560AB	TRANSMISS	1	X	5922 00	$491 29
A	21002712	Transmission, Replace automatic ; AS68RC/AS69RC	ML	CHECK ENGINE/SERVICE ENGINE SO	68397154AD	TUBE	1		121 66	$491 29
A	85LOAN00	Loaner Car ; Loaner Car			68359847AC	TOC ASSY	1		132 65	$0 00
A	85LOAN00	Loaner Car ; Loaner Car			68322497AC	COOLER	1		217 00	$0 00
A	85LOAN00	Loaner Car ; Loaner Car			06511777AA	BOLT	6		20 16	$0 00
A	85LOAN00	Loaner Car ; Loaner Car			68498560AB	TRANSMISS	1	X	5922 00	$0 00
A	85LOAN00	Loaner Car ; Loaner Car			68397154AD	TUBE	1		121 66	$0 00
A	95400141	Loaner Car ; Standard Line Vehicles			68359847AC	TOC ASSY	1		132 65	$600 00
A	95400141	Loaner Car ; Standard Line Vehicles			68322497AC	COOLER	1		217 00	$600 00
A	95400141	Loaner Car ; Standard Line Vehicles			06511777AA	BOLT	6		20.16	$600.00
A	95400141	Loaner Car ; Standard Line Vehicles			68498560AB	TRANSMISS	1	X	5922 00	$600 00
A	95400141	Loaner Car ; Standard Line Vehicles			68397154AD	TUBE	1		121 66	$600 00

RO Narratives

(RO) Customer Concern:

WINDING NOISE WOULD NOT STAY IN GEAR CHECK ENGINE LIGHT CAME ON AND DIED PROVIDE NON WAGONEER HIGH LINE SERVICE LOANER

(RO) 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

(RO) Correction:

TECHNICIAN REPLACED TRANSMISSION, COOLER LINES, AND CODER BYPASS. TECHNICIAN TEST DROVE VEHICLE, OPERATING AS INTENDED. LOANER

(RO) Technical Notes:

PROVIDED LOANER DURING REPAIRS NOISY AND FOUND A LARGE AMOUNT OF DEBRIS IN FLUID, PUMP WAS NOT MAKING AND FLUID PRESSURE. INTERNAL TRANSMISSION FAILURE. ATTACHED WRO, TIME PUNCHES AND RENTAL BILL. THANK YOU.

GCS Narratives

(Claim) Customer Concern:

WINDING NOISE WOULD NOT STAY IN GEAR CHECK ENGINE LIGHT CAME ON AND DIED

(Claim) Cause:

TECH CONFIRMED CHECK ENGINE LIGHT , FOUND TROUBLE CODES P0868, P0734, P0733, F RONT PUMP EXTREMELY NOISY IN TRANSMISSION. TECH REMOVED TRANSMISSION PAN A ND FOUND LARGE AMOUNT OF DEBRIS IN FLUID, PUMP IS NOT MAKING AND FLUID PRE SSURE, INTERNAL TRANSMISSION FAILURE.

(Claim) Correction:

TECH REPLACED TRANSMISSION, COOLER LINES AND CODER BYPASS. BACKORDERED PART # .6511777AA RECEIVED ON 02/28/23 BUT WAS MISSING PARTS SO DID EXPEDITED ORDER F OR MISSING PARTS PER ROB FORSGREN

Warranty Claim Report

Vehicle Information

VIN	3C63RRKL7 - [redacted]	**Year**	2023	**Body**	D28R92 - RAM 3500 LONGHORN CREW CAB 4X4
Build Date	01/31/2023	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	05/09/2023
Claim Type	W Warranty	**Repair Date**	03/14/2023
Claim Status	Paid	**Mileage (Miles)**	5

Expense

Labor	$0.00	**Sublet**	$34.05	**Part**	$0.00	**Total Paid**	$34.05

Dealer Information

Code	60415	**Name**	FORT COLLINS DODGE CHRYSLER JEEP	**Zone**	74	DENVER
Address	3835 S COLLEGE AVE , FORT COLLINS, CO 80525					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	25080140	DEF Fluid Top Off ; Vehicle Delivery Fill See LOP note for vehicle specific allowances.	40	FLUID HIGH OR LOW	68035704AC	FLUID	2	X	34 05	$0 00

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES TOP OFF DIESEL EXHAUST FLUID

(Claim) Cause:

LOW FROM FACTORY

(Claim) Correction:

TOPPED OFF DEF FOR CUST DELIVERY

Warranty Claim Report

Vehicle Information

VIN	3C63RRHL6 [redacted]	**Year**	2021	**Body**	D28H92 - RAM 3500 BIG HORN CREW CAB 4X4
Build Date	06/10/2021	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim # [redacted]		**In Service Date**	07/29/2021
Claim Type	W - Warranty	**Repair Date**	03/16/2023
Claim Status	Paid	**Mileage (Miles)**	54,201

Expense

Labor	$306.87	**Sublet**	$522.35	**Part**	$0.00	**Total Paid**	$829.22

Dealer Information

Code	60629	**Name**		**Zone**	42 DETROIT
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	14500502	Module/Pump, Diesel ; Fuel tank mounted - 6.7 liter Diesel - Midship Tank	UC	UNCODABLE (NARRATIVE REQUIRED)	05145571AA	MODULE	1	X	522.35	$306.87

RO Narratives

(RO) Customer Concern:

Safety Recall 13A - Intake Air Grid Heater Relay (Recall Cus tomer Satisfaction Notification 7) Customer states cel comes on and goes off at random and vehi cle 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 sys tem there is a message coming up on radio saying offline cus tomer has called both chrysler snd sirus xm and they have bo th said this a dealership concern please check and advise (G eneral Concern 2) CUSTOMER REQUESTS DIESEL FUEL FILTER REPLACEMENT (BOTH)

(RO) 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

(RO) 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

(RO) Technical Notes:

VEHICLE CAME IN WITH CODE P0087

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CEL COMES ON AND GOES OFF AT RANDOM AND VEHICLE HAS NOW STALLE D TWO SEPARATE TIMES MESSAGE ON DASH SAYS VEHICLE CAME IN WITH CODE P0 087, LIFT PUMP IS TESTING 437

(Claim) Cause:

VEHICLE CAME IN WITH CODE P0087,

(Claim) Correction:

AFTER FILTER REPLACEMENT LIFT PUMP RESULTS ARE THE SAME. REPLACED FUEL LIF T PUMP CLEARED CODES AND TEST DROVE

Warranty Claim Report

Vehicle Information

VIN	3C7WRNCLX - [redacted]	**Year**	2023	**Body**	DP0L65 - RAM 5500 REG CAB CHASSIS
Build Date	01/10/2023	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	03/30/2023
Claim Type	S Safety (Recalls)	**Repair Date**	03/28/2023
Claim Status	Paid	**Mileage (Miles)**	14

Expense

Labor	$31 64	**Sublet**	$59 86	**Part**	$0 00	**Total Paid**	$91 50

Dealer Information

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

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	0813A182	Safety Recall 13A - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	CSTP13A1AA	RELAY	1	X	59 86	$31 64

RO Narratives

(RO) Customer Concern:

13A

(RO) Cause:

.

(RO) Correction:

14 13A Replace Relay, Intake AirHeater08 13 A1 820 2hours CUSTOMER STATES COMPLY WITH SERVICE ACTION #

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3C7WRNAL4 - [redacted]	**Year**	2021	**Body**	DP0L63 - RAM 5500 REG CAB CHASSIS
Build Date	01/04/2021	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	04/01/2021
Claim Type	W - Warranty	**Repair Date**	03/30/2023
Claim Status	Paid	**Mileage (Miles)**	13,822

Expense

Labor	$868.78	**Sublet**	$1,266.35	**Part**	$0.00	**Total Paid**	$2,135.13

Dealer Information

Code	60408	**Name**	FRIENDSHIP CHRYSLER JEEP DODGE	**Zone**	66	ORLANDO
Address	2638 W STATE ST , BRISTOL, TN 37620					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	21000A60	Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped			68637534AA	CLUTCHKIT	1	X	1210.29	$179.75
A	21000A60	Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped			05189966AD	FLUID AFT	4		56.06	$179.75
A	21000A91	Transmission, Remove and install for recondition - AS68RC/AS69RC ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	68637534AA	CLUTCHKIT	1	X	1210.29	$689.03
A	21000A91	Transmission, Remove and install for recondition - AS68RC/AS69RC ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	05189966AD	FLUID AFT	4		56.06	$689.03

RO Narratives

(RO) Customer Concern:

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

(RO) Cause:

NA

(RO) 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

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES DROVE VEHICLE, STOPPED, SHUT OFF, RESTART, WENT TO PUT INTO GE AR HEARD AND A LOUD POP AND VEHICLE WOULDN'T GO INTO DRIVE OR REVERSE

(Claim) Cause:

VERIFY COMPLAINT VEHICLE WONT MOVE IN FORWARD OR REVERSE GEARS CONTACTED STAR WAS ADVISED TO TEAR DOWN AND INSPECT K1 CLUTCH AS PER TSB 21-002-23. REMOVED TRANS AND TEAR DOWN FOUND K1 CLUTCH SNAP RING POPPED OUT.

(Claim) Correction:

REPLACED K1 CLUTCH ASSY AS PER TSB 21-002-23 RE ASSEMBLED AND REINSTALLED TRAN S OPERATING AS DESIGNED. (HAD TO REMOVE AND REINSTALL PTU FOR THE REPAIR

Warranty Claim Report

Vehicle Information

VIN	3C63R3EL5 [redacted]	**Year**	2020	**Body**	D28P91 - RAM 3500 LARAMIE CREW CAB 4X4
Build Date	09/23/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	02/01/2021
Claim Type	W Warranty	**Repair Date**	03/31/2023
Claim Status	Paid	**Mileage (Miles)**	45,001

Expense

Labor	$498 52	**Sublet**	$485 52	**Part**	$0 00	**Total Paid**	$984 04

Dealer Information

Code	43348	**Name**	FREMONT MOTOR COMPANY	**Zone**	74	DENVER
Address	555 E MAIN STREET , LANDER, WY 82520					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	21030112	T case remove and install for repair ; for repair 6 7 liter diesel			68055261AA	SEAL	1		14 98	$255 34
A	21030112	T case remove and install for repair ; for repair 6 7 liter diesel			68089710AA	PUMP	1		163 80	$255 34
A	21030112	T case remove and install for repair ; for repair 6 7 liter diesel			68161357AA	TUBE	1		28 28	$255 34
A	21030112	T case remove and install for repair- ; for repair - 6.7 liter diesel			68403033AA	FORK	1	X	43.96	$255.34
A	21030112	T-case remove and install for repair ; for repair 6 7 liter diesel			68161354AA	SLEEVE	1		130 83	$255 34
A	21030112	T case remove and install for repair ; for repair 6 7 liter diesel			05010884AD	SEALER	1		8 47	$255 34
A	21030112	T case remove and install for repair ; for repair 6 7 liter diesel			68089195AA	LUBRICANT	2		75 18	$255 34
A	21030112	T case remove and install for repair- ; for repair - 6.7 liter diesel			68089711AA	FILTER	1		20.02	$255.34
A	21030161	T-case remove and install for repair- ; DEF equipped 2500 3500 pick up only			68055261AA	SEAL	1		14.98	$72.95
A	21030161	T case remove and install for repair ; DEF eq ipped 2500 3500 pick up only			68089710AA	PUMP	1		163 80	$72 95
A	21030161	T case remove and install for repair ; DEF eq ipped 2500 3500 pick up only			68161357AA	TUBE	1		28 28	$72 95
A	21030161	T case remove and install for repair ; DEF eq ipped 2500-3500 pick-up only			68403033AA	FORK	1	X	43 96	$72 95
A	21030161	T case remove and install for repair- ; DEF equipped 2500 3500 pick up only			68161354AA	SLEEVE	1		130.83	$72.95
A	21030161	T-case remove and install for repair ; DEF eq ipped 2500 3500 pick up only			05010884AD	SEALER	1		8 47	$72 95
A	21030161	T case remove and install for repair ; DEF eq ipped			68089195AA	LUBRICANT	2		75 18	$72 95

		2500-3500 pick-up only								
A	21030161	T-case remove and install for repair- ; DEF equipped 2500-3500 pick-up only			68089711AA	FILTER	1		20.02	$72.95
A	21380458	Transfer Case Group C ; - Includes A and B, low range planetary, input gear, front bearing, front case.(2 - Skilled)	8N	RANGE SHIFT FORK DEFECT	68055261AA	SEAL	1		14.98	$170.23
A	21380458	Transfer Case Group C ; - Includes A and B, low range planetary, input gear, front bearing, front case.(2 - Skilled)	8N	RANGE SHIFT FORK DEFECT	68089710AA	PUMP	1		163.80	$170.23
A	21380458	Transfer Case Group C ; - Includes A and B, low range planetary, input gear, front bearing, front case.(2 - Skilled)	8N	RANGE SHIFT FORK DEFECT	68161357AA	TUBE	1		28.28	$170.23
A	21380458	Transfer Case Group C ; - Includes A and B, low range planetary, input gear, front bearing, front case.(2 - Skilled)	8N	RANGE SHIFT FORK DEFECT	68403033AA	FORK	1	X	43.96	$170.23
A	21380458	Transfer Case Group C ; - Includes A and B, low range planetary, input gear, front bearing, front case.(2 - Skilled)	8N	RANGE SHIFT FORK DEFECT	68161354AA	SLEEVE	1		130.83	$170.23
A	21380458	Transfer Case Group C ; - Includes A and B, low range planetary, input gear, front bearing, front case.(2 - Skilled)	8N	RANGE SHIFT FORK DEFECT	05010884AD	SEALER	1		8.47	$170.23
A	21380458	Transfer Case Group C ; - Includes A and B, low range planetary, input gear, front bearing, front case.(2 - Skilled)	8N	RANGE SHIFT FORK DEFECT	68089195AA	LUBRICANT	2		75.18	$170.23
A	21380458	Transfer Case Group C ; - Includes A and B, low range planetary, input gear, front bearing, front case.(2 - Skilled)	8N	RANGE SHIFT FORK DEFECT	68089711AA	FILTER	1		20.02	$170.23

RO Narratives

(RO) Customer Concern:

General Concern #1 [customer reports trans quit pulling coming down southpass and now wont go, makes a chain sound in park now also]

(RO) Cause:

.

(RO) 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 exhaust equipped

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

GENERAL CONCERN #1 [CUSTOMER REPORTS TRANS QUIT PULLING COMING DOWN SOUTHPASS AND NOW WONT GO, MAKES A CHAIN SOUND IN PARK NOW ALSO]

(Claim) Cause:

VEHICLES TRANSFER CASE STUCK IN 4WD LOW. R&D T-CASE FOUND THE LOWER SHIFT FORK HAS BROKEN CAUSING REDUCTION HUB TO SEPERATE FROM SHIFT FORK LEAVING HUB IN 4WD LOW

(Claim) Correction:

21380458 1.4, 21030112 2.1, 21030161 .6 REPLACED DAMAGED AND EFFECTED PARTS I N T-CASE REINSTALL AND ROAD TESTED VEHICLE DROVE NORMAL REACHING HIGH WAY SP EEDS TESTED TRANSFER CASE. WORKS NORMAL, SHIFTING IN AND OUT OF ALL RANGES.

Warranty Claim Report

Vehicle Information

VIN	3C63RRKL7[redacted]	**Year**	2023	**Body**	D28R92 - RAM 3500 LONGHORN CREW CAB 4X4
Build Date	01/31/2023	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	05/09/2023
Claim Type	S - Safety (Recalls)	**Repair Date**	04/05/2023
Claim Status	Paid	**Mileage (Miles)**	15

Expense

Labor	$31.24	**Sublet**	$57.17	**Part**	$271.13	**Total Paid**	$359.54

Dealer Information

Code	60415	**Name**	FORT COLLINS DODGE CHRYSLER JEEP	**Zone**	74	DENVER
Address	3835 S COLLEGE AVE , FORT COLLINS, CO 80525					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	0813A182	Safety Recall 13A - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	CSTP13A1AA	RELAY	1	X	57.17	$31.24
A	95959597	Owner reimbursement ; Floor Plan Reimbursement			CSTP13A1AA	RELAY	1	X	57.17	$271.13

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3C63RRJL2 [redacted]	**Year**	2023	**Body**	D28P92 RAM 3500 LARAMIE CREW CAB 4X4		
Build Date	0 / 8/ 0	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	5 6		

Claim Information

Claim #	[redacted]	**In Service Date**	05/1 / 0
Claim Type	W Warranty	**Repair Date**	04/10/2023
Claim Status	Paid	**Mileage (Miles)**	24

Expense

Labor	$0 00	**Sublet**	$36 78	**Part**	$0 00	**Total Paid**	$36 78

Dealer Information

Code	60609	**Name**		**Zone**	4 DETROIT
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	25080140	DEF Fluid Top Off ; Vehicle Delivery Fill See LOP note for vehicle specific allowances	40	FLUID HIGH OR LOW	68035704AC	FLUID	2	X	36 78	$0 00

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3C63RRJL2 [redacted]	**Year**	2023	**Body**	D28P92 - RAM 3500 LARAMIE CREW CAB 4X4
Build Date	02/28/2023	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	05/12/2023
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	04/10/2023
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$182.08	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$182.08

Dealer Information

Code	60609	**Name**		**Zone**	42 DETROIT
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$121 38
A	8590005R	Road Ready ; Road Test								$30 35
A	85900064	Road Ready ; 6 7 liter diesel equipped								$30 35

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3C7WRNDL0 [redacted]	**Year**	2020	**Body**	DP0L66 RAM 5500 REG CAB CHASSIS
Build Date	02/08/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	04/08/2020
Claim Type	W Warranty	**Repair Date**	04/14/ 0
Claim Status	Paid	**Mileage (Miles)**	69,997

Expense

Labor	$1,014 09	**Sublet**	$7,5 05	**Part**	$0 00	**Total Paid**	$8, 77

Dealer Information

Code	52664	**Name**	JUNCTION AUTO SALES INC	**Zone**	42	DETROIT
Address	1 4 MAYFIELD , CHARDON, OH 440 4					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	21002712	Transmission, Replace automatic ; A 68RC/A 69RC	ML	CHECK ENGINE/SERVICE ENGINE SO	68359847AC	TOC ASSY	1		156 05	$513 63
A	21002712	Transmission, Replace automatic ; AS68RC/AS69RC	ML	CHECK ENGINE/SERVICE ENGINE SO	68359846AE	LINESASSY	1		141 72	$513 63
A	21002712	Transmission, Replace automatic ; AS68RC/AS69RC	ML	CHECK ENGINE/SERVICE ENGINE SO	05189966AD	FLUID AFT	8		112 00	$513 63
A	21002712	Transmission, Replace automatic ; AS68RC/AS69RC	ML	CHECK ENGINE/SERVICE ENGINE SO	68498557AB	TRANSMISS	1	X	7123 28	$513 63
A	100 795	Transmission, Replace automatic ; Aisin (A 68/69RC) Transmission Diagnostic Teardown/Reassembly Procedure			68 59847AC	TOC A Y	1		156 05	$171 1
A	21002795	Transmission, Replace automatic ; Aisin (AS68/69RC) Tran mi ion Diagno tic Teardown/Reassembly Procedure			68359846AE	LINESASSY	1		141 72	$171 21
A	21002795	Transmission, Replace automatic ; Aisin (AS68/69RC) Transmission Diagnostic Teardown/Reassembly Procedure			05189966AD	FLUID AFT	8		112 00	$171 21
A	21002795	Transmission, Replace automatic ; Aisin (AS68/69RC) Transmission Diagnostic Teardown/Rea embly Procedure			68498557AB	TRANSMISS	1	X	7123 28	$171 21
A	21251050	Line , tran mi ion and torque converter oil cooler ; One or Both (1 Semi Skilled)			68359847AC	TOC ASSY	1		156 05	$92 19
A	21251050	Lines, transmission and torque converter oil cooler ; One or Both (1 emi killed)			68359846AE	LINESASSY	1		141 72	$92 19

A	21251050	Lines, transmission and torque converter oil cooler ; One or Both (1 - Semi-Skilled)			05189966AD	FLUID AFT	8		112.00	$92.19
A	21251050	Lines, transmission and torque converter oil cooler ; One or Both (1 - Semi-Skilled)			68498557AB	TRANSMISS	1	X	7123.28	$92.19
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68359847AC	TOC ASSY	1		156.05	$237.06
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68359846AE	LINESASSY	1		141.72	$237.06
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			05189966AD	FLUID AFT	8		112.00	$237.06
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68498557AB	TRANSMISS	1	X	7123.28	$237.06

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CHECK ENGINE LIGHT ON, VEHICLE NOT SHIFTING PROPERLY

(Claim) Cause:

VERIFIED CUSTOMER COMPLAINT. TRANSMISSION DOES NOT SHIFT. FRONT PUMP IS WHINNI NG SEVERLY. TRANSMISSION FLUID IS EXTREMLY BURNT AND FULL OF METAL DEBRIS. E NGINE LIGHT IS ON. ACTIVE DTCS P0729 AND P0730 SET IN TCM. DM HAS ADDED NOTE S AUTHORIZING TRANSMISSION REPLACEMENT AS POWERTRAIN WAS RESTRICTED.

(Claim) Correction:

REMOVED AND REPLACED TRANSMISSION ASSEMBLY IN ACCORDANCE WITH SERVICE INFORMAT ION. REPLACED TRANSMISSION COOLER LINES AND COOLER. ROAD TEST. DONE.

Warranty Claim Report

Vehicle Information

VIN	3C7WRNDL0 [redacted]	**Year**	2020	**Body**	DP0L66 - RAM 5500 REG CAB CHASSIS
Build Date	02/08/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	04/08/2020
Claim Type	W - Warranty	**Repair Date**	04/14/2023
Claim Status	Paid	**Mileage (Miles)**	69,997

Expense

Labor	$0.00	**Sublet**	$255.29	**Part**	$0.00	**Total Paid**	$255.29

Dealer Information

Code	52664	**Name**	JUNCTION AUTO SALES INC	**Zone**	42	DETROIT
Address	12423 MAYFIELD , CHARDON, OH 44024					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	ML	CHECK ENGINE/SERVICE ENGINE SO	68322497AC	COOLER	1	X	255.29	$0.00

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CHECK ENGINE LIGHT ON, VEHICLE NOT SHIFTING PROPERLY- CONTINUATION MISSED COOL ER ON ORIGINAL CLAIM

(Claim) Cause:

VERIFIED CUSTOMER COMPLAINT. TRANSMISSION DOES NOT SHIFT. FRONT PUMP IS WHINNI NG SEVERLY. TRANSMISSION FLUID IS EXTREMLY BURNT AND FULL OF METAL DEBRIS. E NGINE LIGHT IS ON. ACTIVE DTCS P0729 AND P0730 SET IN TCM. DM HAS ADDED NOTE S AUTHORIZING TRANSMISSION REPLACEMENT AS POWERTRAIN WAS RESTRICTED. CONTINU ATION MISSED COOLER ON ORIGINAL CLAIM

(Claim) Correction:

REMOVED AND REPLACED TRANSMISSION ASSEMBLY IN ACCORDANCE WITH SERVICE INFORM ATION. REPLACED TRANSMISSION COOLER LINES AND COOLER. ROAD TEST. DONE. CONTI NUATION MISSED COOLER ON ORIGINAL CLAIM

Warranty Claim Report

Vehicle Information

VIN	3C7WRNEL6 [redacted]	**Year**	2019	**Body**	DP0L93 RAM 5500 CREW CAB CHASSIS
Build Date	08/16/2019	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	09/03/2019
Claim Type	W - Warranty	**Repair Date**	04/14/2023
Claim Status	Paid	**Mileage (Miles)**	65,635

Expense

Labor	$1,058.29	**Sublet**	$11,782.82	**Part**	$0.00	**Total Paid**	$12,841.11

Dealer Information

Code	60062	**Name**	LITHIA CHRYSLER DODGE OF MISSOULA	**Zone**	74	DENVER
Address	5001 GRIZZLY COURT , MISSOULA, MT 59802					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	ML	CHECK ENGINE/SERVICE ENGINE SO	68498557AB	TRANSMISS	1	X	8009.04	$606.96
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	ML	CHECK ENGINE/SERVICE ENGINE SO	68446166AA	MODULE	1		740.72	$606.96
A	21002712	Transmission, Replace automatic ; AS68RC/AS69RC	ML	CHECK ENGINE/SERVICE ENGINE SO	68445748AA	BODY ASSY	1		2490 67	$606 96
A	21002712	Transmission, Replace automatic ; AS68RC/AS69RC	ML	CHECK ENGINE/SERVICE ENGINE SO	68224246AA	WIRING	1		487 02	$606 96
A	21002712	Transmission, Replace automatic ; AS68RC/AS69RC	ML	CHECK ENGINE/SERVICE ENGINE SO	68214914AA	GASKET	1		55.37	$606.96
A	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			68498557AB	TRANSMISS	1	X	8009.04	$31.13
A	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			68446166AA	MODULE	1		740 72	$31 13
A	21002762	Transmission, Replace automatic ; Two piece propeller shaft equipped			68445748AA	BODY ASSY	1		2490 67	$31 13
A	21002762	Transmission, Replace automatic ; Two piece propeller shaft equipped			68224246AA	WIRING	1		487 02	$31 13
A	21002762	Transmission, Replace automatic ; Two piece propeller shaft equipped			68214914AA	GASKET	1		55.37	$31.13
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			68498557AB	TRANSMISS	1	X	8009.04	$93.38
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			68446166AA	MODULE	1		740 72	$93 38
A	21002766	Transmission, Replace automatic ; 4x4/AWD equipped			68445748AA	BODY ASSY	1		2490 67	$93 38
A	21002766	Transmission, Replace automatic ; 4x4/AWD equipped			68224246AA	WIRING	1		487.02	$93.38
A	21002766	Transmission, Replace - automatic ; 4x4/AWD			68214914AA	GASKET	1		55.37	$93.38

		equipped								
A	21550233	Pan, Oil - Related Repairs ; Aisin Transmission			68498557AB	TRANSMISS	1	X	8009.04	$0.00
A	21550233	Pan, Oil - Related Repairs ; Aisin Transmission			68446166AA	MODULE	1		740.72	$0.00
A	21550233	Pan, Oil - Related Repairs ; Aisin Transmission			68445748AA	BODY ASSY	1		2490.67	$0.00
A	21550233	Pan, Oil - Related Repairs ; Aisin Transmission			68224246AA	WIRING	1		487.02	$0.00
A	21550233	Pan, Oil - Related Repairs ; Aisin Transmission			68214914AA	GASKET	1		55.37	$0.00
A	21950158	Valve Body ; Valve body - Replace Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled)			68498557AB	TRANSMISS	1	X	8009.04	$108.94
A	21950158	Valve Body ; Valve body - Replace - Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled)			68446166AA	MODULE	1		740.72	$108.94
A	21950158	Valve Body ; Valve body - Replace - Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled)			68445748AA	BODY ASSY	1		2490 67	$108 94
A	21950158	Valve Body ; Valve body - Replace - Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled)			68224246AA	WIRING	1		487.02	$108.94
A	21950158	Valve Body ; Valve body - Replace - Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled)			68214914AA	GASKET	1		55.37	$108.94
A	851STATE	State Labor Allowance			68498557AB	TRANSMISS	1	X	8009.04	$217.88
A	851STATE	State Labor Allowance			68446166AA	MODULE	1		740.72	$217.88
A	851STATE	State Labor Allowance			68445748AA	BODY ASSY	1		2490.67	$217.88
A	851STATE	State Labor Allowance			68224246AA	WIRING	1		487.02	$217.88
A	851STATE	State Labor Allowance			68214914AA	GASKET	1		55.37	$217.88

RO Narratives

(RO) Customer Concern:

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.

(RO) Cause:

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(RO) Correction:

65635 VERIFY CONCERN, TRANSMISSION ISSTUCK IN REVERSE WHEN IN PARK, NEUTRAL AND INFORWARD GEAR. HOOK UP SCAN TOOL AND CHECK FORCODES, FOUND 2 CODES. ONE CODE ISACTIVE-P1731-00-INCORRECT GEAR ENGAGED. THEOTHER CODE IS STORED-P1720-00-OUTPUT SPEEDSENSOR/WHEEL SPEED RATIONALITY. RUN THROUGHDIAGNOSIS FOR CODE P1731, TESTED CIRCUITST816 AND T817 FOR HIGH RESISTANCE, OPEN ANDSHORT TO GROUND OR ANY OTHER CIRCUITS, ALLOK. DIAGNOSIS LED TO REPLACING VALVE BODY ANDINTERNAL TRANS WIRING HARNESS. REMOVE PAN ANDREPLACE VALVE BODY AND INTERNAL WIRINGHARNESS. FILL WITH FLUID AND CHECK OPERATION,CODE RETURNED. AS PER DIAGNOSIS FOR CODEP1731, IF CODE RETURNS THE TRANSMISSIONCONTROL MODULE AND TRANSMISSION WILL REQUIREREPLACEMENT. REPLACE TRANSMISSION (WITH 4X4AND 2 PIECE DRIVE SHAFT) AND TRANSMISSIONCONTROL MODULE. PROGRAM TCM AND PERFORM QUICKLEARN PROCEDURE. TEST DRIVE, OK. REPLACE AS68RC TRANSMISSION 4x4 Equipped Two Piece Propeller ShaftPan, 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.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT ON

(Claim) Cause:

FOUND CODES P1731-00, P1720-00. TESTED CIRCUITS T816 AND T817 FOR HIGH RESISTA NCE, OPEN AND SHORT TO GROUND, OR OTHER CIRCUITS. ALL OK. DIAGNOSIS LED TO R EPLACING VALVE BODY AND INTERNAL WIRING HARNESS. PER DIAGNOSIS ON P1731 IF CODE RETURNS REPLACE TRANMISSION CONTROL MODULE AND TRANSMISSION ASSEMBLY.

(Claim) Correction:

REMOVED PAN AND REPLACED VALVE BODY AND HARNESS, FILL WITH FLUID AND CHECK. CO DE RETURNED, REPLACED TRANSMISSION ASSEMBLY AND TRANSMISSION CONTORL MODULE PERFORMED QUICK LEARN AND VERIFIED REPAIR

Warranty Claim Report

Vehicle Information

VIN	3C7WRNCLX - [redacted]	**Year**	2023	**Body**	DP0L65 - RAM 5500 REG CAB CHASSIS
Build Date	01/10/2023	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	03/30/2023
Claim Type	W - Warranty	**Repair Date**	04/17/2023
Claim Status	Paid	**Mileage (Miles)**	345

Expense

Labor	$363.91	**Sublet**	$3,906.42	**Part**	$0.00	**Total Paid**	$4,270.33

Dealer Information

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

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	21020102	Transfer Case ; assembly	58	INTERNAL DEFECT	68306997AD	TRANSFER	1	X	3212.45	$237.33
B	08080111	Battery ; Both batteries	B4	BATTERY FAILED TEST	BBH7F001AA	BATTERY	2	X	693.97	$126.58

RO Narratives

(RO) Customer Concern:

VEHICLE TOWED IN - CUSTOMER STATES THAT WHILE DRIVING AT HIGHWAY SPEEDWITH 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

(RO) Cause:

- -

(RO) Correction:

345 CONFIRMED VEHICLE UNABLE TO MOVE UNDEROWN POWER. TRANSMISSION SHIFTS INTO GEAR BUTVEHICLE DOES NOT DRIVE. VEHICLE FREE REVSWHILE IN GEAR. WHEN SHIFTING INTO PARK,TRANSMISSION CAN BE HEARD STILL SPINNINGWHILE ATTEMPTING TO ENGAGE PARK GEARINDICATING LACK OF ENGAGEMENT TO TRANSFERCASE. TOOK FLUID SAMPLE OF TRANSFER CASE.FLUID CONTAINS EXTREME AMOUNTS OF METALDEBRIS INDICATING CATASTROPHIC FAILURE.RECOMMEND REPLACEMENT OF TRANSFER CASEASSEMBLY. REPLACED TRANSFER CASE. VEHICLE NOWDRIVES AS DESIGNED AND SHIFTS IN AND OUT OF 4WHEEL DRIVE HIGH AND LOW GEARS. BODY MISC. 345 CONFIRMED CUSTOMER COMPLAINT. VEHICLEHAS TO BE JUMPSTARTED. TESTED MAIN BATTERYWITH MOPAR MAXIMUS BATTERY TESTER. TESTRESULTS INDICATE REPLACEMENT OF BATTERYNECESSARY. RECOMMEND REPLACEMENT OF BOTHBATTERIES. REPLACED 2 BATTERIES. VEHICLE NOWSTARTS WITHOUT NEED OF JUMPSTARTING BODY MISC.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

B** VEHICLE NO CRANK VEHICLE TOWED IN - CUSTOMER STATES THAT WHILE DRIVING AT HIGHWAY SPEED WITH C RUISE CONTROL ON THE VEHICLE SUDDENLY CANCELLED CRUISE AND VEH LOST FORWARD D RIVE. NOW TRANS GRINDS INTO PARK AND PARK DOESN'T HOLD VEHICLE IN PLACE, DRIV E AND REVERSE HAVE NO MOTION ONLY REVS ENGINE. TEST AND ADVISE.

(Claim) Cause:

CONFIRMED CUSTOMER COMPLAINT. VEHICLE HAS TO BE JUMPSTARTED. TESTED MAIN BATT ERY WITH MOPAR MAXIMUS BATTERY TESTER. TEST RESULTS INDICATE REPLACEMENT OF B ATTERY NECESSARY. RECOMMEND REPLACEMENT OF BOTH BATTERIES. CONFIRMED VEHICLE UNABLE TO MOVE UNDER OWN POWER. TRANSMISSION SHIFTS INTO GE AR BUT VEHICLE DOES NOT DRIVE. VEHICLE FREE REVS WHILE IN GEAR. WHEN SHIFTING INTO PARK, TRANSMISSION CAN BE HEARD STILL SPINNING WHILE ATTEMPTING TO ENGA GE PARK GEAR INDICATING LACK OF ENGAGEMENT TO TRANSFER CASE. TOOK FLUID SAMPL E OF TRANSFER CASE. FLUID CONTAINS EXTREME AMOUNTS OF METAL DEBRIS INDICATING CATASTROPHIC FAILURE. RECOMMEND REPLACEMENT OF TRANSFER CASE ASSEMBLY.

(Claim) Correction:

REPLACED 2 BATTERIES. VEHICLE NOW STARTS WITHOUT NEED OF JUMPSTARTING REPLACED TRANSFER CASE. VEHICLE NOW DRIVES AS DESIGNED AND SHIFTS IN AND OUT OF 4 WHEEL DRIVE HIGH AND LOW GEARS.

Warranty Claim Report

Vehicle Information

VIN	3C63R3GL3 [redacted]	**Year**	2020	**Body**	D28L92 RAM 3500 TRADESMAN CREW CAB 4X4
Build Date	10/17/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	12/28/2020
Claim Type	W - Warranty	**Repair Date**	04/19/2023
Claim Status	Paid	**Mileage (Miles)**	57,882

Expense

Labor	$904.47	**Sublet**	$6,919.88	**Part**	$0.00	**Total Paid**	$7,824.35

Dealer Information

Code	68009	**Name**	DOUG SMITH CHRYSLER JEEP DODGE	**Zone**	70	PHOENIX
Address	523 WEST MAIN STREET , AMERICAN FORK, UT 84003					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	21000169	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68498560AB	TRANSMISS	1	X	6732.47	$75.37
A	21000169	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			06511777AA	BOLT	6		22.92	$75.37
A	21000169	Transmission ; DEF equipped 2500-3500 4x4 pick up only			05189977AD	FLUID AFT	3		164.49	$75.37
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	68498560AB	TRANSMISS	1	X	6732 47	$489 92
A	21002712	Transmission, Replace automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	06511777AA	BOLT	6		22.92	$489.92
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	05189977AD	FLUID AFT	3		164.49	$489.92
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			68498560AB	TRANSMISS	1	X	6732.47	$75.37
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			06511777AA	BOLT	6		22.92	$75.37
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			05189977AD	FLUID AFT	3		164 49	$75 37
A	21002795	Transmission, Replace automatic ; Aisin (AS68/69RC) Transmission Diagnostic Teardown/Reassembly Procedure			68498560AB	TRANSMISS	1	X	6732.47	$163.31
A	21002795	Transmission, Replace automatic ; Aisin (AS68/69RC) Transmission Diagnostic Teardown/Reassembly Procedure			06511777AA	BOLT	6		22.92	$163.31
A	21002795	Transmission, Replace - automatic ; Aisin (AS68/69RC) Transmission Diagnostic			05189977AD	FLUID AFT	3		164.49	$163.31

		Teardown/Reassembly Procedure								
A	85700001	Digital Imaging ; Process time			68498560AB	TRANSMISS	1	X	6732.47	$100.50
A	85700001	Digital Imaging ; Process time			06511777AA	BOLT	6		22.92	$100.50
A	85700001	Digital Imaging ; Process time			05189977AD	FLUID AFT	3		164.49	$100.50

RO Narratives

(RO) Customer Concern:

CHECK FOR OUTSTANDING RECALLS WITH FACTORY. DIAGNOSTICS DEALERSHIP RENT A CAR DIAGNOSTICS SPECIAL ORDERED PART IS ON EITHER A BACK ORDER OR

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

INTERNAL TRANSMISSION FAILURE

GCS Narratives

(Claim) Customer Concern:

TRANS IS SHIFTING PRETTY HARD. AFTER TCM UPDATE, VEHICLE IS STILL HARD SHIFTIN G. NEEDS FURTHER DIAGNOSTICS.

(Claim) Cause:

INTERNAL TRANSMISSION FAILURE. BURNT B1 BRAKE WAS MA IN CAUSE.

(Claim) Correction:

DUPLICATE CUSTOMER CONCERN. ON FIRST ROAD TEST TRA NSMISSION SHIFTED NORMALLY. NO FAULT CODES. FLUID LE VEL WAS OK. NO APPLICABLE MODULE UPDATES. RAN TRAN SMISSION TO OPERATING TEMP(ABOVE 118 DEGREES) AND PE RFORMED QUICK LEARN. ROAD TESTED AGAIN AND TRAN SMISSION HAD RANDOM ROUGH SHIFTS AT TIMES. REMOVE D PAN FOR INSPECTION AND FOUND CLUTCH DEBRIS IN PA N. REMOVED TRANSMISSION AND TEAR DOWN FOR INSPECTIO N. NEEDED T/C, SEALS AND CLUTCHES(B1 CLUTCH BURNT) , VALVE BODY(CONTAMINATED) FOR REPAIR. COST OF REPAIR EXCEEDED 70%. COMPLETED DIGITAL I MAGING FOR AUTH TO REPLACE TRANS. FLUSHED AND FLOW CHECK COOLER. INSTALLED REMAN TRANSMISSION, FILLED WITH FLUID, QUICK LEARN AND ROAD TESTED TO VERIFY REPAIR.

Warranty Claim Report

Vehicle Information

VIN	3C63R3GL3 [redacted]	**Year**	2020	**Body**	D28L92 RAM 3500 TRADESMAN CREW CAB 4X4		
Build Date	10/17/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536		

Claim Information

Claim #	[redacted]	**In Service Date**	12/28/2020
Claim Type	W Warranty	**Repair Date**	04/19/2023
Claim Status	Paid	**Mileage (Miles)**	57,882

Expense

Labor	$0.00	**Sublet**	$0.00	**Part**	$325.00	**Total Paid**	$325.00

Dealer Information

Code	68009	**Name**	DOUG SMITH CHRYSLER JEEP DODGE	**Zone**	70	PHOENIX
Address	523 WEST MAIN STREET , AMERICAN FORK, UT 84003					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	21002712	Transmission, Replace automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)						$0 00
A	95400140	Loaner Car ; Competitive Vehicles								$325 00

RO Narratives

(RO) Customer Concern:

VEHICLE COURTESY INSPECTION *NO CHARGE* / DEALERSHIP RENT A CAR

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

RENTAL FOR TRANS REPAIR

GCS Narratives

(Claim) Customer Concern:

PLEASE REFER TO CLAIM #[redacted] PAID THIS IS FOR RENTAL RELATED TO THAT CLAIM

(Claim) Cause:

RENTAL CONTINUATION

(Claim) Correction:

RENTAL BILL

Warranty Claim Report

Vehicle Information

VIN	3C7WRNFL1 [redacted]	**Year**	2023	**Body**	DP0L94 RAM 5500 CREW CAB CHASSIS
Build Date	03/16/2023	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	05/01/2023
Claim Type	K - Road Ready (PREPNV)	**Repair Date**	04/21/2023
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	$160.15	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$160.15

Dealer Information

Code	26727	**Name**	CROTON AUTO PARK	**Zone**	32	NEW YORK
Address	1 MUNICIPAL PLACE , CROTON-ON-HUDSON, NY 10520					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$106 77
A	8590005R	Road Ready ; Road Test								$26 69
A	85900064	Road Ready ; 6 7 liter diesel equipped								$26 69

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	3C7WRNFL1 - [redacted]	**Year**	2023	**Body**	DP0L94 - RAM 5500 CREW CAB CHASSIS
Build Date	03/16/2023	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	05/01/2023
Claim Type	K Road Ready (PREPNV)	**Repair Date**	04/21/2023
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	($26 69)	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	($26 69)

Dealer Information

Code	26727	**Name**	CROTON AUTO PARK	**Zone**	32	NEW YORK
Address	1 MUNICIPAL PLACE , CROTON ON HUDSON, NY 10520					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$0.00
A	8590005R	Road Ready ; Road Test								($26.69)
A	85900064	Road Ready ; 6.7 liter diesel equipped								$0.00

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3C7WRTAL3 - [redacted]	**Year**	2021	**Body**	DD8L63 - RAM 3500 REG CAB CHASSIS 4X4
Build Date	03/04/2021	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	12/14/2021
Claim Type	S - Safety (Recalls)	**Repair Date**	04/26/2023
Claim Status	Paid	**Mileage (Miles)**	8,596

Expense

Labor	$29.17	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$29.17

Dealer Information

Code	27253	**Name**		**Zone**	51	CHICAGO
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18ZD4182	Module, Diesel Emission Fluid System ; Inspect and Reprogram DEF Control Unit (DCU)	UC	UNCODABLE (NARRATIVE REQUIRED)						$29.17

RO Narratives

(RO) Customer Concern:

GUEST STATES WHEN DISENGAGING FROM 4WD MADE A LOUD POP NOISE. HARD TIME SHIFTING TO REVERSE TO DRIVE WHILE PLOWING. SHUTDOWN AND COULDNT 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 PRESSUR E SWITCH, LINEAR SOLENOID 5, SHIFT SOLENOID 1 AND INTERNAL TRANS HARNESS. LINEAR SOLENOID 5 AND SHIFT SOLENOID 1 ARE ONLY AVAILABLE BY OR DERING THE ENTIRE VALVE 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, FI LTER, AND PAN GASKET. FILLED TRANSMISSION AND PERFORMED QUICK LEARN PROCEDURE. TEST DROVE 4 MILES VERIFIED NO DTCS RETURNED (15- TRAPPER-)

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

WHEN DISENGAGING FROM 4WD, MADE A LOUD POPP NOISE. HARD TIME SHIFTING TO REVER SE TO DRIVE WHILE PLOWING. SHUTDOWN ADN COULDNT' RESTART

(Claim) Cause:

P0869. TESTED CIRCUIT T804, T791, T790 FOR SHORT OT ANOTHER CIRCUIT SHORT TO G ROUND. SHORT TO VOLTAGE, OPENS, AND HIGH RESISTANCE. NEXT STEP IS REPLACE PR ESSURE SWITCH.LINEAR SOLENOI 5, SHIFT SOLENOID 1 AND INTERNAL TRANS HARNESS. LINEAR SOLENOID 5 AND SHIFT SOLENOID 1 ARE ONLY AVAILABLE BY ORDERING ENTIR E VALVE BODY.

(Claim) Correction:

REPLACED TRANMSISSION VALVE BODYAND WIRING HARNESS, FILTER AND PAN GASKET. FIL LED TRANS AND PERFORMED QUICK LEARN PROCEDURE

Warranty Claim Report

Vehicle Information

VIN	3C7WRNFL5 [redacted]	**Year**	2021	**Body**	DP0L94 - RAM 5500 CREW CAB CHASSIS
Build Date	06/30/2021	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	11/09/2021
Claim Type	S - Safety (Recalls)	**Repair Date**	04/26/2023
Claim Status	Paid	**Mileage (Miles)**	6,977

Expense

Labor	$81.56	**Sublet**	$132.48	**Part**	$0.00	**Total Paid**	$214.04

Dealer Information

Code	60565	**Name**	DEERY BROTHERS OF AMES, INC	**Zone**	51	CHICAGO
Address	1700 SE 16TH STREET , AMES, IA 50010					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	25Y43183	Emissions Recall Y43 - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	CERNY431AA	SENSOR	1	X	125.40	$81.56
A	25Y43183	Emissions Recall Y43 - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	04275086AE	LABEL	1		3.54	$81.56
A	25Y43183	Emissions Recall Y43 - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	CERNY433AA	NUT	2		3.54	$81.56

RO Narratives

(RO) Customer Concern:

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

(RO) Cause:

E . E

(RO) 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

(RO) Technical Notes:

INTERNAL TRANS CONCERN: SES LIGHT, HARSH SHIFTS.K3 CLUTCH DAMAGED FAILURE AND DAMAGED STEELS. MANAGER OK D TIME. PART WAS ON BACK ORDER, VEHICLE WAS HERE THE WHOLE TIME. THANK YOU

GCS Narratives

(Claim) Customer Concern:

RECALL / CUSTOMER SATISFACTION NOTIFICATION 1 [EMISSIONS RECALL Y43 - PARTICUL ATE MATTER SENSOR **] CUSTOMER STATES THAT THE SES LIGHT IS ON ADVISE

(Claim) Cause:

EMISSION RECALL INSPECTION INTERNAL TRANSMISSION CONCERN

(Claim) Correction:

COMPLETED THE OUTLINED EMISSION RECALL INSPECTION OF VEHICLE. DURING INSPECTIO N THERE WAS NO PARTICULATE SENSOR LOCATED. COMPLETED THE INSTALLATION OF PAR TICULATE SENSOR AND THE ASSOCIATED PROGRAMMING AS OUTLINED IN THE RECALL NOT ICE. INSPECT LO: 28-Y4-31-81 0.2HOURS INSTALL/ PROGRAM LO: 25-Y4--31-83 0. 6HOURS PERFORMED TEST DRIVE OF VEHICLE. DURING INSPECTION TEST DRIVE THE CUSTOMERS CO NCERNS WERE ABLE TO BE VERIFIED. THERE IS A NOTED FLARE DURING THE 2-3 UP-SH IFT WITH A HARSH 3RD GEAR ENGAGEMENT. THERE IS A FALSE NEUTRAL (HARSH FLAIR) D URING THE 4-5 UP-SHIFT. THE FALSE NEUTRAL BETWEEN 4-5 DOES NOT CHANGE IN SEV ERITY WITH CHANGE IN ENGINE LOAD AND APPLICATION OF THROTTLE. THE HARSH SHIF T IN 3RD DOES NOT CHANGE IN SEVERITY EITHER WITH CHANGE IN LOAD OR THROTTLE AP PLICATION. THE K3 CLUTCH ASSEMBLY IS SHARED BETWEEN 3RD AND 5TH GEARS. TEAR DOWN AND INSPECTION OF K3 CLUTCH PACK REQUIRED. PERFORMED REMOVAL OF THE TRA NSMISSION ASSEMBLY. AFTER REMOVAL OF TRANSMISSION THE ASSEMBLY WAS TORN DOWN F OR INSPECTION. DURING THE TEAR DOWN OF THE TRANSMISSION ASSEMBLY EXCESSIVE C LUTCH PACK CLEARANCES WERE NOTED. THE K3 CLUTCH WAS FOUND TO HAVE CLUTCH MAT ERIAL FAILURE AND DAMAGED STEELS. CLUTCH PACK HAS SUFFERED CATASTROPHIC FAILUR E AND DAMAGE FROM SLIPPING AND HEAT GENERATION NO REBUILD CLUTCHES ARE AVAI LABLE FROM MANUFACTURER.REPLACED TRANSMISSION AND TRANSMISSION COOLER PER DI AGNOSIS ON LINE A. ADJUSTED TRANSMISSION FLUID TO CORRECT LEVEL AND PERFORME D A TRANSMISSION QUICKLEARN. VEHICLE NOW SHIFTS SMOOTH THROUGH ALL GEARS. VE HICLE IS REPAIRED.

Warranty Claim Report

Vehicle Information

VIN	3C7WRTAL3 [redacted]	**Year**	2021	**Body**	DD8L63 - RAM 3500 REG CAB CHASSIS 4X4
Build Date	03/04/2021	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	12/14/2021
Claim Type	W - Warranty	**Repair Date**	04/26/2023
Claim Status	Paid	**Mileage (Miles)**	8,596

Expense

Labor	$422.99	**Sublet**	$3,363.58	**Part**	$0.00	**Total Paid**	$3,786.57

Dealer Information

Code	27253	**Name**	**Zone**	51	CHICAGO
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	21550233	Pan, Oil - Related Repairs ; Aisin Transmission			68224246AB	WIRING	1		477 82	$116 69
A	21550233	Pan, Oil - Related Repairs ; Aisin Transmission			68445748AA	BODY ASSY	1	X	2530 21	$116 69
A	21550233	Pan, Oil - Related Repairs ; Aisin Transmission			68224232AA	FILTER	1		139 40	$116 69
A	21550233	Pan, Oil - Related Repairs ; Aisin Transmission			68214914AA	GASKET	1		56 25	$116 69
A	21550233	Pan, Oil Related Repairs ; Aisin Transmission			05189966AD	FLUID AFT	9		143 91	$116 69
A	21550233	Pan, Oil Related Repairs ; Aisin Transmission			05189966AD	FLUID AFT	1		15 99	$116 69
A	21570140	TCM Quick Learn ; 42RLE, 55RFE, 65RFE, 66RFE, 68RFE, AS69RC, AS66RC Transmissions only			68224246AB	WIRING	1		477.82	$0.00
A	21570140	TCM Quick Learn ; 42RLE, 55RFE, 65RFE, 66RFE, 68RFE, AS69RC, AS66RC Transmissions only			68445748AA	BODY ASSY	1	X	2530.21	$0.00
A	21570140	TCM Quick Learn ; 42RLE, 55RFE, 65RFE, 66RFE, 68RFE, AS69RC, AS66RC Transmissions only			68224232AA	FILTER	1		139 40	$0 00
A	21570140	TCM Quick Learn ; 42RLE, 55RFE, 65RFE, 66RFE, 68RFE, AS69RC, AS66RC Transmissions only			68214914AA	GASKET	1		56.25	$0.00
A	21570140	TCM Quick Learn ; 42RLE, 55RFE, 65RFE, 66RFE, 68RFE, AS69RC, AS66RC Transmissions only			05189966AD	FLUID AFT	9		143 91	$0 00
A	21570140	TCM Quick Learn ; 42RLE, 55RFE, 65RFE, 66RFE, 68RFE, AS69RC, AS66RC Transmissions only			05189966AD	FLUID AFT	1		15.99	$0.00
A	21950158	Valve Body ; Valve body - Replace - Aisin AS66RC/AS68RC/AS69RC (3 Highly Skilled)	ML	CHECK ENGINE/SERVICE ENGINE SO	68224246AB	WIRING	1		477.82	$102.10
A	21950158	Valve Body ; Valve body Replace Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled)	ML	CHECK ENGINE/SERVICE ENGINE SO	68445748AA	BODY ASSY	1	X	2530.21	$102.10

A	21950158	Valve Body ; Valve body - Replace - Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled)	ML	CHECK ENGINE/SERVICE ENGINE SO	68224232AA	FILTER	1		139.40	$102.10
A	21950158	Valve Body ; Valve body - Replace - Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled)	ML	CHECK ENGINE/SERVICE ENGINE SO	68214914AA	GASKET	1		56.25	$102.10
A	21950158	Valve Body ; Valve body - Replace - Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled)	ML	CHECK ENGINE/SERVICE ENGINE SO	05189966AD	FLUID AFT	9		143.91	$102.10
A	21950158	Valve Body ; Valve body - Replace - Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled)	ML	CHECK ENGINE/SERVICE ENGINE SO	05189966AD	FLUID AFT	1		15.99	$102.10
A	21980155	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			68224246AB	WIRING	1		477.82	$58.34
A	21980155	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			68445748AA	BODY ASSY	1	X	2530.21	$58.34
A	21980155	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			68224232AA	FILTER	1		139.40	$58.34
A	21980155	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			68214914AA	GASKET	1		56.25	$58.34
A	21980155	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			05189966AD	FLUID AFT	9		143.91	$58.34
A	21980155	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			05189966AD	FLUID AFT	1		15.99	$58.34
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68224246AB	WIRING	1		477.82	$145.86
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68445748AA	BODY ASSY	1	X	2530.21	$145.86
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68224232AA	FILTER	1		139.40	$145.86
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68214914AA	GASKET	1		56.25	$145.86
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			05189966AD	FLUID AFT	9		143.91	$145.86
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			05189966AD	FLUID AFT	1		15.99	$145.86

RO Narratives

(RO) Customer Concern:

GUEST STATES WHEN DISENGAGING FROM 4WD MADE A LOUD POP NOISE. HARD TIME SHIFTING TO REVERSE TO DRIVE WHILE PLOWING. SHUTDOWN AND COULDNT 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 PRESSUR E SWITCH, LINEAR SOLENOID 5, SHIFT SOLENOID 1 AND INTERNAL TRANS HARNESS. LINEAR SOLENOID 5 AND SHIFT SOLENOID 1 ARE ONLY AVAILABLE BY OR DERING THE ENTIRE VALVE 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, FI LTER, AND PAN GASKET. FILLED TRANSMISSION AND PERFORMED QUICK LEARN PROCEDURE. TEST DROVE 4 MILES VERIFIED NO DTCS RETURNED (15- TRAPPER-)

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

WHEN DISENGAGING FROM 4WD, MADE A LOUD POPP NOISE. HARD TIME SHIFTING TO REVER SE TO DRIVE WHILE PLOWING. SHUTDOWN ADN COULDNT' RESTART

(Claim) Cause:

P0869. TESTED CIRCUIT T804, T791, T790 FOR SHORT OT ANOTHER CIRCUIT SHORT TO G ROUND. SHORT TO VOLTAGE, OPENS, AND HIGH RESISTANCE. NEXT STEP IS REPLACE PR ESSURE SWITCH.LINEAR SOLENOI 5, SHIFT SOLENOID 1 AND INTERNAL TRANS HARNESS. LINEAR SOLENOID 5 AND SHIFT SOLENOID 1 ARE ONLY AVAILABLE BY ORDERING ENTIR E VALVE BODY.

(Claim) Correction:

REPLACED TRANMSISSION VALVE BODYAND WIRING HARNESS, FILTER AND PAN GASKET. FIL LED TRANS AND PERFORMED QUICK LEARN PROCEDURE

Warranty Claim Report

Vehicle Information

VIN	3C7WRNFL5 [redacted]	**Year**	2021	**Body**	DP0L94 RAM 5500 CREW CAB CHASSIS
Build Date	06/30/2021	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	11/09/2021
Claim Type	W Warranty	**Repair Date**	04/ 6/ 0
Claim Status	Paid	**Mileage (Miles)**	6,977

Expense

Labor	$1,114 6	**Sublet**	$7,7 5 78	**Part**	$0 00	**Total Paid**	$8,850 41

Dealer Information

Code	60565	**Name**	DEERY BROTHERS OF AMES, INC	**Zone**	51	CHICAGO
Address	1700 E 16TH TREET , AME , IA 50010					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	21002712	Transmission, Replace automatic ; A 68RC/A 69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	68498557AB	TRANSMISS	1	X	7299 74	$530 13
A	100 71	Transmission, Replace automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	68 497AC	COOLER	1		61 61	$5 0 1
A	21002712	Tran mi ion, Replace automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	05189977AD	FLUID AFT	3		174 43	$530 13
A	21002760	Transmission, Replace automatic ; Skid plate equipped			68498557AB	TRANSMISS	1	X	7299 74	$54 37
A	21002760	Transmission, Replace automatic ; Skid plate equipped			68322497AC	COOLER	1		261 61	$54 37
A	100 760	Transmission, Replace automatic ; kid plate equipped			05189977AD	FLUID AFT			174 4	$54 7
A	100 76	Tran mi ion, Replace automatic ; Two piece propeller shaft equipped			68498557AB	TRAN MI	1		7 99 74	$ 7 19
A	21002762	Tran mi ion, Replace automatic ; Two piece propeller shaft equipped			68322497AC	COOLER	1		261 61	$27 19
A	21002762	Transmission, Replace automatic ; Two piece propeller shaft equipped			05189977AD	FLUID AFT	3		174 43	$27 19
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 killed)			68498557AB	TRANSMISS	1	X	7299 74	$244 67
A	1 5 050	Oil cooler, external / auxiliary ; Cooler (Skilled)			68 497AC	COOLER	1		61 61	$ 44 67
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 Skilled)			05189977AD	FLUID AFT	3		174 43	$244 67
A	21570140	TCM Quick Learn ; 42RLE, 55RFE, 65RFE, 66RFE, 68RFE, AS69RC, A 66RC Tran mi ion only			68498557AB	TRANSMISS	1	X	7299 74	$0 00
A	1570140	TCM Quick Learn ; 4 RLE, 55RFE, 65RFE, 66RFE, 68RFE, AS69RC,			68 497AC	COOLER	1		61 61	$0 00

		AS66RC Transmissions only								
A	21570140	TCM Quick Learn ; 42RLE, 55RFE, 65RFE, 66RFE, 68RFE, AS69RC, AS66RC Transmissions only			05189977AD	FLUID AFT	3		174.43	$0.00
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68498557AB	TRANSMISS	1	X	7299.74	$258.27
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68322497AC	COOLER	1		261.61	$258.27
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			05189977AD	FLUID AFT	3		174.43	$258.27

RO Narratives

(RO) Customer Concern:

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

(RO) Cause:

E . E

(RO) 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

(RO) Technical Notes:

INTERNAL TRANS CONCERN: SES LIGHT, HARSH SHIFTS.K3 CLUTCH DAMAGED FAILURE AND DAMAGED STEELS. MANAGER OK D TIME. PART WAS ON BACK ORDER, VEHICLE WAS HERE THE WHOLE TIME. THANK YOU

GCS Narratives

(Claim) Customer Concern:

RECALL / CUSTOMER SATISFACTION NOTIFICATION 1 [EMISSIONS RECALL Y43 - PARTICUL ATE MATTER SENSOR **] CUSTOMER STATES THAT THE SES LIGHT IS ON ADVISE

(Claim) Cause:

EMISSION RECALL INSPECTION INTERNAL TRANSMISSION CONCERN

(Claim) Correction:

COMPLETED THE OUTLINED EMISSION RECALL INSPECTION OF VEHICLE. DURING INSPECTIO N THERE WAS NO PARTICULATE SENSOR LOCATED. COMPLETED THE INSTALLATION OF PAR TICULATE SENSOR AND THE ASSOCIATED PROGRAMMING AS OUTLINED IN THE RECALL NOT ICE. INSPECT LO: 28-Y4-31-81 0.2HOURS INSTALL/ PROGRAM LO: 25-Y4--31-83 0. 6HOURS PERFORMED TEST DRIVE OF VEHICLE. DURING INSPECTION TEST DRIVE THE CUSTOMERS CO NCERNS WERE ABLE TO BE VERIFIED. THERE IS A NOTED FLARE DURING THE 2-3 UP-SH IFT WITH A HARSH 3RD GEAR ENGAGEMENT. THERE IS A FALSE NEUTRAL (HARSH FLAIR) D URING THE 4-5 UP-SHIFT. THE FALSE NEUTRAL BETWEEN 4-5 DOES NOT CHANGE IN SEV ERITY WITH CHANGE IN ENGINE LOAD AND APPLICATION OF THROTTLE. THE HARSH SHIF T IN

3RD DOES NOT CHANGE IN SEVERITY EITHER WITH CHANGE IN LOAD OR THROTTLE AP PLICATION. THE K3 CLUTCH ASSEMBLY IS SHARED BETWEEN 3RD AND 5TH GEARS. TEAR DOWN AND INSPECTION OF K3 CLUTCH PACK REQUIRED. PERFORMED REMOVAL OF THE TRA NSMISSION ASSEMBLY. AFTER REMOVAL OF TRANSMISSION THE ASSEMBLY WAS TORN DOWN F OR INSPECTION. DURING THE TEAR DOWN OF THE TRANSMISSION ASSEMBLY EXCESSIVE C LUTCH PACK CLEARANCES WERE NOTED. THE K3 CLUTCH WAS FOUND TO HAVE CLUTCH MAT ERIAL FAILURE AND DAMAGED STEELS. CLUTCH PACK HAS SUFFERED CATASTROPHIC FAILUR E AND DAMAGE FROM SLIPPING AND HEAT GENERATION. NO REBUILD CLUTCHES ARE AVAI LABLE FROM MANUFACTURER.REPLACED TRANSMISSION AND TRANSMISSION COOLER PER DI AGNOSIS ON LINE A. ADJUSTED TRANSMISSION FLUID TO CORRECT LEVEL AND PERFORME D A TRANSMISSION QUICKLEARN. VEHICLE NOW SHIFTS SMOOTH THROUGH ALL GEARS. VE HICLE IS REPAIRED.

Warranty Claim Report

Vehicle Information

VIN	3C63R3CL1 [redacted]	**Year**	2020	**Body**	D28L91 - RAM 3500 TRADESMAN CREW CAB 4X4
Build Date	09/28/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	10/30/2020
Claim Type	S - Safety (Recalls)	**Repair Date**	04/27/2023
Claim Status	Paid	**Mileage (Miles)**	35,046

Expense

Labor	$605.89	**Sublet**	$746.27	**Part**	$0.00	**Total Paid**	$1,352.16

Dealer Information

Code	44067	**Name**	CHRISTOPHER'S DODGE WORLD INC	**Zone**	74	DENVER
Address	16655 WEST COLFAX AVE , GOLDEN, CO 80401					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	14Y78182	Safety Recall Y78 - High Pressure Fuel Pump ; Replace High Pressure Fuel Pump and Reprogram PCM	UC	UNCODABLE (NARRATIVE REQUIRED)	CSRLY781AA	MODULEKIT	1	X	746.27	$605.89

RO Narratives

(RO) Customer Concern:

FREE MAINTENANCE INSPECTION Y78 2019_2020 RAM HD HIGH PRESSURE FUEL PUMP AUTO.LIVE REPAIR ORDER

(RO) Cause:

PERFORMED Y78 RECALL////////////////////////////////////

(RO) Correction:

FREE MAINTENANCE INSPECTION 35046 PERFORMED Y78RECALL////////////////////////////////////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 HPFPand ReprogramPCM AUTO.LIVE REPAIR ORDER

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	3C7WRTAL5 [redacted]	**Year**	2023	**Body**	DD8L63 - RAM 3500 REG CAB CHASSIS 4X4
Build Date	12/15/2022	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	02/15/2023
Claim Type	S - Safety (Recalls)	**Repair Date**	04/28/2023
Claim Status	Paid	**Mileage (Miles)**	606

Expense

Labor	$24.36	**Sublet**	$56.34	**Part**	$0.00	**Total Paid**	$80.70

Dealer Information

Code	43599	**Name**	BARRY CHRYSLER-DODGE-JEEP	**Zone**	70	PHOENIX
Address	548 BASIN SOUTHWEST , EPHRATA, WA 98823					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	0813A182	Safety Recall 13A - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	CSTP13A1AA	RELAY	1	X	56.34	$24.36

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES DROVE FOR 2 DAYS LESS THAN 500 MILES NOW VEHICLE WONT GO INTO DRIVE PLEASE CHECK AND ADVISE

(Claim) Cause:

CONFIRMED CUSTOMER CONCERN AND FOUND CODE P0731-00-GEAR 1 SHIFT INCORRECT RATI O. THE DTC CAME BACK ACTIVE AFTER CLEARING. THE RESISTANCE ON LINEAR SOLEN OID CIRCUITS 1, 5, AND 7 ARE ALL BETWEEN 5 AND 7 OHMS. ISOLATED ADN CHECKE D THE T795 LINEAR SOLENOID CURCIUT AT THE XY107A TRANS SIDE CONNECTOR RESISTAN CE IS BELOW 3 OHMS. THE IS NO CONTINUITY BETWEEN GROUND OF THE XY107A AND THE LINEAR SOLENOID 7 POSITIVE CIRCUIT. LINEAR SOLENOID 7 POSITIVE CIRCUIT I S NOT SHORTED TO ANOTHER CIRCUIT. LINEAR SOLINOUD 7 NEGATIVE CIRUIT RESISTAN CE IS BELOW 3 OHMS AT THE XY107A CONNECTOR. THE SAME CIRCUIT IS ALSO NOT S HORTED TO GROUND. THE SAME CICUIT IS NOT SHORTED TO ANY OTHER CIRCUIT EITHER . SAME RESULTS FOR LINEAR SOLENOID 1

POSITIVE AND NEGATIVE CIRCUITS. LINEAR SOLENOID 5 ON THE NEGATIVE AND POSITVE CIRCUITS GOT THE SAME RESULTS AS LI NEAR SOLENOID 1 AND 7. SHIFT SOLENOID 1 ALSO GOT THE SAME RESULTS. ALSO GOT TH E SAME RESULT FOR ALL 7 CIRCUITS ON THE TCM SIDE OF THE CONNECTOR. REC NEW VALVE BODY ASSEMBLY AND INTERNAL TRANSMISSION WIRE HARNESS. REPLACED VALV E BODY AND INTRENAL WIRE HARNESS. CLEARED CODES AND TESTED. CODE CAME RIGHT BA CK. REC NEW TCM AND TRANS. INPUT 0.026"(0.66MM) 0.028" OUTPUT 0.002 A66: INSPECTED THE BURNING SMELL AND FOUND IT COMING FROM THE GRID HEATER RELAY. CO ULD ALSO BE COMING FROM THE EXHAUST CATALYST WITH THE TAPE ON THEM. CHECKE D THE TRANSMISSION FLUID AND THE FLUID LEVEL IS VERY LOW. WILL HAVE MONITE FILL IT UP AND CLEAN THE TRANSMISSION FLUID THAT WAS SPILT. BEFORE CREATING A STAR CASE. ADDED THE FLUID TO GET IT UP TO THE CORRECT LEVEL. CLEARED THE CODE AND PERFORMED A QUICKLEARN. THE CODE RETURNED. CREATED THE STAR CASE.

(Claim) Correction:

REMOVED THE TRANSMISSION FROM THE TRUCK AND PUT IT ON THE TRANSMISSION BENCH. DISASSEMBLED THE TRANSMISSION TO THE K2 CLUTCH AND REMOVED THE TRANSMISSION EXTENSION HOUSING. REMOVED THE PISTONS FROM THE K2 AND B2 CLUTCHES. CHECKED THE K2 AND B2 CLUTCH PISTON SEALS AND THEY DO NOT LOOKED DEFORMED. ASSEMBLED T HE K2 CLUTCH WITH NEW PARTS. INSTALLED THE BEARINGS AND RACES. INSTALLED THE K1 CLUTCH INTO K2 CLUTCH AND INSTALLED THEM INTO THE TRANSMISSION. INSTALLE D THE PUMP WITH NEW GASKETS. TIGHTENED THE PUMP BOLTS TO SPEC. INSTALLED THE B ELL HOUSING AND TIGHTENED THE BOLTS TO SPEC. INSTALLED THE TRANSMISSION INTO THE TRUCK AND CONNECTED ALL CONNECTORS. TIGHTENED THE BELL HOUSING BOLTS TO SPEC. INSTALLED THE TRANSFER CASE AND DRIVELINES. TIGHTENED THE BOLTS AND NUT S TO SPEC. FILLED THE TRANSMISSION WITH 16 QUARTS OF ASRC FLUID. PERFORMED A QUICKLEARN ON THE TRANSMISSION. TEST DROVE THE TRUCK AND IT TEST DRIVES AS DE SIGNED.

Warranty Claim Report

Vehicle Information

VIN	3C7WRNEL9 [redacted]	**Year**	2019	**Body**	DP0L93 RAM 5500 CREW CAB CHASSIS
Build Date	06/21/2019	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	08/22/2019
Claim Type	W - Warranty	**Repair Date**	04/28/2023
Claim Status	Paid	**Mileage (Miles)**	48,779

Expense

Labor	$1,675.23	**Sublet**	$7,999.57	**Part**	$0.00	**Total Paid**	$9,674.80

Dealer Information

Code	27019	**Name**		**Zone**	71	LOS ANGELES
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	21000169	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			06509166AA	BOLT	8		55.77	$105.80
A	21000169	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			52122213AB	GASKET	1		22.84	$105.80
A	21000169	Transmission ; DEF equipped 2500-3500 4x4 pick up only			68379689AA	GASKET	1		19.32	$105.80
A	21000169	Transmission ; DEF equipped 2500 3500 4x4 pick-up only			06511777AA	BOLT	6		24 19	$105 80
A	21000169	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68498557AB	TRANSMISS	1	X	7264.70	$105.80
A	21000169	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68322497AC	COOLER	1		260.35	$105.80
A	21000169	Transmission ; DEF equipped 2500-3500 4x4 pick up only			68163848AB	ANTIFREEZ	2		48.71	$105.80
A	21000169	Transmission ; DEF equipped 2500 3500 4x4 pick up only			68359847AC	TOC ASSY	1		159 15	$105 80
A	21000169	Transmission ; DEF equipped 2500 3500 4x4 pick-up only			68359846AE	LINESASSY	1		144 54	$105 80
A	21002712	Transmission, Replace automatic ; AS68RC/AS69RC	ML	CHECK ENGINE/SERVICE ENGINE SO	06509166AA	BOLT	8		55.77	$687.73
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	ML	CHECK ENGINE/SERVICE ENGINE SO	52122213AB	GASKET	1		22.84	$687.73
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	ML	CHECK ENGINE/SERVICE ENGINE SO	68379689AA	GASKET	1		19.32	$687.73
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	ML	CHECK ENGINE/SERVICE ENGINE SO	06511777AA	BOLT	6		24 19	$687 73
A	21002712	Transmission, Replace automatic ; AS68RC/AS69RC	ML	CHECK ENGINE/SERVICE ENGINE SO	68498557AB	TRANSMISS	1	X	7264.70	$687.73
A	21002712	Transmission, Replace - automatic ;	ML	CHECK ENGINE/SERVICE	68322497AC	COOLER	1		260.35	$687.73

		AS68RC/AS69RC		ENGINE SO						
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	ML	CHECK ENGINE/SERVICE ENGINE SO	68163848AB	ANTIFREEZ	2		48.71	$687.73
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	ML	CHECK ENGINE/SERVICE ENGINE SO	68359847AC	TOC ASSY	1		159.15	$687.73
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	ML	CHECK ENGINE/SERVICE ENGINE SO	68359846AE	LINESASSY	1		144.54	$687.73
A	21002760	Transmission, Replace - automatic ; Skid plate equipped			06509166AA	BOLT	8		55.77	$70.54
A	21002760	Transmission, Replace - automatic ; Skid plate equipped			52122213AB	GASKET	1		22.84	$70.54
A	21002760	Transmission, Replace - automatic ; Skid plate equipped			68379689AA	GASKET	1		19.32	$70.54
A	21002760	Transmission, Replace - automatic ; Skid plate equipped			06511777AA	BOLT	6		24.19	$70.54
A	21002760	Transmission, Replace - automatic ; Skid plate equipped			68498557AB	TRANSMISS	1	X	7264.70	$70.54
A	21002760	Transmission, Replace - automatic ; Skid plate equipped			68322497AC	COOLER	1		260.35	$70.54
A	21002760	Transmission, Replace - automatic ; Skid plate equipped			68163848AB	ANTIFREEZ	2		48.71	$70.54
A	21002760	Transmission, Replace - automatic ; Skid plate equipped			68359847AC	TOC ASSY	1		159.15	$70.54
A	21002760	Transmission, Replace - automatic ; Skid plate equipped			68359846AE	LINESASSY	1		144.54	$70.54
A	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			06509166AA	BOLT	8		55.77	$35.27
A	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			52122213AB	GASKET	1		22.84	$35.27
A	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			68379689AA	GASKET	1		19.32	$35.27
A	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			06511777AA	BOLT	6		24.19	$35.27
A	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			68498557AB	TRANSMISS	1	X	7264.70	$35.27
A	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			68322497AC	COOLER	1		260.35	$35.27
A	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			68163848AB	ANTIFREEZ	2		48.71	$35.27
A	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			68359847AC	TOC ASSY	1		159.15	$35.27
A	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			68359846AE	LINESASSY	1		144.54	$35.27
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			06509166AA	BOLT	8		55.77	$105.80
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			52122213AB	GASKET	1		22.84	$105.80
A	21002766	Transmission, Replace - automatic ; 4x4/AWD			68379689AA	GASKET	1		19.32	$105.80

		equipped								
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			06511777AA	BOLT	6		24.19	$105.80
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			68498557AB	TRANSMISS	1	X	7264.70	$105.80
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			68322497AC	COOLER	1		260.35	$105.80
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			68163848AB	ANTIFREEZ	2		48.71	$105.80
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			68359847AC	TOC ASSY	1		159.15	$105.80
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			68359846AE	LINESASSY	1		144.54	$105.80
A	21002795	Transmission, Replace - automatic ; Aisin (AS68/69RC) Transmission Diagnostic Teardown/Reassembly Procedure			06509166AA	BOLT	8		55.77	$229.24
A	21002795	Transmission, Replace - automatic ; Aisin (AS68/69RC) Transmission Diagnostic Teardown/Reassembly Procedure			52122213AB	GASKET	1		22.84	$229.24
A	21002795	Transmission, Replace - automatic ; Aisin (AS68/69RC) Transmission Diagnostic Teardown/Reassembly Procedure			68379689AA	GASKET	1		19.32	$229.24
A	21002795	Transmission, Replace - automatic ; Aisin (AS68/69RC) Transmission Diagnostic Teardown/Reassembly Procedure			06511777AA	BOLT	6		24.19	$229.24
A	21002795	Transmission, Replace - automatic ; Aisin (AS68/69RC) Transmission Diagnostic Teardown/Reassembly Procedure			68498557AB	TRANSMISS	1	X	7264.70	$229.24
A	21002795	Transmission, Replace - automatic ; Aisin (AS68/69RC) Transmission Diagnostic Teardown/Reassembly Procedure			68322497AC	COOLER	1		260.35	$229.24
A	21002795	Transmission, Replace - automatic ; Aisin (AS68/69RC) Transmission Diagnostic Teardown/Reassembly Procedure			68163848AB	ANTIFREEZ	2		48.71	$229.24
A	21002795	Transmission, Replace - automatic ; Aisin (AS68/69RC) Transmission Diagnostic Teardown/Reassembly Procedure			68359847AC	TOC ASSY	1		159.15	$229.24
A	21002795	Transmission, Replace - automatic ; Aisin (AS68/69RC) Transmission Diagnostic Teardown/Reassembly Procedure			68359846AE	LINESASSY	1		144.54	$229.24

A	21251050	Lines, transmission and torque converter oil cooler ; One or Both (1 - Semi-Skilled)			06509166AA	BOLT	8		55.77	$123.44
A	21251050	Lines, transmission and torque converter oil cooler ; One or Both (1 - Semi-Skilled)			52122213AB	GASKET	1		22.84	$123.44
A	21251050	Lines, transmission and torque converter oil cooler ; One or Both (1 - Semi-Skilled)			68379689AA	GASKET	1		19.32	$123.44
A	21251050	Lines, transmission and torque converter oil cooler ; One or Both (1 - Semi-Skilled)			06511777AA	BOLT	6		24.19	$123.44
A	21251050	Lines, transmission and torque converter oil cooler ; One or Both (1 - Semi-Skilled)			68498557AB	TRANSMISS	1	X	7264.70	$123.44
A	21251050	Lines, transmission and torque converter oil cooler ; One or Both (1 - Semi-Skilled)			68322497AC	COOLER	1		260.35	$123.44
A	21251050	Lines, transmission and torque converter oil cooler ; One or Both (1 - Semi-Skilled)			68163848AB	ANTIFREEZ	2		48.71	$123.44
A	21251050	Lines, transmission and torque converter oil cooler ; One or Both (1 - Semi-Skilled)			68359847AC	TOC ASSY	1		159.15	$123.44
A	21251050	Lines, transmission and torque converter oil cooler ; One or Both (1 - Semi-Skilled)			68359846AE	LINESASSY	1		144.54	$123.44
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			06509166AA	BOLT	8		55.77	$317.41
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			52122213AB	GASKET	1		22.84	$317.41
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68379689AA	GASKET	1		19.32	$317.41
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			06511777AA	BOLT	6		24.19	$317.41
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68498557AB	TRANSMISS	1	X	7264.70	$317.41
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68322497AC	COOLER	1		260.35	$317.41
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68163848AB	ANTIFREEZ	2		48.71	$317.41
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68359847AC	TOC ASSY	1		159.15	$317.41
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68359846AE	LINESASSY	1		144.54	$317.41

RO Narratives

(RO) Customer Concern:

TOW IN-- CHECK ENGINE LIGHT ON, VEHICLE IN LIMP MODE, NO POWER. POSSIBLE TRANSMISSION ISSUE. CHECK AND ADVISE REMOVE AND INSTALL PTO -$1250.00

(RO) 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 O0F METAL CONTAMINATION RECOMMEND REPLACE TRANS, COOLERS, AND LINES

(RO) 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.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

TOW IN-- CHECK ENGINE LIGHT ON, VEHICLE IN LIMP MODE, NO POWER. POSSIBLE TRAN SMISSION ISSUE. CHECK AND ADVISE

(Claim) Cause:

CONFIRMED CUSTOMER CONCERN. INTERNAL TRANSMISSION NOISE IS AUDIBLE AT ALL RPM S AND ALL SPEEDS. TRANS SLIPPED OUT OF GEAR WHEN ATTEMPTING TO SHIFT INTO 2ND . TRANS OIL SMELLS BURNT AND HAS SIGNS O0F METAL CONTAMINATION. RECOMMEND RE PLACE TRANS, COOLERS, AND LINES.

(Claim) 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 AC TIVE GRILL SHUTTER AND REMOVED TRANS COOLER. REMOVED TRANS COOLER LINES AS WE LL. INSTALLED NEW TRANS COOLER LINES AND NEW TRANS COOLER. REINSTALLED GRILL AND COMPONENTS. FILLED TRANS AND STARTED VEHICLE. MONITORED AND NO LEAKS. PE RFORMED TRANS QUICK LEARN ONCE UP TO TEMP TO ENSURE SMOOTH SHIFTING. TOOK VEH ICLE 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 ENGAG EMENT OR WILL BE RIGHT AT MAX LEVEL.

Warranty Claim Report

Vehicle Information

VIN	3C7WRNEL1 [redacted]	**Year**	2020	**Body**	DP0L93 - RAM 5500 CREW CAB CHASSIS
Build Date	05/28/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	08/26/2020
Claim Type	S - Safety (Recalls)	**Repair Date**	05/03/2023
Claim Status	Paid	**Mileage (Miles)**	16,448

Expense

Labor	$54.94	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$54.94

Dealer Information

Code	45518	**Name**	FREMONT MOTOR CASPER, INC	**Zone**	74	DENVER
Address	6101 E 2ND ST , CASPER, WY 82609					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18Y17182	Customer Satisfaction Notification Y17 - Transmission Software Update ; Module, Transmission Control (TCM) - Reprogram Software and Perform Quicklearn	UC	UNCODABLE (NARRATIVE REQUIRED)						$54 94

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	3C7WRNEL1 [redacted]	**Year**	2020	**Body**	DP0L93 - RAM 5500 CREW CAB CHASSIS
Build Date	05/28/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	08/26/2020
Claim Type	S - Safety (Recalls)	**Repair Date**	05/10/2023
Claim Status	Paid	**Mileage (Miles)**	16,448

Expense

Labor	$563.14	**Sublet**	$612.43	**Part**	$0.00	**Total Paid**	$1,175.57

Dealer Information

Code	45518	**Name**	FREMONT MOTOR CASPER, INC	**Zone**	74	DENVER
Address	6101 E 2ND ST , CASPER, WY 82609					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
B	14Y78182	Safety Recall Y78 - High Pressure Fuel Pump ; Replace High Pressure Fuel Pump and Reprogram PCM	UC	UNCODABLE (NARRATIVE REQUIRED)	CSRLY781AA	MODULEKIT	1	X	602.00	$480.73
B	14Y78182	Safety Recall Y78 - High Pressure Fuel Pump ; Replace High Pressure Fuel Pump and Reprogram PCM	UC	UNCODABLE (NARRATIVE REQUIRED)	68218064AC	FLUID	1		10.43	$480.73
A	22Y26181	Safety Recall Y26 - Wheel Studs ; Inspect Wheel Studs	UC	UNCODABLE (NARRATIVE REQUIRED)						$82.41

RO Narratives

(RO) Customer Concern:

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.

(RO) Cause:

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(RO) 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

(RO) Technical Notes:

SNAP RING BROKE

GCS Narratives

(Claim) Customer Concern:

TRANSMISSION HAS NO GEARS

(Claim) Cause:

SNAP RING BROKE

(Claim) Correction:

FOUND SNAP RING FOR FORWARD CLUTCHES BROKE CAUSING INTERNAL DAMAGE TRANSMISSIO N WS ORDERED AND APPROVED BY DM REPLACED TRANSMISSION, COOLER, AND THERMOSTA T. PERFORMED QUICKLEARN TEST DROVE TOPPED OFF FLUID ALL OK

Warranty Claim Report

Vehicle Information

VIN	3C7WRNEL1 [redacted]	**Year**	2020	**Body**	DP0L93 RAM 5500 CREW CAB CHASSIS
Build Date	05/28/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	08/26/2020
Claim Type	W - Warranty	**Repair Date**	05/10/2023
Claim Status	Paid	**Mileage (Miles)**	16,448

Expense

Labor	$1,043.87	**Sublet**	$6,424.81	**Part**	$0.00	**Total Paid**	$7,468.68

Dealer Information

Code	45518	**Name**	FREMONT MOTOR CASPER, INC	**Zone**	74	DENVER
Address	6101 E 2ND ST , CASPER, WY 82609					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	21002712	Transmission, Replace automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	68498557AB	TRANSMISS	1	X	6055.00	$535.67
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	06511777AA	BOLT	6		20.16	$535.67
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	68359847AC	TOC ASSY	1		132.65	$535.67
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	68322497AC	COOLER	1		217 00	$535 67
A	21002762	Transmission, Replace automatic ; Two piece propeller shaft equipped			68498557AB	TRANSMISS	1	X	6055 00	$27 47
A	21002762	Transmission, Replace automatic ; Two piece propeller shaft equipped			06511777AA	BOLT	6		20.16	$27.47
A	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			68359847AC	TOC ASSY	1		132.65	$27.47
A	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			68322497AC	COOLER	1		217.00	$27.47
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			68498557AB	TRANSMISS	1	X	6055 00	$82 41
A	21002766	Transmission, Replace automatic ; 4x4/AWD equipped			06511777AA	BOLT	6		20.16	$82.41
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			68359847AC	TOC ASSY	1		132.65	$82.41
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			68322497AC	COOLER	1		217.00	$82.41
A	21250501	Valve, thermal cooler bypass			68498557AB	TRANSMISS	1	X	6055.00	$41.21
A	21250501	Valve, thermal cooler bypass			06511777AA	BOLT	6		20.16	$41.21
A	21250501	Valve, thermal cooler bypass			68359847AC	TOC ASSY	1		132.65	$41.21
A	21250501	Valve, thermal cooler bypass			68322497AC	COOLER	1		217.00	$41.21

A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68498557AB	TRANSMISS	1	X	6055.00	$247.23
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			06511777AA	BOLT	6		20.16	$247.23
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68359847AC	TOC ASSY	1		132.65	$247.23
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68322497AC	COOLER	1		217.00	$247.23
A	85700001	Digital Imaging ; Process time			68498557AB	TRANSMISS	1	X	6055.00	$109.88
A	85700001	Digital Imaging ; Process time			06511777AA	BOLT	6		20.16	$109.88
A	85700001	Digital Imaging ; Process time			68359847AC	TOC ASSY	1		132.65	$109.88
A	85700001	Digital Imaging ; Process time			68322497AC	COOLER	1		217.00	$109.88

RO Narratives

(RO) Customer Concern:

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.

(RO) Cause:

- -

(RO) 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

(RO) Technical Notes:

SNAP RING BROKE

GCS Narratives

(Claim) Customer Concern:

TRANSMISSION HAS NO GEARS

(Claim) Cause:

SNAP RING BROKE

(Claim) Correction:

FOUND SNAP RING FOR FORWARD CLUTCHES BROKE CAUSING INTERNAL DAMAGE TRANSMISSIO N WS ORDERED AND APPROVED BY DM REPLACED TRANSMISSION, COOLER, AND THERMOSTA T. PERFORMED QUICKLEARN TEST DROVE TOPPED OFF FLUID ALL OK

Warranty Claim Report

Vehicle Information

VIN	3C7WRNDL8 - [redacted]	**Year**	2021	**Body**	DP0L66 - RAM 5500 REG CAB CHASSIS
Build Date	11/26/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	01/22/2021
Claim Type	W Warranty	**Repair Date**	05/10/2023
Claim Status	Paid	**Mileage (Miles)**	63,550

Expense

Labor	$2,324 92	**Sublet**	$5,352 14	**Part**	$0 00	**Total Paid**	$7,677 06

Dealer Information

Code	45862	**Name**		**Zone**	32	NEW YORK
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	21000A01	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Remove and install for recondition			05189966AD	FLUID AFT	9		186 32	$590 17
A	21000A01	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Remove and install for recondition			05189966AD	FLUID AFT	4		82.81	$590.17
A	21000A01	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Remove and install for recondition			68445748AA	BODY ASSY	1		3275.75	$590.17
A	21000A01	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Remove and install for recondition			68019791AA	D-RING	1		60.04	$590.17
A	21000A01	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Remove and install for recondition			68269553AA	D-RING	1		19.97	$590.17
A	21000A01	Transmission, Remove and install for recondition AS68RC/AS69RC ; Remove and install for recondition			68019797AA	O RING	1		47.49	$590.17
A	21000A01	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Remove and install for recondition			68269651AA	DISC	6	X	739.42	$590.17
A	21000A01	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Remove and install for recondition			68244638AA	GASKET	1		54 43	$590 17
A	21000A01	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Remove and install for recondition			68244579AA	O-RING	1		44.57	$590.17
A	21000A01	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Remove and install for recondition			68253940AA	SEAL RING	4		69.66	$590.17
A	21000A01	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Remove and install for recondition			68253771AA	BEARING	1		81.10	$590.17

A	21000A01	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Remove and install for recondition			68253770AA	BEARING	1		53.09	$590.17
A	21000A01	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Remove and install for recondition			68359847AC	TOC ASSY	1		230.76	$590.17
A	21000A01	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Remove and install for recondition			68244837AB	PLATE	5		406.73	$590.17
A	21000A50	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Complete Reconditioning of Transmission (3 - Highly Skilled)	19	CLUTCH DEFECT	05189966AD	FLUID AFT	9		186.32	$1,037.27
A	21000A50	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Complete Reconditioning of Transmission (3 - Highly Skilled)	19	CLUTCH DEFECT	05189966AD	FLUID AFT	4		82.81	$1,037.27
A	21000A50	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Complete Reconditioning of Transmission (3 - Highly Skilled)	19	CLUTCH DEFECT	68445748AA	BODY ASSY	1		3275.75	$1,037.27
A	21000A50	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Complete Reconditioning of Transmission (3 - Highly Skilled)	19	CLUTCH DEFECT	68019791AA	D-RING	1		60.04	$1,037.27
A	21000A50	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Complete Reconditioning of Transmission (3 - Highly Skilled)	19	CLUTCH DEFECT	68269553AA	D-RING	1		19.97	$1,037.27
A	21000A50	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Complete Reconditioning of Transmission (3 - Highly Skilled)	19	CLUTCH DEFECT	68019797AA	O RING	1		47.49	$1,037.27
A	21000A50	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Complete Reconditioning of Transmission (3 - Highly Skilled)	19	CLUTCH DEFECT	68269651AA	DISC	6	X	739.42	$1,037.27
A	21000A50	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Complete Reconditioning of Transmission (3 - Highly Skilled)	19	CLUTCH DEFECT	68244638AA	GASKET	1		54.43	$1,037.27
A	21000A50	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Complete Reconditioning of Transmission (3 - Highly Skilled)	19	CLUTCH DEFECT	68244579AA	O-RING	1		44.57	$1,037.27
A	21000A50	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Complete Reconditioning of Transmission (3 - Highly Skilled)	19	CLUTCH DEFECT	68253940AA	SEAL RING	4		69.66	$1,037.27
A	21000A50	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Complete Reconditioning of Transmission (3 - Highly Skilled)	19	CLUTCH DEFECT	68253771AA	BEARING	1		81.10	$1,037.27
A	21000A50	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Complete Reconditioning of Transmission (3 - Highly Skilled)	19	CLUTCH DEFECT	68253770AA	BEARING	1		53.09	$1,037.27
A	21000A50	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Complete Reconditioning of Transmission (3 - Highly Skilled)	19	CLUTCH DEFECT	68359847AC	TOC ASSY	1		230.76	$1,037.27
A	21000A50	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Complete Reconditioning of Transmission (3 - Highly Skilled)	19	CLUTCH DEFECT	68244837AB	PLATE	5		406.73	$1,037.27
A	21000A60	Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped			05189966AD	FLUID AFT	9		186.32	$214.61
A	21000A60	Transmission, Remove and install for recondition - AS68RC/AS69RC			05189966AD	FLUID AFT	4		82.81	$214.61

		; 4X4 equipped								
A	21000A60	Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped			68445748AA	BODY ASSY	1		3275.75	$214.61
A	21000A60	Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped			68019791AA	D-RING	1		60.04	$214.61
A	21000A60	Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped			68269553AA	D-RING	1		19.97	$214.61
A	21000A60	Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped			68019797AA	O RING	1		47.49	$214.61
A	21000A60	Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped			68269651AA	DISC	6	X	739.42	$214.61
A	21000A60	Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped			68244638AA	GASKET	1		54.43	$214.61
A	21000A60	Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped			68244579AA	O-RING	1		44.57	$214.61
A	21000A60	Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped			68253940AA	SEAL RING	4		69.66	$214.61
A	21000A60	Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped			68253771AA	BEARING	1		81.10	$214.61
A	21000A60	Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped			68253770AA	BEARING	1		53.09	$214.61
A	21000A60	Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped			68359847AC	TOC ASSY	1		230.76	$214.61
A	21000A60	Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped			68244837AB	PLATE	5		406.73	$214.61
A	21000A62	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Two piece propeller shaft equipped			05189966AD	FLUID AFT	9		186.32	$35.77
A	21000A62	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Two piece propeller shaft equipped			05189966AD	FLUID AFT	4		82.81	$35.77
A	21000A62	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Two piece propeller shaft equipped			68445748AA	BODY ASSY	1		3275.75	$35.77
A	21000A62	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Two piece propeller shaft equipped			68019791AA	D-RING	1		60.04	$35.77
A	21000A62	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Two piece propeller shaft equipped			68269553AA	D-RING	1		19.97	$35.77
A	21000A62	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Two piece propeller shaft equipped			68019797AA	O RING	1		47.49	$35.77
A	21000A62	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Two piece propeller shaft equipped			68269651AA	DISC	6	X	739.42	$35.77
A	21000A62	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Two piece propeller shaft equipped			68244638AA	GASKET	1		54.43	$35.77
A	21000A62	Transmission, Remove and install for recondition - AS68RC/AS69RC			68244579AA	O-RING	1		44.57	$35.77

		; Two piece propeller shaft equipped								
A	21000A62	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Two piece propeller shaft equipped			68253940AA	SEAL RING	4		69.66	$35.77
A	21000A62	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Two piece propeller shaft equipped			68253771AA	BEARING	1		81.10	$35.77
A	21000A62	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Two piece propeller shaft equipped			68253770AA	BEARING	1		53.09	$35.77
A	21000A62	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Two piece propeller shaft equipped			68359847AC	TOC ASSY	1		230.76	$35.77
A	21000A62	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Two piece propeller shaft equipped			68244837AB	PLATE	5		406.73	$35.77
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			05189966AD	FLUID AFT	9		186.32	$321.91
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			05189966AD	FLUID AFT	4		82.81	$321.91
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68445748AA	BODY ASSY	1		3275.75	$321.91
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68019791AA	D-RING	1		60.04	$321.91
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68269553AA	D-RING	1		19.97	$321.91
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68019797AA	O RING	1		47.49	$321.91
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68269651AA	DISC	6	X	739.42	$321.91
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68244638AA	GASKET	1		54.43	$321.91
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68244579AA	O-RING	1		44.57	$321.91
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68253940AA	SEAL RING	4		69.66	$321.91
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68253771AA	BEARING	1		81.10	$321.91
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68253770AA	BEARING	1		53.09	$321.91
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68359847AC	TOC ASSY	1		230.76	$321.91
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68244837AB	PLATE	5		406.73	$321.91
A	21550233	Pan, Oil - Related Repairs ; Aisin Transmission			05189966AD	FLUID AFT	9		186.32	$0.00
A	21550233	Pan, Oil - Related Repairs ; Aisin Transmission			05189966AD	FLUID AFT	4		82.81	$0.00
A	21550233	Pan, Oil - Related Repairs ; Aisin Transmission			68445748AA	BODY ASSY	1		3275.75	$0.00
A	21550233	Pan, Oil - Related Repairs ; Aisin Transmission			68019791AA	D-RING	1		60.04	$0.00
A	21550233	Pan, Oil - Related Repairs ; Aisin Transmission			68269553AA	D-RING	1		19.97	$0.00
A	21550233	Pan, Oil - Related Repairs ; Aisin Transmission			68019797AA	O RING	1		47.49	$0.00
A	21550233	Pan, Oil - Related Repairs ; Aisin Transmission			68269651AA	DISC	6	X	739.42	$0.00
A	21550233	Pan, Oil - Related Repairs ; Aisin Transmission			68244638AA	GASKET	1		54.43	$0.00
A	21550233	Pan, Oil - Related Repairs ; Aisin Transmission			68244579AA	O-RING	1		44.57	$0.00
A	21550233	Pan, Oil - Related Repairs ; Aisin Transmission			68253940AA	SEAL RING	4		69.66	$0.00
A	21550233	Pan, Oil - Related Repairs ; Aisin Transmission			68253771AA	BEARING	1		81.10	$0.00

A	21550233	Pan, Oil - Related Repairs ; Aisin Transmission			68253770AA	BEARING	1		53.09	$0.00
A	21550233	Pan, Oil - Related Repairs ; Aisin Transmission			68359847AC	TOC ASSY	1		230.76	$0.00
A	21550233	Pan, Oil - Related Repairs ; Aisin Transmission			68244837AB	PLATE	5		406.73	$0.00
A	21950158	Valve Body ; Valve body - Replace - Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled)			05189966AD	FLUID AFT	9		186.32	$125.19
A	21950158	Valve Body ; Valve body - Replace - Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled)			05189966AD	FLUID AFT	4		82.81	$125.19
A	21950158	Valve Body ; Valve body - Replace - Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled)			68445748AA	BODY ASSY	1		3275.75	$125.19
A	21950158	Valve Body ; Valve body - Replace - Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled)			68019791AA	D-RING	1		60.04	$125.19
A	21950158	Valve Body ; Valve body - Replace - Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled)			68269553AA	D-RING	1		19.97	$125.19
A	21950158	Valve Body ; Valve body - Replace - Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled)			68019797AA	O RING	1		47.49	$125.19
A	21950158	Valve Body ; Valve body - Replace - Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled)			68269651AA	DISC	6	X	739.42	$125.19
A	21950158	Valve Body ; Valve body - Replace - Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled)			68244638AA	GASKET	1		54.43	$125.19
A	21950158	Valve Body ; Valve body - Replace - Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled)			68244579AA	O-RING	1		44.57	$125.19
A	21950158	Valve Body ; Valve body - Replace - Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled)			68253940AA	SEAL RING	4		69.66	$125.19
A	21950158	Valve Body ; Valve body - Replace - Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled)			68253771AA	BEARING	1		81.10	$125.19
A	21950158	Valve Body ; Valve body - Replace - Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled)			68253770AA	BEARING	1		53.09	$125.19
A	21950158	Valve Body ; Valve body - Replace - Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled)			68359847AC	TOC ASSY	1		230.76	$125.19
A	21950158	Valve Body ; Valve body - Replace - Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled)			68244837AB	PLATE	5		406.73	$125.19

RO Narratives

(RO) Customer Concern:

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

(RO) Cause:

-

(RO) 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 extensive road testing the problemhappened again--removed the transmission anddissassembled--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 verifyrepairt 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

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

AUTOMATIC TRANSMISSION CONCERN [CUSTOMER STATES IT FEEL LIKE VEHICLE HAS AN ER RATIC SHIFT]

(Claim) Cause:

ROAD TESTRED AND FOUND AT THE 3-4 SHIFT THERE IS A FLARE AND THEN IT WILL BANG INTO GEAR

(Claim) Correction:

ATTEMPTED TO REPLACE THE VALVE BODY AND AFTER EXTENSIVE ROAD TESTING THE PROBL EM HAPPENED AGAIN--REMOVED THE TRANSMISSION AND DISSASSEMBLED--FOUND THE K2 CLUTCHES AND PLATES BURNT AND WORN--REPLACED THE K2 CLUTCHES AND PLATES--S EALS FOR THE K2 RETAINER AND PISTON AND REPLACED THE THRUST BEARING--REAAEMBLE D THE UNIT AND REPLACED THE COOLER DUE TO DEBRIS ROAD TESTED TO VERIFY REPAI RT

Warranty Claim Report

Vehicle Information

VIN	3C63R3EL8 [redacted]	**Year**	2020	**Body**	D28P91 - RAM 3500 LARAMIE CREW CAB 4X4
Build Date	09/23/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	11/18/2020
Claim Type	S - Safety (Recalls)	**Repair Date**	05/16/2023
Claim Status	Paid	**Mileage (Miles)**	15,889

Expense

Labor	$442.52	**Sublet**	$650.63	**Part**	$0.00	**Total Paid**	$1,093.15

Dealer Information

Code	43480	**Name**	VICTORY MOTORS OF CRAIG INC	**Zone**	74	DENVER
Address	2705 W 1ST STREET , CRAIG, CO 81625					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	14Y78182	Safety Recall Y78 - High Pressure Fuel Pump ; Replace High Pressure Fuel Pump and Reprogram PCM	UC	UNCODABLE (NARRATIVE REQUIRED)	CSRLY781AA	MODULEKIT	1	X	650.63	$418.60
B	23ZB8181	Safety Recall ZB8 - Tailgate Latch Alignment ; Inspect Tailgate Strikers for Alignment	UC	UNCODABLE (NARRATIVE REQUIRED)						$23.92

RO Narratives

(RO) Customer Concern:

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

(RO) Cause:

Inspection Found No DTCs Set at this time. Perfomed 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

(RO) 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

(RO) Technical Notes:

NO CODES IN SYSTEM HARD SHIFTING POWERTRAIN AUTHORIZATION IS ATTACHED AS WELL THANK YOU

GCS Narratives

(Claim) Customer Concern:

AUTOMATIC TRANSMISSION CONCERN [CUSTOMER STATES HARD SHIFTING UPWARD AND DOW NWARD. 2ND TO FIRST IS THE WORST]

(Claim) Cause:

FOUND NO DTCS SET AT THIS TIME. PERFORMED TEST DRIVE AND FOUND TRANSMISSION H ARSH SHIFTING. PERFORMED TRANSMISSION QUICKLEARN. AND REVERIFIED. TRANS MISSION STILL ACTING IRREGULAR. PERFORMED TEAR DOWN AND FOUND METAL CHUNKS AND DEBRIS IN TRANSMISSION OIL FILTER. AS PER DIAGNOSTIC TESTS REPLACE TRANS MISSION AND TRANS COOLER

(Claim) Correction:

REPLACED TRANSMISSION, TRANSMISSION OIL COOLER AND COOLER VALVE BLOCK AND RETE ST.

Warranty Claim Report

Vehicle Information

VIN	3C63R3EL8 - [redacted]	**Year**	2020	**Body**	D28P91 - RAM 3500 LARAMIE CREW CAB 4X4
Build Date	09/23/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	11/18/2020
Claim Type	W Warranty	**Repair Date**	05/16/2023
Claim Status	Paid	**Mileage (Miles)**	15,866

Expense

Labor	$920 92	**Sublet**	$6,956 48	**Part**	$430 00	**Total Paid**	$8,307 40

Dealer Information

Code	43480	**Name**	VICTORY MOTORS OF CRAIG INC	**Zone**	74	DENVER
Address	2705 W 1ST STREET , CRAIG, CO 81625					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	21000169	Transmission ; DEF equipped 2500 3500 4x4 pick up only			68498560AB	TRANSMISS	1	X	6400.41	$71.76
A	21000169	Transmission ; DEF equipped 2500 3500 4x4 pick up only			68359847AC	TOC ASSY	1		143 37	$71 76
A	21000169	Transmission ; DEF equipped 2500 3500 4x4 pick-up only			05189977AD	FLUID AFT	3		156 38	$71 76
A	21000169	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			06511777AA	BOLT	6		21.79	$71.76
A	21000169	Transmission ; DEF equipped 2500-3500 4x4 pick up only			68322497AC	COOLER	1		234.53	$71.76
A	21002712	Transmission, Replace automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	68498560AB	TRANSMISS	1	X	6400 41	$466 44
A	21002712	Transmission, Replace automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	68359847AC	TOC ASSY	1		143 37	$466 44
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	05189977AD	FLUID AFT	3		156.38	$466.44
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	06511777AA	BOLT	6		21.79	$466.44
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	68322497AC	COOLER	1		234.53	$466.44
A	21002766	Transmission, Replace automatic ; 4x4/AWD equipped			68498560AB	TRANSMISS	1	X	6400 41	$71 76
A	21002766	Transmission, Replace automatic ; 4x4/AWD equipped			68359847AC	TOC ASSY	1		143 37	$71 76
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			05189977AD	FLUID AFT	3		156.38	$71.76
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			06511777AA	BOLT	6		21.79	$71.76
A	21002766	Transmission, Replace automatic ; 4x4/AWD			68322497AC	COOLER	1		234.53	$71.76

		equipped								
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68498560AB	TRANSMISS	1	X	6400.41	$215.28
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68359847AC	TOC ASSY	1		143.37	$215.28
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			05189977AD	FLUID AFT	3		156.38	$215.28
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			06511777AA	BOLT	6		21.79	$215.28
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68322497AC	COOLER	1		234.53	$215.28
A	85700001	Digital Imaging ; Process time			68498560AB	TRANSMISS	1	X	6400.41	$95.68
A	85700001	Digital Imaging ; Process time			68359847AC	TOC ASSY	1		143.37	$95.68
A	85700001	Digital Imaging ; Process time			05189977AD	FLUID AFT	3		156.38	$95.68
A	85700001	Digital Imaging ; Process time			06511777AA	BOLT	6		21.79	$95.68
A	85700001	Digital Imaging ; Process time			68322497AC	COOLER	1		234.53	$95.68
A	95850150	Special handling			68498560AB	TRANSMISS	1	X	6400.41	$430.00
A	95850150	Special handling			68359847AC	TOC ASSY	1		143.37	$430.00
A	95850150	Special handling			05189977AD	FLUID AFT	3		156.38	$430.00
A	95850150	Special handling			06511777AA	BOLT	6		21.79	$430.00
A	95850150	Special handling			68322497AC	COOLER	1		234.53	$430.00

RO Narratives

(RO) Customer Concern:

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

(RO) Cause:

Inspection Found No DTCs Set at this time. Perfomed 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

(RO) 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

(RO) Technical Notes:

NO CODES IN SYSTEM. HARD SHIFTING POWERTRAIN AUTHORIZATION IS ATTACHED AS WELL. THANK YOU

GCS Narratives

(Claim) Customer Concern:

AUTOMATIC TRANSMISSION CONCERN [CUSTOMER STATES HARD SHIFTING UPWARD AND DOW NWARD. 2ND TO FIRST IS THE WORST]

(Claim) Cause:

FOUND NO DTCS SET AT THIS TIME. PERFORMED TEST DRIVE AND FOUND TRANSMISSION H ARSH SHIFTING. PERFORMED TRANSMISSION QUICKLEARN. AND REVERIFIED. TRANS MISSION STILL ACTING IRREGULAR. PERFORMED TEAR DOWN AND FOUND METAL CHUNKS AND DEBRIS IN TRANSMISSION OIL FILTER. AS PER DIAGNOSTIC TESTS REPLACE TRANS MISSION AND TRANS COOLER

(Claim) Correction:

REPLACED TRANSMISSION, TRANSMISSION OIL COOLER AND COOLER VALVE BLOCK AND RETE ST.

Warranty Claim Report

Vehicle Information

VIN	3C7WRNFL8 [redacted]	**Year**	2020	**Body**	DP0L94 - RAM 5500 CREW CAB CHASSIS
Build Date	03/18/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	04/22/2021
Claim Type	S - Safety (Recalls)	**Repair Date**	05/18/2023
Claim Status	Paid	**Mileage (Miles)**	92,310

Expense

Labor	$665.09	**Sublet**	$786.11	**Part**	$0.00	**Total Paid**	$1,451.20

Dealer Information

Code	60722	**Name**		**Zone**	70	PHOENIX
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
C	14Y78182	Safety Recall Y78 - High Pressure Fuel Pump ; Replace High Pressure Fuel Pump and Reprogram PCM	UC	UNCODABLE (NARRATIVE REQUIRED)	CSRLY781AA	MODULEKIT	1	X	743.00	$465.57
C	14Y78182	Safety Recall Y78 - High Pressure Fuel Pump ; Replace High Pressure Fuel Pump and Reprogram PCM	UC	UNCODABLE (NARRATIVE REQUIRED)	68218064AC	FLUID	1		12.87	$465.57
D	05ZA5182	Safety Recall ZA5 - Rear Brake Hose ; Replace both Rear Brake Hose/Tube Assemblies	UC	UNCODABLE (NARRATIVE REQUIRED)	CSCLZA51AA	LINE	1	X	20.48	$93.11
D	05ZA5182	Safety Recall ZA5 - Rear Brake Hose ; Replace both Rear Brake Hose/Tube Assemblies	UC	UNCODABLE (NARRATIVE REQUIRED)	04318080AD	FLUID	1		9.76	$93.11
A	18Y21181	Safety Recall Y21 - Powertrain Control Module Software ; Module, Engine Control (ECM) - Inspect	UC	UNCODABLE (NARRATIVE REQUIRED)						$26.60
B	22Y26181	Safety Recall Y26 - Wheel Studs ; Inspect Wheel Studs	UC	UNCODABLE (NARRATIVE REQUIRED)						$79.81

RO Narratives

(RO) Customer Concern:

TRANSMISSION REPAIR CHECK ENGINE LIGHT CUSTOMER STATES PERFORM RECALL CUSTOMER STATES PERFORM RECALL CUSTOMER STATES PERFORM RECALL CUSTOMER STATES PERFORM RECALL

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

EXCESSIVE METAL FOUND IN FLUID SAMPLE

GCS Narratives

(Claim) Customer Concern:

Y21 2019-2020 HD POWERTRAIN CONTROL MODULE S SO Y26 2012-21 D TRUCK M14 WHEEL STUDS SEE CAMPGN JU Y78 2019-2020 RAM HD HIGH PRESSURE FUEL PUMP SEE [redacted] 2019-2020 DP REAR BRAKE HOSE FTWARE JUNE 17, 2021 MPGN NOVEMBER 18, 2021 NE 8, 2021 CUSTOMER STATES THE VEHICLE HAS TRANSMISSION IS SUES THE VEHICLE WILL NOT MOVE WHEN TRYING TO ACCE LERATE.

(Claim) Cause:

ZA5 RECALL Y21 RECALL Y26 RECALL. Y78 RECALL CHECKED FLUID-OK HOWEVER SMELLS SCORCHED. TEST DROVE, SHIFT FLARE FROM 2-3 AND 4-5 BETWEEN SPEEDS O F 15-30 AND 45-60MPH. REFERENCE STAR CASE [redacted] INSPECTED TCASE, NO FAULT FOUND. IN THE PARKI NG LOT, THE VEHICLE FELT AS IF IT WAS CAUGHT BETWE EN D AND R AND BOUNCED BACK AND FORTH UNTIL WHAT FELT LIKE IT SLIPPED IN TO PARK EVEN THOUGHT THE SHIFTER WAS PHYSICALLY I N DRIVE THE WHOLE TIME, I HAD TO SHIFT INTO PARK A ND BACK TO DRIVE IN ORDER TO MOVE. VEHICLE ALSO HES ITATES SHIFTING INTO R. NO PIDS AVAILABLE TO MONI TOR LINE PRESSURES. AT THIS POINT WITH THE SHIFT FLARES AND SCORCHED FLUID I'D RECOMMEND REMOVING T HE VALVE BODY FOR INSPECTION. REMOVED THE TRANS OIL PAN. TOOK A SAMPLE OF THE FLUID, FOUND IT WAS HEAVI LY SCORCHED AND FULL OF METAL. LOOKING IN THE PAN , THERE WERE STEEL PIECES STUCK TO THE MA GNETS. IT LOOKS AS IF INTERNAL COMPONENTS ARE STARTING TO COME APART. VEHICLE IS EQUIPPED WITH AFTERMARKET FLAT BED. RECOMMEND REPLACING THE T RANS ASSEMBLY AND OIL COOLER WHILE FLUSHING THE LINE S.

(Claim) Correction:

REPLACED BOTH REAR BRAKE LINES AS PER ZA5 RECALL. RE FOUND PCM TO BE UP TO DATE AT THIS TIME. RETURNED VE REPLACED HIGH PRESSURE FUEL PUMP AND UPDATED PCM AS TESTED LUG STUDS FOUND ALL TO BE WITHIN SPEC AS PE TURNED VEHICLE TO CUSTOMER. PER Y78 RECALL. RETURNED VEHICLE TO CUSTOMER. CURR HICLE TO CUSTOMER. R Y26 RECALL. TORQUE TIRE TO PROPER TORQUE AND RETU ENT PART NUMBER 51361032AG TO TARGETED PART NUMBER RNED VEHICLE TO CUSTOMER. P5361032PB. AFTER APPROVAL REMOVED TRANSMISSION AND REPLA CED WITH A NEW TRANSMISSION. REPLACED C OOLER BYPASS BLOCK AND TRANSMISSION COOLER. TOPPED WITH FLUID AND TESTED FOUND THAT EVERYTHING IS WORKING AS DESIGNED.

Warranty Claim Report

Vehicle Information

VIN	3C7WRNFL8 [redacted]	**Year**	2020	**Body**	DP0L94 RAM 5500 CREW CAB CHASSIS
Build Date	03/18/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	04/22/2021
Claim Type	W Warranty	**Repair Date**	05/18/2023
Claim Status	Paid	**Mileage (Miles)**	92,310

Expense

Labor	$1,197 19	**Sublet**	$8,036 89	**Part**	$0 00	**Total Paid**	$9,234 08

Dealer Information

Code	60722	**Name**		**Zone**	70 PHOENIX
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	21002712	Transmission, Replace automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	05189966AD	FLUID AFT	9		132 18	$518 78
A	21002712	Transmission, Replace automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	68498557AB	TRANSMISS	1	X	7473 17	$518 78
A	21002712	Transmission, Replace automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	68322497AC	COOLER	1		267 82	$518 78
A	21002712	Tran mi ion, Replace automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	68359847AC	TOC ASSY	1		163 72	$518 78
A	21002760	Transmission, Replace automatic ; Skid plate equipped			05189966AD	FLUID AFT	9		132 18	$53 21
A	21002760	Transmission, Replace automatic ; Skid plate equipped			68498557AB	TRANSMISS	1	X	7473 17	$53 21
A	21002760	Transmission, Replace automatic ; Skid plate equipped			68322497AC	COOLER	1		267 82	$53 21
A	100 760	Transmission, Replace automatic ; kid plate equipped			68 59847AC	TOC A Y	1		16 7	$5 1
A	21002762	Tran mi ion, Replace automatic ; Two piece propeller shaft equipped			05189966AD	FLUID AFT	9		132 18	$26 60
A	21002762	Transmission, Replace automatic ; Two piece propeller shaft equipped			68498557AB	TRANSMISS	1	X	7473 17	$26 60
A	21002762	Transmission, Replace automatic ; Two piece propeller shaft equipped			68322497AC	COOLER	1		267 82	$26 60
A	21002762	Transmission, Replace automatic ; Two piece propeller shaft equipped			68359847AC	TOC ASSY	1		163 72	$26 60
A	21002766	Transmission, Replace automatic ; 4x4/AWD equipped			05189966AD	FLUID AFT	9		132 18	$79 81
A	21002766	Transmission, Replace automatic ; 4x4/AWD equipped			68498557AB	TRANSMISS	1	X	7473 17	$79 81
A	21002766	Transmission, Replace automatic ; 4x4/AWD			68322497AC	COOLER	1		267 82	$79 81

		equipped								
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			68359847AC	TOC ASSY	1		163 72	$79 81
A	21002795	Transmission, Replace automatic ; Aisin (AS68/69RC) Transmission Diagnostic Teardown/Reassembly Procedure			05189966AD	FLUID AFT	9		132.18	$172.93
A	21002795	Transmission, Replace - automatic ; Aisin (AS68/69RC) Transmission Diagnostic Teardown/Reassembly Procedure			68498557AB	TRANSMISS	1	X	7473.17	$172.93
A	21002795	Transmission, Replace - automatic ; Aisin (AS68/69RC) Transmission Diagnostic Teardown/Reassembly Procedure			68322497AC	COOLER	1		267.82	$172.93
A	21002795	Transmission, Replace - automatic ; Aisin (AS68/69RC) Transmission Diagnostic Teardown/Reassembly Procedure			68359847AC	TOC ASSY	1		163.72	$172.93
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			05189966AD	FLUID AFT	9		132.18	$239.44
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68498557AB	TRANSMISS	1	X	7473.17	$239.44
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68322497AC	COOLER	1		267.82	$239.44
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68359847AC	TOC ASSY	1		163.72	$239.44
A	85700001	Digital Imaging ; Process time			05189966AD	FLUID AFT	9		132.18	$106.42
A	85700001	Digital Imaging ; Process time			68498557AB	TRANSMISS	1	X	7473.17	$106.42
A	85700001	Digital Imaging ; Process time			68322497AC	COOLER	1		267.82	$106.42
A	85700001	Digital Imaging ; Process time			68359847AC	TOC ASSY	1		163.72	$106.42

RO Narratives

(RO) Customer Concern:

TRANSMISSION REPAIR CHECK ENGINE LIGHT CUSTOMER STATES PERFORM RECALL CUSTOMER STATES PERFORM RECALL CUSTOMER STATES PERFORM RECALL CUSTOMER STATES PERFORM RECALL

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

EXCESSIVE METAL FOUND IN FLUID SAMPLE

GCS Narratives

(Claim) Customer Concern:

Y21 2019-2020 HD POWERTRAIN CONTROL MODULE S SO Y26 2012-21 D TRUCK M14 WHEEL STUDS SEE CAMPGN JU Y78 2019-2020 RAM HD HIGH PRESSURE FUEL PUMP SEE CA ZA5 2019-2020 DP REAR BRAKE HOSE FTWARE JUNE 17, 2021 MPGN NOVEMBER 18, 2021 NE 8, 2021 CUSTOMER STATES THE VEHICLE HAS TRANSMISSION IS SUES THE VEHICLE WILL NOT MOVE WHEN TRYING TO ACCE LERATE.

(Claim) Cause:

ZA5 RECALL Y21 RECALL Y26 RECALL. Y78 RECALL CHECKED FLUID-OK HOWEVER SMELLS SCORCHED. TEST DROVE, SHIFT FLARE FROM 2-3 AND 4-5 BETWEEN SPEEDS O F 15-30 AND 45-60MPH. REFERENCE STAR CASE [redacted] INSPECTED TCASE, NO FAULT FOUND. IN THE PARKI NG LOT, THE VEHICLE FELT AS IF IT WAS CAUGHT BETWE EN D AND R AND BOUNCED BACK AND FORTH UNTIL WHAT FELT LIKE IT SLIPPED IN TO PARK EVEN THOUGHT THE SHIFTER WAS PHYSICALLY I N DRIVE THE WHOLE TIME, I HAD TO SHIFT INTO PARK A ND BACK TO DRIVE IN ORDER TO MOVE. VEHICLE ALSO HES ITATES SHIFTING INTO R. NO PIDS AVAILABLE TO MONI TOR LINE PRESSURES. AT THIS POINT WITH THE SHIFT FLARES AND SCORCHED FLUID I'D RECOMMEND REMOVING T HE VALVE BODY FOR INSPECTION. REMOVED THE TRANS OIL PAN. TOOK A SAMPLE OF THE FLUID, FOUND IT WAS HEAVI LY SCORCHED AND FULL OF METAL. LOOKING IN THE PAN , THERE WERE STEEL PIECES STUCK TO THE MA GNETS. IT LOOKS AS IF INTERNAL COMPONENTS ARE STARTING TO COME APART. VEHICLE IS EQUIPPED WITH AFTERMARKET FLAT BED. RECOMMEND REPLACING THE T RANS ASSEMBLY AND OIL COOLER WHILE FLUSHING THE LINE S.

(Claim) Correction:

REPLACED BOTH REAR BRAKE LINES AS PER ZA5 RECALL. RE FOUND PCM TO BE UP TO DATE AT THIS TIME. RETURNED VE REPLACED HIGH PRESSURE FUEL PUMP AND UPDATED PCM AS TESTED LUG STUDS FOUND ALL TO BE WITHIN SPEC AS PE TURNED VEHICLE TO CUSTOMER. PER Y78 RECALL. RETURNED VEHICLE TO CUSTOMER. CURR HICLE TO CUSTOMER. R Y26 RECALL. TORQUE TIRE TO PROPER TORQUE AND RETU ENT PART NUMBER 51361032AG TO TARGETED PART NUMBER RNED VEHICLE TO CUSTOMER. P5361032PB. AFTER APPROVAL REMOVED TRANSMISSION AND REPLA CED WITH A NEW TRANSMISSION. REPLACED C OOLER BYPASS BLOCK AND TRANSMISSION COOLER. TOPPED WITH FLUID AND TESTED FOUND THAT EVERYTHING IS WORKING AS DESIGNED.

Warranty Claim Report

Vehicle Information

VIN	3C7WRLEL0 [redacted]	**Year**	2021	**Body**	DP9L93 RAM 4500 CREW CAB CHASSIS
Build Date	05/25/2021	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	07/20/2021
Claim Type	W Warranty	**Repair Date**	05/26/2023
Claim Status	Paid	**Mileage (Miles)**	55,511

Expense

Labor	$1,623 26	**Sublet**	$14,731 14	**Part**	$0 00	**Total Paid**	$16,354 40

Dealer Information

Code	45489	**Name**	BLACK CHRY LER DODGE JEEP RAM	**Zone**	66	ORLANDO
Address	831 SALISBURY RD , STATESVILLE, NC 28677					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	21000169	Transmission ; DEF equipped 2500 3500 4x4 pick up only			68498557AB	TRANSMISS	1	X	7185 56	$86 19
A	21000169	Transmission ; DEF equipped 2500 3500 4x4 pick up only			06511777AA	BOLT	6		23 92	$86 19
A	21000169	Transmission ; DEF equipped 2500 3500 4x4 pick up only			68322494AC	COOLER	1		245 89	$86 19
A	21002712	Tran mi ion, Replace automatic ; AS68RC/AS69RC	ML	CHECK ENGINE/SERVICE ENGINE SO	68498557AB	TRANSMISS	1	X	7185 56	$560 24
A	21002712	Transmission, Replace automatic ; AS68RC/AS69RC	ML	CHECK ENGINE/SERVICE ENGINE SO	06511777AA	BOLT	6		23 92	$560 24
A	21002712	Transmission, Replace automatic ; AS68RC/AS69RC	ML	CHECK ENGINE/SERVICE ENGINE SO	68322494AC	COOLER	1		245 89	$560 24
A	21002762	Transmission, Replace automatic ; Two piece propeller shaft equipped			68498557AB	TRANSMISS	1	X	7185 56	$28 73
A	21002762	Transmission, Replace automatic ; Two piece propeller shaft equipped			06511777AA	BOLT	6		23 92	$28 73
A	21002762	Transmission, Replace automatic ; Two piece propeller shaft equipped			68322494AC	COOLER	1		245 89	$28 73
A	21002766	Transmission, Replace automatic ; 4x4/AWD equipped			68498557AB	TRANSMISS	1	X	7185 56	$86 19
A	21002766	Transmission, Replace automatic ; 4x4/AWD equipped			06511777AA	BOLT	6		23 92	$86 19
A	21002766	Transmission, Replace automatic ; 4x4/AWD equipped			68322494AC	COOLER	1		245 89	$86 19
A	21251050	Lines, transmission and torque converter oil cooler ; One or Both (1 Semi Skilled)			68498557AB	TRANSMISS	1	X	7185 56	$100 56

A	21251050	Lines, transmission and torque converter oil cooler ; One or Both (1 - Semi-Skilled)			06511777AA	BOLT	6		23.92	$100.56
A	21251050	Lines, transmission and torque converter oil cooler ; One or Both (1 - Semi-Skilled)			68322494AC	COOLER	1		245.89	$100.56
B	21000169	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68498557AB	TRANSMISS	1	X	7185.56	$86.19
B	21000169	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			06511777AA	BOLT	6		23.92	$86.19
B	21000169	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			06511777AA	BOLT	6		23.92	$86.19
B	21000169	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			05189966AD	FLUID AFT	3		42.37	$86.19
B	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	68498557AB	TRANSMISS	1	X	7185.56	$560.24
B	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	06511777AA	BOLT	6		23.92	$560.24
B	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	06511777AA	BOLT	6		23.92	$560.24
B	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	05189966AD	FLUID AFT	3		42.37	$560.24
B	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			68498557AB	TRANSMISS	1	X	7185.56	$28.73
B	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			06511777AA	BOLT	6		23.92	$28.73
B	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			06511777AA	BOLT	6		23.92	$28.73
B	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			05189966AD	FLUID AFT	3		42.37	$28.73
B	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			68498557AB	TRANSMISS	1	X	7185.56	$86.19
B	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			06511777AA	BOLT	6		23.92	$86.19
B	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			06511777AA	BOLT	6		23.92	$86.19
B	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			05189966AD	FLUID AFT	3		42.37	$86.19

RO Narratives

(RO) Customer Concern:

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

(RO) Cause:

DTC P0731 AND P0732 ARE SET ACTIVE. TRANSMISSION WAS PREVIOULY 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 TRANSMISSON 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.

(RO) 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 TRANSMISSON 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 TRANSMISSON FLUID LEVEL. TEST DROVE VEHICLE NO DTC PRESENT. NO ABNORMAL NOISE OR SHIFS PRESENT. VEHICLE WILL BE RETURNED TO THE CUSTOMER.

(RO) Technical Notes:

ABNORMAL NOISE

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CHECK FOR AN ABNORMAL NOISE COMING FROM | | CUSTOMER STATES THE CHECK ENGINE LIGHT IS ON AND FEELS LIKE | | THE TRANS WHILE DRIVING THE VEHICLE IS STUCK IN 3RD GEAR (PRELIMINARY DIAGNOSTIC FEE | |)

(Claim) Cause:

NO DTCS PRESENT. ABNORMAL VIBRATION NOISE COMING FROM | | TRANSMISSON DURING SHIFTS. TOOK A FLUID SAMPLE. METAL | | DTC P0731 AND P0732 ARE SET ACTIVE. TRANSMISSION WAS | | IS PRESENT IN THE TRANSMISSION FLUID SAMPLE. THE REPLACEMENT | | PREVIOULY REPLACED AND COOLER AND LINES WERE FLUSHED. | | TRANSMISSION IS DEFECTIVE AND WILL BE REPLACED WITH A | | STAR WAS CONTACTED. STAR STATED TO REPLACE THE TRANSMISSION | | ANOTHER NEW TRANSMISSION. AGAIN. THE OIL COOLER WILL BE REPLACED THIS TIME AND THE | | LINES WILL BE FLUSHED AGAIN.

(Claim) Correction:

FLUSHED TRANSMISSON COOLER AND LINES WITH FRESH TRANSMISSION | | 2. FLUID. REMOVED FRONT AND REAR DRIVESHAFTS. REMOVED CROSSMEM | | 3. REMOVED 2 PEICE DRIVE SHAFT AND PROPEPELLOR SHAFT. | | 2. BER. REMOVED TRANSFER CASE. REMOVED TRANSMISSION. INSTALLED | | 4. REMOVED TRANSMISSION. INSTALLED NEW TRANSMISSION. | | 3. NEW TRANSMISSION USING NEW TORQUE CONVERTER BOLTS. INSTALLED | | USING NEW TORQUED CONVERTOR BOLTS. LOWERED VEICLE. RMEOVED | | 4. GRILLE. REMOVED TRANS COOLER. FLUSHED COOLER LINES USING | | 5. OTHER REMOVED PARTS. BROUGHT VEHICLE TO OPERATING TEMP. 5. FRESH TRANS FLUID. INSTALLED NEW COOLER CONNECTED LINES. | | 6. ADJUSTED TRANSMISSON FLUID LEVEL. TEST DROVE VEHICLE NO | | 7. DTC PRESENT. NO ABNORMAL NOISE OR SHIFS PRESENT. VEHIC | | 6. PERFORMED QUICK LEARN WITH SCAN TOOL. TOPPED OFF FLUID. | | 7. CLEARED DTCS. TEST DROVE VEHICLE. NO DTCS HAVE RETURNE LE | | 8. WILL BE RETURNED TO THE CUSTOMER. D. | | 8. REPAIR COMPLETE.

Warranty Claim Report

Vehicle Information

VIN	3C7WRNFL7 - [redacted]	**Year**	2019	**Body**	DP0L94 - RAM 5500 CREW CAB CHASSIS
Build Date	02/13/2019	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	05/30/2019
Claim Type	F - Service Contract	**Repair Date**	05/27/2023
Claim Status	Paid	**Mileage (Miles)**	190,955

Expense

Labor	$0.00	**Sublet**	$0.00	**Part**	$110.00	**Total Paid**	$110.00

Dealer Information

Code	45056	**Name**	HELFMAN DODGE INC	**Zone**	63	DALLAS
Address	7720 KATY FREEWAY , HOUSTON, TX 77024					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26860303	Maintenance Interval - Schedule B ; To be used every 3,000 Intervals	MC	MAINTENANCE CARE						$0.00
A	95260001	Maintenance Allowance ; Fixed Cost Maintenance								$110.00

RO Narratives

(RO) Customer Concern:
(B-SYNTHETIC OILFILTER)

(RO) Cause:
CUSTOMER REQUESTED

(RO) Correction:
PERFORMED OIL CHANGE FLUIDS FILLED

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
(B-SYNTHETIC OILFILTER)

(Claim) Cause:
CUSTOMER REQUESTED

(Claim) Correction:
PERFORMED OIL CHANGE FLUIDS FILLED

Warranty Claim Report

Vehicle Information

VIN	3C63R3KL4 - [redacted]	**Year**	2021	**Body**	D28R92 - RAM 3500 LONGHORN CREW CAB 4X4
Build Date	06/04/2021	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	06/28/2021
Claim Type	S - Safety (Recalls)	**Repair Date**	06/01/2023
Claim Status	Paid	**Mileage (Miles)**	43,841

Expense

Labor	$30.49	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$30.49

Dealer Information

Code	65191	**Name**	ADEL CHRYSLER INC	**Zone**	51	CHICAGO
Address	818 COURT ST , ADEL, IA 50003					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	23ZB8181	Safety Recall ZB8 - Tailgate Latch Alignment ; Inspect Tailgate Strikers for Alignment	UC	UNCODABLE (NARRATIVE REQUIRED)						$30.49

RO Narratives

(RO) Customer Concern:

CHECK AND PERFORM RECALLS AS NEEDED DIESEL OIL CHANGE SERVICE, PERFORM 27 POINT INSPE MOPAR EXPRESS LANE INSPECTION INSTALL DIESEL FUEL FILTERS

(RO) Cause:

customer stated they had been notified of a

(RO) Correction:

Completed On Line Inspection, Customer will Replace frame and engine mounted fuel filters

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3C7WRSCL2 - [redacted]	**Year**	2020	**Body**	DD3L93 - RAM 3500 CREW CAB CHASSIS
Build Date	11/09/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	01/20/2021
Claim Type	S - Safety (Recalls)	**Repair Date**	06/13/2023
Claim Status	Paid	**Mileage (Miles)**	98,338

Expense

Labor	$701.39	**Sublet**	$757.83	**Part**	$0.00	**Total Paid**	$1,459.22

Dealer Information

Code	63509	**Name**	BERGERON CHRYSLER-JEEP	**Zone**	63	DALLAS
Address	3525 VETERANS MEMORIAL BLVD , METAIRIE, LA 70010					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
B	14Y78182	Safety Recall Y78 - High Pressure Fuel Pump ; Replace High Pressure Fuel Pump and Reprogram PCM	UC	UNCODABLE (NARRATIVE REQUIRED)	CSRLY781AA	MODULEKIT	1	X	757.83	$598.75
A	22Y26181	Safety Recall Y26 - Wheel Studs ; Inspect Wheel Studs	UC	UNCODABLE (NARRATIVE REQUIRED)						$102.64

RO Narratives

(RO) Customer Concern:

AUTOMATIC TRANS FOBIK KEY CUT RECALL (generic) RECALL (generic) MULTIPOINT INSP BATTERY

(RO) Cause:

VEHICLE DOES NOT MOVE. PUSHED INTO SHOP. FOUND CUSTOMER REQUESTED CAMPAIGN Y26 BE PERFORMED. CUSTOMER REQUESTED CAMPAIGN Y78 BE PERFORMED.

(RO) 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.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES TRANSMISSION INOPERABLE $180 DI AGNOSTIC

(Claim) Cause:

VEHICLE DOES NOT MOVE. PUSHED INTO SHOP. FOUND DT CS P0868 ACTIVE IN TCM. VERIFIED FLUID LEVEL OK. FLUID VERY BURNT. REMOVED TRANSMISSION PAN TO INSPEC T. FOUND HEAVY DEBRIS IN PAN. INTERNAL TRANSMIS SION FAILURE

(Claim) Correction:

REPLACED TRANSMISSION ASSEMBLY. REPLACED TR ANSMISSION COOLER AND BYPASS VALVE. SET FLUID LEVE L, CLEARED CODES AND PERFORMED QUICK LEARN

Warranty Claim Report

Vehicle Information

VIN	3C7WRSCL2 [redacted]	**Year**	2020	**Body**	DD3L93 RAM 3500 CREW CAB CHASSIS
Build Date	11/09/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	01/20/2021
Claim Type	W Warranty	**Repair Date**	06/13/2023
Claim Status	Paid	**Mileage (Miles)**	98, 8

Expense

Labor	$1,077 74	**Sublet**	$9,472 90	**Part**	$0 00	**Total Paid**	$10,509 84

Dealer Information

Code	63509	**Name**	BERGERON CHRYSLER JEEP	**Zone**	63	DALLAS
Address	3525 VETERANS MEMORIAL BLVD , METAIRIE, LA 70010					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	21002712	Transmission, Replace automatic ; AS68RC/AS69RC	ML	CHECK ENGINE/SERVICE ENGINE SO	68498422AB	TRANSMISS	1	X	8988 24	$667 17
A	21002712	Transmission, Replace automatic ; AS68RC/AS69RC	ML	CHECK ENGINE/SERVICE ENGINE SO	68322494AC	COOLER	1		276 70	$667 17
A	21002712	Transmission, Replace automatic ; AS68RC/AS69RC	ML	CHECK ENGINE/SERVICE ENGINE SO	68359847AC	TOC ASSY	1		178 00	$667 17
A	21002712	Transmission, Replace automatic ; A 68RC/A 69RC	ML	CHECK ENGINE/SERVICE ENGINE O	05189966AD	FLUID AFT	2		29 96	$667 17
A	21002762	Transmission, Replace automatic ; Two piece propeller shaft equipped			68498422AB	TRANSMISS	1	X	8988 24	$34 21
A	21002762	Tra smission, Replace automatic ; Two piece propeller shaft equipped			68322494AC	COOLER	1		276 70	$34 21
A	100 76	Transmission, Replace automatic ; Two piece propeller haft equipped			68 59847AC	TOC A Y	1		178 00	$ 4 1
A	21002762	Tran mi ion, Replace automatic ; Two piece propeller shaft equipped			05189966AD	FLUID AFT	2		29 96	$34 21
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 killed)			68498422AB	TRANSMISS	1	X	8988 24	$307 93
A	1 5 050	Oil cooler, external / auxiliary ; Cooler (Skilled)			68 494AC	COOLER	1		76 70	$ 07 9
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 Skilled)			68359847AC	TOC ASSY	1		178 00	$307 93
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 Skilled)			05189966AD	FLUID AFT	2		29 96	$307 93
A	24011002	A/C Performance Test, recovery and recharge ; Note Powertrain This operation i u ed			68498422AB	TRANSMISS	1	X	8988 24	$68 43

		whenever discharge of the A/C system is required to allow service of A/C non-plumbing / powertrain repair								
A	24011002	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			68322494AC	COOLER	1		276.70	$68.43
A	24011002	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			68359847AC	TOC ASSY	1		178.00	$68.43
A	24011002	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			05189966AD	FLUID AFT	2		29.96	$68.43

RO Narratives

(RO) Customer Concern:

AUTOMATIC TRANS FOBIK KEY CUT RECALL (generic) RECALL (generic) MULTIPOINT INSP BATTERY

(RO) Cause:

VEHICLE DOES NOT MOVE. PUSHED INTO SHOP. FOUND CUSTOMER REQUESTED CAMPAIGN Y26 BE PERFORMED. CUSTOMER REQUESTED CAMPAIGN Y78 BE PERFORMED.

(RO) 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.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES TRANSMISSION INOPERABLE $180 DI AGNOSTIC

(Claim) Cause:

VEHICLE DOES NOT MOVE. PUSHED INTO SHOP. FOUND DT CS P0868 ACTIVE IN TCM. VERIFIED FLUID LEVEL OK. FLUID VERY BURNT. REMOVED TRANSMISSION PAN TO INSPEC T. FOUND HEAVY DEBRIS IN PAN. INTERNAL TRANSMIS SION FAILURE

(Claim) Correction:

REPLACED TRANSMISSION ASSEMBLY. REPLACED TR ANSMISSION COOLER AND BYPASS VALVE. SET FLUID LEVE L, CLEARED CODES AND PERFORMED QUICK LEARN

Warranty Claim Report

Vehicle Information

VIN	3C7WRNBL9[redacted]	**Year**	2023	**Body**	DP0L64 - RAM 5500 REG CAB CHASSIS
Build Date	01/11/2023	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	05/23/2023
Claim Type	W - Warranty	**Repair Date**	06/15/2023
Claim Status	Paid	**Mileage (Miles)**	256

Expense

Labor	$1,122.22	**Sublet**	$6,760.66	**Part**	$0.00	**Total Paid**	$7,882.88

Dealer Information

Code	61595	**Name**	MC PEEK'S DODGE ANAHEIM	**Zone**	71	LOS ANGELES	
Address	1221 S AUTO CENTER DR , ANAHEIM, CA 92806						

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	02110105	Axle, front assembly ; 235-275 mm	52	IMPROPERLY MACHINED	68567307AA	AXLE	1	X	6760.66	$1,048.63
A	02110160	Axle, front assembly ; Wheel house extension equipped			68567307AA	AXLE	1	X	6760.66	$73.59

RO Narratives

(RO) Customer Concern:

install side steps MISCELLANEOUS vehicle pulls to the right, check and advise MISCELLANEOUS when braking, vehicle dives to the right, check and advise MISCELLANEOUS when shifting into drive, does not click into drive, check and advise MISCELLANEOUS when braking vehicle dives to the right Need to set toe after replacing front axle.

(RO) Cause:

Install side steps per customer request Rotated front tires from left to right and right to left, condition still present , contact TA jeff shmanske , he request to replaced front axle assembly to correct condition . . . MISCELLANEOUS when braking, vehicle dives to the right, check and advise . . . .. MISCELLANEOUS when shifting into drive, does not click into drive, check and advise . . .. road test vehicle , during road test notice vehicle vehicle pulls to the right , steering gear box has play . . .

.....

(RO) Correction:

Removed Side steps from stock# P095 and installed it to current vehicle. replaced front axle assembly and road test vehicle . . .. replaced front axle and road test vehicle .. . . road test vehicle operating as manufacture spects at this time . .. . replaced steering gear box , center steering wheel and road test vehicle .. . .

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

MISCELLANEOUS vehicle pulls to the right, check and advise

(Claim) Cause:

Rotated front tires from left to right and right to left, condition still pres ent , contact TA jeff shmanske , he request to replaced front axle assembly t o correct condition . . .

(Claim) Correction:

replaced front axle assembly and road test vehicle . . ..

Warranty Claim Report

Vehicle Information

VIN	3C7WRNBL9 [redacted]	**Year**	2023	**Body**	DP0L64 RAM 5500 REG CAB CHASSIS
Build Date	01/11/2023	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	05/23/2023
Claim Type	W Warranty	**Repair Date**	06/15/2023
Claim Status	Paid	**Mileage (Miles)**	256

Expense

Labor	$331 14	**Sublet**	$1,480 49	**Part**	$0 00	**Total Paid**	$1,811 63

Dealer Information

Code	61595	**Name**	MC PEEK'S DODGE ANAHEIM	**Zone**	71	LOS ANGELES
Address	1221 S AUTO CENTER DR , ANAHEIM, CA 92806					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	02000350	Toe Adjustment / Steering Wheel Center			68236674AD	GEAR	1	X	1480 49	$110 38
A	19000113	Steering gear, Hydraulic ; Recirculating ball type	V3	CLUNK	68236674AD	GEAR	1	X	1480 49	$220 76

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

MISCELLANEOUS when braking vehicle dives to the right

(Claim) Cause:

road test vehicle , during road test notice vehicle vehicle pulls to the right , steering gear box has play

(Claim) Correction:

replaced steering gear box , center steering wheel and road test vehicle

Warranty Claim Report

Vehicle Information

VIN	3C7WRMBLX[redacted]	**Year**	2019	**Body**	DP5L64 - RAM 5500 REG CAB CHASSIS
Build Date	03/29/2019	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	04/06/2020
Claim Type	S Safety (Recalls)	**Repair Date**	06/20/2023
Claim Status	Paid	**Mileage (Miles)**	76,964

Expense

Labor	$608 60	**Sublet**	$738 56	**Part**	$0 00	**Total Paid**	$1,347 16

Dealer Information

Code	26419	**Name**	STARR MOTORS INCORPORATED	**Zone**	35	WASHINGTON
Address	2584 PRUDEN BLVD , SUFFOLK, VA 23434					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	14Y78182	Safety Recall Y78 - High Pressure Fuel Pump ; Replace High Pressure Fuel Pump and Reprogram PCM	UC	UNCODABLE (NARRATIVE REQUIRED)	CSRLY781AA	MODULEKIT	1	X	689.12	$484.12
B	05ZA5182	Safety Recall ZA5 - Rear Brake Hose ; Replace both Rear Brake Hose/Tube Assemblies	UC	UNCODABLE (NARRATIVE REQUIRED)	04549625AF	FLUID	2		30.45	$96.82
B	05ZA5182	Safety Recall ZA5 Rear Brake Hose ; Replace both Rear Brake Hose/Tube Assemblies	UC	UNCODABLE (NARRATIVE REQUIRED)	CSCLZA51AA	LINE	1	X	18.99	$96.82
C	18ZD4182	Module, Diesel Emission Fluid System ; Inspect and Reprogram DEF Control Unit (DCU)	UC	UNCODABLE (NARRATIVE REQUIRED)						$27 66

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES TRANSMISSION IS NOT SHIFTING RECALL Y78 RAM HD HIGH PRESSURE FUEL PUMP RECALL ZA5 REAR BRAKE HOSE RECALL ZD4 DIESEL EXHAUST

(RO) Cause:

NA

(RO) Correction:

21000A91 - 21000A91; 21000A62 - 21000A62 14Y78182 - 14Y78182 05ZA5182 - 05ZA5182 18ZD4182 - 18ZD4182

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

OWNER STATED THE TRANSMISSION WAS NOT SHIFTING PROPERLY AND WOULD NOT MOVE.

(Claim) Cause:

UPON INSPECTION FOUND THE VEHICLE HAD NO FORWARD GEARS, BUT THE VEHICLE WOULD BACK UP IF SHIFTED INTO REVERSE. TSB 21-002-23 REV. A WAS AVAILABLE THAT ADD RESSED THE OWNER'S CONCERN. TSB ALSO STATED THE DTC P0731, (GEAR 1 SHIFT INC ORRECT RATIO), MAY ALSO SET. DTC P0731 WAS SET IN THE TCM.

(Claim) Correction:

REMOVED TRANSMISSION FOR TEAR DOWN. AFTER REMOVING THE TORQUE CONVERTER AND PUMP, THE K1/K2 CLUTCH WAS REMOVED. THE CLUTCH ASSEMBLY CAME OUT IN PIECES IN DICATING THE SNAP RING HAD FAILED. REPLACED THE CLUTCH ASSEMBLY AFTER FINDIN G THE CLUTCHES WERE SHOWING SIGNS OF EXCESSIVE HEATING. INSPECTED ALL OTHER BEARINGS ON THE SIDES OF THE CLUTCH ASSEMBLY; ALL GOOD. SET END PLAY. REASS EMBLED TRANSMISSION AND ADJUSTED FLUID. TEST DROVE. ALL OK.

Warranty Claim Report

Vehicle Information

VIN	3C7WRMBLX- [redacted]	**Year**	2019	**Body**	DP5L64 - RAM 5500 REG CAB CHASSIS
Build Date	03/29/2019	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	04/06/2020
Claim Type	W - Warranty	**Repair Date**	06/20/2023
Claim Status	Paid	**Mileage (Miles)**	76,964

Expense

Labor	$663.93	**Sublet**	$1,225.99	**Part**	$0.00	**Total Paid**	$1,889.92

Dealer Information

Code	26419	**Name**	STARR MOTORS INCORPORATED	**Zone**	35	WASHINGTON	
Address	2584 PRUDEN BLVD , SUFFOLK, VA 23434						

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	21000A62	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Two piece propeller shaft equipped			68637534AA	CLUTCHKIT	1	X	1176.31	$27.66
A	21000A62	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Two piece propeller shaft equipped			06511777AA	BOLT	6		23.08	$27.66
A	21000A62	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Two piece propeller shaft equipped			06509166AA	BOLT	4		26.60	$27.66
A	21000A91	Transmission, Remove and install for recondition - AS68RC/AS69RC ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	68637534AA	CLUTCHKIT	1	X	1176.31	$636.27
A	21000A91	Transmission, Remove and install for recondition - AS68RC/AS69RC ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	06511777AA	BOLT	6		23.08	$636.27
A	21000A91	Transmission, Remove and install for recondition - AS68RC/AS69RC ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	06509166AA	BOLT	4		26.60	$636.27

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES TRANSMISSION IS NOT SHIFTING RECALL Y78 RAM HD HIGH PRESSURE FUEL PUMP RECALL ZA5 REAR BRAKE HOSE RECALL ZD4 DIESEL EXHAUST

(RO) Cause:

NA

(RO) Correction:

21000A91 - 21000A91; 21000A62 - 21000A62 14Y78182 - 14Y78182 05ZA5182 - 05ZA5182 18ZD4182 - 18ZD4182

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

OWNER STATED THE TRANSMISSION WAS NOT SHIFTING PROPERLY AND WOULD NOT MOVE.

(Claim) Cause:

UPON INSPECTION FOUND THE VEHICLE HAD NO FORWARD GEARS, BUT THE VEHICLE WOULD BACK UP IF SHIFTED INTO REVERSE. TSB 21-002-23 REV. A WAS AVAILABLE THAT ADD RESSED THE OWNER'S CONCERN. TSB ALSO STATED THE DTC P0731, (GEAR 1 SHIFT INC ORRECT RATIO), MAY ALSO SET. DTC P0731 WAS SET IN THE TCM.

(Claim) Correction:

REMOVED TRANSMISSION FOR TEAR DOWN. AFTER REMOVING THE TORQUE CONVERTER AND PUMP, THE K1/K2 CLUTCH WAS REMOVED. THE CLUTCH ASSEMBLY CAME OUT IN PIECES IN DICATING THE SNAP RING HAD FAILED. REPLACED THE CLUTCH ASSEMBLY AFTER FINDIN G THE CLUTCHES WERE SHOWING SIGNS OF EXCESSIVE HEATING. INSPECTED ALL OTHER BEARINGS ON THE SIDES OF THE CLUTCH ASSEMBLY; ALL GOOD. SET END PLAY. REASS EMBLED TRANSMISSION AND ADJUSTED FLUID. TEST DROVE. ALL OK.

Warranty Claim Report

Vehicle Information

VIN	3C63RRGL4 [redacted]	**Year**	2023	**Body**	D28L92 RAM 3500 TRADESMAN CREW CAB 4X4
Build Date	02/08/2023	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	07/19/2023
Claim Type	W Warranty	**Repair Date**	06/21/2023
Claim Status	Paid	**Mileage (Miles)**	117

Expense

Labor	$46 18	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$46 18

Dealer Information

Code	42241	**Name**	SHELOR CHRYSLER DODGE	**Zone**	35	WASHINGTON
Address	2340 ROANOKE STREET , CHRISTIANSBURG, VA 24073					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	181904TH	Module, Engine Control (ECM) ; Module, Engine Control (ECM) - Reprogram (Aisin Transmission)	RF							$46.18

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	3C7WRNAL0 - [redacted]	**Year**	2019	**Body**	DP0L63 - RAM 5500 REG CAB CHASSIS
Build Date	06/29/2019	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	07/13/2020
Claim Type	S - Safety (Recalls)	**Repair Date**	06/21/2023
Claim Status	Paid	**Mileage (Miles)**	20,801

Expense

Labor	$416.34	**Sublet**	$618.59	**Part**	$0.00	**Total Paid**	$1,034.94

Dealer Information

Code	66850	**Name**	ROBERT GREEN CHRYSLER DODGE JEEP	**Zone**	32	NEW YORK
Address	EXIT 107 RTE 17E , MONTICELLO, NY 12701					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	14Y78182	Safety Recall Y78 - High Pressure Fuel Pump ; Replace High Pressure Fuel Pump and Reprogram PCM	UC	UNCODABLE (NARRATIVE REQUIRED)	CSRLY781AA	MODULEKIT	1	X	602.00	$346.96
B	05ZA5182	Safety Recall ZA5 - Rear Brake Hose ; Replace both Rear Brake Hose/Tube Assemblies	UC	UNCODABLE (NARRATIVE REQUIRED)	CSCLZA51AA	LINE	1	X	16.59	$69.39

RO Narratives

(RO) Customer Concern:

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

(RO) Cause:

E . .

(RO) 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. CLEAREDCODES. VGT ACTUATOR REPLACEMENT 20801 Y78 REPLACED HPFP WITH A NEW HPFPMODULE KIT. UPDATED PCM SOFTWARE. FILLEDPOWER STEERING SYSTEM WITH 1QT ATF+4. STARTEDTRUCK NO LEAKS. Replace HPFP and Reprogram PCM 20801 BRAKE LINES REPLACED REAR BRAKELINES. BLED BRAKES. TEST DROVE TRUCK. REPLACE 2 REAR BRK HOSE/TUBE ASSEMBLIES

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

VEHICLE IN LIMP MODE

(Claim) Cause:

TURBO

(Claim) Correction:

REPLACED

Warranty Claim Report

Vehicle Information

VIN	3C7WRNAL0 [redacted]	**Year**	2019	**Body**	DP0L63 - RAM 5500 REG CAB CHASSIS
Build Date	06/29/2019	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	07/13/2020
Claim Type	W - Warranty	**Repair Date**	06/21/2023
Claim Status	Paid	**Mileage (Miles)**	20,801

Expense

Labor	$99.13	**Sublet**	$2,254.00	**Part**	$0.00	**Total Paid**	$2,353.13

Dealer Information

Code	66850	**Name**	ROBERT GREEN CHRYSLER DODGE JEEP	**Zone**	32	NEW YORK	
Address	EXIT 107 RTE 17E , MONTICELLO, NY 12701						

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	09440301	Actuator ; 6.7 liter diesel engine	58	INTERNAL DEFECT	R8444773AA	ACTUATOR	1	X	2254.00	$99.13

RO Narratives

(RO) Customer Concern:

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

(RO) Cause:

E . .

(RO) 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. CLEAREDCODES. VGT ACTUATOR REPLACEMENT 20801 Y78 REPLACED HPFP WITH A NEW HPFPMODULE KIT. UPDATED PCM SOFTWARE. FILLEDPOWER STEERING SYSTEM WITH 1QT ATF+4. STARTEDTRUCK NO LEAKS. Replace HPFP and Reprogram PCM 20801 BRAKE LINES REPLACED REAR BRAKELINES. BLED BRAKES. TEST DROVE TRUCK. REPLACE 2 REAR BRK HOSE/TUBE ASSEMBLIES

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

VEHICLE IN LIMP MODE

(Claim) Cause:

TURBO

(Claim) Correction:

REPLACED

Warranty Claim Report

Vehicle Information

VIN	3C7WRTAL5 - [redacted]	**Year**	2023	**Body**	DD8L63 - RAM 3500 REG CAB CHASSIS 4X4
Build Date	12/15/2022	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	02/15/2023
Claim Type	W - Warranty	**Repair Date**	06/23/2023
Claim Status	Paid	**Mileage (Miles)**	640

Expense

Labor	$986.49	**Sublet**	$7,481.20	**Part**	$0.00	**Total Paid**	$8,467.69

Dealer Information

Code	43599	**Name**	BARRY CHRYSLER-DODGE-JEEP	**Zone**	70	PHOENIX
Address	548 BASIN SOUTHWEST , EPHRATA, WA 98823					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	21000169	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68445748AA	BODY ASSY	1	X	2556 74	$73 07
A	21000169	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68224246AA	WIRING	1		500 58	$73 07
A	21000169	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68214914AA	GASKET	1		56.79	$73.07
A	21000169	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			05189966AD	FLUID AFT	9		137.26	$73.07
A	21000169	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			05189966AD	FLUID AFT	9		137.26	$73.07
A	21000169	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			06509166AA	BOLT	4		29.78	$73.07
A	21000169	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68019797AA	O RING	1		37.05	$73.07
A	21000169	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68085955AA	WASHER	1		8.70	$73.07
A	21000169	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			06511777AA	BOLT	6		25.84	$73.07
A	21000169	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68253813AB	RACE	1		36.42	$73.07
A	21000169	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68224227AA	SEAL	1		38.40	$73.07
A	21000169	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68244610AA	GASKET	2		95.27	$73.07
A	21000169	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			06506497AA	BOLT	4		29.78	$73.07
A	21000169	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68244638AA	GASKET	1		40.10	$73.07
A	21000169	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			05189966AD	FLUID AFT	9		137.26	$73.07
A	21000169	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68244632AA	WASHER	1		7.09	$73.07
A	21000169	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68269570AA	SNAP RING	1		8.79	$73.07
A	21000169	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			05019061AB	GREASE	1		63.96	$73.07
A	21000169	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68269553AA	D-RING	1		15.61	$73.07
A	21000169	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68269651AA	DISC	6		575.94	$73.07
A	21000169	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68637534AA	CLUTCHKIT	1		1316.94	$73.07

A	21000169	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68019791AA	D-RING	1		46.83	$73.07
A	21000169	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68269653AB	RETAINER	1		936.57	$73.07
A	21000169	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68244637AA	RING	2		50.78	$73.07
A	21000169	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68244837AB	PLATE	1		63.42	$73.07
A	21000169	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68269652AA	SPRING	1		43.06	$73.07
A	21000169	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68269655AA	PLATE	1		106.67	$73.07
A	21000169	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68019763AA	SNAP RING	1		15.16	$73.07
A	21000169	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68269654AA	PISTON	1		171.88	$73.07
A	21000169	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68253772AA	BEARING	1		38.40	$73.07
A	21000169	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68019782AA	SEAL RING	1		7.36	$73.07
A	21000169	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68253771AA	BEARING	1		63.25	$73.07
A	21000169	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68253770AA	BEARING	1		39.11	$73.07
A	21000169	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68254067AA	WASHER	1		10.32	$73.07
A	21000169	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68244579AA	O-RING	1		32.83	$73.07
A	21000A60	Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped			68445748AA	BODY ASSY	1	X	2556.74	$146.15
A	21000A60	Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped			68224246AA	WIRING	1		500.58	$146.15
A	21000A60	Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped			68214914AA	GASKET	1		56.79	$146.15
A	21000A60	Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped			05189966AD	FLUID AFT	9		137.26	$146.15
A	21000A60	Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped			05189966AD	FLUID AFT	9		137.26	$146.15
A	21000A60	Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped			06509166AA	BOLT	4		29.78	$146.15
A	21000A60	Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped			68019797AA	O RING	1		37.05	$146.15
A	21000A60	Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped			68085955AA	WASHER	1		8.70	$146.15
A	21000A60	Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped			06511777AA	BOLT	6		25.84	$146.15
A	21000A60	Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped			68253813AB	RACE	1		36.42	$146.15
A	21000A60	Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped			68224227AA	SEAL	1		38.40	$146.15

A	21000A60	Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped			68244610AA	GASKET	2		95.27	$146.15
A	21000A60	Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped			06506497AA	BOLT	4		29.78	$146.15
A	21000A60	Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped			68244638AA	GASKET	1		40.10	$146.15
A	21000A60	Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped			05189966AD	FLUID AFT	9		137.26	$146.15
A	21000A60	Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped			68244632AA	WASHER	1		7.09	$146.15
A	21000A60	Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped			68269570AA	SNAP RING	1		8.79	$146.15
A	21000A60	Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped			05019061AB	GREASE	1		63.96	$146.15
A	21000A60	Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped			68269553AA	D-RING	1		15.61	$146.15
A	21000A60	Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped			68269651AA	DISC	6		575.94	$146.15
A	21000A60	Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped			68637534AA	CLUTCHKIT	1		1316.94	$146.15
A	21000A60	Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped			68019791AA	D-RING	1		46.83	$146.15
A	21000A60	Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped			68269653AB	RETAINER	1		936.57	$146.15
A	21000A60	Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped			68244637AA	RING	2		50.78	$146.15
A	21000A60	Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped			68244837AB	PLATE	1		63.42	$146.15
A	21000A60	Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped			68269652AA	SPRING	1		43.06	$146.15
A	21000A60	Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped			68269655AA	PLATE	1		106.67	$146.15
A	21000A60	Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped			68019763AA	SNAP RING	1		15.16	$146.15
A	21000A60	Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped			68269654AA	PISTON	1		171.88	$146.15

A	21000A60	Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped			68253772AA	BEARING	1		38.40	$146.15
A	21000A60	Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped			68019782AA	SEAL RING	1		7.36	$146.15
A	21000A60	Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped			68253771AA	BEARING	1		63.25	$146.15
A	21000A60	Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped			68253770AA	BEARING	1		39.11	$146.15
A	21000A60	Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped			68254067AA	WASHER	1		10.32	$146.15
A	21000A60	Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped			68244579AA	O-RING	1		32.83	$146.15
A	21000A62	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Two piece propeller shaft equipped			68445748AA	BODY ASSY	1	X	2556.74	$24.36
A	21000A62	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Two piece propeller shaft equipped			68224246AA	WIRING	1		500.58	$24.36
A	21000A62	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Two piece propeller shaft equipped			68214914AA	GASKET	1		56.79	$24.36
A	21000A62	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Two piece propeller shaft equipped			05189966AD	FLUID AFT	9		137.26	$24.36
A	21000A62	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Two piece propeller shaft equipped			05189966AD	FLUID AFT	9		137.26	$24.36
A	21000A62	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Two piece propeller shaft equipped			06509166AA	BOLT	4		29.78	$24.36
A	21000A62	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Two piece propeller shaft equipped			68019797AA	O RING	1		37.05	$24.36
A	21000A62	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Two piece propeller shaft equipped			68085955AA	WASHER	1		8.70	$24.36
A	21000A62	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Two piece propeller shaft equipped			06511777AA	BOLT	6		25.84	$24.36
A	21000A62	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Two piece propeller shaft equipped			68253813AB	RACE	1		36.42	$24.36
A	21000A62	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Two piece propeller shaft equipped			68224227AA	SEAL	1		38.40	$24.36
A	21000A62	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Two piece propeller shaft equipped			68244610AA	GASKET	2		95.27	$24.36

A	21000A62	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Two piece propeller shaft equipped			06506497AA	BOLT	4		29.78	$24.36
A	21000A62	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Two piece propeller shaft equipped			68244638AA	GASKET	1		40.10	$24.36
A	21000A62	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Two piece propeller shaft equipped			05189966AD	FLUID AFT	9		137.26	$24.36
A	21000A62	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Two piece propeller shaft equipped			68244632AA	WASHER	1		7.09	$24.36
A	21000A62	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Two piece propeller shaft equipped			68269570AA	SNAP RING	1		8.79	$24.36
A	21000A62	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Two piece propeller shaft equipped			05019061AB	GREASE	1		63.96	$24.36
A	21000A62	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Two piece propeller shaft equipped			68269553AA	D-RING	1		15.61	$24.36
A	21000A62	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Two piece propeller shaft equipped			68269651AA	DISC	6		575.94	$24.36
A	21000A62	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Two piece propeller shaft equipped			68637534AA	CLUTCHKIT	1		1316.94	$24.36
A	21000A62	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Two piece propeller shaft equipped			68019791AA	D-RING	1		46.83	$24.36
A	21000A62	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Two piece propeller shaft equipped			68269653AB	RETAINER	1		936.57	$24.36
A	21000A62	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Two piece propeller shaft equipped			68244637AA	RING	2		50.78	$24.36
A	21000A62	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Two piece propeller shaft equipped			68244837AB	PLATE	1		63.42	$24.36
A	21000A62	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Two piece propeller shaft equipped			68269652AA	SPRING	1		43.06	$24.36
A	21000A62	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Two piece propeller shaft equipped			68269655AA	PLATE	1		106.67	$24.36
A	21000A62	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Two piece propeller shaft equipped			68019763AA	SNAP RING	1		15.16	$24.36
A	21000A62	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Two piece propeller shaft equipped			68269654AA	PISTON	1		171.88	$24.36
A	21000A62	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Two piece propeller shaft equipped			68253772AA	BEARING	1		38.40	$24.36

A	21000A62	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Two piece propeller shaft equipped			68019782AA	SEAL RING	1		7.36	$24.36
A	21000A62	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Two piece propeller shaft equipped			68253771AA	BEARING	1		63.25	$24.36
A	21000A62	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Two piece propeller shaft equipped			68253770AA	BEARING	1		39.11	$24.36
A	21000A62	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Two piece propeller shaft equipped			68254067AA	WASHER	1		10.32	$24.36
A	21000A62	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Two piece propeller shaft equipped			68244579AA	O-RING	1		32.83	$24.36
A	21000A91	Transmission, Remove and install for recondition - AS68RC/AS69RC ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub Assembly	ZZ	SERVICE ACTION	68445748AA	BODY ASSY	1	X	2556.74	$560.23
A	21000A91	Transmission, Remove and install for recondition AS68RC/AS69RC ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	68224246AA	WIRING	1		500.58	$560.23
A	21000A91	Transmission, Remove and install for recondition - AS68RC/AS69RC ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	68214914AA	GASKET	1		56.79	$560.23
A	21000A91	Transmission, Remove and install for recondition - AS68RC/AS69RC ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	05189966AD	FLUID AFT	9		137.26	$560.23
A	21000A91	Transmission, Remove and install for recondition - AS68RC/AS69RC ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	05189966AD	FLUID AFT	9		137.26	$560.23
A	21000A91	Transmission, Remove and install for recondition - AS68RC/AS69RC ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	06509166AA	BOLT	4		29.78	$560.23
A	21000A91	Transmission, Remove and install for recondition - AS68RC/AS69RC ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	68019797AA	O RING	1		37.05	$560.23
A	21000A91	Transmission, Remove and install for recondition - AS68RC/AS69RC ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	68085955AA	WASHER	1		8.70	$560.23
A	21000A91	Transmission, Remove and install for recondition - AS68RC/AS69RC ; K1 Clutch / Input Shaft Assembly Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	06511777AA	BOLT	6		25.84	$560.23
A	21000A91	Transmission, Remove and install for recondition - AS68RC/AS69RC ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	68253813AB	RACE	1		36.42	$560.23
A	21000A91	Transmission, Remove and install for recondition - AS68RC/AS69RC ; K1 Clutch /	ZZ	SERVICE ACTION	68224227AA	SEAL	1		38.40	$560.23

		Input Shaft Assembly - Inspect and Replace Sub-Assembly								
A	21000A91	Transmission, Remove and install for recondition - AS68RC/AS69RC ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	68244610AA	GASKET	2		95.27	$560.23
A	21000A91	Transmission, Remove and install for recondition - AS68RC/AS69RC ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	06506497AA	BOLT	4		29.78	$560.23
A	21000A91	Transmission, Remove and install for recondition - AS68RC/AS69RC ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	68244638AA	GASKET	1		40.10	$560.23
A	21000A91	Transmission, Remove and install for recondition - AS68RC/AS69RC ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	05189966AD	FLUID AFT	9		137.26	$560.23
A	21000A91	Transmission, Remove and install for recondition - AS68RC/AS69RC ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	68244632AA	WASHER	1		7.09	$560.23
A	21000A91	Transmission, Remove and install for recondition - AS68RC/AS69RC ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	68269570AA	SNAP RING	1		8.79	$560.23
A	21000A91	Transmission, Remove and install for recondition - AS68RC/AS69RC ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	05019061AB	GREASE	1		63.96	$560.23
A	21000A91	Transmission, Remove and install for recondition - AS68RC/AS69RC ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	68269553AA	D-RING	1		15.61	$560.23
A	21000A91	Transmission, Remove and install for recondition - AS68RC/AS69RC ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	68269651AA	DISC	6		575.94	$560.23
A	21000A91	Transmission, Remove and install for recondition - AS68RC/AS69RC ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	68637534AA	CLUTCHKIT	1		1316.94	$560.23
A	21000A91	Transmission, Remove and install for recondition - AS68RC/AS69RC ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	68019791AA	D-RING	1		46.83	$560.23
A	21000A91	Transmission, Remove and install for recondition - AS68RC/AS69RC ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	68269653AB	RETAINER	1		936.57	$560.23
A	21000A91	Transmission, Remove and install for recondition - AS68RC/AS69RC ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	68244637AA	RING	2		50.78	$560.23
A	21000A91	Transmission, Remove and install for recondition - AS68RC/AS69RC ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	68244837AB	PLATE	1		63.42	$560.23

A	21000A91	Transmission, Remove and install for recondition - AS68RC/AS69RC ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	68269652AA	SPRING	1		43.06	$560.23
A	21000A91	Transmission, Remove and install for recondition - AS68RC/AS69RC ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	68269655AA	PLATE	1		106.67	$560.23
A	21000A91	Transmission, Remove and install for recondition - AS68RC/AS69RC ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	68019763AA	SNAP RING	1		15.16	$560.23
A	21000A91	Transmission, Remove and install for recondition - AS68RC/AS69RC ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	68269654AA	PISTON	1		171.88	$560.23
A	21000A91	Transmission, Remove and install for recondition - AS68RC/AS69RC ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	68253772AA	BEARING	1		38.40	$560.23
A	21000A91	Transmission, Remove and install for recondition - AS68RC/AS69RC ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	68019782AA	SEAL RING	1		7.36	$560.23
A	21000A91	Transmission, Remove and install for recondition - AS68RC/AS69RC ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	68253771AA	BEARING	1		63.25	$560.23
A	21000A91	Transmission, Remove and install for recondition - AS68RC/AS69RC ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	68253770AA	BEARING	1		39.11	$560.23
A	21000A91	Transmission, Remove and install for recondition - AS68RC/AS69RC ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	68254067AA	WASHER	1		10.32	$560.23
A	21000A91	Transmission, Remove and install for recondition - AS68RC/AS69RC ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	68244579AA	O-RING	1		32.83	$560.23
A	21550233	Pan, Oil - Related Repairs ; Aisin Transmission			68445748AA	BODY ASSY	1	X	2556.74	$97.43
A	21550233	Pan, Oil - Related Repairs ; Aisin Transmission			68224246AA	WIRING	1		500.58	$97.43
A	21550233	Pan, Oil - Related Repairs ; Aisin Transmission			68214914AA	GASKET	1		56.79	$97.43
A	21550233	Pan, Oil - Related Repairs ; Aisin Transmission			05189966AD	FLUID AFT	9		137.26	$97.43
A	21550233	Pan, Oil - Related Repairs ; Aisin Transmission			05189966AD	FLUID AFT	9		137.26	$97.43
A	21550233	Pan, Oil - Related Repairs ; Aisin Transmission			06509166AA	BOLT	4		29.78	$97.43
A	21550233	Pan, Oil - Related Repairs ; Aisin Transmission			68019797AA	O RING	1		37.05	$97.43
A	21550233	Pan, Oil - Related Repairs ; Aisin Transmission			68085955AA	WASHER	1		8.70	$97.43
A	21550233	Pan, Oil - Related Repairs ; Aisin Transmission			06511777AA	BOLT	6		25.84	$97.43
A	21550233	Pan, Oil - Related Repairs ; Aisin Transmission			68253813AB	RACE	1		36.42	$97.43
A	21550233	Pan, Oil - Related Repairs ; Aisin Transmission			68224227AA	SEAL	1		38.40	$97.43

A	21550233	Pan, Oil - Related Repairs ; Aisin Transmission			68244610AA	GASKET	2		95.27	$97.43
A	21550233	Pan, Oil - Related Repairs ; Aisin Transmission			06506497AA	BOLT	4		29.78	$97.43
A	21550233	Pan, Oil - Related Repairs ; Aisin Transmission			68244638AA	GASKET	1		40.10	$97.43
A	21550233	Pan, Oil - Related Repairs ; Aisin Transmission			05189966AD	FLUID AFT	9		137.26	$97.43
A	21550233	Pan, Oil - Related Repairs ; Aisin Transmission			68244632AA	WASHER	1		7.09	$97.43
A	21550233	Pan, Oil - Related Repairs ; Aisin Transmission			68269570AA	SNAP RING	1		8.79	$97.43
A	21550233	Pan, Oil - Related Repairs ; Aisin Transmission			05019061AB	GREASE	1		63.96	$97.43
A	21550233	Pan, Oil - Related Repairs ; Aisin Transmission			68269553AA	D-RING	1		15.61	$97.43
A	21550233	Pan, Oil - Related Repairs ; Aisin Transmission			68269651AA	DISC	6		575.94	$97.43
A	21550233	Pan, Oil - Related Repairs ; Aisin Transmission			68637534AA	CLUTCHKIT	1		1316.94	$97.43
A	21550233	Pan, Oil - Related Repairs ; Aisin Transmission			68019791AA	D-RING	1		46.83	$97.43
A	21550233	Pan, Oil - Related Repairs ; Aisin Transmission			68269653AB	RETAINER	1		936.57	$97.43
A	21550233	Pan, Oil - Related Repairs ; Aisin Transmission			68244637AA	RING	2		50.78	$97.43
A	21550233	Pan, Oil - Related Repairs ; Aisin Transmission			68244837AB	PLATE	1		63.42	$97.43
A	21550233	Pan, Oil - Related Repairs ; Aisin Transmission			68269652AA	SPRING	1		43.06	$97.43
A	21550233	Pan, Oil - Related Repairs ; Aisin Transmission			68269655AA	PLATE	1		106.67	$97.43
A	21550233	Pan, Oil - Related Repairs ; Aisin Transmission			68019763AA	SNAP RING	1		15.16	$97.43
A	21550233	Pan, Oil - Related Repairs ; Aisin Transmission			68269654AA	PISTON	1		171.88	$97.43
A	21550233	Pan, Oil - Related Repairs ; Aisin Transmission			68253772AA	BEARING	1		38.40	$97.43
A	21550233	Pan, Oil - Related Repairs ; Aisin Transmission			68019782AA	SEAL RING	1		7.36	$97.43
A	21550233	Pan, Oil - Related Repairs ; Aisin Transmission			68253771AA	BEARING	1		63.25	$97.43
A	21550233	Pan, Oil - Related Repairs ; Aisin Transmission			68253770AA	BEARING	1		39.11	$97.43
A	21550233	Pan, Oil - Related Repairs ; Aisin Transmission			68254067AA	WASHER	1		10.32	$97.43
A	21550233	Pan, Oil - Related Repairs ; Aisin Transmission			68244579AA	O-RING	1		32.83	$97.43
A	21950158	Valve Body/Solenoid pack/Harness ; Valve body - Replace - Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled)			68445748AA	BODY ASSY	1	X	2556.74	$85.25
A	21950158	Valve Body/Solenoid pack/Harness ; Valve body - Replace - Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled)			68224246AA	WIRING	1		500.58	$85.25
A	21950158	Valve Body/Solenoid pack/Harness ; Valve body - Replace - Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled)			68214914AA	GASKET	1		56.79	$85.25
A	21950158	Valve Body/Solenoid pack/Harness ; Valve body - Replace - Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled)			05189966AD	FLUID AFT	9		137.26	$85.25
A	21950158	Valve Body/Solenoid pack/Harness ; Valve body - Replace - Aisin			05189966AD	FLUID AFT	9		137.26	$85.25

		AS66RC/AS68RC/AS69RC (3 - Highly Skilled)								
A	21950158	Valve Body/Solenoid pack/Harness ; Valve body - Replace - Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled)			06509166AA	BOLT	4		29.78	$85.25
A	21950158	Valve Body/Solenoid pack/Harness ; Valve body - Replace Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled)			68019797AA	O RING	1		37 05	$85 25
A	21950158	Valve Body/Solenoid pack/Harness ; Valve body - Replace - Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled)			68085955AA	WASHER	1		8.70	$85.25
A	21950158	Valve Body/Solenoid pack/Harness ; Valve body - Replace - Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled)			06511777AA	BOLT	6		25.84	$85.25
A	21950158	Valve Body/Solenoid pack/Harness ; Valve body - Replace - Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled)			68253813AB	RACE	1		36.42	$85.25
A	21950158	Valve Body/Solenoid pack/Harness ; Valve body - Replace - Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled)			68224227AA	SEAL	1		38.40	$85.25
A	21950158	Valve Body/Solenoid pack/Harness ; Valve body Replace - Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled)			68244610AA	GASKET	2		95.27	$85.25
A	21950158	Valve Body/Solenoid pack/Harness ; Valve body - Replace - Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled)			06506497AA	BOLT	4		29.78	$85.25
A	21950158	Valve Body/Solenoid pack/Harness ; Valve body - Replace - Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled)			68244638AA	GASKET	1		40.10	$85.25
A	21950158	Valve Body/Solenoid pack/Harness ; Valve body - Replace - Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled)			05189966AD	FLUID AFT	9		137.26	$85.25
A	21950158	Valve Body/Solenoid pack/Harness ; Valve body - Replace - Aisin AS66RC/AS68RC/AS69RC (3 Highly Skilled)			68244632AA	WASHER	1		7.09	$85.25
A	21950158	Valve Body/Solenoid pack/Harness ; Valve body - Replace - Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled)			68269570AA	SNAP RING	1		8.79	$85.25
A	21950158	Valve Body/Solenoid pack/Harness ; Valve body - Replace - Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled)			05019061AB	GREASE	1		63.96	$85.25
A	21950158	Valve Body/Solenoid pack/Harness ; Valve body - Replace - Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled)			68269553AA	D-RING	1		15.61	$85.25

A	21950158	Valve Body/Solenoid pack/Harness ; Valve body - Replace - Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled)			68269651AA	DISC	6		575.94	$85.25
A	21950158	Valve Body/Solenoid pack/Harness ; Valve body - Replace - Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled)			68637534AA	CLUTCHKIT	1		1316.94	$85.25
A	21950158	Valve Body/Solenoid pack/Harness ; Valve body - Replace - Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled)			68019791AA	D-RING	1		46.83	$85.25
A	21950158	Valve Body/Solenoid pack/Harness ; Valve body - Replace - Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled)			68269653AB	RETAINER	1		936.57	$85.25
A	21950158	Valve Body/Solenoid pack/Harness ; Valve body - Replace - Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled)			68244637AA	RING	2		50.78	$85.25
A	21950158	Valve Body/Solenoid pack/Harness ; Valve body - Replace - Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled)			68244837AB	PLATE	1		63.42	$85.25
A	21950158	Valve Body/Solenoid pack/Harness ; Valve body - Replace - Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled)			68269652AA	SPRING	1		43.06	$85.25
A	21950158	Valve Body/Solenoid pack/Harness ; Valve body - Replace - Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled)			68269655AA	PLATE	1		106.67	$85.25
A	21950158	Valve Body/Solenoid pack/Harness ; Valve body - Replace - Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled)			68019763AA	SNAP RING	1		15.16	$85.25
A	21950158	Valve Body/Solenoid pack/Harness ; Valve body - Replace - Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled)			68269654AA	PISTON	1		171.88	$85.25
A	21950158	Valve Body/Solenoid pack/Harness ; Valve body - Replace - Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled)			68253772AA	BEARING	1		38.40	$85.25
A	21950158	Valve Body/Solenoid pack/Harness ; Valve body - Replace - Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled)			68019782AA	SEAL RING	1		7.36	$85.25
A	21950158	Valve Body/Solenoid pack/Harness ; Valve body - Replace - Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled)			68253771AA	BEARING	1		63.25	$85.25
A	21950158	Valve Body/Solenoid pack/Harness ; Valve body - Replace - Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled)			68253770AA	BEARING	1		39.11	$85.25
A	21950158	Valve Body/Solenoid pack/Harness ; Valve body - Replace - Aisin			68254067AA	WASHER	1		10.32	$85.25

		AS66RC/AS68RC/AS69RC (3 - Highly Skilled)								
A	21950158	Valve Body/Solenoid pack/Harness ; Valve body - Replace - Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled)			68244579AA	O-RING	1		32.83	$85.25

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES DROVE FOR 2 DAYS LESS THAN 500 MILES NOW VEHICLE WONT GO INTO DRIVE PLEASE CHECK AND ADVISE

(Claim) Cause:

CONFIRMED CUSTOMER CONCERN AND FOUND CODE P0731-00-GEAR 1 SHIFT INCORRECT RATI O. THE DTC CAME BACK ACTIVE AFTER CLEARING. THE RESISTANCE ON LINEAR SOLEN OID CIRCUITS 1, 5, AND 7 ARE ALL BETWEEN 5 AND 7 OHMS. ISOLATED ADN CHECKE D THE T795 LINEAR SOLENOID CURCIUT AT THE XY107A TRANS SIDE CONNECTOR RESISTAN CE IS BELOW 3 OHMS. THE IS NO CONTINUITY BETWEEN GROUND OF THE XY107A AND THE LINEAR SOLENOID 7 POSITIVE CIRCUIT. LINEAR SOLENOID 7 POSITIVE CIRCUIT I S NOT SHORTED TO ANOTHER CIRCUIT. LINEAR SOLINOUD 7 NEGATIVE CIRUIT RESISTAN CE IS BELOW 3 OHMS AT THE XY107A CONNECTOR. THE SAME CIRCUIT IS ALSO NOT S HORTED TO GROUND. THE SAME CICUIT IS NOT SHORTED TO ANY OTHER CIRCUIT EITHER . SAME RESULTS FOR LINEAR SOLENOID 1 POSITIVE AND NEGATIVE CIRCUITS. LINEAR SOLENOID 5 ON THE NEGATIVE AND POSITVE CIRCUITS GOT THE SAME RESULTS AS LI NEAR SOLENOID 1 AND 7. SHIFT SOLENOID 1 ALSO GOT THE SAME RESULTS. ALSO GOT TH E SAME RESULT FOR ALL 7 CIRCUITS ON THE TCM SIDE OF THE CONNECTOR. REC NEW VALVE BODY ASSEMBLY AND INTERNAL TRANSMISSION WIRE HARNESS. REPLACED VALV E BODY AND INTRENAL WIRE HARNESS. CLEARED CODES AND TESTED. CODE CAME RIGHT BA CK. REC NEW TCM AND TRANS. INPUT 0.026"(0.66MM) 0.028" OUTPUT 0.002 A66: INSPECTED THE BURNING SMELL AND FOUND IT COMING FROM THE GRID HEATER RELAY. CO ULD ALSO BE COMING FROM THE EXHAUST CATALYST WITH THE TAPE ON THEM. CHECKE D THE TRANSMISSION FLUID AND THE FLUID LEVEL IS VERY LOW. WILL HAVE MONITE FILL IT UP AND CLEAN THE TRANSMISSION FLUID THAT WAS SPILT. BEFORE CREATING A STAR CASE. ADDED THE FLUID TO GET IT UP TO THE CORRECT LEVEL. CLEARED THE CODE AND PERFORMED A QUICKLEARN. THE CODE RETURNED. CREATED THE STAR CASE.

(Claim) Correction:

REMOVED THE TRANSMISSION FROM THE TRUCK AND PUT IT ON THE TRANSMISSION BENCH. DISASSEMBLED THE TRANSMISSION TO THE K2 CLUTCH AND REMOVED THE TRANSMISSION EXTENSION HOUSING. REMOVED THE PISTONS FROM THE K2 AND B2 CLUTCHES. CHECKED THE K2 AND B2 CLUTCH PISTON SEALS AND THEY DO NOT LOOKED DEFORMED. ASSEMBLED T HE K2 CLUTCH WITH NEW PARTS. INSTALLED THE BEARINGS AND RACES. INSTALLED THE K1 CLUTCH INTO K2 CLUTCH AND INSTALLED THEM INTO THE TRANSMISSION. INSTALLE D THE PUMP WITH NEW GASKETS. TIGHTENED THE PUMP BOLTS TO SPEC. INSTALLED THE B ELL HOUSING AND TIGHTENED THE BOLTS TO SPEC. INSTALLED THE TRANSMISSION INTO THE TRUCK AND CONNECTED ALL CONNECTORS. TIGHTENED THE BELL HOUSING BOLTS TO SPEC. INSTALLED THE TRANSFER CASE AND DRIVELINES. TIGHTENED THE BOLTS AND NUT S TO SPEC. FILLED THE TRANSMISSION WITH 16 QUARTS OF ASRC FLUID. PERFORMED A QUICKLEARN ON THE TRANSMISSION. TEST DROVE THE TRUCK AND IT TEST DRIVES AS DE SIGNED.

Warranty Claim Report

Vehicle Information

VIN	3C7WRNBL2 [redacted]	**Year**	2020	**Body**	DP0L64 - RAM 5500 4X4
Build Date	06/09/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	01/20/2021
Claim Type	S - Safety (Recalls)	**Repair Date**	06/23/2023
Claim Status	Paid	**Mileage (Miles)**	78,716

Expense

Labor	$149.15	**Sublet**	$30.99	**Part**	$0.00	**Total Paid**	$180.14

Dealer Information

Code	60909	**Name**		**Zone**	71	LOS ANGELES
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	05ZA5182	Safety Recall ZA5 - Rear Brake Hose ; Replace both Rear Brake Hose/Tube Assemblies	UC	UNCODABLE (NARRATIVE REQUIRED)	CSCLZA51AA	LINE	1	X	20.57	$149.15
A	05ZA5182	Safety Recall ZA5 - Rear Brake Hose ; Replace both Rear Brake Hose/Tube Assemblies	UC	UNCODABLE (NARRATIVE REQUIRED)	04318080AD	FLUID	1		10.42	$149.15

RO Narratives

(RO) Customer Concern:

*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 **]

(RO) Cause:

F

(RO) 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

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3C63RRHL6 [redacted]	**Year**	2021	**Body**	D28H92 RAM 3500 BIG HORN CREW CAB 4X4
Build Date	06/10/2021	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	07/29/2021
Claim Type	S - Safety (Recalls)	**Repair Date**	06/24/2023
Claim Status	Paid	**Mileage (Miles)**	64,676

Expense

Labor	$30.58	**Sublet**	$54.32	**Part**	$0.00	**Total Paid**	$84.90

Dealer Information

Code	60751	**Name**		**Zone**	66 ORLANDO
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	0813A182	Safety Recall 13A - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	CSTP13A1AA	RELAY	1	X	54.32	$30.58

RO Narratives

(RO) Customer Concern:

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)

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3C7WRNFL7 [redacted]	**Year**	2019	**Body**	DP0L94 RAM 5500 CREW CAB CHASSIS
Build Date	02/13/2019	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	05/30/2019
Claim Type	F Service Contract	**Repair Date**	06/24/2023
Claim Status	Paid	**Mileage (Miles)**	198,676

Expense

Labor	$0 00	**Sublet**	$0 00	**Part**	$110 00	**Total Paid**	$110 00

Dealer Information

Code	45056	**Name**	HELFMAN DODGE INC	**Zone**	63	DALLAS
Address	7720 KATY FREEWAY , HOUSTON, TX 77024					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	6860 0	Maintenance Interval chedule B ; To be u ed every 3,000 Intervals	MC	MAINTENANCE CARE						$0 00
A	95260001	Maintenance Allowance ; Fixed Cost Maintenance								$110 00

RO Narratives

(RO) Customer Concern:

(Change diesel engine oil and filter synthetic oil may be re quired based on geographic location 12qt 10W30)

(RO) Cause:

CUSTOMER REQUESTED

(RO) Correction:

PERFORMED OIL CHANGE FLUID FILLED

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

(Change die el engine oil and filter ynthetic oil may be re quired ba ed on g

(Claim) Cause:

CUSTOMER REQUESTED

(Claim) Correction:

PERFORMED OIL CHANGE FLUIDS FILLED

Warranty Claim Report

Vehicle Information

VIN	3C63RRJL2 - [redacted]	**Year**	2023	**Body**	D28P92 - RAM 3500 LARAMIE CREW CAB 4X4
Build Date	02/28/2023	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	05/12/2023
Claim Type	W - Warranty	**Repair Date**	06/26/2023
Claim Status	Paid	**Mileage (Miles)**	1,225

Expense

Labor	$348.98	**Sublet**	$3,767.00	**Part**	$0.00	**Total Paid**	$4,115.98

Dealer Information

Code	60609	**Name**		**Zone**	42 DETROIT
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08190401	Module, Diesel Engine Control ; 6.7 liter diesel engine			68575279AA	SOFTWARE	1	X	3767.00	$166.90
A	08190450	Module, Diesel Engine Control ; Update New Module to Most Current Software Version			68575279AA	SOFTWARE	1	X	3767.00	$30.35
A	08190496	Module, Diesel Engine Control ; Perform Extended Idle Test and Replace ECM/PCM (Aisin Transmission Only)	ZZ	SERVICE ACTION	68575279AA	SOFTWARE	1	X	3767 00	$0 00
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68575279AA	SOFTWARE	1	X	3767.00	$151.73

RO Narratives

(RO) Customer Concern:

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

(RO) Cause:

Courtesy

(RO) Correction:

CONFIRMED CHECKE ENGINE LAMP TRUCK DRIVES AND OPERATES AS IF IT 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

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CEL ON

(Claim) Cause:

CONFIRMED COMPLAINT , SEVERAL ACTIVE CODES, FOR PCM, TCM SENT INFO TO STAR , W AS ADVISED TO CK PCM PIN 81 FOR POWER 0.01 VOLTS, WILL NEED PCM REPLACEMENT -WAS ADVISED THERE WAS AN RSU FOR THIS COMPLAINT IN THE WORKS

(Claim) Correction:

SPECIAL ORDERED AND REPLACED PCM AS PER RSU, TEST DROVE AND CONFIRMED NO CODE S AND GOOD OPERATION, PERFORMED RSU DIAG AND LET TRUCK RUN FOR 3 HRS, NO COD ES

Warranty Claim Report

Vehicle Information

VIN	3C7WRTCLX [redacted]	**Year**	2019	**Body**	DD8L93 RAM 3500 CREW CAB CHASSIS 4X4
Build Date	06/04/ 019	**Plant**	ALTILLO TRUCK A EMBLY PLANT	**Coverage Code**	5 6

Claim Information

Claim #	[redacted]	**In Service Date**	07/19/ 019
Claim Type	W Warranty	**Repair Date**	06/29/2023
Claim Status	Paid	**Mileage (Miles)**	91,313

Expense

Labor	$101 35	**Sublet**	$1,233 40	**Part**	$0 00	**Total Paid**	$1,334 75

Dealer Information

Code	45687	**Name**		**Zone**	4 DETROIT
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	09440301	Actuator ; 6 7 liter diesel engine	14	BURNED OR BURNED OUT	68444773AA	ACTUATOR	1	X	1233 40	$101 35

RO Narratives

(RO) Customer Concern:

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 TORED INTERNAL FAULT IN ACTUATOR PART I UNDER PART WARRANTY DUE TO DIFF DEALER IN TALLMENT 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 T HEIR FUEL PRESSURE WAS LOW AFTER RECALL (19 LOGAN) CUSTOMER STATES VEHICLE IS LEAKING OIL AND OT HER DEALER CHCECKED BUT COULD NOT PERFORM DUE TO LACK OF CERTIFIED TECH VEHICLE HAD EXCESS IVE OIL AND DIRT MU T CLEAN BEFORE TE T/DEGRE A ED TWICE AND ADDED DYE TO FIND ORIGIN OF LE AK/ (06 RICKY) AFETY RECALL Y26 WHEEL STUDS ** CUST REQUESTED LOANER BUT NONE AVAILABLE CUST CONTCT CUST CARE AND THEY TOLD HIM THEY COUL D AUTH 45 A DAY HE WAS GOING TO GET THEM TO CONTACT DEALER WITH AUTH AND WETHER THEY WOUL D DIRECT REIMBURSE OR NOTES TO DEALERSHIP WIT H NO CONTACT AS OF 6/23 SM CONTACTED CUST CAE DIRECT AND THEY ADVISED THEY WOULD HAVE A DE CISION AND AUTHORIZATION BY END OF DAY AND SE ND TO DEALERSHIP BY E MAIL SO WE CAN SET UP T HROUGH ARMS SYSTEM (ENTERPRISE) (06 RICKY) CUST ADDED SHIFT FLARE BETWEEN GEARS AS WAS S TATED ON RO FROM OTHER DEALERSHIP DURING TES T 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 COMPO NENTS BEFORE AUTH TO REPLACE OR REBUILD TRANS (06 RICKY)

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT IS ON

(Claim) Cause:

SCANNED AND FOUND ACTIVE DTC U029D FOR LOST COMMUNICATION WITH TURBO ACTUATOR. CYCLED KEY AND CODES STORED. INTERNAL FAILURE OF ACUTATOR

(Claim) Correction:

PART IS UNDER MOPAR WARRANTY DUE TO DEALER INSTALLMENT. REMOVED AND REPLACED T URBO ACTUATOR. TESTED VEHICLE AFTER CLEARING DTC. ISSUE CORRECTED AT THIS TI ME.

Warranty Claim Report

Vehicle Information

VIN	3C7WRNEL9 - [redacted]	**Year**	2019	**Body**	DP0L93 - RAM 5500 CREW CAB CHASSIS
Build Date	06/21/2019	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	08/22/2019
Claim Type	S - Safety (Recalls)	**Repair Date**	07/06/2023
Claim Status	Paid	**Mileage (Miles)**	52,602

Expense

Labor	$123.44	**Sublet**	$29.98	**Part**	$0.00	**Total Paid**	$153.42

Dealer Information

Code	27019	**Name**		**Zone**	71	LOS ANGELES
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	05ZA5182	Safety Recall ZA5 - Rear Brake Hose ; Replace both Rear Brake Hose/Tube Assemblies	UC	UNCODABLE (NARRATIVE REQUIRED)	CSCLZA51AA	LINE	1	X	19.90	$123.44
A	05ZA5182	Safety Recall ZA5 - Rear Brake Hose ; Replace both Rear Brake Hose/Tube Assemblies	UC	UNCODABLE (NARRATIVE REQUIRED)	04318080AD	FLUID	1		10.08	$123.44

RO Narratives

(RO) Customer Concern:

PERFORM RECALL ZA5 - 2019-2020 DP REAR BRAKE HOSE

(RO) Cause:

NA

(RO) Correction:

Replaceboth rear brake hose/tube assemblies05-ZA-51-82 0.7hours. TEST DROVE VEHICLE AND STOPS WELL. RECHECKED FOR LEAKS, NONE FOUND

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3C63R3EL9 [redacted]	**Year**	2020	**Body**	D28P91 RAM 3500 LARAMIE CREW CAB 4X4
Build Date	01/07/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	07/07/2020
Claim Type	W - Warranty	**Repair Date**	07/10/2023
Claim Status	Paid	**Mileage (Miles)**	46,762

Expense

Labor	$858.81	**Sublet**	$3,382.58	**Part**	$0.00	**Total Paid**	$4,241.39

Dealer Information

Code	60730	**Name**		**Zone**	66	ORLANDO
Address	, ,					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	21000A60	Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped			68637534AA	CLUTCHKIT	1	X	1373.46	$163.58
A	21000A60	Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped			06511777AA	BOLT	6		26.95	$163.58
A	21000A60	Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped			68456960AA	HUB	1		194.60	$163.58
A	21000A60	Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped			68253813AB	RACE	1		37.99	$163.58
A	21000A60	Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped			68253770AA	BEARING	1		40.79	$163.58
A	21000A60	Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped			68254056AB	HUB	1		383.60	$163.58
A	21000A60	Transmission, Remove and install for recondition AS68RC/AS69RC ; 4X4 equipped			68253771AA	BEARING	1		65 96	$163 58
A	21000A60	Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped			68269568AB	SNAP RING	1		11.70	$163.58
A	21000A60	Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped			05019061AB	GREASE	1		66.71	$163.58
A	21000A60	Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped			68253940AA	SEAL RING	1		13.38	$163.58
A	21000A60	Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped			68019782AA	SEAL RING	1		7.67	$163.58

A	21000A60	Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped			68244579AA	O-RING	1		34.24	$163.58
A	21000A60	Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped			68244638AA	GASKET	1		41.82	$163.58
A	21000A60	Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped			68085955AA	WASHER	1		9.08	$163.58
A	21000A60	Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped			68253814AA	RACE	1		45.75	$163.58
A	21000A60	Transmission, Remove and install for recondition AS68RC/AS69RC ; 4X4 equipped			68253814AA	RACE	1		45.75	$163.58
A	21000A60	Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped			68253816AA	RACE	1		33.68	$163.58
A	21000A60	Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped			06506497AA	BOLT	4		31.06	$163.58
A	21000A60	Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped			06509166AA	BOLT	4		31.06	$163.58
A	21000A60	Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped			68269646AB	PLATE	1		168.41	$163.58
A	21000A60	Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped			68269567AB	PLATE	1		83.36	$163.58
A	21000A60	Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped			68269566AB	PLATE	1		91.41	$163.58
A	21000A60	Transmission, Remove and install for recondition AS68RC/AS69RC ; 4X4 equipped			68269565AB	PLATE	1		83.36	$163.58
A	21000A60	Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped			68269564AB	PLATE	1		97.58	$163.58
A	21000A60	Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped			68269563AB	PLATE	1		97 96	$163 58
A	21000A60	Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped			05189966AD	FLUID AFT	9		143.15	$163.58
A	21000A60	Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped			05189966AD	FLUID AFT	5		79.53	$163.58
A	21000A60	Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped			68433227AB	BOOT	1		42.57	$163.58
A	21000A61	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Skid plate equipped			68637534AA	CLUTCHKIT	1	X	1373.46	$40.90

A	21000A61	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Skid plate equipped			06511777AA	BOLT	6		26.95	$40.90
A	21000A61	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Skid plate equipped			68456960AA	HUB	1		194.60	$40.90
A	21000A61	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Skid plate equipped			68253813AB	RACE	1		37.99	$40.90
A	21000A61	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Skid plate equipped			68253770AA	BEARING	1		40.79	$40.90
A	21000A61	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Skid plate equipped			68254056AB	HUB	1		383.60	$40.90
A	21000A61	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Skid plate equipped			68253771AA	BEARING	1		65.96	$40.90
A	21000A61	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Skid plate equipped			68269568AB	SNAP RING	1		11.70	$40.90
A	21000A61	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Skid plate equipped			05019061AB	GREASE	1		66.71	$40.90
A	21000A61	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Skid plate equipped			68253940AA	SEAL RING	1		13.38	$40.90
A	21000A61	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Skid plate equipped			68019782AA	SEAL RING	1		7.67	$40.90
A	21000A61	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Skid plate equipped			68244579AA	O-RING	1		34.24	$40.90
A	21000A61	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Skid plate equipped			68244638AA	GASKET	1		41.82	$40.90
A	21000A61	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Skid plate equipped			68085955AA	WASHER	1		9.08	$40.90
A	21000A61	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Skid plate equipped			68253814AA	RACE	1		45.75	$40.90
A	21000A61	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Skid plate equipped			68253814AA	RACE	1		45.75	$40.90
A	21000A61	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Skid plate equipped			68253816AA	RACE	1		33.68	$40.90
A	21000A61	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Skid plate equipped			06506497AA	BOLT	4		31.06	$40.90
A	21000A61	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Skid plate equipped			06509166AA	BOLT	4		31.06	$40.90

A	21000A61	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Skid plate equipped			68269646AB	PLATE	1		168.41	$40.90
A	21000A61	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Skid plate equipped			68269567AB	PLATE	1		83.36	$40.90
A	21000A61	Transmission, Remove and install for recondition AS68RC/AS69RC ; Skid plate equipped			68269566AB	PLATE	1		91.41	$40.90
A	21000A61	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Skid plate equipped			68269565AB	PLATE	1		83.36	$40.90
A	21000A61	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Skid plate equipped			68269564AB	PLATE	1		97 58	$40 90
A	21000A61	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Skid plate equipped			68269563AB	PLATE	1		97.96	$40.90
A	21000A61	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Skid plate equipped			05189966AD	FLUID AFT	9		143.15	$40.90
A	21000A61	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Skid plate equipped			05189966AD	FLUID AFT	5		79.53	$40.90
A	21000A61	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Skid plate equipped			68433227AB	BOOT	1		42.57	$40.90
A	21000A62	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Two piece propeller shaft equipped			68637534AA	CLUTCHKIT	1	X	1373.46	$27.26
A	21000A62	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Two piece propeller shaft equipped			06511777AA	BOLT	6		26.95	$27.26
A	21000A62	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Two piece propeller shaft equipped			68456960AA	HUB	1		194 60	$27 26
A	21000A62	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Two piece propeller shaft equipped			68253813AB	RACE	1		37.99	$27.26
A	21000A62	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Two piece propeller shaft equipped			68253770AA	BEARING	1		40.79	$27.26
A	21000A62	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Two piece propeller shaft equipped			68254056AB	HUB	1		383.60	$27.26
A	21000A62	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Two piece propeller shaft equipped			68253771AA	BEARING	1		65.96	$27.26
A	21000A62	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Two piece propeller shaft equipped			68269568AB	SNAP RING	1		11.70	$27.26
A	21000A62	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Two piece propeller shaft equipped			05019061AB	GREASE	1		66.71	$27.26

A	21000A62	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Two piece propeller shaft equipped			68253940AA	SEAL RING	1		13.38	$27.26
A	21000A62	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Two piece propeller shaft equipped			68019782AA	SEAL RING	1		7.67	$27.26
A	21000A62	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Two piece propeller shaft equipped			68244579AA	O-RING	1		34.24	$27.26
A	21000A62	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Two piece propeller shaft equipped			68244638AA	GASKET	1		41.82	$27.26
A	21000A62	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Two piece propeller shaft equipped			68085955AA	WASHER	1		9.08	$27.26
A	21000A62	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Two piece propeller shaft equipped			68253814AA	RACE	1		45.75	$27.26
A	21000A62	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Two piece propeller shaft equipped			68253814AA	RACE	1		45.75	$27.26
A	21000A62	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Two piece propeller shaft equipped			68253816AA	RACE	1		33.68	$27.26
A	21000A62	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Two piece propeller shaft equipped			06506497AA	BOLT	4		31.06	$27.26
A	21000A62	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Two piece propeller shaft equipped			06509166AA	BOLT	4		31.06	$27.26
A	21000A62	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Two piece propeller shaft equipped			68269646AB	PLATE	1		168.41	$27.26
A	21000A62	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Two piece propeller shaft equipped			68269567AB	PLATE	1		83.36	$27.26
A	21000A62	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Two piece propeller shaft equipped			68269566AB	PLATE	1		91.41	$27.26
A	21000A62	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Two piece propeller shaft equipped			68269565AB	PLATE	1		83.36	$27.26
A	21000A62	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Two piece propeller shaft equipped			68269564AB	PLATE	1		97.58	$27.26
A	21000A62	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Two piece propeller shaft equipped			68269563AB	PLATE	1		97.96	$27.26
A	21000A62	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Two piece propeller shaft equipped			05189966AD	FLUID AFT	9		143.15	$27.26
A	21000A62	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Two piece propeller shaft equipped			05189966AD	FLUID AFT	5		79.53	$27.26

A	21000A62	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Two piece propeller shaft equipped			68433227AB	BOOT	1		42.57	$27.26
A	21000A91	Transmission, Remove and install for recondition - AS68RC/AS69RC ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	68637534AA	CLUTCHKIT	1	X	1373 46	$627 07
A	21000A91	Transmission, Remove and install for recondition - AS68RC/AS69RC ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	06511777AA	BOLT	6		26.95	$627.07
A	21000A91	Transmission, Remove and install for recondition - AS68RC/AS69RC ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub Assembly	ZZ	SERVICE ACTION	68456960AA	HUB	1		194.60	$627.07
A	21000A91	Transmission, Remove and install for recondition - AS68RC/AS69RC ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	68253813AB	RACE	1		37.99	$627.07
A	21000A91	Transmission, Remove and install for recondition - AS68RC/AS69RC ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	68253770AA	BEARING	1		40.79	$627.07
A	21000A91	Transmission, Remove and install for recondition - AS68RC/AS69RC ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	68254056AB	HUB	1		383.60	$627.07
A	21000A91	Transmission, Remove and install for recondition - AS68RC/AS69RC ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	68253771AA	BEARING	1		65.96	$627.07
A	21000A91	Transmission, Remove and install for recondition - AS68RC/AS69RC ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	68269568AB	SNAP RING	1		11 70	$627 07
A	21000A91	Transmission, Remove and install for recondition - AS68RC/AS69RC ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	05019061AB	GREASE	1		66.71	$627.07
A	21000A91	Transmission, Remove and install for recondition - AS68RC/AS69RC ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub Assembly	ZZ	SERVICE ACTION	68253940AA	SEAL RING	1		13.38	$627.07
A	21000A91	Transmission, Remove and install for recondition - AS68RC/AS69RC ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	68019782AA	SEAL RING	1		7.67	$627.07
A	21000A91	Transmission, Remove and install for recondition - AS68RC/AS69RC ; K1 Clutch	ZZ	SERVICE ACTION	68244579AA	O-RING	1		34.24	$627.07

		/ Input Shaft Assembly - Inspect and Replace Sub-Assembly								
A	21000A91	Transmission, Remove and install for recondition - AS68RC/AS69RC ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	68244638AA	GASKET	1		41.82	$627.07
A	21000A91	Transmission, Remove and install for recondition - AS68RC/AS69RC ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	68085955AA	WASHER	1		9.08	$627.07
A	21000A91	Transmission, Remove and install for recondition - AS68RC/AS69RC ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	68253814AA	RACE	1		45.75	$627.07
A	21000A91	Transmission, Remove and install for recondition - AS68RC/AS69RC ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	68253814AA	RACE	1		45.75	$627.07
A	21000A91	Transmission, Remove and install for recondition - AS68RC/AS69RC ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	68253816AA	RACE	1		33.68	$627.07
A	21000A91	Transmission, Remove and install for recondition - AS68RC/AS69RC ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	06506497AA	BOLT	4		31.06	$627.07
A	21000A91	Transmission, Remove and install for recondition - AS68RC/AS69RC ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	06509166AA	BOLT	4		31.06	$627.07
A	21000A91	Transmission, Remove and install for recondition - AS68RC/AS69RC ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	68269646AB	PLATE	1		168.41	$627.07
A	21000A91	Transmission, Remove and install for recondition - AS68RC/AS69RC ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	68269567AB	PLATE	1		83.36	$627.07
A	21000A91	Transmission, Remove and install for recondition - AS68RC/AS69RC ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	68269566AB	PLATE	1		91.41	$627.07
A	21000A91	Transmission, Remove and install for recondition - AS68RC/AS69RC ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	68269565AB	PLATE	1		83.36	$627.07
A	21000A91	Transmission, Remove and install for recondition - AS68RC/AS69RC ; K1 Clutch / Input Shaft Assembly -	ZZ	SERVICE ACTION	68269564AB	PLATE	1		97.58	$627.07

		Inspect and Replace Sub-Assembly								
A	21000A91	Transmission, Remove and install for recondition - AS68RC/AS69RC ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	68269563AB	PLATE	1		97.96	$627.07
A	21000A91	Transmission, Remove and install for recondition - AS68RC/AS69RC ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	05189966AD	FLUID AFT	9		143.15	$627.07
A	21000A91	Transmission, Remove and install for recondition - AS68RC/AS69RC ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	05189966AD	FLUID AFT	5		79.53	$627.07
A	21000A91	Transmission, Remove and install for recondition - AS68RC/AS69RC ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	68433227AB	BOOT	1		42.57	$627.07
A	85LOAN00	Loaner Car ; Loaner Car			68637534AA	CLUTCHKIT	1	X	1373.46	$0.00
A	85LOAN00	Loaner Car ; Loaner Car			06511777AA	BOLT	6		26.95	$0.00
A	85LOAN00	Loaner Car ; Loaner Car			68456960AA	HUB	1		194.60	$0.00
A	85LOAN00	Loaner Car ; Loaner Car			68253813AB	RACE	1		37.99	$0.00
A	85LOAN00	Loaner Car ; Loaner Car			68253770AA	BEARING	1		40.79	$0.00
A	85LOAN00	Loaner Car ; Loaner Car			68254056AB	HUB	1		383.60	$0.00
A	85LOAN00	Loaner Car ; Loaner Car			68253771AA	BEARING	1		65.96	$0.00
A	85LOAN00	Loaner Car ; Loaner Car			68269568AB	SNAP RING	1		11.70	$0.00
A	85LOAN00	Loaner Car ; Loaner Car			05019061AB	GREASE	1		66.71	$0.00
A	85LOAN00	Loaner Car ; Loaner Car			68253940AA	SEAL RING	1		13.38	$0.00
A	85LOAN00	Loaner Car ; Loaner Car			68019782AA	SEAL RING	1		7.67	$0.00
A	85LOAN00	Loaner Car ; Loaner Car			68244579AA	O-RING	1		34.24	$0.00
A	85LOAN00	Loaner Car ; Loaner Car			68244638AA	GASKET	1		41.82	$0.00
A	85LOAN00	Loaner Car ; Loaner Car			68085955AA	WASHER	1		9.08	$0.00
A	85LOAN00	Loaner Car ; Loaner Car			68253814AA	RACE	1		45.75	$0.00
A	85LOAN00	Loaner Car ; Loaner Car			68253814AA	RACE	1		45.75	$0.00
A	85LOAN00	Loaner Car ; Loaner Car			68253816AA	RACE	1		33.68	$0.00
A	85LOAN00	Loaner Car ; Loaner Car			06506497AA	BOLT	4		31.06	$0.00
A	85LOAN00	Loaner Car ; Loaner Car			06509166AA	BOLT	4		31.06	$0.00
A	85LOAN00	Loaner Car ; Loaner Car			68269646AB	PLATE	1		168.41	$0.00
A	85LOAN00	Loaner Car ; Loaner Car			68269567AB	PLATE	1		83.36	$0.00
A	85LOAN00	Loaner Car ; Loaner Car			68269566AB	PLATE	1		91.41	$0.00
A	85LOAN00	Loaner Car ; Loaner Car			68269565AB	PLATE	1		83.36	$0.00
A	85LOAN00	Loaner Car ; Loaner Car			68269564AB	PLATE	1		97.58	$0.00
A	85LOAN00	Loaner Car ; Loaner Car			68269563AB	PLATE	1		97.96	$0.00
A	85LOAN00	Loaner Car ; Loaner Car			05189966AD	FLUID AFT	9		143.15	$0.00
A	85LOAN00	Loaner Car ; Loaner Car			05189966AD	FLUID AFT	5		79.53	$0.00
A	85LOAN00	Loaner Car ; Loaner Car			68433227AB	BOOT	1		42.57	$0.00

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES THAT THE TRANSMISSION MADE A LOUD BANG AND T HEN WOULD NOT COME OUT OF FIRST GEAR-- DIAG AND ADVISE (Autom atic 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

(RO) Cause:

VERIFIED CONCERN AND FOUND K1 SNAP RING WAS DISLODGED INTO THE K2 HUB. NEED TO REPLACE THE K1 AND K2 HUN ASSEMBLY.

(RO) Correction:

REPLACED K1 AND K2 HUB ASSEMBLY. TEST DROVE AND VERIFIED PROPER OPERATION. Multi-Point Inspection All THANK YOU FOR YOUR BUSINESS

(RO) Technical Notes:

CUSTOMER LOANER FOR PARTS ORDERED/ REPAIR

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THAT THE TRANSMISSION MADE A LOUD BANG AND T HEN WOULD NOT CO ME OUT OF FIRST GEAR-- DIAG AND ADVISE (AUTOM ATIC TRANSMISSION CONCERN)

(Claim) Cause:

VERIFIED CONCERN AND FOUND K1 SNAP RING WAS DISLODGED INTO THE K2 HUB. NEED T O REPLACE THE K1 AND K2 HUN ASSEMBLY.

(Claim) Correction:

REPLACED K1 AND K2 HUB ASSEMBLY. TEST DROVE AND VERIFIED PROPER OPERATION.

Warranty Claim Report

Vehicle Information

VIN	3C7WRMDL6 [redacted]	**Year**	2019	**Body**	DP5L66 - RAM 5500 REG CAB CHASSIS
Build Date	08/31/2019	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	02/04/2020
Claim Type	S - Safety (Recalls)	**Repair Date**	07/12/2023
Claim Status	Paid	**Mileage (Miles)**	99,824

Expense

Labor	$185.98	**Sublet**	$26.21	**Part**	$0.00	**Total Paid**	$212.19

Dealer Information

Code	60385	**Name**	STONERIDGE CHRYSLER JEEP DODGE OF	**Zone**	71	LOS ANGELES
Address	6701 AMADOR PLAZA RD , DUBLIN, CA 94568					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	05ZA5182	Safety Recall ZA5 - Rear Brake Hose ; Replace both Rear Brake Hose/Tube Assemblies	UC	UNCODABLE (NARRATIVE REQUIRED)	CSCLZA51AA	LINE	1	X	26.21	$185.98

RO Narratives

(RO) Customer Concern:

Check Tire Pressure Recall [Safety Recall ZA5 - Rear Brake Hose **] *General Concern #1 [CUSTOMER STATES THE CK E GINE LAMP IS ON, PLEASE DIAGNOSE AND ADVISE]

(RO) Cause:

NA

(RO) Correction:

99824 SET TIRES TO 100 PSI ALL AROUND. Check Tire Pressure SET AND ADJUST TIRE PRESSURE TO FACTORY SPECS AND DOCUMENT _____LF ____RF ____LR ____RR 99824 PERFORMED RECALL ZA5 REPLACED THEREAR BRAKE LINE AND BLED THE BRAKING SYSTEMOF ANY AIR TRAPPED IN THE LINES AFTERREPLACEMENT. RECALL COMPLETE AT THIS POINT INTIME. Recall PERFORM RECALL 99824 INSPECTED THE CHECK ENGINE LIGHT ONFOR PARTICULATE FILTER EFFICIENCY BELOWTHRESHOLD, PREVIOUSLY REPLACED THE DOC/DPFAND A PARTICUALTE MATTER SENSOR AND THE DIAGSTEPS LED TO REPLACING THE PCM DUE TOO ALATCHED CODE, REPLACED AND PROGRAMMED THE PCMTEST DROVE THE VEHICLE 20 MILES AND NOW CODEHAS NOT RETURNED. REPAIRS COMPLETE AT THISPOINT IN TIME. *General Concern #1 MEMO ONLY

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

*GENERAL CONCERN #1 [CUSTOMER STATES THE CK ENGINE LAMP IS ON, PLEASE DIAGNOSE AND ADVISE]

(Claim) Cause:

INSPECTED THE CHECK ENGINE LIGHT ON FOR PARTICULATE FILTER EFFICIENCY BELOW TH RESHOLD, PREVIOUSLY REPLACED THE DOC/DPF AND A PARTICUALTE MATTER SENSOR AND THE DIAG STEPS LED TO REPLACING THE PCM DUE TOO A LATCHED CODE,

(Claim) Correction:

, REPLACED AND PROGRAMMED THE PCM TEST DROVE THE VEHICLE 20 MILES AND NOW CODE HAS NOT RETURNED. REPAIRS COMPLETE AT THIS POINT IN TIME.

Warranty Claim Report

Vehicle Information

VIN	3C7WRMDL6 - [redacted]	**Year**	2019	**Body**	DP5L66 - RAM 5500 REG CAB CHASSIS
Build Date	08/31/2019	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	02/04/2020
Claim Type	W - Warranty	**Repair Date**	07/12/2023
Claim Status	Paid	**Mileage (Miles)**	99,824

Expense

Labor	$398.54	**Sublet**	$3,118.78	**Part**	$0.00	**Total Paid**	$3,517.32

Dealer Information

Code	60385	**Name**	STONERIDGE CHRYSLER JEEP DODGE OF	**Zone**	71	LOS ANGELES
Address	6701 AMADOR PLAZA RD , DUBLIN, CA 94568					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08190405	Module, diesel engine control ; 6.7 liter diesel engine, Cab Chassis	ML	CHECK ENGINE/SERVICE ENGINE SO	R8444769AA	MODULE	1	X	3118.78	$345.40
A	08190450	Module, diesel engine control ; Update New Module to Most Current Software Version			R8444769AA	MODULE	1	X	3118.78	$53.14

RO Narratives

(RO) Customer Concern:

Check Tire Pressure Recall [Safety Recall ZA5 - Rear Brake Hose **] *General Concern #1 [CUSTOMER STATES THE CK ENGINE LAMP IS ON, PLEASE DIAGNOSE AND ADVISE]

(RO) Cause:

NA

(RO) Correction:

99824 SET TIRES TO 100 PSI ALL AROUND. Check Tire Pressure SET AND ADJUST TIRE PRESSURE TO FACTORY SPECS AND DOCUMENT _____LF ____RF ____LR ____RR 99824 PERFORMED RECALL ZA5 REPLACED THEREAR BRAKE LINE AND BLED THE BRAKING SYSTEMOF ANY AIR TRAPPED IN THE LINES AFTERREPLACEMENT. RECALL COMPLETE AT THIS POINT INTIME. Recall PERFORM RECALL 99824 INSPECTED THE CHECK ENGINE LIGHT ONFOR PARTICULATE FILTER EFFICIENCY BELOWTHRESHOLD, PREVIOUSLY REPLACED THE DOC/DPFAND A PARTICUALTE MATTER SENSOR AND THE DIAGSTEPS LED TO REPLACING THE PCM DUE TOO ALATCHED CODE, REPLACED AND PROGRAMMED THE PCMTEST DROVE THE VEHICLE 20 MILES AND NOW CODEHAS NOT RETURNED. REPAIRS COMPLETE AT THISPOINT IN TIME. *General Concern #1 MEMO ONLY

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

*GENERAL CONCERN #1 [CUSTOMER STATES THE CK ENGINE LAMP IS ON, PLEASE DIAGNOSE AND ADVISE]

(Claim) Cause:

INSPECTED THE CHECK ENGINE LIGHT ON FOR PARTICULATE FILTER EFFICIENCY BELOW TH RESHOLD, PREVIOUSLY REPLACED THE DOC/DPF AND A PARTICUALTE MATTER SENSOR AND THE DIAG STEPS LED TO REPLACING THE PCM DUE TOO A LATCHED CODE,

(Claim) Correction:

, REPLACED AND PROGRAMMED THE PCM TEST DROVE THE VEHICLE 20 MILES AND NOW CODE HAS NOT RETURNED. REPAIRS COMPLETE AT THIS POINT IN TIME.

Warranty Claim Report

Vehicle Information

VIN	3C63RRJL2 - [redacted]	**Year**	2023	**Body**	D28P92 - RAM 3500 LARAMIE CREW CAB 4X4
Build Date	02/28/2023	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	05/12/2023
Claim Type	W - Warranty	**Repair Date**	07/13/2023
Claim Status	Paid	**Mileage (Miles)**	1,752

Expense

Labor	$30.35	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$30.35

Dealer Information

Code	60609	**Name**		**Zone**	42 DETROIT
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	181904TF	Module, Engine Control (ECM) ; Module, Engine Control (ECM) - Inspect Software Level	RF							$30.35

RO Narratives

(RO) Customer Concern:

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

(RO) Cause:

RRT Courtesy

(RO) 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 ISSUES. 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% TOO 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

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3C7WRNBL9 [redacted]	**Year**	2023	**Body**	DP0L64 - RAM 5500 REG CAB CHASSIS
Build Date	01/11/2023	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	05/23/2023
Claim Type	W - Warranty	**Repair Date**	07/20/2023
Claim Status	Paid	**Mileage (Miles)**	385

Expense

Labor	$128.78	**Sublet**	$393.86	**Part**	$0.00	**Total Paid**	$522.64

Dealer Information

Code	61595	**Name**	MC PEEK'S DODGE ANAHEIM	**Zone**	71	LOS ANGELES
Address	1221 S AUTO CENTER DR , ANAHEIM, CA 92806					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08192701	Module, steering column control ; SCCM, includes turn signal switch, clock spring, steering angle sensor where applicable	14	BURNED OR BURNED OUT	68508701AF	MODULE	1	X	393.86	$128.78

RO Narratives

(RO) Customer Concern:

PERFORM CERTIFIED MULTI-POINT VEHICLE INSPECTION INSPECT TIRE PRESSURES. ADJUST TO FACTORY SPECS. Electrical System Inspect GUEST STATES THAT WHEN USING THE TURN SIGNAL LIGHTS COME ON AND WHEN TURNING

(RO) Cause:

Inspection request Inspection request inspect vehicle , found turn signal switch shorted internally . . . .. .

(RO) Correction:

Performed certified multi point vehicle inspection. Submitted inspection form with vehicle status. CHECKED AND ADJUSTED VEHICLE TIRE PRESSURE AS REQUIRED. replaced steering control module and road test vehicle to verify repair ..

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

Electrical System Inspect GUEST STATES THAT WHEN USING THE TURN SIGNAL LIGHTS COME ON AND WHEN TURNING

(Claim) Cause:

inspect vehicle , found turn signal switch shorted internally . . . .. .

(Claim) Correction:

replaced steering control module and road test vehicle to verify repair ..

Warranty Claim Report

Vehicle Information

VIN	3C63RRGL4 - [redacted]	**Year**	2023	**Body**	D28L92 - RAM 3500 TRADESMAN CREW CAB 4X4
Build Date	02/08/2023	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	07/19/2023
Claim Type	W Warranty	**Repair Date**	07/20/2023
Claim Status	Paid	**Mileage (Miles)**	128

Expense

Labor	$0.00	**Sublet**	$26.18	**Part**	$0.00	**Total Paid**	$26.18

Dealer Information

Code	42241	**Name**	SHELOR CHRYSLER-DODGE	**Zone**	35	WASHINGTON
Address	2340 ROANOKE STREET , CHRISTIANSBURG, VA 24073					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	25080140	DEF Fluid Top Off ; Vehicle Delivery Fill See LOP note for vehicle specific allowances.	40	FLUID HIGH OR LOW	68035704AC	FLUID	2	X	26 18	$0 00

RO Narratives

(RO) Customer Concern:

RO MADE FOR DEF SALES M. MULLINS

(RO) Cause:

E

(RO) Correction:

GENERAL REPAIR

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

DIESEL EXHAUST FILL

(Claim) Cause:

DIESEL EXHAUST FILL

(Claim) Correction:

DIESEL EXHAUST FILL

Warranty Claim Report

Vehicle Information

VIN	3C7WRNBL9 - [redacted]	**Year**	2023	**Body**	DP0L64 - RAM 5500 REG CAB CHASSIS
Build Date	01/11/2023	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	05/23/2023
Claim Type	W - Warranty	**Repair Date**	07/20/2023
Claim Status	Paid	**Mileage (Miles)**	302

Expense

Labor	$55.19	**Sublet**	$0.00	**Part**	$231.00	**Total Paid**	$286.19

Dealer Information

Code	61595	**Name**	MC PEEK'S DODGE ANAHEIM	**Zone**	71	LOS ANGELES
Address	1221 S AUTO CENTER DR , ANAHEIM, CA 92806					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26870201	Front end and rear wheel ; Front end alignment	LM	LEADS RIGHT						$0.00
A	85333333	Sublet processing allowance								$55.19
A	97756555	Sublet Repair								$231.00

RO Narratives

(RO) Customer Concern:

PERFORM CERTIFIED MULTI-POINT VEHICLE INSPECTION INSPECT TIRE PRESSURES. ADJUST TO FACTORY SPECS. Vehicle pulls to the right.

(RO) Cause:

Inspection request..... Inspection request Vehicle pulls to the right.

(RO) 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

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

Vehicle pulls to the right.

(Claim) Cause:

Vehicle pulls to the right.

(Claim) Correction:

Vehicle pulls to the right., sublet to alignment shop

Warranty Claim Report

Vehicle Information

VIN	3C7WRNFL1 - [redacted]	**Year**	2023	**Body**	DP0L94 - RAM 5500 CREW CAB CHASSIS
Build Date	03/16/2023	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	05/01/2023
Claim Type	W Warranty	**Repair Date**	07/21/2023
Claim Status	Paid	**Mileage (Miles)**	1,572

Expense

Labor	$545 14	**Sublet**	$2,917 64	**Part**	$0 00	**Total Paid**	$3,462 78

Dealer Information

Code	68689	**Name**	HEALEY CHRYSLER DODGE JEEP LLC	**Zone**	32	NEW YORK
Address	557 ROUTE 52 , BEACON, NY 12508					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	21550233	Pan, Oil Related Repairs ; Aisin Transmission			68445748AA	BODY ASSY	1	X	2800 70	$140 68
A	21550233	Pan, Oil Related Repairs ; Aisin Transmission			05189966AD	FLUID AFT	7		116 94	$140 68
A	21950158	Valve Body/Solenoid pack/Harness ; Valve body Replace Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled)	ML	CHECK ENGINE/SERVICE ENGINE SO	68445748AA	BODY ASSY	1	X	2800 70	$123 10
A	21950158	Valve Body/Solenoid pack/Harness ; Valve body - Replace Aisin AS66RC/AS68RC/AS69RC (3 Highly Skilled)	ML	CHECK ENGINE/SERVICE ENGINE SO	05189966AD	FLUID AFT	7		116 94	$123 10
A	85410000	Operation diagnostics With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68445748AA	BODY ASSY	1	X	2800.70	$281.36
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation			05189966AD	FLUID AFT	7		116 94	$281 36

RO Narratives

(RO) Customer Concern:

Automatic Transmission Concern [Customer States slams into reverseand drive stuck in 3rd] THE CHECK ENGINE LIGHT IS ON

(RO) Cause:

f

(RO) Correction:

DIAG Pan, Oil Related Repairs Remove and Install (2 Skilled) Valve Body/Solenoid pack/Harness Valve body/Transmission ControlModule Assembly 845RE/850RE Auto Includes TCM reprogram where applicable (3 Highly Skilled) DIAG RELATED TO LINE A CUSTOMER STATES CHECK ENGINE LIGHT IS ON

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES SLAMS INTO REVERSE AND DRIVE STUCK IN 3RD

(Claim) Cause:

P0868-00-TRANSMISSION FLUID PRESSURE LOW ACTIVE DTC PRESENT AND FOUND THAT WHE N SHIFTING INTO GEAR THE DRIVELINE SLAMS NOTICEABLY HARD. FOLLOWING DIAGNOST IC CHART FOR THE ACTIVE DTC FIRST CHECKED FLUID LEVEL AND CONDITION AND FOUN D LEVEL IN SPEC AND CONDITION WAS GOOD. DTC IS ACTIVE AND RETURNS IMMEDIATELY WHEN CLEARED, DISCONNECTED AND CHECK THE XY107A HARNESS CONNECTOR AND SAW NO VISUAL FAULTS WITH THE CONNECTOR. IN ACCORDANCE WITH SERVICE LIBRARY PROCED URE ISOLATED AND CHECKED THE T804 TRANSMISSION PRESSURE SWITCH CIRCUIT FOR A S HORT TO ANY CIRCUITS ON THE XY107A CONNECTOR (TRANSMISSION SIDE) FOR SHORTS TO GROUND AND POWER AND FOUND THERE WAS NO CONTINUITY BETWEEN THE T804 CIRCU IT TO ANY OF THE TESTED SHORT LOCATIONS, AND CHECKED THE RESISTANCE OF THE CIR CUIT FROM THE TCM C1 CONNECTOR AND THE XY107A/VALVEBODY CONNECTOR AND FOUND GOOD RESISTANCE OF LESS THEN .2 OHMS PRESENT. FOLLOWING PROCEDURE CONDUCTED THE SAME SHORT AND RESISTANCE CHECKS FOR THE LINEAR SOLENOID 5 CIRCUITS T790 & T791, AND SHIFT SOLENOID 1 T808 CIRCUIT FOUND NO CONTINUITY TO GROUND, POW ER OR ANY OTHER CIRCUITS ON THE XY107A CONNECTOR FOR ANY OF THE TESTED CIRCU ITS AND RESISTANCE ACROSS EACH OF THE INDIVIDUAL CIRCUITS FROM THE TCM TO XY10 7A WHERE ALL GOOD BELOW .2 OHMS. IN ACCORDANCE WITH SERVICE LIBRARY AFTER EL IMINATING ALL POSSIBLE ELECTRICAL FAULTS ON THE CIRCUITS SIDE NEXT STEP IS T O REPLACE THE TRANSMISSION PRESSURE SWITCH, LINEAR SOLENOID 5, SHIFT SOLENOID 1 AND THE INTERNAL TRANSMISSION WIRE HARNESS. THE SOLENOIDS ARE ONLY SERVICE ABLE WITH THE VALVE BODY ON THIS UNIT AND THE OTHER COMPONENTS ALL ARE INCLU DED WITH THE VALVE BODY AS SUCH ORDERED NEW VALVE BODY.

(Claim) Correction:

REMOVED AND REPLACED THE VALVE BODY. AFTER INSTALLATION FILLED TRANSMISSION FL UID TO LEVEL, CONDUCTED TCM QUICK LEARN PROCEDURE AND TEST DROVE VEHICLE. NO FAULTS RETURNED VEHICLE IS OUT OF LIMP MODE AND IS NO LONGER BANGING INTO GEA R. VEHICLE WAS ONLY BANGING INTO GEAR WHEN ARRIVED DUE TO UNIT BEING IN LIMP MODE AND WHEN IN LIMP MODE LINE PRESSURE IS AUTO SET TO MAX WHICH WAS CAUSI NG THE BANG INTO GEAR BUT IS NO LONGER PRESENT AFTER REPAIRS.

Warranty Claim Report

Vehicle Information

VIN	3C63R3ELX - [redacted]	**Year**	2023	**Body**	D28P91 - RAM 3500 LARAMIE CREW CAB 4X4
Build Date	04/05/2023	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	08/31/2023
Claim Type	K Road Ready (PREPNV)	**Repair Date**	07/26/2023
Claim Status	Paid	**Mileage (Miles)**	2

Expense

Labor	$219 02	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$219 02

Dealer Information

Code	27197	**Name**		**Zone**	71	LOS ANGELES
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						$146.02
A	8590005R	Road Ready ; Road Test								$36.50
A	85900064	Road Ready ; 6.7 liter diesel equipped								$36.50

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	3C63R3KL4 [redacted]	**Year**	2021	**Body**	D28R92 - RAM 3500 LONGHORN CREW CAB 4X4
Build Date	06/04/2021	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	06/28/2021
Claim Type	S - Safety (Recalls)	**Repair Date**	07/26/2023
Claim Status	Paid	**Mileage (Miles)**	46,238

Expense

Labor	$43.90	**Sublet**	$44.48	**Part**	$0.00	**Total Paid**	$88.38

Dealer Information

Code	63566	**Name**	BILLION MOTORS	**Zone**	74	DENVER
Address	3401 WEST 41ST STREET , SIOUX FALLS, SD 57106					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	0813A182	Safety Recall 13A - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	CSTP13A1AA	RELAY	1	X	44.48	$21.95
B	18ZD4182	Module, Diesel Emission Fluid System ; Inspect and Reprogram DEF Control Unit (DCU)	UC	UNCODABLE (NARRATIVE REQUIRED)						$21.95

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

PERFORM RECALL - ZD4 - 19-22MY DJ/D2/DD/DP 6.7L DIESEL EXHAUST FLUID FREE PERFORM RECALL - 13A - 2021-2023 RAM HEAVY DUTY GRID HEATER RELAY

(Claim) Cause:

.

(Claim) Correction:

Perform recall diesel exhaust fluid free LO 18-ZD-41-82 Perform recall GRID HEATER RELAY LO 08-13-A1-82

Warranty Claim Report

Vehicle Information

VIN	3C63RRJL2 - [redacted]	**Year**	2023	**Body**	D28P92 - RAM 3500 LARAMIE CREW CAB 4X4
Build Date	02/28/2023	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	05/12/2023
Claim Type	W - Warranty	**Repair Date**	08/02/2023
Claim Status	Paid	**Mileage (Miles)**	3,191

Expense

Labor	$333.81	**Sublet**	$354.08	**Part**	$0.00	**Total Paid**	$687.89

Dealer Information

Code	60609	**Name**		**Zone**	42 DETROIT
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	14500502	Module/Pump, Diesel ; Fuel tank mounted - 6.7 liter Diesel - Midship Tank	UC	UNCODABLE (NARRATIVE REQUIRED)	68490266AA	MODULE	1	X	354.08	$257.94
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68490266AA	MODULE	1	X	354.08	$75.87

RO Narratives

(RO) Customer Concern:

customer states checl 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

(RO) Cause:

RRT Courtesy

(RO) 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

(RO) Technical Notes:

CK ENG LIGHT ON P0461 D P0461 FUEL LEVEL SENSOR 1 PERFORMANCE, FURTHER TESTED AND REMOVED FUEL TANK, FUEL PUMP MODULE AND FOUND FUEL LEVEL SENSOR HAS DEAD SPOT, SPECIAL ORDERED AND REPLACED FUEL PUMP, ORING CONFIRMED OPERATION AND CLEARED CODES, TEST DROVE AND VERIFIED OPERATION

GCS Narratives

(Claim) Customer Concern:

CK ENG LIGHT ON

(Claim) Cause:

PREVIOUS INSPECTED AND VERIFIED , SCANNED AND FOUND CODE P0461 , CKD FOR ANY R ELATED SOFTWARE UPDATES, NONE REMOVED C5 CONNECTOR AT BCM, AND FUEL PUMP CON NECTOR, OHMED OUT N4 AND G109, PIN 3 TO 17 AND 2 TO 16. WIRES CK GOOD AT .30 TO ,40 OHMS, LOAD TESTED BOTH WIRES AND BULB IS BRIGHT, CKD CONNECTOR SY910A FOR ANY ISSUES, NONE, REMOVED FUEL TANK AND REMOVED FUEL PUMP MODULE FROM TA NK, REINSTALLED BCM CONNECTOR AND PULLED FUEL DATA FROM BCM WHILE WATCHING D ATA, RAN LEVEL SENSOR FROM 0 TO 10 FOUND 28% THE SENSOR DROPS OUT AND COMES BA CK AT 33% WILL NEED LEVEL SENSOR/FUEL PUMP MODULE, PART WAS ON B/O REINSTALL ED FUEL PUMP, TANK, PRIMED FUEL SYSTEM AND CKD FOR LEAKS

(Claim) Correction:

DROPPED FUEL TANK, REPLACED FUEL PUMP, ORING, CONFIRMED OPERATION AND CLEARED CODES, TEST DROVE AND VERIFIED OPERATION

Warranty Claim Report

Vehicle Information

VIN	3C63R3KL7 [redacted]	**Year**	2020	**Body**	D28R92 - RAM 3500 LONGHORN CREW CAB 4X4
Build Date	12/03/2019	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	01/04/2021
Claim Type	S - Safety (Recalls)	**Repair Date**	08/16/2023
Claim Status	Paid	**Mileage (Miles)**	66,487

Expense

Labor	$31.03	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$31.03

Dealer Information

Code	26940	**Name**	AUTO PLAZA CHRYSLER DODGE JEEP RAM	**Zone**	51	CHICAGO
Address	12830 HIGHWAY 21 , DE SOTO, MO 63020					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	23ZB8181	Safety Recall ZB8 - Tailgate Latch Alignment ; Inspect Tailgate Strikers for Alignment	UC	UNCODABLE (NARRATIVE REQUIRED)						$31.03

RO Narratives

(RO) Customer Concern:

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-)

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3C63R3CL1 - [redacted]	**Year**	2020	**Body**	D28L91 - RAM 3500 TRADESMAN CREW CAB 4X4
Build Date	09/28/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	10/30/2020
Claim Type	W - Warranty	**Repair Date**	08/17/2023
Claim Status	Paid	**Mileage (Miles)**	39,922

Expense

Labor	$1,159.84	**Sublet**	$1,343.11	**Part**	$0.00	**Total Paid**	$2,502.95

Dealer Information

Code	44067	**Name**	CHRISTOPHER'S DODGE WORLD INC	**Zone**	74	DENVER
Address	16655 WEST COLFAX AVE , GOLDEN, CO 80401					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	21000169	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68637534AA	CLUTCHKIT	1	X	1273.86	$103.87
A	21000169	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			06511777AA	BOLT	6		24.99	$103.87
A	21000169	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			05189966AD	FLUID AFT	3		44.26	$103.87
A	21000A60	Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped			68637534AA	CLUTCHKIT	1	X	1273.86	$207.73
A	21000A60	Transmission, Remove and install for recondition AS68RC/AS69RC ; 4X4 equipped			06511777AA	BOLT	6		24 99	$207 73
A	21000A60	Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped			05189966AD	FLUID AFT	3		44.26	$207.73
A	21000A61	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Skid plate equipped			68637534AA	CLUTCHKIT	1	X	1273.86	$51.93
A	21000A61	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Skid plate equipped			06511777AA	BOLT	6		24.99	$51.93
A	21000A61	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Skid plate equipped			05189966AD	FLUID AFT	3		44.26	$51.93
A	21000A91	Transmission, Remove and install for recondition AS68RC/AS69RC ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	68637534AA	CLUTCHKIT	1	X	1273.86	$796.31
A	21000A91	Transmission, Remove and install for recondition - AS68RC/AS69RC ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	06511777AA	BOLT	6		24 99	$796 31
A	21000A91	Transmission, Remove and install for recondition - AS68RC/AS69RC ; K1 Clutch /	ZZ	SERVICE ACTION	05189966AD	FLUID AFT	3		44.26	$796.31

		Input Shaft Assembly - Inspect and Replace Sub-Assembly								

RO Narratives

(RO) Customer Concern:

FREE MAINTENANCE INSPECTION TRANSMISSION/TRANSFER CASE REPAIRS.CUSTOMER STATES THE TRANSMISSION WON'T SHIFT INTO 1ST GEAR. SEEMS TO START IN 4TH GEAR PLEASE INSPECTAND 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

(RO) Cause:

tsb 21-002-23

(RO) Correction:

FREE MAINTENANCE INSPECTION 39922 tsb 21-002-23 670 verified customerconcern and started diag. vehicle coded forp1731and p0731 fluid ok found tsb 21 002 23that related to customer concern then p&aprovided for repair after approval thenremoved the transmission and performed tsbreplacing input shaft sub-assembly becausesnap ring had dislodged. then re installedtransmission into vehicle and then filledwith fluid, quick learned and then roadtested. 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 AT08/03/23 12:12 PM. ESTIMATE APPROVAL TOTALS:$0.00

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

TRANSMISSION/TRANSFER CASE REPAIRS. CUSTOMER STATES THE TRANSMISSION WON'T SHI FT INTO 1ST GEAR. SEEMS TO START IN 4TH GEAR PLEASE INSPECT AND ADVISE.

(Claim) Cause:

TSB 21-002-23

(Claim) Correction:

VERIFIED CUSTOMER CONCERN AND STARTED DIAG. VEHICLE CODED FOR P1731AND P0731 F LUID OK. FOUND TSB 21-002-23 THAT RELATED TO CUSTOMER CONCERN. THEN P&A PROV IDED FOR REPAIR. AFTER APPROVAL THEN REMOVED THE TRANSMISSION AND PERFORMED TSB REPLACING INPUT SHAFT SUB-ASSEMBLY BECAUSE SNAP RING HAD DISLODGED. THEN R E INSTALLED TRANSMISSION INTO VEHICLE AND THEN FILLED WITH FLUID, QUICK LEAR NED AND THEN ROAD TESTED. VEHICLE RE TESTED GOOD.

Warranty Claim Report

Vehicle Information

VIN	3C63R3EL9 [redacted]	**Year**	2020	**Body**	D28P91 - RAM 3500 LARAMIE CREW CAB 4X4
Build Date	01/07/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	07/07/2020
Claim Type	W - Warranty	**Repair Date**	08/18/2023
Claim Status	Paid	**Mileage (Miles)**	47,724

Expense

Labor	$54.53	**Sublet**	$791.52	**Part**	$0.00	**Total Paid**	$846.05

Dealer Information

Code	60730	**Name**		**Zone**	66 ORLANDO
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08190507	Module, Transmission Control ; 6.7 liter diesel w/ AISIN AS68RC Auto Trans	ML	CHECK ENGINE/SERVICE ENGINE SO	68446166AA	MODULE	1	X	791.52	$54.53

RO Narratives

(RO) Customer Concern:

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

(RO) Cause:

VERIFED FOUND CODE P2757 TRACED BACK TO BAD TCM

(RO) Correction:

REMOVED AND REPLACED TCM ALL OK AT THIS TIME Multi-Point Inspection All THANK YOU FOR YOUR BUSINESS

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

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

(Claim) Cause:

VERIFED FOUND CODE P2757 TRACED BACK TO BAD TCM

(Claim) Correction:
REMOVED AND REPLACED TCM ALL OK AT THIS TIME

Warranty Claim Report

Vehicle Information

VIN	3C63RRHL6 [redacted]	**Year**	2021	**Body**	D28H92 - RAM 3500 BIG HORN CREW CAB 4X4
Build Date	06/10/2021	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	07/29/2021
Claim Type	W - Warranty	**Repair Date**	08/21/2023
Claim Status	Paid	**Mileage (Miles)**	66,427

Expense

Labor	$535.12	**Sublet**	$494.78	**Part**	$0.00	**Total Paid**	$687.25

Dealer Information

Code	60751	**Name**		**Zone**	66	ORLANDO
Address	, ,					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	14500105	Module/Pump, Fuel ; Module - Midship Tank	ML	CHECK ENGINE/SERVICE ENGINE SO	05145571AA	MODULE	1	X	494.78	$198.76
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			05145571AA	MODULE	1	X	494.78	$336.36
A	85434343	Goodwill Authorization ; Goodwill Authorization			05145571AA	MODULE	1	X	494.78	$0.00

RO Narratives

(RO) Customer Concern:

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-)

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT IS ON HAS A STAR CASE WITH RAM

(Claim) Cause:

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 REPL ACED

(Claim) Correction:

REPLACED IN TANK LIFT PUMP AND CLEARED CODES RETESTED AND FOUND ALL FUEL VOLUM ES TO BE CORRECT ROAD TESTED VEHICLE PERFORMING CORRECTLY AT THIS TIME

Warranty Claim Report

Vehicle Information

VIN	3C63RRGL9 - [redacted]	**Year**	2020	**Body**	D28L92 - RAM 3500 TRADESMAN CREW CAB 4X4
Build Date	03/07/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	04/27/2020
Claim Type	S - Safety (Recalls)	**Repair Date**	08/22/2023
Claim Status	Paid	**Mileage (Miles)**	82,674

Expense

Labor	$34.31	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$34.31

Dealer Information

Code	61667	**Name**	COLE CHRYSLER DODGE	**Zone**	71	LOS ANGELES
Address	3550 BROAD STREET , SAN LUIS OBISPO, CA 93401					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	23ZB8181	Safety Recall ZB8 - Tailgate Latch Alignment ; Inspect Tailgate Strikers for Alignment	UC	UNCODABLE (NARRATIVE REQUIRED)						$34.31

RO Narratives

(RO) Customer Concern:

General Concern Recall / CSN 2

(RO) Cause:

NA

(RO) Correction:

* Perform Multi Point Vehicle Check up - Check and set tire pressure: Front Tires____-Rear tires___ PSI.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3C7WRNAL4 [redacted]	**Year**	2021	**Body**	DP0L63 RAM 5500 REG CAB CHASSIS
Build Date	01/04/2021	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	04/01/2021
Claim Type	W Warranty	**Repair Date**	08/22/2023
Claim Status	Paid	**Mileage (Miles)**	28,402

Expense

Labor	$86 83	**Sublet**	$229 60	**Part**	$0 00	**Total Paid**	$316 43

Dealer Information

Code	X7406	**Name**	AMI LEASING INC	**Zone**	63	DALLAS
Address	29 GLENNIE STREET , WORCESTER, MA 01606					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	21252003	Oil cooler, external / auxiliary ; All others	71	OIL LEAK	68322497AC	COOLER	1	X	229 60	$86 83

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3C63RRGL4 - [redacted]	**Year**	2023	**Body**	D28L92 - RAM 3500 TRADESMAN CREW CAB 4X4
Build Date	02/08/2023	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	07/19/2023
Claim Type	W - Warranty	**Repair Date**	08/24/2023
Claim Status	Paid	**Mileage (Miles)**	1,674

Expense

Labor	$554.20	**Sublet**	$2,681.00	**Part**	$0.00	**Total Paid**	$3,235.21

Dealer Information

Code	42241	**Name**	SHELOR CHRYSLER-DODGE	**Zone**	35	WASHINGTON
Address	2340 ROANOKE STREET , CHRISTIANSBURG, VA 24073					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08190401	Module, Diesel Engine Control ; 6.7 liter diesel engine	ML	CHECK ENGINE/SERVICE ENGINE SO	68575279AA	SOFTWARE	1	X	2681.00	$127.01
A	08190450	Module, Diesel Engine Control ; Update New Module to Most Current Software Version			68575279AA	SOFTWARE	1	X	2681.00	$23.09
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68575279AA	SOFTWARE	1	X	2681.00	$357.93
B	181904TH	Module, Engine Control (ECM) ; Module, Engine Control (ECM) - Reprogram (Aisin Transmission)	CC	SENDING UNITS/SENSORS						$46.18

RO Narratives

(RO) Customer Concern:

Engine Light Concern///CUSTOMER STATED THAT THROTTLE BODY MESSAGE CAME UP ON DASH FOLLOWED BY CHECK ENGINE LIGHT. VEHICLE WAS RUNNING ROUGH. WHEN TRUCK CAME IN THERE WERE NO CEL, HOWEVER THE TRUCK WAS DYING IN THE LANE AND RUNNING ROUGHAT IDLE CUSTOMER REQUESTS MULTIPOINT INSPECTION REPAIR ORDER COMMENTS// CUSTOMER JUST PURCHASED... CALL[redacted] AT[redacted]

(RO) Cause:

Internal pcm failure. Multipoint.

(RO) Correction:

Test drove vehicle, duplicated concern.Engine sputters and sometimes stalls. Enginewould not restart for several attempts.Connected scan tool and found dtc . Checkedfor bulletins and star cases, nothing relatedfound. Dtc diagnostic information suggestspcm replacement. Pcm replacement restricted.Started star technical assistance case. Starsuggested reflashing software into pcm.Performed pcm software update to same partnumber. Test drove, concern still present.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 voltagedrop 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, tested ok. Submittedresults of testing to star center. Starreleased pcm due to findings. Replaced pcmand programmed from current part number68575279AA to targeted part number52421332AG.. Engine Light Concern CUSTOMER STATES CHECK ENGINE LIGHT IS ON Multipoint. Complete. CUSTOMER REQUESTS MULTIPOINT INSPECTION REPAIR ORDER COMMENTS

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CONCERN///CUSTOMER STATED THAT THROTTLE BODY MESSAGE CAME UP ON DASH FOLLOWED ENGINE LIGHT CONCERN///CUSTOMER STATED THAT THROTTLE BODY MESSAGE CAME UP ON BY CHECK ENGINE LIGHT. VEHICLE WAS RUNNING ROUGH. WHEN TRUCK CAME IN THERE W DASH FOLLOWED BY CHECK ENGINE LIGHT. VEHICLE WAS RUNNING ROUGH. WHEN TRUCK CA ERE NO CEL, HOWEVER THE TRUCK WAS DYING IN THE LANE AND RUNNING ROUGH AT IDLE ME IN THERE WERE NO CEL, HOWEVER THE TRUCK WAS DYING IN THE LANE AND RUNNING ROUGH AT IDLE

(Claim) Cause:

INTERNAL PCM FAILURE. INTERNAL PCM FAILURE.

(Claim) Correction:

TEST DROVE VEHICLE, DUPLICATED CONCERN. ENGINE SPUTTERS AND SOMETIMES STALLS . ENGINE WOULD NOT RESTART FOR SEVERAL ATTEMPTS. CONNECTED SCAN TOOL AND FOUN TEST DROVE VEHICLE, DUPLICATED CONCERN. ENGINE SPUTTERS AND SOMETIMES STALLS . ENGINE WOULD NOT RESTART FOR SEVERAL ATTEMPTS. CONNECTED SCAN TOOL AND FOUN D DTC . CHECKED FOR BULLETINS AND STAR CASES, NOTHING RELATED FOUND. DTC DIAG D DTC . CHECKED FOR BULLETINS AND STAR CASES, NOTHING RELATED FOUND. DTC DIAG NOSTIC INFORMATION SUGGESTS PCM REPLACEMENT. PCM REPLACEMENT RESTRICTED. STAR NOSTIC INFORMATION SUGGESTS PCM REPLACEMENT. PCM REPLACEMENT RESTRICTED. STAR TED STAR TECHNICAL ASSISTANCE CASE, CASE NUMBER [redacted] STAR SUGGESTED REF LASHING SOFTWARE INTO PCM. PERFORMED PCM SOFTWARE UPDATE TO SAME PART NUMBER. TED STAR TECHNICAL ASSISTANCE CASE, CASE NUMBER [redacted] STAR SUGGESTED REF TEST DROVE, CONCERN STILL PRESENT. UNPLUGGED CONNECTORS AND INSPECTED, NOTHI LASHING SOFTWARE INTO PCM. PERFORMED PCM SOFTWARE UPDATE TO SAME PART NUMBER. TEST DROVE, CONCERN STILL PRESENT. UNPLUGGED CONNECTORS AND INSPECTED, NOTHI NG VISUALLY WRONG FOUND. CHECKED PIN TENSION, PIN TENSION OK. LOAD TESTED EAC H OF THE 12 FUEL INJECTOR CIRCUITS BETWEEN THE PCM C1 CONNECTOR AND FUEL INJ NG VISUALLY WRONG FOUND. CHECKED PIN TENSION, PIN TENSION OK. LOAD TESTED EAC ECTOR CONNECTORS. LOAD TEST OK. PERFORMED VOLTAGE DROP OF EACH OF THE 12 CIRC H OF THE 12 FUEL INJECTOR CIRCUITS BETWEEN THE PCM C1 CONNECTOR AND FUEL INJ ECTOR CONNECTORS. LOAD TEST OK. PERFORMED VOLTAGE DROP OF EACH OF THE 12 CIRC UITS WITH FOG LIGHT INLINE. NO PROBLEMS FOUND IN VOLTAGE DROP TEST. REMOVED V ALVE COVER AND CHECKED FUEL INJECTOR NUT TORQUE, TORQUE OK. LOAD TESTED AND V UITS WITH FOG LIGHT INLINE. NO PROBLEMS FOUND IN VOLTAGE DROP TEST. REMOVED V ALVE COVER AND CHECKED FUEL INJECTOR NUT TORQUE, TORQUE OK. LOAD TESTED AND V OLTAGE DROP TESTED CIRCUITS IN VALVE COVER GASKET FOR ALL INJECTORS, NO PROBL EMS FOUND. INSTALLED VALVE COVER GASKET AND TORQUED FUEL INJECTOR NUTS TO SPE OLTAGE DROP TESTED CIRCUITS IN VALVE COVER GASKET FOR ALL INJECTORS, NO PROBL CIFICATION. LOAD TESTED AND VOLTAGE DROP TESTED PCM POWERS AND GROUNDS, TESTE EMS FOUND. INSTALLED VALVE COVER GASKET AND TORQUED FUEL INJECTOR NUTS TO SPE CIFICATION. LOAD TESTED AND VOLTAGE DROP TESTED PCM POWERS AND GROUNDS, TESTE D OK. LOAD AND VOLTAGE DROP TESTED B+ CABLE TO PDC, TESTED OK. SUBMITTED RES D OK. LOAD AND VOLTAGE DROP TESTED B+ CABLE TO PDC, TESTED OK. SUBMITTED RES ULTS OF TESTING TO STAR CENTER. STAR RELEASED PCM DUE TO FINDINGS. REPLACED P CM AND PROGRAMMED FROM CURRENT PART NUMBER 68575279AA TO TARGETED PART NUMBER ULTS OF TESTING TO STAR CENTER. STAR RELEASED PCM DUE TO FINDINGS. REPLACED P 52421332AG. PERFORMED ALL NECESSARY PCM REPLACEMENT PROGRAMMING STEPS. TEST CM AND PROGRAMMED FROM CURRENT PART NUMBER 68575279AA TO TARGETED PART NUMBER 52421332AG. PERFORMED ALL NECESSARY PCM REPLACEMENT PROGRAMMING STEPS. TEST DROVE, NO DTCS RETURNED, NO WARNING LIGHTS CAME ON, AND ENGINE IS RUNNING SM DROVE, NO DTCS RETURNED, NO WARNING LIGHTS CAME ON, AND ENGINE IS RUNNING SM OOTH. OOTH.

Warranty Claim Report

Vehicle Information

VIN	3C63RRKL7 [redacted]	**Year**	2023	**Body**	D28R92 RAM 3500 LONGHORN CREW CAB 4X4
Build Date	01/31/2023	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	05/09/2023
Claim Type	W Warranty	**Repair Date**	09/06/2023
Claim Status	Paid	**Mileage (Miles)**	14,738

Expense

Labor	$1,124 59	**Sublet**	$2,257 37	**Part**	$0 00	**Total Paid**	$3,381 96

Dealer Information

Code	60415	**Name**	FORT COLLINS DODGE CHRYSLER JEEP	**Zone**	74	DENVER
Address	3835 S COLLEGE AVE , FORT COLLINS, CO 80525					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	09254407	Flexplate, torque converter drive automatic transmission ; Cummins Diesel Engine	11	BROKEN OR CRACKED	68444379AA	FLYWHEEL	1	X	1769.62	$546.67
A	09254407	Flexplate, torque converter drive automatic transmission ; Cummins Diesel Engine	11	BROKEN OR CRACKED	06511777AA	BOLT	6		26 22	$546 67
A	09254407	Flexplate, torque converter drive automatic transmission ; Cummins Diesel Engine	11	BROKEN OR CRACKED	05189966AD	FLUID AFT	1		15 48	$546 67
A	09254460	Flexplate, torque converter drive automatic transmission ; Skid Plate Equipped			68444379AA	FLYWHEEL	1	X	1769 62	$46 86
A	09254460	Flexplate, torque converter drive automatic transmission ; Skid Plate Equipped			06511777AA	BOLT	6		26 22	$46 86
A	09254460	Flexplate, torque converter drive automatic transmission ; Skid Plate Equipped			05189966AD	FLUID AFT	1		15 48	$46 86
A	09254461	Flexplate, torque converter drive automatic transmission ; Two Piece Propeller Shaft			68444379AA	FLYWHEEL	1	X	1769 62	$31 24
A	09254461	Flexplate, torque converter drive automatic transmission ; Two Piece Propeller Shaft			06511777AA	BOLT	6		26 22	$31 24

A	09254461	Flexplate, torque converter drive automatic transmission ; Two Piece Propeller Shaft			05189966AD	FLUID AFT	1		15.48	$31.24
A	09254462	Flexplate, torque converter drive automatic transmission ; 4x4/ AWD equipped			68444379AA	FLYWHEEL	1	X	1769.62	$187.43
A	09254462	Flexplate, torque converter drive automatic transmission ; 4x4/ AWD equipped			06511777AA	BOLT	6		26.22	$187.43
A	09254462	Flexplate, torque converter drive automatic transmission ; 4x4/ AWD equipped			05189966AD	FLUID AFT	1		15.48	$187.43
A	09254467	Flexplate, torque converter drive automatic transmission ; DEF equipped 2500-3500 pick-up only			68444379AA	FLYWHEEL	1	X	1769.62	$78.10
A	09254467	Flexplate, torque converter drive automatic transmission ; DEF equipped 2500-3500 pick-up only			06511777AA	BOLT	6		26.22	$78.10
A	09254467	Flexplate, torque converter drive automatic transmission ; DEF equipped 2500-3500 pick-up only			05189966AD	FLUID AFT	1		15.48	$78.10
B	25081001	Sensor, NOX - Downstream ; 6.7 liter diesel	ML	CHECK ENGINE/SERVICE ENGINE SO	68460215AB	SENSOR	1	X	446.05	$78.10
B	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68460215AB	SENSOR	1	X	446.05	$93.71
C	181904TH	Module, Engine Control (ECM) ; Module, Engine Control (ECM) - Reprogram (Aisin Transmission)	RF							$62.48

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C/S THAT THERE IS A NOISE FROM THE TRANSMISSION CUSTOMER STATES CHECK ENGINE LIGHT IS ON-DIESEL ENGINE-PERFORM SYSTEM DIAGNOST ICS TO DETERMINE ROOT CAUSE OF CONCERN

(Claim) Cause:

VERIFIED NOISE FROM TRANSMISSION AREA. REMOVED TRANSMISSION TO CHECK FOR DAMAG E. FOUND FLEXPLATE IS CRACKED. REPLACE FLEX PLATE AND RE-TEST. VERIFIED CHECK ENGINE LIGHT ACTIVE WITH CODE U029E ACTIVE IN THE PCM. CODE FOR LOSS OF COMMUNICATION WITH NOX SENSOR B. FOUND WIRING TO THE SENSOR IS GOOD . REPLACE SENSOR AND RE-TEST.

(Claim) Correction:

VERIFIED NOISE COMING FROM THE BACK OF THE ENGINE/ FRONT OF THE TRANSMISSION. REMOVED TRANSMISSION FROM VEHICLE TO INSPECTED COMPONENTS. FOUND FLEXPLATE I S BROKEN AROUND THE CENTER RING CAUSING THE NOISE. REMOVED AND REPLACED FLEX VERIFIED CHECK ENGINE LIGHT ACTIVE WITH CODE U029E LOSS OF COMMUNICATION WITH NOX SENSOR B ACTIVE IN THE PCM. CHECKED THE COMMUNICATIONS, POWER AND GROUND PLATE INSTALLED TRANSMISSION BACK INTO THE VEHICLE TOPPED OF TRANSMISSION FLUID TEST DROVE AND VERIFIED PROPER OPERATION AND REPAIR. EQUIPPED WITH: S AT THE SENSOR. FOUND NO POWER TO THE NOX SENSOR. CHECKED THE TWO INTERMEDI ATE CONNECTORS AND FOUND CONNECTOR XY950A WAS NOT FULLY SEATED. FULLY SEATED SKID PLATE, 2 PIECE SHAFT, DEF TANK, AND 4X4 CONNECTOR AND HAD POWER TO THE NOX SENSOR. CODE REMAINED ACTIVE. REMOVED AN D REPLACED SENSOR. TEST DROVE AND VERIFIED PROPER OPERATION AND REPAIR.

Warranty Claim Report

Vehicle Information

VIN	3C63RRGL9 - [redacted]	**Year**	2020	**Body**	D28L92 - RAM 3500 TRADESMAN CREW CAB 4X4
Build Date	03/07/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	04/27/2020
Claim Type	S - Safety (Recalls)	**Repair Date**	09/13/2023
Claim Status	Paid	**Mileage (Miles)**	84,599

Expense

Labor	$600.50	**Sublet**	$831.84	**Part**	$0.00	**Total Paid**	$1,432.34

Dealer Information

Code	61667	**Name**	COLE CHRYSLER DODGE	**Zone**	71	LOS ANGELES	
Address	3550 BROAD STREET , SAN LUIS OBISPO, CA 93401						

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	14Y78182	Safety Recall Y78 - High Pressure Fuel Pump ; Replace High Pressure Fuel Pump and Reprogram PCM	UC	UNCODABLE (NARRATIVE REQUIRED)	CSRLY781AA	MODULEKIT	1	X	831.84	$600.50

RO Narratives

(RO) Customer Concern:

Recall / CSN 1 TECH CONNECTED THE SCAN TOOL AND CHECKED FOR CODES

(RO) Cause:

NA

(RO) 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

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3C7WRNEL1 - [redacted]	***Year***	2021	***Body***	DP0L93 - RAM 5500 CREW CAB CHASSIS
Build Date	07/24/2021	***Plant***	SALTILLO TRUCK ASSEMBLY PLANT	***Coverage Code***	536

Claim Information

Claim #	[redacted]	***In Service Date***	09/09/2021
Claim Type	S Safety (Recalls)	***Repair Date***	09/15/2023
Claim Status	Paid	***Mileage (Miles)***	107,669

Expense

Labor	$36 21	***Sublet***	$54 60	***Part***	$0 00	***Total Paid***	$90 81

Dealer Information

Code	27064	***Name***		***Zone***	51 CHICAGO
Address	, ,				

Condition Information

Condition Code	*LOP*	*LOP Desc*	*Failure Code*	*Failure Desc*	*Part Number*	*Part Name*	*Part Quantity*	*Part Failed*	*Part Expense*	*LOP Expense*
A	0813A182	Safety Recall 13A - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	CSTP13A1AA	RELAY	1	X	54.60	$36.21

RO Narratives

(RO) Customer Concern:

MULTI POINT INSPECTION/EMAIL ADDRESS (05 [redacted]) RECALL 13A (05[redacted])

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3C63R3KL4 - [redacted]	**Year**	2021	**Body**	D28R92 - RAM 3500 LONGHORN CREW CAB 4X4
Build Date	06/04/2021	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	06/28/2021
Claim Type	W Warranty	**Repair Date**	09/26/2023
Claim Status	Paid	**Mileage (Miles)**	50,541

Expense

Labor	$603 58	**Sublet**	$141 67	**Part**	$0 00	**Total Paid**	$745 25

Dealer Information

Code	63566	**Name**	BILLION MOTORS	**Zone**	74	DENVER
Address	3401 WEST 41ST STREET , SIOUX FALLS, SD 57106					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	21002801	Transmission, Remove and install for repair - AS68RC/AS69RC ; 3500/4500/5500 Series			05189966AD	FLUID AFT	6		72 25	$373 12
A	21002801	Transmission, Remove and install for repair - AS68RC/AS69RC ; 3500/4500/5500 Series			68224227AB	SEAL	1	X	27.63	$373.12
A	21002801	Transmission, Remove and install for repair - AS68RC/AS69RC ; 3500/4500/5500 Series			68055261AA	SEAL	1		16.08	$373.12
A	21002801	Transmission, Remove and install for repair AS68RC/AS69RC ; 3500/4500/5500 Series			68244636AA	SEAL	1		25.71	$373.12
A	21002861	Transmission, Remove and install for repair - AS68RC/AS69RC ; 4x4 equipped			05189966AD	FLUID AFT	6		72.25	$65.84
A	21002861	Transmission, Remove and install for repair AS68RC/AS69RC ; 4x4 equipped			68224227AB	SEAL	1	X	27 63	$65 84
A	21002861	Transmission, Remove and install for repair - AS68RC/AS69RC ; 4x4 equipped			68055261AA	SEAL	1		16.08	$65.84
A	21002861	Transmission, Remove and install for repair AS68RC/AS69RC ; 4x4 equipped			68244636AA	SEAL	1		25 71	$65 84
A	21002862	Transmission, Remove and install for repair - AS68RC/AS69RC ; Two piece propeller shaft equipped			05189966AD	FLUID AFT	6		72.25	$21.95
A	21002862	Transmission, Remove and install for repair AS68RC/AS69RC ; Two piece propeller shaft equipped			68224227AB	SEAL	1	X	27 63	$21 95
A	21002862	Transmission, Remove and install for repair -			68055261AA	SEAL	1		16.08	$21.95

		AS68RC/AS69RC ; Two piece propeller shaft equipped								
A	21002862	Transmission, Remove and install for repair - AS68RC/AS69RC ; Two piece propeller shaft equipped			68244636AA	SEAL	1		25.71	$21.95
A	21601050	Seal, front pump housing ; (3 - Highly Skilled)	71	OIL LEAK	05189966AD	FLUID AFT	6		72 25	$21 95
A	21601050	Seal, front pump housing ; (3 - Highly Skilled)	71	OIL LEAK	68224227AB	SEAL	1	X	27 63	$21 95
A	21601050	Seal, front pump housing ; (3 - Highly Skilled)	71	OIL LEAK	68055261AA	SEAL	1		16 08	$21 95
A	21601050	Seal, front pump housing ; (3 - Highly Skilled)	71	OIL LEAK	68244636AA	SEAL	1		25 71	$21 95
B	11610312	Filter, particulate Regen ; Stationary Regeneration w/ Scan Tool, 2500-3500 pick up only								$76.82
B	181905RT	Module, Transmission Control (TCM) ; Module, Transmission Control (TCM) Reprogram, Includes Quicklearn Routine	CC	SENDING UNITS/SENSORS						$43.90

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C/S LEAKING TRANSMISSION FLUID CUSTOMER STATES THE CHECK ENGINE LIGHT IS ON

(Claim) Cause:

DTC P1451, P244A - HAS UPDATES FOR CODES. TRANSMISSION FLUID LEAKING FROM BELL HOUSING.

(Claim) Correction:

PCM AND TCM UPDATES. PULLED OUT CASE AND TRANSMISSIONTO CHECK SEALS. INSTALLED A NEW FRONT PUMP SEA L, OUTPUT SEAL, AND INPUT SEAL ON TCASE.

Warranty Claim Report

Vehicle Information

VIN	3C7WRMDL4 - [redacted]	**Year**	2021	**Body**	DP5L66 - RAM 5500 REG CAB CHASSIS
Build Date	01/22/2021	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	07/29/2021
Claim Type	S - Safety (Recalls)	**Repair Date**	09/28/2023
Claim Status	Paid	**Mileage (Miles)**	83,081

Expense

Labor	$25.93	**Sublet**	$48.67	**Part**	$0.00	**Total Paid**	$74.60

Dealer Information

Code	27095	**Name**		**Zone**	42 DETROIT
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	0813A182	Safety Recall 13A - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	CSTP13A1AA	RELAY	1	X	48.67	$25.93

RO Narratives

(RO) Customer Concern:

GENERAL CONCERN 1.0 HOUR [CUSTOME RECALL MULTI POINT INSPECTION FLEX PLATE

(RO) Cause:

NA

(RO) Correction:

performed multi point inspection as outlined

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

WAS TOWED IN. CUSTOMER STATES THE TRUCK IS IN LIM P MODE AND NOW WILL NOT START. CUSTOMER STATES THE B OLTS TO THE DRIVE SHAFT IS IN CENTER CONSOLE PLEASE CHECK AND ADVISE

(Claim) Cause:

BROKEN FLEXPLATE

(Claim) Correction:

VERIFIED THE CUSTOMER'S CONCERN OF NO START. THE VEHICLE WAS TOWED IN AND REQU IRED PUSHING VEHICLE INTO REPAIR FACILITY AND PLACING ON HOIST. PERFORMED A VISUAL INSPECTION & FOUND FLEX PLATE BROKEN. FOUND

THE FLEXPLATE BROKEN REM OVED THE TRANSMISSION TO GAIN ACCESS TO THE FLEXPLATE ROAD TESTED 8 MILES V ERIFIED REPAIRS

Warranty Claim Report

Vehicle Information

VIN	3C7WRMDL4 - [redacted]	**Year**	2021	**Body**	DP5L66 - RAM 5500 REG CAB CHASSIS
Build Date	01/22/2021	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	07/29/2021
Claim Type	W - Warranty	**Repair Date**	09/28/2023
Claim Status	Paid	**Mileage (Miles)**	83,081

Expense

Labor	$583.52	**Sublet**	$1,506.60	**Part**	$0.00	**Total Paid**	$2,090.12

Dealer Information

Code	27095	**Name**		**Zone**	42 DETROIT
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	09254407	Flexplate, torque converter drive automatic transmission ; Cummins Diesel Engine	11	BROKEN OR CRACKED	68444379AA	FLYWHEEL	1	X	1506.60	$453.85
A	09254460	Flexplate, torque converter drive automatic transmission ; Skid Plate Equipped			68444379AA	FLYWHEEL	1	X	1506.60	$38.90
A	09254461	Flexplate, torque converter drive automatic transmission ; Two Piece Propeller Shaft			68444379AA	FLYWHEEL	1	X	1506.60	$25.93
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68444379AA	FLYWHEEL	1	X	1506.60	$64.84

RO Narratives

(RO) Customer Concern:

GENERAL CONCERN 1.0 HOUR [CUSTOME RECALL MULTI POINT INSPECTION FLEX PLATE

(RO) Cause:

NA

(RO) Correction:

performed multi point inspection as outlined

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

WAS TOWED IN. CUSTOMER STATES THE TRUCK IS IN LIM P MODE AND NOW WILL NOT START. CUSTOMER STATES THE B OLTS TO THE DRIVE SHAFT IS IN CENTER CONSOLE PLEASE CHECK AND ADVISE

(Claim) Cause:

BROKEN FLEXPLATE

(Claim) Correction:

VERIFIED THE CUSTOMER'S CONCERN OF NO START. THE VEHICLE WAS TOWED IN AND REQU IRED PUSHING VEHICLE INTO REPAIR FACILITY AND PLACING ON HOIST. PERFORMED A VISUAL INSPECTION & FOUND FLEX PLATE BROKEN. FOUND THE FLEXPLATE BROKEN REM OVED THE TRANSMISSION TO GAIN ACCESS TO THE FLEXPLATE. ROAD TESTED 8 MILES V ERIFIED REPAIRS

Warranty Claim Report

Vehicle Information

VIN	3C7WRNBL9 [redacted]	**Year**	2023	**Body**	DP0L64 RAM 5500 REG CAB CHASSIS
Build Date	01/11/2023	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	05/23/2023
Claim Type	W - Warranty	**Repair Date**	10/11/2023
Claim Status	Paid	**Mileage (Miles)**	2,550

Expense

Labor	$1,931.68	**Sublet**	$1,941.71	**Part**	$0.00	**Total Paid**	$3,873.39

Dealer Information

Code	61595	**Name**	MC PEEK'S DODGE ANAHEIM	**Zone**	71	LOS ANGELES
Address	1221 S AUTO CENTER DR , ANAHEIM, CA 92806					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	21000A01	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Remove and install for recondition			68019782AA	SEAL RING	1		7.21	$607.10
A	21000A01	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Remove and install for recondition			68253940AA	SEAL RING	4		50.29	$607.10
A	21000A01	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Remove and install for recondition			68269638AA	PISTON	1		152.18	$607.10
A	21000A01	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Remove and install for recondition			68019768AA	D-RING	1		17.41	$607.10
A	21000A01	Transmission, Remove and install for recondition AS68RC/AS69RC ; Remove and install for recondition			68269646AB	PLATE	1		162.82	$607.10
A	21000A01	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Remove and install for recondition			68269568AB	SNAP RING	1	X	10.99	$607.10
A	21000A01	Transmission, Remove and install for recondition AS68RC/AS69RC ; Remove and install for recondition			68244579AA	O RING	1		32 18	$607 10
A	21000A01	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Remove and install for recondition			68244638AA	GASKET	1		39.30	$607.10
A	21000A01	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Remove and install for recondition			68281227AA	DRUM	1		1181 58	$607 10
A	21000A01	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Remove and install for recondition			05189966AD	FLUID AFT	9		134.51	$607.10
A	21000A01	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Remove and install for recondition			05189966AD	FLUID AFT	3		44.84	$607.10

A	21000A01	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Remove and install for recondition			06509166AA	BOLT	8		58.38	$607.10
A	21000A01	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Remove and install for recondition			06511777AA	BOLT	6		25.32	$607.10
A	21000A01	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Remove and install for recondition			68269552AA	D-RING	1		24.70	$607.10
A	21000A50	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Complete Reconditioning of Transmission (3 - Highly Skilled)	37	EXCESSIVE WEAR	68019782AA	SEAL RING	1		7.21	$1,067.03
A	21000A50	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Complete Reconditioning of Transmission (3 - Highly Skilled)	37	EXCESSIVE WEAR	68253940AA	SEAL RING	4		50.29	$1,067.03
A	21000A50	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Complete Reconditioning of Transmission (3 - Highly Skilled)	37	EXCESSIVE WEAR	68269638AA	PISTON	1		152.18	$1,067.03
A	21000A50	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Complete Reconditioning of Transmission (3 - Highly Skilled)	37	EXCESSIVE WEAR	68019768AA	D-RING	1		17.41	$1,067.03
A	21000A50	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Complete Reconditioning of Transmission (3 - Highly Skilled)	37	EXCESSIVE WEAR	68269646AB	PLATE	1		162.82	$1,067.03
A	21000A50	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Complete Reconditioning of Transmission (3 - Highly Skilled)	37	EXCESSIVE WEAR	68269568AB	SNAP RING	1	X	10.99	$1,067.03
A	21000A50	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Complete Reconditioning of Transmission (3 - Highly Skilled)	37	EXCESSIVE WEAR	68244579AA	O-RING	1		32.18	$1,067.03
A	21000A50	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Complete Reconditioning of Transmission (3 - Highly Skilled)	37	EXCESSIVE WEAR	68244638AA	GASKET	1		39.30	$1,067.03
A	21000A50	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Complete Reconditioning of Transmission (3 - Highly Skilled)	37	EXCESSIVE WEAR	68281227AA	DRUM	1		1181.58	$1,067.03
A	21000A50	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Complete Reconditioning of Transmission (3 - Highly Skilled)	37	EXCESSIVE WEAR	05189966AD	FLUID AFT	9		134.51	$1,067.03

A	21000A50	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Complete Reconditioning of Transmission (3 - Highly Skilled)	37	EXCESSIVE WEAR	05189966AD	FLUID AFT	3		44.84	$1,067.03
A	21000A50	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Complete Reconditioning of Transmission (3 - Highly Skilled)	37	EXCESSIVE WEAR	06509166AA	BOLT	8		58.38	$1,067.03
A	21000A50	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Complete Reconditioning of Transmission (3 - Highly Skilled)	37	EXCESSIVE WEAR	06511777AA	BOLT	6		25.32	$1,067.03
A	21000A50	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Complete Reconditioning of Transmission (3 - Highly Skilled)	37	EXCESSIVE WEAR	68269552AA	D-RING	1		24.70	$1,067.03
A	21000A60	Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped			68019782AA	SEAL RING	1		7.21	$220.76
A	21000A60	Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped			68253940AA	SEAL RING	4		50.29	$220.76
A	21000A60	Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped			68269638AA	PISTON	1		152.18	$220.76
A	21000A60	Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped			68019768AA	D-RING	1		17.41	$220.76
A	21000A60	Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped			68269646AB	PLATE	1		162.82	$220.76
A	21000A60	Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped			68269568AB	SNAP RING	1	X	10.99	$220.76
A	21000A60	Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped			68244579AA	O-RING	1		32.18	$220.76
A	21000A60	Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped			68244638AA	GASKET	1		39.30	$220.76
A	21000A60	Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped			68281227AA	DRUM	1		1181.58	$220.76
A	21000A60	Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped			05189966AD	FLUID AFT	9		134.51	$220.76
A	21000A60	Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped			05189966AD	FLUID AFT	3		44.84	$220.76
A	21000A60	Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped			06509166AA	BOLT	8		58.38	$220.76

A	21000A60	Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped			06511777AA	BOLT	6		25.32	$220.76
A	21000A60	Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped			68269552AA	D-RING	1		24.70	$220.76
A	21000A62	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Two piece propeller shaft equipped			68019782AA	SEAL RING	1		7.21	$36.79
A	21000A62	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Two piece propeller shaft equipped			68253940AA	SEAL RING	4		50.29	$36.79
A	21000A62	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Two piece propeller shaft equipped			68269638AA	PISTON	1		152.18	$36.79
A	21000A62	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Two piece propeller shaft equipped			68019768AA	D-RING	1		17.41	$36.79
A	21000A62	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Two piece propeller shaft equipped			68269646AB	PLATE	1		162.82	$36.79
A	21000A62	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Two piece propeller shaft equipped			68269568AB	SNAP RING	1	X	10.99	$36.79
A	21000A62	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Two piece propeller shaft equipped			68244579AA	O-RING	1		32.18	$36.79
A	21000A62	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Two piece propeller shaft equipped			68244638AA	GASKET	1		39.30	$36.79
A	21000A62	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Two piece propeller shaft equipped			68281227AA	DRUM	1		1181.58	$36.79
A	21000A62	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Two piece propeller shaft equipped			05189966AD	FLUID AFT	9		134.51	$36.79
A	21000A62	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Two piece propeller shaft equipped			05189966AD	FLUID AFT	3		44.84	$36.79
A	21000A62	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Two piece propeller shaft equipped			06509166AA	BOLT	8		58.38	$36.79
A	21000A62	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Two piece propeller shaft equipped			06511777AA	BOLT	6		25.32	$36.79
A	21000A62	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Two piece propeller shaft equipped			68269552AA	D-RING	1		24.70	$36.79

RO Narratives

(RO) Customer Concern:

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

(RO) Cause:

Inspection request Inspection request moves in reverse but not forward gars. scan tool test code p0731. removed and teardown trans. found k1 clutch snap ring came out and piston overextended in clutch and ripped oseals and scraped piston and drum. ////////////

Warranty Claim Report

Vehicle Information

VIN	3C63RRHL3 [redacted]	**Year**	2021	**Body**	D28H92 RAM 3500 BIG HORN CREW CAB 4X4
Build Date	03/09/2021	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	05/24/2021
Claim Type	W - Warranty	**Repair Date**	10/31/2023
Claim Status	Paid	**Mileage (Miles)**	42,535

Expense

Labor	$123.21	**Sublet**	$0.00	**Part**	$40.00	**Total Paid**	$163.21

Dealer Information

Code	60501	**Name**	COLUMBIA CHRYSLER DODGE JEEP RAM	**Zone**	66	ORLANDO
Address	106 S JAMES CAMPBELL BLVD , COLUMBIA, TN 38401					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	11610312	Filter, particulate Regen ; Stationary Regeneration w/ Scan Tool, 2500-3500 pick up only	ML	CHECK ENGINE/SERVICE ENGINE SO						$123.21
A	95400142	Loaner Car ; High Line Vehicles								$40.00

RO Narratives

(RO) Customer Concern:

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

(RO) 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 NEXT16 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

(RO) 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

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

TRUCK REGENS VERY OFTEN ABOUT EVERY 5 HOURS OR 300 MILES NO DRIVABILITY ISSU ES (DIESEL ENGINE CONCERN)

(Claim) Cause:

INSPECTED VEHICLE. NO LIGHTS ON. NO CODES. FOUND CODE STORE IN FREEZE FRAME D ATA P1451 DIESEL PARTICULATE FILTER SYSTEM PERFORMANCE. OIL LIFE AND FUEL FI LTER LIFE'S ARE AT 8% AND ENGINE OIL IS ABOUT A GALLON OVER FULL. PARTICULAT E FILTER HAS 2 GRAMS OF SOOT IN IT. AIR FILTER IS CLEAN AND HAD BEEN REPLACE D RECENTLY. TEST DROVE TRUCK AND WATCHED PARTICULATE FILTER SOOT LOAD. SOOT L OAD WENT FROM 2 -1 IN FIRST 4 MILES THEN BACK UP TO 2 IN NEXT16 MILES. TEST D ROVE AGAIN AND WENT TO 3 IN NEXT 18 MILES. COULD NOT DRIVE VEHICLE ANY FURTHE R 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 OI L CAUSE A PARTICULATE FILTER REGEN ISSUE BEFORE

(Claim) Correction:

AFTER PERFORMING LOF AND FUEL FILTERS REPLACED PERFORMED PARTICULATE FILTER R EGENERATION. TEST DROVE TRUCK 52 MILES AND SOOT LOAD DID NOT CHANGE FROM 1 GR AM. VEHICLE IS OPERATING CORRECTLY NOW.

Warranty Claim Report

Vehicle Information

VIN	3C63R3KL7 [redacted]	**Year**	2020	**Body**	D28R92 RAM 3500 LONGHORN CREW CAB 4X4
Build Date	12/03/2019	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	01/04/2021
Claim Type	W Warranty	**Repair Date**	11/08/2023
Claim Status	Paid	**Mileage (Miles)**	68,770

Expense

Labor	$1,489 34	**Sublet**	$7,802 90	**Part**	$0 00	**Total Paid**	$9,292 24

Dealer Information

Code	26940	**Name**	AUTO PLAZA CHRYSLER DODGE JEEP RAM	**Zone**	51	CHICAGO
Address	12830 HIGHWAY 21 , DE SOTO, MO 63020					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	21000169	Transmission ; DEF equipped 2500 3500 4x4 pick up only			68498560AB	TRANSMISS	1	X	7528 25	$93 08
A	21000169	Transmission ; DEF equipped 2500 3500 4x4 pick up only			68322497AD	COOLER	1		274 65	$93 08
A	21002712	Transmission, Replace automatic ; A 68RC/A 69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	68498560AB	TRANSMISS	1	X	7528 25	$605 05
A	100 71	Transmission, Replace automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	68 497AD	COOLER	1		74 65	$605 05
A	21002760	Tran mi ion, Replace automatic ; Skid plate equipped			68498560AB	TRANSMISS	1	X	7528 25	$62 06
A	21002760	Transmission, Replace automatic ; Skid plate equipped			68322497AD	COOLER	1		274 65	$62 06
A	21002762	Transmission, Replace automatic ; Two piece propeller shaft equipped			68498560AB	TRANSMISS	1	X	7528 25	$31 03
A	21002762	Transmission, Replace automatic ; Two piece propeller shaft equipped			68322497AD	COOLER	1		274 65	$31 03
A	21002766	Transmission, Replace automatic ; 4x4/AWD equipped			68498560AB	TRANSMISS	1	X	7528 25	$93 08
A	21002766	Transmission, Replace automatic ; 4x4/AWD equipped			68322497AD	COOLER	1		274 65	$93 08
A	21002795	Transmission, Replace automatic ; Aisin (AS68/69RC) Transmission Diagnostic Teardown/Reassembly Procedure			68498560AB	TRANSMISS	1	X	7528 25	$201 68
A	21002795	Transmission, Replace automatic ; Aisin (AS68/69RC) Transmission Diagnostic Teardown/Reassembly Procedure			68322497AD	COOLER	1		274 65	$201 68
A	21252050	Oil cooler, external / auxiliary ; Cooler (2			68498560AB	TRANSMISS	1	X	7528 25	$279 25

		Skilled)								
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 Skilled)			68322497AD	COOLER	1		274 65	$279 25
A	85700001	Digital Imaging ; Process time			68498560AB	TRANSMISS	1	X	7528.25	$124.11
A	85700001	Digital Imaging ; Process time			68322497AD	COOLER	1		274.65	$124.11

RO Narratives

(RO) Customer Concern:

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 TRANSMISSION AND TESTED. ALL OK (11-0964 JORDAN-) DIAG CHECK FOUND MULTI-POINT INSPECTION (11-0964 JORDAN-)

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

DUP CONCERN TORE DOWN FOUND PLANTERY GEAR FAILED FILLED TRANS WITH M

GCS Narratives

(Claim) Customer Concern:

C/STATES TRANS SLIPPING,HARSH SHIFT AND WON'T SHIFT

(Claim) Cause:

R&R TRANS TEAR DOWN FOUND PLANTERY GEAR BROKEN CHEWED UP DRUMS,CASE ALL CLUTCH ES FILL TRANS WITH METAL AND COOLER WITH METAL

(Claim) Correction:

REPLACE TRANS AND COOLER FILL WITH FLUID

Warranty Claim Report

Vehicle Information

VIN	3C63R3ELX - [redacted]	**Year**	2023	**Body**	D28P91 - RAM 3500 LARAMIE CREW CAB 4X4
Build Date	04/05/2023	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	08/31/2023
Claim Type	W - Warranty	**Repair Date**	11/15/2023
Claim Status	Paid	**Mileage (Miles)**	7,289

Expense

Labor	$42.61	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$42.61

Dealer Information

Code	60909	**Name**		**Zone**	71 LOS ANGELES
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08190495	Module, Diesel Engine Control ; Perform Extended Idle Test	ZZ	SERVICE ACTION						$42.61

RO Narratives

(RO) Customer Concern:

*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 ADVIUSE] *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 **]

(RO) Cause:

COULD NOT VERIFY CONCERN. POSIBLE 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

(RO) Correction:

COULD NOT VERIFY CONCERN. PEFORMED 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

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3C63R3ELX - [redacted]	**Year**	2023	**Body**	D28P91 - RAM 3500 LARAMIE CREW CAB 4X4
Build Date	04/05/2023	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	08/31/2023
Claim Type	W Warranty	**Repair Date**	11/15/2023
Claim Status	Paid	**Mileage (Miles)**	7,289

Expense

Labor	$191 76	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$191 76

Dealer Information

Code	60909	**Name**		**Zone**	71 LOS ANGELES
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85412101	Transmission Driveability, Trouble Not Found ; Transmission Shift Quality	OD							$191.76

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

*AUTOMATIC TRANSMISSION CONCERN [GUEST STATES THE TRANSMISSION WILL HESITATE T O SHIFT AND WHEN IT DOES IT CLUNKS PRETTY HARSH FROM 1ST TO 2ND GEAR PLEASE CHECK AND ADVISE]

(Claim) Cause:

ROAD TESTED NORMAL. PERFORMED VEHICLE MODULE SCAN, NO CODES AND NO UPDATES. CHECKED FLUID LEVEL AND CONDITION. NORMAL SHIFTS FOR AS69RC TRANS.

(Claim) Correction:

NO PROBLEMS FOUND

Warranty Claim Report

Vehicle Information

VIN	3C63R3ELX [redacted]	**Year**	2023	**Body**	D28P91 RAM 3500 LARAMIE CREW CAB 4X4
Build Date	04/05/2023	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	08/31/2023
Claim Type	W - Warranty	**Repair Date**	11/15/2023
Claim Status	Paid	**Mileage (Miles)**	7,289

Expense

Labor	$0.00	**Sublet**	$0.00	**Part**	$75.00	**Total Paid**	$75.00

Dealer Information

Code	60909	**Name**		**Zone**	71 LOS ANGELES
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08190495	Module, Diesel Engine Control ; Perform Extended Idle Test	ZZ	SERVICE ACTION						$0.00
A	95970101	Amazon ; Amazon Fleet LOP Authorized use only								$75.00

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3C63RRHL5 [redacted]	**Year**	2020	**Body**	D28H92 - RAM 3500 BIG HORN CREW CAB 4X4
Build Date	09/21/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	11/17/2020
Claim Type	S - Safety (Recalls)	**Repair Date**	11/29/2023
Claim Status	Paid	**Mileage (Miles)**	53,943

Expense

Labor	$747.58	**Sublet**	$972.94	**Part**	$0.00	**Total Paid**	$1,720.54

Dealer Information

Code	45077	**Name**	CHIEFLAND CHRYSLER DODGE JEEP INC	**Zone**	66	ORLANDO
Address	12671 NW HIGHWAY 19 , CHIEFLAND, FL 32644					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	22Y26150	Safety Recall Y26 - Wheel Studs ; Replacement of Up to 2 Additional Studs			CSZMY261AA	STUD	1	X	14.05	$15.91
A	22Y26150	Safety Recall Y26 - Wheel Studs ; Replacement of Up to 2 Additional Studs			CSZMY261AA	STUD	1	X	14.05	$15.91
A	22Y26150	Safety Recall Y26 - Wheel Studs ; Replacement of Up to 2 Additional Studs			CSZMY261AA	STUD	1	X	14.05	$15.91
A	22Y26182	Safety Recall Y26 - Wheel Studs ; Inspect and Replace Wheel Studs - Front (One or Both Sides)	UC	UNCODABLE (NARRATIVE REQUIRED)	CSZMY261AA	STUD	1	X	14.05	$111.34
B	14Y78182	Safety Recall Y78 - High Pressure Fuel Pump ; Replace High Pressure Fuel Pump and Reprogram PCM	UC	UNCODABLE (NARRATIVE REQUIRED)	CSRLY781AA	MODULEKIT	1	X	958.90	$556.71
C	23ZB8182	Safety Recall ZB8 - Tailgate Latch Alignment ; Inspect and Adjust Tailgate Strikers	UC	UNCODABLE (NARRATIVE REQUIRED)						$31.81

RO Narratives

(RO) Customer Concern:

Safety Recall Y26 - Wheel Studs (Recall Customer Satisfactio n Notification 1) Safety Recall Y78 - High Pressure Fuel Pump (Recall Customer Satisfaction Notification 2) Safety Recall ZB8 - Tailgate Latch Alignment (Recall Custome r Satisfaction Notification 3) CUSTOMER STATES, THE CHECK ENGINE LIGHT IS ON. CHECK AND ADVISE

(RO) Cause:

NA

(RO) Correction:

INSPECTED AND REPLACED 7 STUD ON RT FRONT WHEEL COMPLETE Y78 INSPECT AND PASSED SCANNED FOR DTC AND NON PRESENT

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3C63RRPL4 - [redacted]	***Year***	2021	***Body***	D28M81 - RAM 3500 LIMITED MEGA CAB 4X4
Build Date	02/09/2021	***Plant***	SALTILLO TRUCK ASSEMBLY PLANT	***Coverage Code***	536

Claim Information

Claim #	[redacted]	***In Service Date***	05/07/2021
Claim Type	S - Safety (Recalls)	***Repair Date***	12/06/2023
Claim Status	Paid	***Mileage (Miles)***	49,204

Expense

Labor	$29.89	***Sublet***	$51.81	***Part***	$0.00	***Total Paid***	$81.70

Dealer Information

Code	66732	***Name***	GALEANA CHRYSLER JEEP INC	***Zone***	66	ORLANDO
Address	14375 S TAMIAMI TRAIL , FT MYERS, FL 33912					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	0813A182	Safety Recall 13A - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	CSTP13A1AA	RELAY	1	X	51.81	$29.89

RO Narratives

(RO) Customer Concern:

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 axle fluid (Severe use only) Replace rear axle fluid (Severe useonly) General Concern #1 [Cust states replace engine mounted fuel filter]

(RO) Cause:

NA

(RO) 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 axle fluid (Severe use only) 49207 MAINT PERFORMED REAR DIFF SERVICE Replace rear axle fluid (Severe use only) 49207 MAINT REPLACED ENGINE FUEL FILTERONLY. RESET INDICATOR General Concern #1 MISC REPAIRS

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3C63RRKL7 [redacted]	**Year**	2023	**Body**	D28R92 RAM 3500 LONGHORN CREW CAB 4X4
Build Date	01/31/2023	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	05/09/2023
Claim Type	W - Warranty	**Repair Date**	12/14/2023
Claim Status	Paid	**Mileage (Miles)**	21,614

Expense

Labor	$1,253.09	**Sublet**	$2,250.08	**Part**	$425.00	**Total Paid**	$3,928.17

Dealer Information

Code	60415	**Name**	FORT COLLINS DODGE CHRYSLER JEEP	**Zone**	74	DENVER
Address	3835 S COLLEGE AVE , FORT COLLINS, CO 80525					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	09254407	Flexplate, torque converter drive automatic transmission ; Cummins Diesel Engine	11	BROKEN OR CRACKED	04429522	BOLT	1		35.77	$609.14
A	09254407	Flexplate, torque converter drive automatic transmission ; Cummins Diesel Engine	11	BROKEN OR CRACKED	06511777AA	BOLT	6		26.22	$609.14
A	09254407	Flexplate, torque converter drive automatic transmission ; Cummins Diesel Engine	11	BROKEN OR CRACKED	68444379AA	FLYWHEEL	1	X	1866 12	$609 14
A	09254407	Flexplate, torque converter drive automatic transmission ; Cummins Diesel Engine	11	BROKEN OR CRACKED	04429522	BOLT	9		321.97	$609.14
A	09254460	Flexplate, torque converter drive automatic transmission ; Skid Plate Equipped			04429522	BOLT	1		35 77	$52 21
A	09254460	Flexplate, torque converter drive automatic transmission ; Skid Plate Equipped			06511777AA	BOLT	6		26.22	$52.21
A	09254460	Flexplate, torque converter drive automatic transmission ; Skid Plate Equipped			68444379AA	FLYWHEEL	1	X	1866 12	$52 21
A	09254460	Flexplate, torque converter drive automatic transmission ; Skid Plate Equipped			04429522	BOLT	9		321.97	$52.21
A	09254461	Flexplate, torque converter drive automatic transmission ; Two Piece Propeller Shaft			04429522	BOLT	1		35.77	$34.81
A	09254461	Flexplate, torque converter drive automatic transmission ; Two Piece Propeller Shaft			06511777AA	BOLT	6		26.22	$34.81
A	09254461	Flexplate, torque converter drive automatic transmission ; Two Piece Propeller Shaft			68444379AA	FLYWHEEL	1	X	1866.12	$34.81

A	09254461	Flexplate, torque converter drive automatic transmission ; Two Piece Propeller Shaft			04429522	BOLT	9		321.97	$34.81
A	09254462	Flexplate, torque converter drive automatic transmission ; 4x4/ AWD equipped			04429522	BOLT	1		35.77	$208.85
A	09254462	Flexplate, torque converter drive automatic transmission ; 4x4/ AWD equipped			06511777AA	BOLT	6		26.22	$208.85
A	09254462	Flexplate, torque converter drive automatic transmission ; 4x4/ AWD equipped			68444379AA	FLYWHEEL	1	X	1866.12	$208.85
A	09254462	Flexplate, torque converter drive automatic transmission ; 4x4/ AWD equipped			04429522	BOLT	9		321.97	$208.85
A	09254467	Flexplate, torque converter drive automatic transmission ; DEF equipped 2500-3500 pick-up only			04429522	BOLT	1		35.77	$87.02
A	09254467	Flexplate, torque converter drive automatic transmission ; DEF equipped 2500-3500 pick-up only			06511777AA	BOLT	6		26.22	$87.02
A	09254467	Flexplate, torque converter drive automatic transmission ; DEF equipped 2500-3500 pick-up only			68444379AA	FLYWHEEL	1	X	1866.12	$87.02
A	09254467	Flexplate, torque converter drive automatic transmission ; DEF equipped 2500-3500 pick-up only			04429522	BOLT	9		321.97	$87.02
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			04429522	BOLT	1		35.77	$261.06
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			06511777AA	BOLT	6		26.22	$261.06
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68444379AA	FLYWHEEL	1	X	1866.12	$261.06
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			04429522	BOLT	9		321.97	$261.06
A	95400142	Loaner Car ; High Line Vehicles			04429522	BOLT	1		35.77	$350.00
A	95400142	Loaner Car ; High Line Vehicles			06511777AA	BOLT	6		26.22	$350.00
A	95400142	Loaner Car ; High Line Vehicles			68444379AA	FLYWHEEL	1	X	1866.12	$350.00
A	95400142	Loaner Car ; High Line Vehicles			04429522	BOLT	9		321.97	$350.00
A	95970101	Amazon ; Amazon Fleet LOP - Authorized use only			04429522	BOLT	1		35.77	$75.00
A	95970101	Amazon ; Amazon Fleet LOP - Authorized use only			06511777AA	BOLT	6		26.22	$75.00

A	95970101	Amazon ; Amazon Fleet LOP - Authorized use only			68444379AA	FLYWHEEL	1	X	1866.12	$75.00
A	95970101	Amazon ; Amazon Fleet LOP - Authorized use only			04429522	BOLT	9		321.97	$75.00

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C/S THAT THERE IS A NOISE FROM THE TRANSMISSION AT START UP

(Claim) Cause:

FLEX PLATE BROKEN

(Claim) Correction:

VERIFIED RATTLING NOISE UPON START UP. RAISED VEHICLE AND SEARCHED FOR ABNORMA L NOISE AND FOUND NOISE BETWEEN THE ENGINE AND TRANSMISSION. VEHICLE WAS IN BEFORE FOR A SIMILAR COMPLAINT. USED STETHOSCOPE AND FOUND NOISE IS DEFINITE LY COMING FROM BETWEEN ENGINE AND TRANSMISSION. USED SMALL BORE-SCOPE AND IN SPECTED THE FLEX PLATE. FOUND RUST STAINS COMING DOWN THE FLEX PLATE. REMOVE D TRANSMISSION AND INSPECTED FLEX PLATE AND FOUND FLEX PLATE BROKEN. CONTACT ED STAR FOR FURTHER DIAG AS FLEX PLATE HAS BEEN REPLACED BEFORE. WAS ADVISED TO EXAMINE THE CRANK DAMPENER FOR BALLOONING AND FOUND NO BALLOONING AT THI S TIME. MEASURED THE CRANKSHAFT END PLAY AT 0.010IN AND SPEC IS BETWEEN 0.00 3 AND 0.015IN WHICH IS IN SPEC. SENT IN A DUTY CYCLE REPORT AND FOUND THE TRUC K IS USED PRETTY HEAVILY POSSIBLY CONTRIBUTING TO FLEX PLATE FAILURE. REPLAC ED FLEX PLATE AND INSTALLED TRANSMISSION. TOPPED OFF TRANSMISSION FLUID AND TEST DROVE. VERIFIED PROPER OPERATION AND REPAIR. TRUCK IS EQUIPPED WITH 4X 4, DEF TANK, 2 PIECE SHAFT AND SKID PLATES

Warranty Claim Report

Vehicle Information

VIN	3C7WRMDL4 - [redacted]	**Year**	2021	**Body**	DP5L66 - RAM 5500 REG CAB CHASSIS
Build Date	01/22/2021	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	07/29/2021
Claim Type	W - Warranty	**Repair Date**	12/19/2023
Claim Status	Paid	**Mileage (Miles)**	83,485

Expense

Labor	$687.24	**Sublet**	$6,688.87	**Part**	$0.00	**Total Paid**	$7,376.11

Dealer Information

Code	27095	**Name**		**Zone**	42 DETROIT
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	21002801	Transmission, Remove and install for repair - AS68RC/AS69RC ; 3500/4500/5500 Series			68335702AD	CONVERTER	1	X	3588.25	$440.88
A	21002801	Transmission, Remove and install for repair AS68RC/AS69RC ; 3500/4500/5500 Series			68244633AB	OIL PUMP	1		2797.75	$440.88
A	21002801	Transmission, Remove and install for repair - AS68RC/AS69RC ; 3500/4500/5500 Series			68244638AA	GASKET	1		34.64	$440.88
A	21002801	Transmission, Remove and install for repair - AS68RC/AS69RC ; 3500/4500/5500 Series			05189977AD	FLUID AFT	2		146 17	$440 88
A	21002801	Transmission, Remove and install for repair - AS68RC/AS69RC ; 3500/4500/5500 Series			05189966AE	FLUID AFT	7		122.06	$440.88
A	21002862	Transmission, Remove and install for repair - AS68RC/AS69RC ; Two piece propeller shaft equipped			68335702AD	CONVERTER	1	X	3588 25	$25 93
A	21002862	Transmission, Remove and install for repair - AS68RC/AS69RC ; Two piece propeller shaft equipped			68244633AB	OIL PUMP	1		2797.75	$25.93
A	21002862	Transmission, Remove and install for repair AS68RC/AS69RC ; Two piece propeller shaft equipped			68244638AA	GASKET	1		34.64	$25.93
A	21002862	Transmission, Remove and install for repair - AS68RC/AS69RC ; Two piece propeller shaft equipped			05189977AD	FLUID AFT	2		146.17	$25.93
A	21002862	Transmission, Remove and install for repair - AS68RC/AS69RC ; Two			05189966AE	FLUID AFT	7		122.06	$25.93

		piece propeller shaft equipped								
A	21330151	Torque converter - replace ; Torque converter-Replace-6.7L TD Cummins w/ Aisin AS68RC/AS69RC Auto Trans (3 - Highly Skilled)			68335702AD	CONVERTER	1	X	3588.25	$0.00
A	21330151	Torque converter - replace ; Torque converter-Replace-6.7L TD Cummins w/ Aisin AS68RC/AS69RC Auto Trans (3 - Highly Skilled)			68244633AB	OIL PUMP	1		2797.75	$0.00
A	21330151	Torque converter - replace ; Torque converter-Replace-6.7L TD Cummins w/ Aisin AS68RC/AS69RC Auto Trans (3 - Highly Skilled)			68244638AA	GASKET	1		34.64	$0.00
A	21330151	Torque converter - replace ; Torque converter-Replace-6.7L TD Cummins w/ Aisin AS68RC/AS69RC Auto Trans (3 - Highly Skilled)			05189977AD	FLUID AFT	2		146.17	$0.00
A	21330151	Torque converter - replace ; Torque converter-Replace-6.7L TD Cummins w/ Aisin AS68RC/AS69RC Auto Trans (3 - Highly Skilled)			05189966AE	FLUID AFT	7		122.06	$0.00
A	21570140	TCM Quick Learn ; 42RLE, 55RFE, 65RFE, 66RFE, 68RFE, AS69RC, AS66RC Transmissions only			68335702AD	CONVERTER	1	X	3588.25	$25.93
A	21570140	TCM Quick Learn ; 42RLE, 55RFE, 65RFE, 66RFE, 68RFE, AS69RC, AS66RC Transmissions only			68244633AB	OIL PUMP	1		2797.75	$25.93
A	21570140	TCM Quick Learn ; 42RLE, 55RFE, 65RFE, 66RFE, 68RFE, AS69RC, AS66RC Transmissions only			68244638AA	GASKET	1		34.64	$25.93
A	21570140	TCM Quick Learn ; 42RLE, 55RFE, 65RFE, 66RFE, 68RFE, AS69RC, AS66RC Transmissions only			05189977AD	FLUID AFT	2		146.17	$25.93
A	21570140	TCM Quick Learn ; 42RLE, 55RFE, 65RFE, 66RFE, 68RFE, AS69RC, AS66RC Transmissions only			05189966AE	FLUID AFT	7		122.06	$25.93
A	21600552	Pump, assembly front ; Pump assembly, Aisin Transmission (3 - Highly Skilled)	UC	UNCODABLE (NARRATIVE REQUIRED)	68335702AD	CONVERTER	1	X	3588.25	$77.80
A	21600552	Pump, assembly front ; Pump assembly, Aisin Transmission (3 - Highly Skilled)	UC	UNCODABLE (NARRATIVE REQUIRED)	68244633AB	OIL PUMP	1		2797.75	$77.80
A	21600552	Pump, assembly front ; Pump assembly, Aisin Transmission (3 - Highly Skilled)	UC	UNCODABLE (NARRATIVE REQUIRED)	68244638AA	GASKET	1		34.64	$77.80
A	21600552	Pump, assembly front ; Pump assembly, Aisin Transmission (3 - Highly Skilled)	UC	UNCODABLE (NARRATIVE REQUIRED)	05189977AD	FLUID AFT	2		146.17	$77.80

A	21600552	Pump, assembly front ; Pump assembly, Aisin Transmission (3 - Highly Skilled)	UC	UNCODABLE (NARRATIVE REQUIRED)	05189966AE	FLUID AFT	7		122.06	$77.80
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68335702AD	CONVERTER	1	X	3588.25	$116.70
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68244633AB	OIL PUMP	1		2797.75	$116.70
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68244638AA	GASKET	1		34.64	$116.70
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			05189977AD	FLUID AFT	2		146.17	$116.70
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			05189966AE	FLUID AFT	7		122.06	$116.70

RO Narratives

(RO) Customer Concern:

GENERAL CONCERN 1.0 HOUR [CUSTOME GENERAL2 MULTI POINT INSPECTION Towing REPLACE CRANKCASE VENT FILTER AND INSPECT EGR VALV

(RO) Cause:

VERIFIED THE CUSTOMER'S CONCERN OF AUTOMATIC

(RO) 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

(RO) Technical Notes:

FOUND TRANSMISSION PUMP LEAKING

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES WHILE DRIVING THEIR WAS EXTREMELY LOUD NOISE COMING ENGINE ARE A

(Claim) Cause:

VERIFIED THE CUSTOMER'S CONCERN OF AUTOMATIC TRANSMISSION FLUID LEAKING. PERFO RMED A VISUAL INSPECTION & FOUND LEAK FROM BELLHOUSING. FOUND THE TORQUE CO NVERTER IS LEAKING FLUID.

(Claim) Correction:

ACCESSED, REMOVED AND REPLACED THE TORQUE CONVERTER WITH ALL OTHER RELATED SEA LS GASKETS AND NON-REUSABLE HARDWARE AND REINSTALLED ALL COMPONENTS REMOVED FOR REPAIRS IN THE REVERSE ORDER OF

REMOVAL. ALSO REPLACED FRONT PUMP. SET T HE TRANSMISSION FLUID TO THE CORRECT LEVEL. PERFORMED QUICK LEARN PROCEDURE. CLEARED ALL CODES. ROAD TESTED 8 MILES VERIFIED REPAIRS.

Warranty Claim Report

Vehicle Information

VIN	3C63RRGL9 [redacted]	**Year**	2020	**Body**	D28L92 - RAM 3500 TRADESMAN CREW CAB 4X4
Build Date	03/07/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	04/27/2020
Claim Type	W - Warranty	**Repair Date**	12/20/2023
Claim Status	Paid	**Mileage (Miles)**	86,302

Expense

Labor	$2,347.90	**Sublet**	$9,532.17	**Part**	$0.00	**Total Paid**	$11,880.07

Dealer Information

Code	27284	**Name**		**Zone**	71	LOS ANGELES
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	21000169	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68322507AB	TUBE	1		131.31	$136.77
A	21000169	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68359847AC	TOC ASSY	1		199.80	$136.77
A	21000169	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68218057AC	FLUID	8		105.12	$136.77
A	21000169	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68218057AC	FLUID	8		105.12	$136.77
A	21000169	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68322497AC	COOLER	1		307.80	$136.77
A	21000169	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68397154AD	TUBE	1		183.60	$136.77
A	21000169	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68498560AB	TRANSMISS	1	X	8478.00	$136.77
A	21000169	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			05086767AC	GASKET	2		21.42	$136.77
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	ML	CHECK ENGINE/SERVICE ENGINE SO	68322507AB	TUBE	1		131.31	$889.01
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	ML	CHECK ENGINE/SERVICE ENGINE SO	68359847AC	TOC ASSY	1		199.80	$889.01
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	ML	CHECK ENGINE/SERVICE ENGINE SO	68218057AC	FLUID	8		105.12	$889.01
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	ML	CHECK ENGINE/SERVICE ENGINE SO	68218057AC	FLUID	8		105.12	$889.01
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	ML	CHECK ENGINE/SERVICE ENGINE SO	68322497AC	COOLER	1		307.80	$889.01
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	ML	CHECK ENGINE/SERVICE ENGINE SO	68397154AD	TUBE	1		183.60	$889.01
A	21002712	Transmission, Replace - automatic ;	ML	CHECK ENGINE/SERVICE	68498560AB	TRANSMISS	1	X	8478.00	$889.01

		AS68RC/AS69RC		ENGINE SO						
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	ML	CHECK ENGINE/SERVICE ENGINE SO	05086767AC	GASKET	2		21.42	$889.01
A	21002760	Transmission, Replace automatic ; Skid plate equipped			68322507AB	TUBE	1		131.31	$91.18
A	21002760	Transmission, Replace - automatic ; Skid plate equipped			68359847AC	TOC ASSY	1		199.80	$91.18
A	21002760	Transmission, Replace - automatic ; Skid plate equipped			68218057AC	FLUID	8		105.12	$91.18
A	21002760	Transmission, Replace - automatic ; Skid plate equipped			68218057AC	FLUID	8		105.12	$91.18
A	21002760	Transmission, Replace - automatic ; Skid plate equipped			68322497AC	COOLER	1		307.80	$91.18
A	21002760	Transmission, Replace - automatic ; Skid plate equipped			68397154AD	TUBE	1		183.60	$91.18
A	21002760	Transmission, Replace - automatic ; Skid plate equipped			68498560AB	TRANSMISS	1	X	8478.00	$91.18
A	21002760	Transmission, Replace - automatic ; Skid plate equipped			05086767AC	GASKET	2		21.42	$91.18
A	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			68322507AB	TUBE	1		131.31	$45.59
A	21002762	Transmission, Replace automatic ; Two piece propeller shaft equipped			68359847AC	TOC ASSY	1		199.80	$45.59
A	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			68218057AC	FLUID	8		105.12	$45.59
A	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			68218057AC	FLUID	8		105.12	$45.59
A	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			68322497AC	COOLER	1		307.80	$45.59
A	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			68397154AD	TUBE	1		183.60	$45.59
A	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			68498560AB	TRANSMISS	1	X	8478.00	$45.59
A	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			05086767AC	GASKET	2		21.42	$45.59
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			68322507AB	TUBE	1		131.31	$136.77
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			68359847AC	TOC ASSY	1		199.80	$136.77
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			68218057AC	FLUID	8		105.12	$136.77
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			68218057AC	FLUID	8		105.12	$136.77
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			68322497AC	COOLER	1		307.80	$136.77
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			68397154AD	TUBE	1		183.60	$136.77
A	21002766	Transmission, Replace - automatic ; 4x4/AWD			68498560AB	TRANSMISS	1	X	8478.00	$136.77

		equipped								
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			05086767AC	GASKET	2		21.42	$136.77
A	21002795	Transmission, Replace - automatic ; Aisin (AS68/69RC) Transmission Diagnostic Teardown/Reassembly Procedure			68322507AB	TUBE	1		131.31	$296.34
A	21002795	Transmission, Replace - automatic ; Aisin (AS68/69RC) Transmission Diagnostic Teardown/Reassembly Procedure			68359847AC	TOC ASSY	1		199.80	$296.34
A	21002795	Transmission, Replace - automatic ; Aisin (AS68/69RC) Transmission Diagnostic Teardown/Reassembly Procedure			68218057AC	FLUID	8		105.12	$296.34
A	21002795	Transmission, Replace - automatic ; Aisin (AS68/69RC) Transmission Diagnostic Teardown/Reassembly Procedure			68218057AC	FLUID	8		105.12	$296.34
A	21002795	Transmission, Replace - automatic ; Aisin (AS68/69RC) Transmission Diagnostic Teardown/Reassembly Procedure			68322497AC	COOLER	1		307.80	$296.34
A	21002795	Transmission, Replace - automatic ; Aisin (AS68/69RC) Transmission Diagnostic Teardown/Reassembly Procedure			68397154AD	TUBE	1		183.60	$296.34
A	21002795	Transmission, Replace - automatic ; Aisin (AS68/69RC) Transmission Diagnostic Teardown/Reassembly Procedure			68498560AB	TRANSMISS	1	X	8478.00	$296.34
A	21002795	Transmission, Replace - automatic ; Aisin (AS68/69RC) Transmission Diagnostic Teardown/Reassembly Procedure			05086767AC	GASKET	2		21.42	$296.34
A	21251050	Lines, transmission and torque converter oil cooler ; One or Both (1 - Semi-Skilled)			68322507AB	TUBE	1		131.31	$159.57
A	21251050	Lines, transmission and torque converter oil cooler ; One or Both (1 - Semi-Skilled)			68359847AC	TOC ASSY	1		199.80	$159.57
A	21251050	Lines, transmission and torque converter oil cooler ; One or Both (1 - Semi-Skilled)			68218057AC	FLUID	8		105.12	$159.57
A	21251050	Lines, transmission and torque converter oil cooler ; One or Both (1 - Semi-Skilled)			68218057AC	FLUID	8		105.12	$159.57
A	21251050	Lines, transmission and torque converter oil cooler ; One or Both (1 - Semi-Skilled)			68322497AC	COOLER	1		307.80	$159.57

A	21251050	Lines, transmission and torque converter oil cooler ; One or Both (1 - Semi-Skilled)			68397154AD	TUBE	1		183.60	$159.57
A	21251050	Lines, transmission and torque converter oil cooler ; One or Both (1 - Semi-Skilled)			68498560AB	TRANSMISS	1	X	8478.00	$159.57
A	21251050	Lines, transmission and torque converter oil cooler ; One or Both (1 - Semi-Skilled)			05086767AC	GASKET	2		21.42	$159.57
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68322507AB	TUBE	1		131.31	$410.31
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68359847AC	TOC ASSY	1		199.80	$410.31
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68218057AC	FLUID	8		105.12	$410.31
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68218057AC	FLUID	8		105.12	$410.31
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68322497AC	COOLER	1		307.80	$410.31
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68397154AD	TUBE	1		183.60	$410.31
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68498560AB	TRANSMISS	1	X	8478.00	$410.31
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			05086767AC	GASKET	2		21.42	$410.31
A	85700001	Digital Imaging ; Process time			68322507AB	TUBE	1		131.31	$182.36
A	85700001	Digital Imaging ; Process time			68359847AC	TOC ASSY	1		199.80	$182.36
A	85700001	Digital Imaging ; Process time			68218057AC	FLUID	8		105.12	$182.36
A	85700001	Digital Imaging ; Process time			68218057AC	FLUID	8		105.12	$182.36
A	85700001	Digital Imaging ; Process time			68322497AC	COOLER	1		307.80	$182.36
A	85700001	Digital Imaging ; Process time			68397154AD	TUBE	1		183.60	$182.36
A	85700001	Digital Imaging ; Process time			68498560AB	TRANSMISS	1	X	8478.00	$182.36
A	85700001	Digital Imaging ; Process time			05086767AC	GASKET	2		21.42	$182.36

RO Narratives

(RO) Customer Concern:

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 ADVICE 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.

(RO) 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. . .

(RO) 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

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C/S THAT THE CHECK ENGINE LIGHT CAME ON. NOW THE VEHICLE WILL NOT GO OVER 50 MPH

(Claim) Cause:

P0735

(Claim) Correction:

REPLACED TRANS ASSEMBLY, COOLER, & LINES

Warranty Claim Report

Vehicle Information

VIN	3C63R3KL4 - [redacted]	**Year**	2021	**Body**	D28R92 - RAM 3500 LONGHORN CREW CAB 4X4
Build Date	06/04/2021	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	06/28/2021
Claim Type	W - Warranty	**Repair Date**	12/21/2023
Claim Status	Paid	**Mileage (Miles)**	54,809

Expense

Labor	$413.17	**Sublet**	$591.79	**Part**	$0.00	**Total Paid**	$1,004.96

Dealer Information

Code	65191	**Name**	ADEL CHRYSLER INC	**Zone**	51	CHICAGO
Address	818 COURT ST , ADEL, IA 50003					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	14400202	Element, filter/water separator ; Element - Water separator, 6.7 liter diesel engine - Engine Mounted			68490266AA	MODULE	1	X	346.51	$53.89
A	14400202	Element, filter/water separator ; Element - Water separator, 6 7 liter diesel engine - Engine Mounted			68436631AA	FILTER KI	1		93 34	$53 89
A	14400202	Element, filter/water separator ; Element - Water separator, 6.7 liter diesel engine - Engine Mounted			68157291AA	FILTER	1		151.94	$53.89
A	14400203	Element, filter/water separator ; Element - Regulator housing, 6.7 liter diesel engine - Chassis Mounted			68490266AA	MODULE	1	X	346.51	$53.89
A	14400203	Element, filter/water separator ; Element - Regulator housing, 6.7 liter diesel engine - Chassis Mounted			68436631AA	FILTER KI	1		93.34	$53.89
A	14400203	Element, filter/water separator ; Element - Regulator housing, 6.7 liter diesel engine - Chassis Mounted			68157291AA	FILTER	1		151.94	$53.89
A	14500502	Module/Pump, Diesel ; Fuel tank mounted 6 7 liter Diesel - Midship Tank	UC	UNCODABLE (NARRATIVE REQUIRED)	68490266AA	MODULE	1	X	346 51	$305 39
A	14500502	Module/Pump, Diesel ; Fuel tank mounted - 6.7 liter Diesel - Midship Tank	UC	UNCODABLE (NARRATIVE REQUIRED)	68436631AA	FILTER KI	1		93.34	$305.39
A	14500502	Module/Pump, Diesel ; Fuel tank mounted - 6.7 liter Diesel - Midship Tank	UC	UNCODABLE (NARRATIVE REQUIRED)	68157291AA	FILTER	1		151.94	$305.39
A	8585CG09	Consumer Goodwill ; Consumer Goodwill Only			68490266AA	MODULE	1	X	346.51	$0.00
A	8585CG09	Consumer Goodwill ; Consumer Goodwill Only			68436631AA	FILTER KI	1		93.34	$0.00

A	8585CG09	Consumer Goodwill ; Consumer Goodwill Only			68157291AA	FILTER	1		151.94	$0.00

RO Narratives

(RO) Customer Concern:

CHECK AND PERFORM RECALLS AS NEEDED GENERAL CONCERN

(RO) Cause:

Placed on order list. 14400202 - Lift pump.

(RO) Correction:

NWP NO WORK PERFORMED 14500502 MODULE, FUEL LEVEL SENDING UNIT TEST AND REPLACE (14500502 B)

(RO) Technical Notes:

LIFT PUMP WEAK AND FAILING

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES SAME CODE THAT HAS KEPT COMING ON FOR FUEL ISSUE PCM P026B-00 ACTIVE INJECTION TIMING PERFORMANCE. THIS IS A CONTINUED ISSUE CAUSED BY L IFT PUMP AND FUEL FILTERS.

(Claim) Cause:

SCAN CODES: P026B-00-INJECTION TIMING PERFORMANCE - ACTIVE. TEST FUEL SUPPLY (LIFT PUMP VOLUME) = 470ML = PUMP VOLUME LOW = LIFT PUMP WEAK/FAILING.

(Claim) Correction:

REPLACE LIFT PUMP, DRIVE, AND RE-SCAN = NO CODES REAPPEARED.

Warranty Claim Report

Vehicle Information

VIN	3C7WRLEL1 [redacted]	**Year**	2019	**Body**	DP9L93 - RAM 4500 CREW CAB CHASSIS
Build Date	05/07/2019	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	08/16/2019
Claim Type	S - Safety (Recalls)	**Repair Date**	12/26/2023
Claim Status	Paid	**Mileage (Miles)**	74,410

Expense

Labor	$662.53	**Sublet**	$793.52	**Part**	$200.00	**Total Paid**	$1,656.05

Dealer Information

Code	44311	**Name**	KERNERSVILLE CHRYSLER DODGE LLC	**Zone**	66	ORLANDO
Address	950 HIGHWAY 66 SOUTH , KERNERSVILLE, NC 27284					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
D	14Y78182	Safety Recall Y78 - High Pressure Fuel Pump ; Replace High Pressure Fuel Pump and Reprogram PCM	UC	UNCODABLE (NARRATIVE REQUIRED)	CSRLY781AA	MODULEKIT	1	X	793.52	$473.24
A	18Y17182	Customer Satisfaction Notification Y17 - Transmission Software Update ; Module, Transmission Control (TCM) - Reprogram Software and Perform Quicklearn	UC	UNCODABLE (NARRATIVE REQUIRED)						$54.08
B	18Y21181	Safety Recall Y21 - Powertrain Control Module Software ; Module, Engine Control (ECM) - Inspect	UC	UNCODABLE (NARRATIVE REQUIRED)						$27.04
C	22Y26160	Safety Recall Y26 - Wheel Studs ; 10 Lug Equipped								$13.52
C	22Y26181	Safety Recall Y26 - Wheel Studs ; Inspect Wheel Studs	UC	UNCODABLE (NARRATIVE REQUIRED)						$81.13
E	23Z08182	Safety Recall Z08 - Windshield Wipers ; Nut, Wiper Arms - Torque Front	UC	UNCODABLE (NARRATIVE REQUIRED)						$13.52
A	95400142	Loaner Car ; High Line Vehicles								$200.00

RO Narratives

(RO) Customer Concern:

(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 ot 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 Satis faction Notification 2) Recall Customer Satisfaction Notification 3 Y26 - 2012-21 D TRUCK M14 WHEEL STUDS (Recall Customer Satisfaction Notifica tion 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

(RO) 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

(RO) 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

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3C7WRNEL1 - [redacted]	**Year**	2021	**Body**	DP0L93 - RAM 5500 CREW CAB CHASSIS
Build Date	07/24/2021	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	09/09/2021
Claim Type	S - Safety (Recalls)	**Repair Date**	12/26/2023
Claim Status	Paid	**Mileage (Miles)**	119,524

Expense

Labor	$181.05	**Sublet**	$398.03	**Part**	$0.00	**Total Paid**	$579.08

Dealer Information

Code	27064	**Name**		**Zone**	51	CHICAGO
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	2590A182	Pump, Unit ; Replace Urea Delivery Module	UC	UNCODABLE (NARRATIVE REQUIRED)	CCGN90A1AA	MODULE	1	X	363.43	$181.05
A	2590A182	Pump, Unit ; Replace Urea Delivery Module	UC	UNCODABLE (NARRATIVE REQUIRED)	68035704AC	FLUID	2		34.60	$181.05

RO Narratives

(RO) Customer Concern:

MULTI POINT INSPECTION/EMAIL ADDRESS RIGHT REAR WHEEL SPEED SENSOR CODE (13- ROBERT-) TRANNY ISSUES TRANSMISSION SLIPPING FLUID BURNT TRASMISSION SLIPPING IN 3RD AND 5TH GEARS K3 CLUTCH IS BURNT REPLACED TRANSMISSION, CONVERTER BOLTS 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-)

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CODE P0733 GEAR ERROR 3 INCORRECT. AND TRANSMISSION SLIPPING

(Claim) Cause:

CUSTOMER ERASES CODES, DUPLICATED SHIFT CONCERN, INSTALLED SOFTWARE UPDATE, NO CHANGE FLUID LEVEL FULL AND BURNT REMOVED TRANSMISSION PAN FOUND DEBRIS A ND DARK FLUID K3 CLUTCH FAILURE.

(Claim) Correction:

REPLACED TRANSMISSION PER 70% WORKSHEET AND TRANSMISSION COOLER DUE TO CONTAMI NATION AND RELEARNED.

Warranty Claim Report

Vehicle Information

VIN	3C7WRMDL4 [redacted]	**Year**	2021	**Body**	DP5L66 RAM 5500 REG CAB CHASSIS
Build Date	01/22/2021	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	07/29/2021
Claim Type	W - Warranty	**Repair Date**	01/05/2024
Claim Status	Paid	**Mileage (Miles)**	83,799

Expense

Labor	$51.87	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$51.87

Dealer Information

Code	27095	**Name**		**Zone**	42 DETROIT
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	181905RT	Module, Transmission Control (TCM) ; Module, Transmission Control (TCM) Reprogram, Includes Quicklearn Routine	RF							$51 87

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	3C7WRMDL4 - [redacted]	**Year**	2021	**Body**	DP5L66 - RAM 5500 REG CAB CHASSIS
Build Date	01/22/2021	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	07/29/2021
Claim Type	W - Warranty	**Repair Date**	01/05/2024
Claim Status	Paid	**Mileage (Miles)**	83,799

Expense

Labor	$168.57	**Sublet**	$195.30	**Part**	$0.00	**Total Paid**	$363.87

Dealer Information

Code	27095	**Name**		**Zone**	42 DETROIT
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	25060203	Sensor, diesel exhaust pressure differential ; Sensor, 6.7 liter diesel engine	ML	CHECK ENGINE/SERVICE ENGINE SO	68312096AB	SENSOR	1	X	195.30	$51.87
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68312096AB	SENSOR	1	X	195.30	$116.70

RO Narratives

(RO) Customer Concern:

GENERAL CONCERN 1.0 HOUR [CUSTOME GENERAL2 MULTI POINT INSPECTION [OTHER]: DPF PRESSURE SENSOR

(RO) Cause:

CUSTOMER REQUEST. CHECKED FOR SOFTWARE UPDATES TO VERIFIED THE CUSTOMER'S CONCERN OF CHECK ENGINE

(RO) 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

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THE CHECK ENGINE LIGHT IS ON

(Claim) Cause:

VERIFIED THE CUSTOMER'S CONCERN OF CHECK ENGINE LIGHT ON ACCESSED THE DIAGNOS TIC PORT AND PERFORMED A SCAN TO FIND ACTIVE CODE(S) P2456 WHICH IS RELATED TO DIESEL PARTICULATE FILTER PRESSURE SENSOR 1 CIRCUIT INTERMITTENT/ERRATIC. FOUND THE DIFFERENTIAL PRESSURE SENSOR HAS AN INTERMITTENT OPEN CIRCUIT.

(Claim) Correction:

REMOVED AND REPLACED THE DIFFERENTIAL PRESSURE SENSOR. CLEARED ALL CODES. ROAD TESTED 8 MILES VERIFIED REPAIRS.

Warranty Claim Report

Vehicle Information

VIN	3C7WRNEL1 - [redacted]	**Year**	2021	**Body**	DP0L93 - RAM 5500 CREW CAB CHASSIS
Build Date	07/24/2021	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	09/09/2021
Claim Type	W - Warranty	**Repair Date**	01/15/2024
Claim Status	Paid	**Mileage (Miles)**	119,524

Expense

Labor	$1,357.88	**Sublet**	$8,792.57	**Part**	$0.00	**Total Paid**	$8,141.45

Dealer Information

Code	27064	**Name**		**Zone**	51	CHICAGO
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	21000169	Transmission ; DEF equipped 2500-3500 4x4 pick up only			68498557AB	TRANSMISS	1	X	8381.50	$108.63
A	21000169	Transmission ; DEF equipped 2500 3500 4x4 pick up only			06511777AA	BOLT	6		25 04	$108 63
A	21000169	Transmission ; DEF equipped 2500 3500 4x4 pick up only			05189966AD	FLUID AFT	6		88 68	$108 63
A	21000169	Transmission ; DEF equipped 2500 3500 4x4 pick-up only			68322497AC	COOLER	1		297 35	$108 63
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	ML	CHECK ENGINE/SERVICE ENGINE SO	68498557AB	TRANSMISS	1	X	8381.50	$706.10
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	ML	CHECK ENGINE/SERVICE ENGINE SO	06511777AA	BOLT	6		25.04	$706.10
A	21002712	Transmission, Replace automatic ; AS68RC/AS69RC	ML	CHECK ENGINE/SERVICE ENGINE SO	05189966AD	FLUID AFT	6		88 68	$706 10
A	21002712	Transmission, Replace automatic ; AS68RC/AS69RC	ML	CHECK ENGINE/SERVICE ENGINE SO	68322497AC	COOLER	1		297 35	$706 10
A	21002760	Transmission, Replace - automatic ; Skid plate equipped			68498557AB	TRANSMISS	1	X	8381.50	$72.42
A	21002760	Transmission, Replace - automatic ; Skid plate equipped			06511777AA	BOLT	6		25.04	$72.42
A	21002760	Transmission, Replace automatic ; Skid plate equipped			05189966AD	FLUID AFT	6		88 68	$72 42
A	21002760	Transmission, Replace automatic ; Skid plate equipped			68322497AC	COOLER	1		297 35	$72 42
A	21002762	Transmission, Replace automatic ; Two piece propeller shaft equipped			68498557AB	TRANSMISS	1	X	8381.50	$36.21
A	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			06511777AA	BOLT	6		25 04	$36 21

A	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			05189966AD	FLUID AFT	6		88.68	$36.21
A	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			68322497AC	COOLER	1		297.35	$36.21
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			68498557AB	TRANSMISS	1	X	8381.50	$108.63
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			06511777AA	BOLT	6		25.04	$108.63
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			05189966AD	FLUID AFT	6		88.68	$108.63
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			68322497AC	COOLER	1		297.35	$108.63
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68498557AB	TRANSMISS	1	X	8381.50	$325.89
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			06511777AA	BOLT	6		25.04	$325.89
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			05189966AD	FLUID AFT	6		88.68	$325.89
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68322497AC	COOLER	1		297.35	$325.89

RO Narratives

(RO) Customer Concern:

MULTI POINT INSPECTION/EMAIL ADDRESS RIGHT REAR WHEEL SPEED SENSOR CODE (13- ROBERT-) TRANNY ISSUES TRANSMISSION SLIPPING FLUID BURNT TRASMISSION SLIPPING IN 3RD AND 5TH GEARS K3 CLUTCH IS BURNT REPLACED TRANSMISSION, CONVERTER BOLTS 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-)

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CODE P0733 GEAR ERROR 3 INCORRECT. AND TRANSMISSION SLIPPING

(Claim) Cause:

CUSTOMER ERASES CODES, DUPLICATED SHIFT CONCERN, INSTALLED SOFTWARE UPDATE, NO CHANGE FLUID LEVEL FULL AND BURNT REMOVED TRANSMISSION PAN FOUND DEBRIS A ND DARK FLUID K3 CLUTCH FAILURE.

(Claim) Correction:

REPLACED TRANSMISSION PER 70% WORKSHEET AND TRANSMISSION COOLER DUE TO CONTAMI NATION AND RELEARNED.

Warranty Claim Report

Vehicle Information

VIN	3C63R3EL0 [redacted]	**Year**	2020	**Body**	D28P91 - RAM 3500 LARAMIE CREW CAB 4X4
Build Date	09/30/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	11/24/2020
Claim Type	W - Warranty	**Repair Date**	01/20/2024
Claim Status	Paid	**Mileage (Miles)**	49,430

Expense

Labor	$970.63	**Sublet**	$7,390.93	**Part**	$0.00	**Total Paid**	$8,361.56

Dealer Information

Code	27232	**Name**		**Zone**	63	DALLAS	
Address	, ,						

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	21000169	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68498560AB	TRANSMISS	1	X	7390.93	$91.00
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	68498560AB	TRANSMISS	1	X	7390.93	$591.47
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			68498560AB	TRANSMISS	1	X	7390.93	$91.00
A	21002795	Transmission, Replace - automatic ; Aisin (AS68/69RC) Transmission Diagnostic Teardown/Reassembly Procedure			68498560AB	TRANSMISS	1	X	7390.93	$197.16

RO Narratives

(RO) Customer Concern:

CUSTOMER REQUEST PATRIOT PLEDGE DIESEL 5,000 MILE CUSTOMER REQUEST TO CHECK AUTOMATIC TRANSMISION

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

BURNT CLUTCHES AND STEELS DAMAGED.

GCS Narratives

(Claim) Customer Concern:

CUSTOMER REQUEST TO CHECK AUTOMATIC TRANSMISION TRANS NOT SHIFTING CORRECTLY

(Claim) Cause:

FOUND THE K2 CLUTCHES BURNT AND STEELS DAMAGE D. B1 BRAKE CLUTCH TO BE SLIGHTLY BURNT WITH SLIGHT DAMAGE TO STEELS.

(Claim) Correction:

UPON INSPECTION, VEHICLE WOULD HAVE PROBLEMS SH IFTING INTO 3RD AND 4TH GEAR. VEHICLE WOULD SHIF T PAST GEARS IN SOME CASES. VERIFIED WITH STAR, TORE DOWN TRANSMISSION. FOUND THE K2 CLUTCHES BURNT AND STEELS DAMAGED. FURTHER TEARDOWN S HOWED THE B1 BRAKE CLUTCH TO BE SLIGHTLY BUR NT WITH SLIGHT DAMAGE TO STEELS.REPLACED TRANSMISSION ASSEMBLY AND TEST DROVE. NO ISSUES PRESENT AT THIS TIME.

Warranty Claim Report

Vehicle Information

VIN	3C63RRGL8 [redacted]	**Year**	2023	**Body**	D28L92 RAM 3500 TRADESMAN CREW CAB 4X4
Build Date	03/13/2023	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	05/24/2023
Claim Type	S Safety (Recalls)	**Repair Date**	02/07/2024
Claim Status	Paid	**Mileage (Miles)**	64,603

Expense

Labor	$149 15	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$149 15

Dealer Information

Code	60909	**Name**		**Zone**	71 LOS ANGELES
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08B2A184	Safety Recall B2A Malfunctioning SCCM ; Inspect SCCM Julian Date, Perform Software Update, and Perform Verification Routine (D2, DD, DF, DJ, and DP Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$149.15

RO Narratives

(RO) Customer Concern:

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 *Axle 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

(RO) Cause:

B2A INTERNAL TRANS INTERNAL TRANS RELATED TO LINE B NEED MORE INFO COULD NOT VERIFY 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.

(RO) 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 VERIFCATION TEST VERIFIED CONCERN FLUID BURNT RECOMMNED TRANS SEE LINE B PRESSURE TESTED COOLING SYSTEM NO LEAKS FOUND NEED MORE INFO COULD NOT VERIFY 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 o

(RO) Technical Notes:

INTERNAL FAILURE

GCS Narratives

(Claim) Customer Concern:

*AUTOMATIC TRANSMISSION CONCERN [GUEST STATES WHEN TRYING TO TAKE OFF FROM A S TOP THERE IS A GRINDING NOISE FROM THE TRANSMISSION AND IT HESITATES TO TAKE OFF PLEASE CHECK AND ADVISE] TRANSMISSION CONCERN

(Claim) Cause:

VERIFIED CONCERN. PERFORMED VEHICLE MODULE SCAN. P0733, P0732. CHECKED FLUID LEVEL, OK. FLUID BURNT. INTERNAL TRANS FAILURE.

(Claim) Correction:

REPLACED TRANS AND QUICK LEARNED. 4WD, 2 PIECE REAR SHAFT AND DEF EQUIPT. PER FORMED TRANS VERIFCATION TEST.

Warranty Claim Report

Vehicle Information

VIN	3C63RRGL8 [redacted]	**Year**	2023	**Body**	D28L92 - RAM 3500 TRADESMAN CREW CAB 4X4
Build Date	03/13/2023	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	05/24/2023
Claim Type	W - Warranty	**Repair Date**	02/07/2024
Claim Status	Paid	**Mileage (Miles)**	64,603

Expense

Labor	$1,129.26	**Sublet**	$8,202.50	**Part**	$0.00	**Total Paid**	$9,331.76

Dealer Information

Code	60909	**Name**		**Zone**	71	LOS ANGELES
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	21000169	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68498560AB	TRANSMISS	1	X	8177.50	$127.84
A	21000169	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			06511777AA	BOLT	6		25.00	$127.84
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	68498560AB	TRANSMISS	1	X	8177.50	$830.97
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	06511777AA	BOLT	6		25.00	$830.97
A	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			68498560AB	TRANSMISS	1	X	8177.50	$42.61
A	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			06511777AA	BOLT	6		25.00	$42.61
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			68498560AB	TRANSMISS	1	X	8177.50	$127.84
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			06511777AA	BOLT	6		25.00	$127.84

RO Narratives

(RO) Customer Concern:

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 *Axle 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.

(RO) Cause:

B2A INTERNAL TRANS INTERNAL TRANS RELATED TO LINE B NEED MORE INFO. COULD NOT VERIFY 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.

(RO) 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 VERIFCATION TEST. VERIFIED CONCERN. FLUID BURNT RECOMMNED TRANS SEE LINE B PRESSURE TESTED COOLING SYSTEM. NO LEAKS FOUND. NEED MORE INFO. COULD NOT VERIFY 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 o

(RO) Technical Notes:

INTERNAL FAILURE

GCS Narratives

(Claim) Customer Concern:

*AUTOMATIC TRANSMISSION CONCERN [GUEST STATES WHEN TRYING TO TAKE OFF FROM A S TOP THERE IS A GRINDING NOISE FROM THE TRANSMISSION AND IT HESITATES TO TAKE OFF PLEASE CHECK AND ADVISE] TRANSMISSION CONCERN

(Claim) Cause:

VERIFIED CONCERN. PERFORMED VEHICLE MODULE SCAN. P0733, P0732. CHECKED FLUID LEVEL, OK. FLUID BURNT. INTERNAL TRANS FAILURE.

(Claim) Correction:

REPLACED TRANS AND QUICK LEARNED. 4WD, 2 PIECE REAR SHAFT AND DEF EQUIPT. PER FORMED TRANS VERIFCATION TEST.

Warranty Claim Report

Vehicle Information

VIN	3C7WRNFL2 [redacted]	**Year**	2021	**Body**	DP0L94 - RAM 5500 CREW CAB CHASSIS
Build Date	06/24/2021	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	07/27/2021
Claim Type	S - Safety (Recalls)	**Repair Date**	02/08/2024
Claim Status	Paid	**Mileage (Miles)**	125,678

Expense

Labor	$26.44	**Sublet**	$63.60	**Part**	$0.00	**Total Paid**	$90.04

Dealer Information

Code	45714	**Name**		**Zone**	66	ORLANDO
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	0813A182	Safety Recall 13A - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	CSTP13A1AA	RELAY	1	X	63.60	$26.44

RO Narratives

(RO) Customer Concern:

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

(RO) 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

(RO) Correction:

REPPLACED DPF CASE NUMBER [redacted] DM- 139910 ONE TIME GOODWILL 50/50 SPLIT WITH CUSTOMER. CUSTOMER WAS CONTACTED BY DM AND AGREED TO OFFER. REPPLACED DPF CASE NUMBER [redacted] DM- 139910 ONE TIME GOODWILL 50/50 SPLIT WITH CUSTOMER. CUSTOMER WAS CONTACTED BY DM AND AGREED TO OFFER. COMPLETED

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

13 A HEATER GRID

(Claim) Cause:

RECALL

(Claim) Correction:

COMPLETED

Warranty Claim Report

Vehicle Information

VIN	3C7WRNFL2 - [redacted]	**Year**	2021	**Body**	DP0L94 - RAM 5500 CREW CAB CHASSIS
Build Date	06/24/2021	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	07/27/2021
Claim Type	W - Warranty	**Repair Date**	02/08/2024
Claim Status	Paid	**Mileage (Miles)**	125,678

Expense

Labor	$198.29	**Sublet**	$4,496.61	**Part**	$0.00	**Total Paid**	$2,347.50

Dealer Information

Code	45714	**Name**		**Zone**	66	ORLANDO
Address	, ,					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	11610145	Filter diesel particulate (DPF) ; 6.7 liter diesel engine, 4500-5500 cab chassis only	UC	UNCODABLE (NARRATIVE REQUIRED)	68259653AD	CONVERTER	1	X	4496.61	$198.29

RO Narratives

(RO) Customer Concern:

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

(RO) 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

(RO) Correction:

REPPLACED DPF CASE NUMBER [redacted] DM- 139910 ONE TIME GOODWILL 50/50 SPLIT WITH CUSTOMER. CUSTOMER WAS CONTACTED BY DM AND AGREED TO OFFER. REPPLACED DPF CASE NUMBER [redacted] DM- 139910 ONE TIME GOODWILL 50/50 SPLIT WITH CUSTOMER. CUSTOMER WAS CONTACTED BY DM AND AGREED TO OFFER. COMPLETED

(RO) Technical Notes:

CASE NUMBER-[redacted] 50/50 SPLIT ILTER EFFICIENCY. CASE NUMBER 88415493 DM-139910.

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT IS ON

(Claim) Cause:

UPON INSPECTION TECH HAD FOUND CODE P2002-00 PARTICULATE FILTER EFFICIENCY REC

(Claim) Correction:

REPPLACED DPF CASE NUMBER [redacted] DM- 139910 ONE TIME GOODWILL 50/50 SPLIT W

Warranty Claim Report

Vehicle Information

VIN	3C63R3JL7 - [redacted]	**Year**	2021	**Body**	D28P92 - RAM 3500 LARAMIE CREW CAB 4X4
Build Date	03/12/2021	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	05/04/2021
Claim Type	S - Safety (Recalls)	**Repair Date**	02/10/2024
Claim Status	Paid	**Mileage (Miles)**	47,583

Expense

Labor	$21.02	**Sublet**	$49.55	**Part**	$0.00	**Total Paid**	$70.57

Dealer Information

Code	67439	**Name**	ROYAL CHRYSLER, JEEP, DODGE & DODGE TRUCK OF ONEONTA	**Zone**	32	NEW YORK
Address	6464 STATE HIGHWAY 23 , ONEONTA, NY 13820					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	0813A182	Safety Recall 13A - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	CSTP13A1AA	RELAY	1	X	49.55	$21.02

RO Narratives

(RO) Customer Concern:

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

(RO) Cause:

checked customer complant & checked codes.found multiple trans codes . did test needs and found vehicle needs valve body. checked for batterys going dead==checked for draw --none 0.04ma==tested batterys 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

(RO) 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 selniod 1 fault==did test found tcm failed==r and r tcm==programed tcm r and r both batterys. replaced the failed module REPLACED FUEL FILTER

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES TRANSMISSION STUCK IN 4 LOW GEAR TECHNICIAN FOUND AFTER VALVE BODY WAS REPLACED THE TCM FAILED

(Claim) Cause:

TECHNICIAN DIAG TO FIND TRANSMISSION HAD MULTIPLE CODES DID TESTS VALVE BODY D THE INTERNAL DEFECT TO THE TCM NEEDS REPLACEMENT EFECT

(Claim) Correction:

REPLACED THE TCM THAT FAILED R/R TRANSMISSION REPLACED THE VALVE BODY GASKET FILTER ADD FLUID

Warranty Claim Report

Vehicle Information

VIN	3C63R3JL7 [redacted]	**Year**	2021	**Body**	D28P92 RAM 3500 LARAMIE CREW CAB 4X4
Build Date	03/12/2021	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	05/04/2021
Claim Type	W - Warranty	**Repair Date**	02/10/2024
Claim Status	Paid	**Mileage (Miles)**	47,583

Expense

Labor	$399.34	**Sublet**	$3,868.77	**Part**	$0.00	**Total Paid**	$4,268.12

Dealer Information

Code	67439	**Name**	ROYAL CHRYSLER, JEEP, DODGE & DODGE TRUCK OF ONEONTA	**Zone**	32	NEW YORK
Address	6464 STATE HIGHWAY 23 , ONEONTA, NY 13820					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	21500150	Filter, oil ; - main sump and / or cooler by-pass			68445748AA	BODY ASSY	1	X	2374.89	$0.00
A	21500150	Filter, oil ; - main sump and / or cooler by-pass			68214914AA	GASKET	1		52.63	$0.00
A	21500150	Filter, oil ; - main sump and / or cooler by-pass			68224232AA	FILTER	1		129.55	$0.00
A	21500150	Filter, oil ; - main sump and / or cooler by-pass			05189966AE	FLUID AFT	9		159.77	$0.00
A	21500150	Filter, oil ; - main sump and / or cooler by-pass			68224246AB	WIRING	1		448.15	$0.00
A	21550233	Pan, Oil - Related Repairs ; Aisin Transmission			68445748AA	BODY ASSY	1	X	2374.89	$84.07
A	21550233	Pan, Oil - Related Repairs ; Aisin Transmission			68214914AA	GASKET	1		52.63	$84.07
A	21550233	Pan, Oil - Related Repairs ; Aisin Transmission			68224232AA	FILTER	1		129.55	$84.07
A	21550233	Pan, Oil - Related Repairs ; Aisin Transmission			05189966AE	FLUID AFT	9		159.77	$84.07
A	21550233	Pan, Oil - Related Repairs ; Aisin Transmission			68224246AB	WIRING	1		448.15	$84.07
A	21950158	Valve Body ; Valve body - Replace - Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled)	ML	CHECK ENGINE/SERVICE ENGINE SO	68445748AA	BODY ASSY	1	X	2374.89	$73.56
A	21950158	Valve Body ; Valve body - Replace - Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled)	ML	CHECK ENGINE/SERVICE ENGINE SO	68214914AA	GASKET	1		52 63	$73 56
A	21950158	Valve Body ; Valve body Replace - Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled)	ML	CHECK ENGINE/SERVICE ENGINE SO	68224232AA	FILTER	1		129.55	$73.56
A	21950158	Valve Body ; Valve body - Replace - Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled)	ML	CHECK ENGINE/SERVICE ENGINE SO	05189966AE	FLUID AFT	9		159.77	$73.56
A	21950158	Valve Body ; Valve body Replace - Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled)	ML	CHECK ENGINE/SERVICE ENGINE SO	68224246AB	WIRING	1		448.15	$73.56
A	21980155	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			68445748AA	BODY ASSY	1	X	2374.89	$42.04

A	21980155	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			68214914AA	GASKET	1		52.63	$42.04
A	21980155	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			68224232AA	FILTER	1		129.55	$42.04
A	21980155	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			05189966AE	FLUID AFT	9		159.77	$42.04
A	21980155	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			68224246AB	WIRING	1		448.15	$42.04
B	08190507	Module, Transmission Control ; 6.7 liter diesel w/ AISIN AS68RC Auto Trans	DT	NO RESPONSE-DRB/MDS	68446166AA	MODULE	1	X	703.79	$0.00
B	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68446166AA	MODULE	1	X	703.79	$199.67

RO Narratives

(RO) Customer Concern:

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

(RO) Cause:

checked customer complant & checked codes.found multiple trans codes . did test needs and found vehicle needs valve body. checked for batterys going dead==checked for draw --none 0.04ma==tested batterys 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

(RO) 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 selniod 1 fault==did test found tcm failed==r and r tcm==programed tcm r and r both batterys. replaced the failed module REPLACED FUEL FILTER

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES TRANSMISSION STUCK IN 4 LOW GEAR TECHNICIAN FOUND AFTER VALVE BODY WAS REPLACED THE TCM FAILED

(Claim) Cause:

TECHNICIAN DIAG TO FIND TRANSMISSION HAD MULTIPLE CODES DID TESTS VALVE BODY D THE INTERNAL DEFECT TO THE TCM NEEDS REPLACEMENT EFECT

(Claim) Correction:

REPLACED THE TCM THAT FAILED R/R TRANSMISSION REPLACED THE VALVE BODY GASKET FILTER ADD FLUID

Warranty Claim Report

Vehicle Information

VIN	3C63RRKL7 - [redacted]	**Year**	2023	**Body**	D28R92 - RAM 3500 LONGHORN CREW CAB 4X4
Build Date	01/31/2023	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	05/09/2023
Claim Type	S - Safety (Recalls)	**Repair Date**	02/12/2024
Claim Status	Paid	**Mileage (Miles)**	28,524

Expense

Labor	$121.83	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$121.83

Dealer Information

Code	60415	**Name**	FORT COLLINS DODGE CHRYSLER JEEP	**Zone**	74	DENVER
Address	3835 S COLLEGE AVE , FORT COLLINS, CO 80525					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08B2A184	Safety Recall B2A - Malfunctioning SCCM ; Inspect SCCM Julian Date, Perform Software Update, and Perform Verification Routine (D2, DD, DF, DJ, and DP Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$121.83

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

RECALL CAMPAIGN B2A - 2023-2024 D TRUCK - MALFUNCTIONING SCCM

(Claim) Cause:

RECALL

(Claim) Correction:

I INSPECTED JULIAN DATE, I FOUND IT OUT OF DATE. I FLASHED THE SCCM FROM THE O LD SOFTWARE LEVEL AF TO THE NEW SOFTWARE LEVEL AA, I VERIFIED THE UPDATE WAS S UCCESSFUL, I CLEARED DTC'S. I PERFORMED SHORT CIRCUIT DIAG CHECK, PASSED. RECA LL COMPLETE

Warranty Claim Report

Vehicle Information

VIN	3C63RRML8 [redacted]	**Year**	2023	**Body**	D28P81 - RAM 3500 LARAMIE MEGA CAB 4X4
Build Date	02/28/2023	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	06/05/2023
Claim Type	S - Safety (Recalls)	**Repair Date**	02/12/2024
Claim Status	Paid	**Mileage (Miles)**	1,207

Expense

Labor	$116.89	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$116.89

Dealer Information

Code	58285	**Name**	CHERRY HILL DODGE	**Zone**	35	WASHINGTON	
Address	1708 WEST MARLTON PIKE , CHERRY HILL, NJ 08002						

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08B2A184	Safety Recall B2A - Malfunctioning SCCM ; Inspect SCCM Julian Date, Perform Software Update, and Perform Verification Routine (D2, DD, DF, DJ, and DP Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$116.89

RO Narratives

(RO) Customer Concern:

Recall #: B2A, Launch Date: 12/05/2023 - 2023-2024 D Truck - Malfunctioning SCCM Customer states transmission not shifitng/ banging into gear

(RO) Cause:

tech verified p0731, verified clutch failure

(RO) 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)

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3C63RRML8 [redacted]	**Year**	2023	**Body**	D28P81 - RAM 3500 LARAMIE MEGA CAB 4X4
Build Date	02/28/2023	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	06/05/2023
Claim Type	W - Warranty	**Repair Date**	02/12/2024
Claim Status	Paid	**Mileage (Miles)**	1,207

Expense

Labor	$901.74	**Sublet**	$1,472.65	**Part**	$0.00	**Total Paid**	$2,374.39

Dealer Information

Code	58285	**Name**	CHERRY HILL DODGE	**Zone**	35	WASHINGTON	
Address	1708 WEST MARLTON PIKE , CHERRY HILL, NJ 08002						

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	21000169	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68637534AA	CLUTCHKIT	1	X	1351.20	$100.19
A	21000169	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			05189966AE	FLUID AFT	6		121.45	$100.19
A	21000A62	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Two piece propeller shaft equipped			68637534AA	CLUTCHKIT	1	X	1351.20	$33.40
A	21000A62	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Two piece propeller shaft equipped			05189966AE	FLUID AFT	6		121.45	$33.40
A	21000A91	Transmission, Remove and install for recondition - AS68RC/AS69RC ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	68637534AA	CLUTCHKIT	1	X	1351.20	$768.15
A	21000A91	Transmission, Remove and install for recondition - AS68RC/AS69RC ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	05189966AE	FLUID AFT	6		121.45	$768.15

RO Narratives

(RO) Customer Concern:

Recall #: B2A, Launch Date: 12/05/2023 - 2023-2024 D Truck - Malfunctioning SCCM Customer states transmission not shifitng/ banging into gear

(RO) Cause:

tech verified p0731, verified clutch failure

(RO) 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)

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES TRANSMISSION NOT SHIFTING/ BANGING INTO GEAR

(Claim) Cause:

VERIFIED CODE P0731. VERIFIED CLUTCH FAILURE

(Claim) Correction:

REPLACED CLUTCH AND FLUID. RETESTED, ALL OK

Warranty Claim Report

Vehicle Information

VIN	3C63RRPL4 [redacted]	**Year**	2021	**Body**	D28M81 - RAM 3500 LIMITED MEGA CAB 4X4
Build Date	02/09/2021	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	05/07/2021
Claim Type	W - Warranty	**Repair Date**	02/14/2024
Claim Status	Paid	**Mileage (Miles)**	50,932

Expense

Labor	$194.30	**Sublet**	$2,923.80	**Part**	$0.00	**Total Paid**	$3,118.10

Dealer Information

Code	66732	**Name**	GALEANA CHRYSLER JEEP INC	**Zone**	66	ORLANDO
Address	14375 S TAMIAMI TRAIL , FT MYERS, FL 33912					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08190450	Module, diesel engine control ; Update New Module to Most Current Software Version			68363277AA	MODULE	1	X	2631.75	$29.89
A	08190450	Module, diesel engine control ; Update New Module to Most Current Software Version			68224233AA	SENSOR	1		292.05	$29.89
A	08190601	Module, powertrain/engine control (PCM-ECM) ; All other engines.	ML	CHECK ENGINE/SERVICE ENGINE SO	68363277AA	MODULE	1	X	2631.75	$74.73
A	08190601	Module, powertrain/engine control (PCM-ECM) ; All other engines.	ML	CHECK ENGINE/SERVICE ENGINE SO	68224233AA	SENSOR	1		292.05	$74.73
A	08805601	Switch, transmission range			68363277AA	MODULE	1	X	2631.75	$89.68
A	08805601	Switch, transmission range			68224233AA	SENSOR	1		292.05	$89.68

RO Narratives

(RO) Customer Concern:

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]

(RO) Cause:

-

(RO) Correction:

50938 TIRES RUBBED THROUGH HARNESS SPLICEDIN TWO NEW PINS AND REPAIRED OTHER CIRCUITSDAMAGED FROM TIRE TO HARNESS CONTACT.REROUTED HARNESS TO PREVENT FUTURE CONTACT. Multi-point inspection (according to maintenanceinterval) 50938 PCM INTERNAL FAILURE, TRS INTERNALFAILURE P0605-00-INTERNAL CONTROL MODULEROM, ACTIVE. P1400-00-AFTERMARKET CALIBRATIONDETECTED/WARRANTY COVERAGE CONFIRMATIONREQUIRED, P1400 DTC WOULD APPEAR ANDDISAPPEAR ON SCAN TOOL. REFERENCED STAR CASE [redacted] NO SIGNS OF AFTER MARKETPROGRAMMING, ACCESSORIES OR TAMPERING. NOUPDATES AVAILABLE VIA SCAN TOOL AND UNABLE TOFLASH OVER CURRENT PART NUMBER FOR THE PCMPER INSTRUCTIONS OUTLINED WITHIN THE STARCASE. PCM INTERNALLY FAILED. ORDERED PARTSCAR DOWN 1/17/24, BACK ORDERED. RECEIVED ECM2/13/24, REMOVED AND REPLACED ECM.

PROGRAMMEDECM VIA SCAN TOOL. CLEARED DTC'S. ECMINTERNAL DTC'S CORRECTED, BUT NOW WHENVEHICLE GOES INTO DRIVE, NO SIGNAL ISRECEIVED BY THE TCM FROM THE TRANSMISSIONRANGE SENSOR AND SETS CORRELATING DTC.P0706-00-TRANSMISSION RANGE SENSORPERFORMANCE, ACTIVE. MONITORED SHIFT SWITCHEDVIA SCAN TOOL, FOUND SWITCH C ALWAYS OPEN ANDDOES CLOSE AS REQUIRED FOR DRIVE POSITION.VISUALLY INSPECTED RANGE SENSOR, FOUNDLOCKING NUT AND WASHER LOOSE, ONLY SERVICEDWITH RANGE SENSOR. SENSOR INTERNALLY FAILEDFROM NUT LOOSENING. ORDERED TRS RANGE SENSOR,ORLANDO. 2/13/24. REMOVED, ALIGNED ANDREPLACED TRS ASSEMBLY. CLEARED DTC'S.VERIFIED OPERATION AND REPAIR. TEST AND REPLACE DEISEL ENGINE CONTROL MODULE UPDATE NEW MODULE TO MOSTCURRENT SOFTWARE SWITCH, TRANSMISSION RANGE- TEST AND REPLACE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

WARNING INDICATOR CONCERN [CUST STATES ALL KINDS OF WARNING LIGHTS ON CLUNKING WHEN TRYING TO PUT IN GEAR]

(Claim) Cause:

PCM INTERNAL FAILURE, TRS INTERNAL FAILURE

(Claim) Correction:

P0605-00-INTERNAL CONTROL MODULE ROM, ACTIVE. P1400-00-AFTERMARKET CALIBRATION DETECTED/WARRANTY COVERAGE CONFIRMATION REQUIRED, P1400 DTC WOULD APPEAR AN D DISAPPEAR ON SCAN TOOL. REFERENCED STAR CASE: [redacted] NO SIGNS OF AFT ER MARKET PROGRAMMING, ACCESSORIES OR TAMPERING. NO UPDATES AVAILABLE VIA SC AN TOOL AND UNABLE TO FLASH OVER CURRENT PART NUMBER FOR THE PCM PER INSTRUC TIONS OUTLINED WITHIN THE STAR CASE. PCM INTERNALLY FAILED. ORDERED PARTS CA R 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-TRANSMISSI ON RANGE SENSOR PERFORMANCE, ACTIVE. MONITORED SHIFT SWITCHED VIA SCAN TOOL, FOUND SWITCH C ALWAYS OPEN AND DOES CLOSE AS REQUIRED FOR DRIVE POSITION. V ISUALLY INSPECTED RANGE SENSOR, FOUND LOCKING NUT AND WASHER LOOSE, ONLY SER VICED WITH RANGE SENSOR. SENSOR INTERNALLY FAILED FROM NUT LOOSENING. ORDERE D TRS RANGE SENSOR, ORLANDO 2/13/24 REMOVED, ALIGNED AND REPLACED TRS ASSE MBLY CLEARED DTC'S VERIFIED OPERATION AND REPAIR.

Warranty Claim Report

Vehicle Information

VIN	3C63R3GL4 - [redacted]	**Year**	2020	**Body**	D28L92 - RAM 3500 TRADESMAN CREW CAB 4X4
Build Date	07/18/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	09/02/2020
Claim Type	S - Safety (Recalls)	**Repair Date**	02/15/2024
Claim Status	Paid	**Mileage (Miles)**	63,250

Expense

Labor	$585.04	**Sublet**	$721.07	**Part**	$0.00	**Total Paid**	$1,306.11

Dealer Information

Code	26998	**Name**	Doug Smith Chrysler Dodge Jeep Ram	**Zone**	70	PHOENIX
Address	1339 North Main Street , Spanish Fork, UT 84660					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	14Y78182	Safety Recall Y78 - High Pressure Fuel Pump ; Replace High Pressure Fuel Pump and Reprogram PCM	UC	UNCODABLE (NARRATIVE REQUIRED)	CSRLY781AA	MODULEKIT	1	X	721.07	$553.42
B	23ZB8181	Safety Recall ZB8 - Tailgate Latch Alignment ; Inspect Tailgate Strikers for Alignment	UC	UNCODABLE (NARRATIVE REQUIRED)						$31.62

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

HAS A HARSH SHIFT

GCS Narratives

(Claim) Customer Concern:

AFTER FIXING THE T-CASE THE MIL CAME. CHECK AND AD VISE

(Claim) Cause:

AFTER REPLACEMENT OT THE TRANSFER CASE A SHIFTING PR OBLEM WAS FOUND DURING QC TEST DRIVE. PERFORM DIAG NOTIC TEST AND FOUND FLUID TO BE BURNT. REMOVE D PAN AND FOUND EVIDENCE OF CLUTCH DEBRIS. REMOVE A

ND DISASSEMBLE TRANSMISSION. COMPLETED 70% FORM. REPLACEMENT AUTHORIZED. ORDRED REPLACEMENT TRANSMISSION.

(Claim) Correction:

REPLACED TRANSMISSION, LINES AND COOLER. TOPPED OF F FLUID, PERFORM QUICK LEARN AND ADAPTIVE DRIV E.SHIFTING NORMALLY.

Warranty Claim Report

Vehicle Information

VIN	3C63R3GL4 [redacted]	**Year**	2020	**Body**	D28L92 RAM 3500 TRADESMAN CREW CAB 4X4
Build Date	07/18/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	09/02/2020
Claim Type	W - Warranty	**Repair Date**	02/15/2024
Claim Status	Paid	**Mileage (Miles)**	63,250

Expense

Labor	$1,486.33	**Sublet**	$8,366.06	**Part**	$0.00	**Total Paid**	$9,852.39

Dealer Information

Code	26998	**Name**	Doug Smith Chrysler Dodge Jeep Ram	**Zone**	70	PHOENIX
Address	1339 North Main Street , Spanish Fork, UT 84660					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	21000169	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68498560AB	TRANSMISS	1	X	7898.20	$94.87
A	21000169	Transmission ; DEF equipped 2500-3500 4x4 pick up only			68322497AD	COOLER	1		281.72	$94.87
A	21000169	Transmission ; DEF equipped 2500 3500 4x4 pick up only			68359847AC	TOC ASSY	1		186 14	$94 87
A	21002712	Transmission, Replace automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	68498560AB	TRANSMISS	1	X	7898 20	$616 67
A	21002712	Transmission, Replace automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	68322497AD	COOLER	1		281.72	$616.67
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	68359847AC	TOC ASSY	1		186.14	$616.67
A	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			68498560AB	TRANSMISS	1	X	7898.20	$31.62
A	21002762	Transmission, Replace automatic ; Two piece propeller shaft equipped			68322497AD	COOLER	1		281 72	$31 62
A	21002762	Transmission, Replace automatic ; Two piece propeller shaft equipped			68359847AC	TOC ASSY	1		186 14	$31 62
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			68498560AB	TRANSMISS	1	X	7898.20	$94.87
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			68322497AD	COOLER	1		281.72	$94.87
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			68359847AC	TOC ASSY	1		186 14	$94 87
A	21002795	Transmission, Replace automatic ; Aisin (AS68/69RC) Transmission Diagnostic Teardown/Reassembly Procedure			68498560AB	TRANSMISS	1	X	7898.20	$205.56
A	21002795	Transmission, Replace - automatic ; Aisin			68322497AD	COOLER	1		281.72	$205.56

		(AS68/69RC) Transmission Diagnostic Teardown/Reassembly Procedure								
A	21002795	Transmission, Replace - automatic ; Aisin (AS68/69RC) Transmission Diagnostic Teardown/Reassembly Procedure			68359847AC	TOC ASSY	1		186.14	$205.56
A	21250501	Valve, thermal cooler bypass			68498560AB	TRANSMISS	1	X	7898.20	$47.44
A	21250501	Valve, thermal cooler bypass			68322497AD	COOLER	1		281.72	$47.44
A	21250501	Valve, thermal cooler bypass			68359847AC	TOC ASSY	1		186.14	$47.44
A	21251050	Lines, transmission and torque converter oil cooler ; One or Both (1 - Semi-Skilled)			68498560AB	TRANSMISS	1	X	7898.20	$110.68
A	21251050	Lines, transmission and torque converter oil cooler ; One or Both (1 - Semi-Skilled)			68322497AD	COOLER	1		281.72	$110.68
A	21251050	Lines, transmission and torque converter oil cooler ; One or Both (1 - Semi-Skilled)			68359847AC	TOC ASSY	1		186.14	$110.68
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68498560AB	TRANSMISS	1	X	7898.20	$284.62
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68322497AD	COOLER	1		281.72	$284.62
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68359847AC	TOC ASSY	1		186.14	$284.62

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

HAS A HARSH SHIFT

GCS Narratives

(Claim) Customer Concern:

AFTER FIXING THE T-CASE THE MIL CAME. CHECK AND AD VISE

(Claim) Cause:

AFTER REPLACEMENT OT THE TRANSFER CASE A SHIFTING PR OBLEM WAS FOUND DURING QC TEST DRIVE. PERFORM DIAG NOTIC TEST AND FOUND FLUID TO BE BURNT. REMOVE D PAN AND FOUND EVIDENCE OF CLUTCH DEBRIS. REMOVE A

ND DISASSEMBLE TRANSMISSION. COMPLETED 70% FORM. REPLACEMENT AUTHORIZED. ORDRED REPLACEMENT TRANSMISSION.

(Claim) Correction:

REPLACED TRANSMISSION, LINES AND COOLER. TOPPED OF F FLUID, PERFORM QUICK LEARN AND ADAPTIVE DRIV E.SHIFTING NORMALLY.

Warranty Claim Report

Vehicle Information

VIN	3C63R3GL4 - [redacted]	**Year**	2020	**Body**	D28L92 - RAM 3500 TRADESMAN CREW CAB 4X4
Build Date	07/18/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	09/02/2020
Claim Type	W - Warranty	**Repair Date**	02/15/2024
Claim Status	Paid	**Mileage (Miles)**	63,250

Expense

Labor	$458.54	**Sublet**	$2,280.58	**Part**	$0.00	**Total Paid**	$2,739.12

Dealer Information

Code	26998	**Name**	Doug Smith Chrysler Dodge Jeep Ram	**Zone**	70	PHOENIX
Address	1339 North Main Street , Spanish Fork, UT 84660					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	21020101	Transfer Case ; 6.7 liter diesel	58	INTERNAL DEFECT	68396133AD	TRANSFER	1	X	2280.58	$316.24
A	21020160	Transfer Case ; Skid Plate Equipped			68396133AD	TRANSFER	1	X	2280.58	$15.81
A	21020161	Transfer Case ; DEF equipped 2500-3500 pick-up only			68396133AD	TRANSFER	1	X	2280.58	$94.87
A	21020163	Transfer Case ; Two Piece Propeller Shaft			68396133AD	TRANSFER	1	X	2280.58	$31.62

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES STUCK IN 4 LO, CHECK AND ADVISE

(Claim) Cause:

START UP AND DRIVE. NOT IN 4LO. PERFORMANCE TEST TR ANSFER CASE-WHEN COMING OUT OF 4LO THERE IS A HARS H SHIFT. REPLACEMENT REQUIRED. ORDERED-NO ETA ON REP LACEMENT PART.

(Claim) Correction:
REPLACED TRANSFER CASE WITH NEW UNIT. VERIFIED OP ERATION-PASSED.

Warranty Claim Report

Vehicle Information

VIN	3C63R3ELX [redacted]	**Year**	2023	**Body**	D28P91 - RAM 3500 LARAMIE CREW CAB 4X4
Build Date	04/05/2023	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	08/31/2023
Claim Type	W - Warranty	**Repair Date**	02/15/2024
Claim Status	Paid	**Mileage (Miles)**	12,896

Expense

Labor	$745.75	**Sublet**	$165.29	**Part**	$0.00	**Total Paid**	$911.04

Dealer Information

Code	60909	**Name**		**Zone**	71 LOS ANGELES
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
C	08523301	Module, memory seat	14	BURNED OR BURNED OUT	68534876AC	MODULE	1	X	165.29	$85.23
B	85412101	Transmission Driveability, Trouble Not Found ; Transmission Shift Quality	OD							$127.84
A	85416901	Radio, Trouble Not Found	OD							$532.68

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

*AUTOMATIC TRANSMISSION CONCERN [GUEST STATES THE TRANSMISSION HAS ROUGH SHIFT *BODY SYSTEMS TRIM CONCERN NON ELECTRICAL [GUEST STATES THE SEAT MEMORY LOSES *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 PL ING BETWEEN 1- 2 AND 2-3 PLEASE CHECK AND ADVISE] MEMORY A LOT PLEASE CHECK AND ADVISE] EASE CHECK AND ADVISE]

(Claim) Cause:

ROAD TESTED. PERFORMED VEHICLE MODULE SCAN. CHECKED FLUID LEVEL AND CONDITION, VERIFIED CUSTOMER CONCERN AND FOUND MEMORY SEAT LOSING PRESETS. AFTER FURTHER INSPECTION AND DIAGNOSIS FOUND MEMORY SEAT MODULE INTERNALLY SHORTED CAUSING OK. SHIFTS NORMAL . WE VERIFIED THE THE GUEST'S CONCERN; THE TRAILER LIGHT CHECK FEATURE IS MISSIN PRESETS TO BE LOST. RECOMMEND REPLACING MODULE AND RE-TESTING. G FROM THE TRAILER SECTION IN THE EVIC. WE OPENED STAR TICKET #[redacted]ST AR HAD US CHECK FOR THE FEATURE ON ANOTHER TRUCK WE USED VIN NUMBER[redacted] THIS VEHICLE HAD THE TRAILER LIGHT CHECK FEATURE IN THE EVIC, WE WE CONNECT ED THE TRUCK TO A TRAILER AND IT WORKED AS DESIGNED. STAR THEN HAD US PERFOR M A RECONFIGURATION, THE RECONFIGURATION DID NOT FIX THE CONCERN. STAR THEN HA D US PERFORM A FULL VEHICLE INSPECTION TO CHECK FOR ANY DAMAGE TO THE VEHICL E; NO DAMAGE WAS FOUND. STAR THEN HAD US PULL UP THE RADIO SOFTWARE VERSION AND ATTACH IT TO THE STAR TICKET. THE STAR TICKET WAS THEN ESCALATED TO ANOTHE R AGENT. THE NEW AGENT HAD US VERIFY RADIO SOFTWARE AGAIN AND CHECK ALL OF T HE TRAILER WIRING.

(Claim) Correction:

NO PROBLEMS FOUND. REMOVED AND REPLACED MEMORY SEAT MODULE, PERFORMED MODULE REPLACEMENT ROUTINE WITH WITECH, CLEARED DTC'S, AND VERIFIED REPAIR THE RADIO SOFTWARE AND TRAILER WIRING PASSED THE INSPECTION. THE STAR AGENT AD VISED TO WAIT FOR THE T27 RADIO SOFTWARE UPDATE WHICH IS STILL IN REVIEW AND HAS NO ETA.

Warranty Claim Report

Vehicle Information

VIN	3C63R3ELX - [redacted]	**Year**	2023	**Body**	D28P91 - RAM 3500 LARAMIE CREW CAB 4X4
Build Date	04/05/2023	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	08/31/2023
Claim Type	W - Warranty	**Repair Date**	02/15/2024
Claim Status	Paid	**Mileage (Miles)**	12,896

Expense

Labor	$404.83	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$404.83

Dealer Information

Code	60909	**Name**		**Zone**	71	LOS ANGELES
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85418007	Charging, Starting and Wiring Systems, Trouble Not Found ; 12V Starting/Charging Systems	UC	UNCODABLE (NARRATIVE REQUIRED)						$404.83

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

BATTERY FAILURE

GCS Narratives

(Claim) Customer Concern:

*RADIO NAV TELEMATICS CONCERN [GUEST STATES THE BLIND SPOT MONITOR WILL DETECT A TRAILER EVEN WHEN A TRAILER IS CONNECTED PLEASE CHECK AND ADVISE]

(Claim) Cause:

OPENED STAR CASE [redacted] FOR CUSTOMER CONCERN. STAR REQUESTED TO CHARGE IBS TO 85% OR HIGHER DUE TO IBS STATE OF CHARGE BEING LOW THUS, CAUSING RADIO FU NCTIONALITY CONCERNS. ATTEMPTED TO CHARGE BOTH BATTERIES AND FOUND BATTERIES NOT HOLDING A CHARGE. PER AREA MANAGER APPROVAL REMOVED AND REPLACED BOTH B ATTERIES WITHOUT A WARRANTY CODE DUE TO THE MAXIMUS BATTERY TESTER BEING DOW N.

(Claim) Correction:

STAR THEN REQUESTED TO DISCONNECT BOTH BATTERIES FOR 30 MINUTES FOLLOWED BY A 45-60 MINUTE CAN BUS SLEEP CYCLE. LEFT BATTERIES DISCONNECTED FOR 30 MINUTES , INSTALLED BOTH NEW BATTERIES, PERFORMED 45-60

MINUTE CAN BUS SLEEP CYCLE, CLEARED DTC'S, AND VERIFIED REPAIR.

Warranty Claim Report

Vehicle Information

VIN	3C63R3ELX - [redacted]	**Year**	2023	**Body**	D28P91 - RAM 3500 LARAMIE CREW CAB 4X4
Build Date	04/05/2023	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	08/31/2023
Claim Type	S - Safety (Recalls)	**Repair Date**	02/15/2024
Claim Status	Paid	**Mileage (Miles)**	12,896

Expense

Labor	$85.23	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$85.23

Dealer Information

Code	60909	**Name**		**Zone**	71	LOS ANGELES
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08B2A182	Safety Recall B2A - Malfunctioning SCCM ; Inspect SCCM Julian Date and Perform Software Update (D2, DD, DF, DJ, DP Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$85.23

RO Narratives

(RO) Customer Concern:

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

(RO) Cause:

b2a VERIFIED CUSTOMER CONCERN AND FOUND TRAILER LIGHT CHECK NOT SHOWING ON CLUSTER. OPENED STAR CASE AND STAR AGENT RECOMMENDED RESETTING THE RADIO IN SETTINGS AND RESETTING 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

(RO) Correction:

NA

(RO) Technical Notes:

[redacted]E ED. RENTAL AUTH PER DM NOTES. THE RENTAL STARTED 1/9. THE TECH DIAGNOSED THEVEHICLE ON 1/10. WE CONTACTED STAR 1/11. WE ORDERED PARTS ON 1/12 AND THEY ARRIVED ON 1/15 WITH THE WEEKEND BEING 1/13-1/14. THE TECH INSTALLED PARTS ON 1/17. WE CONTACTED STAR 1/22. WE DIAGNOSED THE VEHICLE ON 1/23. WE

CONTACTED STAR AGAIN 1/24, 1/29-2/1, AND 2/5-2/9. THE TECH FINISHED INSTALLING PARTS 2 /15. THE RENTAL TOTALED 20 DAYS

GCS Narratives

(Claim) Customer Concern:

*RADIO NAV TELEMATICS CONCERN [GUEST STATES THE BLIND SPOT MONITOR WILL DETECT *RADIO NAV TELEMATICS CONCERN [GUEST STATES THE RADIO KEEPS READING SERVICE UC A TRAILER EVEN WHEN A TRAILER IS CONNECTED PLEASE CHECK AND ADVISE] ONNECT, ADVISOR VERIFIED THERE IS A TSB FOR THIS ISSUE ON TELEMATICS BOX UPD ATE PLEASE CHECK AND ADVISE]

(Claim) Cause:

OPENED STAR CASE [redacted] FOR CUSTOMER CONCERN. STAR REQUESTED TO CHARGE IBS TO 85% OR HIGHER DUE TO IBS STATE OF CHARGE BEING LOW THUS, CAUSING RADIO FU VERIFIED CONCERN. FLASHED TELEMATICS BOX MODULE 5.25 TO 5.39.1 PER TSB NCTIONALITY CONCERNS. ATTEMPTED TO CHARGE BOTH BATTERIES AND FOUND BATTERIES NOT HOLDING A CHARGE. PER AREA MANAGER APPROVAL REMOVED AND REPLACED BOTH B ATTERIES WITHOUT A WARRANTY CODE DUE TO THE MAXIMUS BATTERY TESTER BEING DOW N.

(Claim) Correction:

VERIFIED CONCERN. FLASHED TELEMATICS BOX MODULE 5.25 TO 5.39.1 PER TSB STAR THEN REQUESTED TO DISCONNECT BOTH BATTERIES FOR 30 MINUTES FOLLOWED BY A 45-60 MINUTE CAN BUS SLEEP CYCLE. LEFT BATTERIES DISCONNECTED FOR 30 MINUTES , INSTALLED BOTH NEW BATTERIES, PERFORMED 45-60 MINUTE CAN BUS SLEEP CYCLE, CLEARED DTC'S, AND VERIFIED REPAIR.

Warranty Claim Report

Vehicle Information

VIN	3C63R3ELX - [redacted]	**Year**	2023	**Body**	D28P91 - RAM 3500 LARAMIE CREW CAB 4X4
Build Date	04/05/2023	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	08/31/2023
Claim Type	F - Service Contract	**Repair Date**	02/15/2024
Claim Status	Paid	**Mileage (Miles)**	12,896

Expense

Labor	$0.00	**Sublet**	$0.00	**Part**	$150.00	**Total Paid**	$150.00

Dealer Information

Code	60909	**Name**		**Zone**	71	LOS ANGELES
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26860303	Maintenance Interval - Schedule B ; To be used every 3,000 Intervals	MC	MAINTENANCE CARE						$0.00
A	95260001	Maintenance Allowance ; Fixed Cost Maintenance								$150.00

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

BATTERY FAILURE

GCS Narratives

(Claim) Customer Concern:

*RADIO NAV TELEMATICS CONCERN [GUEST STATES THE BLIND SPOT MONITOR WILL DETECT A TRAILER EVEN WHEN A TRAILER IS CONNECTED PLEASE CHECK AND ADVISE]

(Claim) Cause:

OPENED STAR CASE [redacted] FOR CUSTOMER CONCERN. STAR REQUESTED TO CHARGE IBS TO 85% OR HIGHER DUE TO IBS STATE OF CHARGE BEING LOW THUS, CAUSING RADIO FU NCTIONALITY CONCERNS. ATTEMPTED TO CHARGE BOTH BATTERIES AND FOUND BATTERIE S NOT HOLDING A CHARGE

(Claim) Correction:

PER AREA MANAGER APPROVAL REMOVED AND REPLACED BOTH B ATTERIES WITHOUT A WARR ANTY CODE DUE TO THE MAXIMUS BATTERY TESTER BEING DOW N. STAR THEN REQUESTE D TO DISCONNECT BOTH BATTERIES FOR 30 MINUTES FOLLOWED BY A 45-60 MINUTE CAN BUS SLEEP CYCLE. LEFT BATTERIES DISCONNECTED FOR 30 MINUTES , INSTALLED BOT H NEW BATTERIES, PERFORMED 45-60 MINUTE CAN BUS SLEEP CYCLE, CLEARED DTC'S, A ND VERIFIED REPAIR

Warranty Claim Report

Vehicle Information

VIN	3C63R3ELX [redacted]	**Year**	2023	**Body**	D28P91 - RAM 3500 LARAMIE CREW CAB 4X4
Build Date	04/05/2023	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	08/31/2023
Claim Type	W - Warranty	**Repair Date**	02/15/2024
Claim Status	Paid	**Mileage (Miles)**	12,896

Expense

Labor	$788.36	**Sublet**	$704.90	**Part**	$1,000.00	**Total Paid**	$2,493.26

Dealer Information

Code	60909	**Name**		**Zone**	71	LOS ANGELES
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
B	08080111	Battery ; Both batteries	B4	BATTERY FAILED TEST	BBH7F001AA	BATTERY	2	X	704.90	$170.46
B	95400142	Loaner Car ; High Line Vehicles			BBH7F001AA	BATTERY	2	X	704.90	$1,000.00
A	1819F592	Module, Telematics Box (TBM) Backup Flash ; Module, Telematics Box (TBM2) - Reprogram	CC	SENDING UNITS/SENSORS						$617.90
A	85LOAN00	Loaner Car ; Loaner Car								$0.00

RO Narratives

(RO) Customer Concern:

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

(RO) Cause:

b2a VERIFIED CUSTOMER CONCERN AND FOUND TRAILER LIGHT CHECK NOT SHOWING ON CLUSTER. OPENED STAR CASE AND STAR AGENT RECOMMENDED RESETTING THE RADIO IN SETTINGS AND RESETTING 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

(RO) Correction:

NA

(RO) Technical Notes:

[redacted]E ED. RENTAL AUTH PER DM NOTES. THE RENTAL STARTED 1/9. THE TECH DIAGNOSED THEVEHICLE ON 1/10. WE CONTACTED STAR 1/11. WE ORDERED PARTS ON 1/12 AND THEY ARRIVED ON 1/15 WITH THE WEEKEND BEING 1/13-1/14. THE TECH INSTALLED PARTS ON 1/17. WE CONTACTED STAR 1/22. WE DIAGNOSED THE VEHICLE ON 1/23. WE CONTACTED STAR AGAIN 1/24, 1/29-2/1, AND 2/5-2/9. THE TECH FINISHED INSTALLING PARTS 2 /15. THE RENTAL TOTALED 20 DAYS

GCS Narratives

(Claim) Customer Concern:

*RADIO NAV TELEMATICS CONCERN [GUEST STATES THE BLIND SPOT MONITOR WILL DETECT *RADIO NAV TELEMATICS CONCERN [GUEST STATES THE RADIO KEEPS READING SERVICE UC A TRAILER EVEN WHEN A TRAILER IS CONNECTED PLEASE CHECK AND ADVISE] ONNECT, ADVISOR VERIFIED THERE IS A TSB FOR THIS ISSUE ON TELEMATICS BOX UPD ATE PLEASE CHECK AND ADVISE]

(Claim) Cause:

OPENED STAR CASE 102440883 FOR CUSTOMER CONCERN. STAR REQUESTED TO CHARGE IBS TO 85% OR HIGHER DUE TO IBS STATE OF CHARGE BEING LOW THUS, CAUSING RADIO FU VERIFIED CONCERN. FLASHED TELEMATICS BOX MODULE 5.25 TO 5.39.1 PER TSB NCTIONALITY CONCERNS. ATTEMPTED TO CHARGE BOTH BATTERIES AND FOUND BATTERIES NOT HOLDING A CHARGE. PER AREA MANAGER APPROVAL REMOVED AND REPLACED BOTH B ATTERIES WITHOUT A WARRANTY CODE DUE TO THE MAXIMUS BATTERY TESTER BEING DOW N.

(Claim) Correction:

VERIFIED CONCERN. FLASHED TELEMATICS BOX MODULE 5.25 TO 5.39.1 PER TSB STAR THEN REQUESTED TO DISCONNECT BOTH BATTERIES FOR 30 MINUTES FOLLOWED BY A 45-60 MINUTE CAN BUS SLEEP CYCLE. LEFT BATTERIES DISCONNECTED FOR 30 MINUTES , INSTALLED BOTH NEW BATTERIES, PERFORMED 45-60 MINUTE CAN BUS SLEEP CYCLE, CLEARED DTC'S, AND VERIFIED REPAIR.

Warranty Claim Report

Vehicle Information

VIN	3C63R3ELX- [redacted]	**Year**	2023	**Body**	D28P91 - RAM 3500 LARAMIE CREW CAB 4X4
Build Date	04/05/2023	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	08/31/2023
Claim Type	W - Warranty	**Repair Date**	02/15/2024
Claim Status	Paid	**Mileage (Miles)**	12,896

Expense

Labor	$0.00	**Sublet**	$0.00	**Part**	$25.00	**Total Paid**	$25.00

Dealer Information

Code	60909	**Name**		**Zone**	71	LOS ANGELES
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85418007	Charging, Starting and Wiring Systems, Trouble Not Found ; 12V Starting/Charging Systems	UC	UNCODABLE (NARRATIVE REQUIRED)						$0.00
A	95970101	Amazon ; Amazon Fleet LOP - Authorized use only								$25.00

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

BATTERY FAILURE

GCS Narratives

(Claim) Customer Concern:

*RADIO NAV TELEMATICS CONCERN [GUEST STATES THE BLIND SPOT MONITOR WILL DETECT A TRAILER EVEN WHEN A TRAILER IS CONNECTED PLEASE CHECK AND ADVISE]

(Claim) Cause:

OPENED STAR CASE [redacted] FOR CUSTOMER CONCERN. STAR REQUESTED TO CHARGE IBS TO 85% OR HIGHER DUE TO IBS STATE OF CHARGE BEING LOW THUS, CAUSING RADIO FU NCTIONALITY CONCERNS. ATTEMPTED TO CHARGE BOTH BATTERIES AND FOUND BATTERIE S NOT HOLDING A CHARGE

(Claim) Correction:

PER AREA MANAGER APPROVAL REMOVED AND REPLACED BOTH B ATTERIES WITHOUT A WARR ANTY CODE DUE TO THE MAXIMUS BATTERY TESTER BEING DOW N. STAR THEN REQUESTE D TO DISCONNECT BOTH BATTERIES FOR 30 MINUTES FOLLOWED BY A 45-60 MINUTE CAN BUS SLEEP CYCLE. LEFT BATTERIES DISCONNECTED FOR 30 MINUTES , INSTALLED BOT H NEW BATTERIES, PERFORMED 45-60 MINUTE CAN BUS SLEEP CYCLE, CLEARED DTC'S, A ND VERIFIED REPAIR

Warranty Claim Report

Vehicle Information

VIN	3C63RRML8 - [redacted]	**Year**	2023	**Body**	D28P81 - RAM 3500 LARAMIE MEGA CAB 4X4
Build Date	02/28/2023	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	06/05/2023
Claim Type	W - Warranty	**Repair Date**	02/19/2024
Claim Status	Paid	**Mileage (Miles)**	1,235

Expense

Labor	$250.48	**Sublet**	$2,788.76	**Part**	$0.00	**Total Paid**	$3,039.24

Dealer Information

Code	58285	**Name**	CHERRY HILL DODGE	**Zone**	35	WASHINGTON	
Address	1708 WEST MARLTON PIKE , CHERRY HILL, NJ 08002						

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	21550233	Pan, Oil - Related Repairs ; Aisin Transmission			68445748AA	BODY ASSY	1	X	2707.80	$133.59
A	21550233	Pan, Oil - Related Repairs ; Aisin Transmission			05189966AE	FLUID AFT	4		80.96	$133.59
A	21950158	Valve Body/Solenoid pack/Harness ; Valve body - Replace - Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled)	08	BLOCKED BB	68445748AA	BODY ASSY	1	X	2707.80	$116.89
A	21950158	Valve Body/Solenoid pack/Harness ; Valve body - Replace - Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled)	08	BLOCKED BB	05189966AE	FLUID AFT	4		80.96	$116.89

RO Narratives

(RO) Customer Concern:

Customer states CEL HARSH SHFITING

(RO) Cause:

P0818 transmission pressure low. internal valve bad

(RO) Correction:

Pan, Oil - Related Repairs - Remove and Install Aisin Transmission (2 - Skilled)

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT IS ON. HARSH SHIFTING

(Claim) Cause:

CODE O0818. INTERNAL VALVE BODY FAILURE

(Claim) Correction:

REPLACED VALVE BODY- REFILLED FLUID. RETESTED- ALL OK

Warranty Claim Report

Vehicle Information

VIN	3C63RRHL3 - [redacted]	**Year**	2021	**Body**	D28H92 - RAM 3500 BIG HORN CREW CAB 4X4
Build Date	03/09/2021	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	05/24/2021
Claim Type	W - Warranty	**Repair Date**	02/19/2024
Claim Status	Paid	**Mileage (Miles)**	47,576

Expense

Labor	$130.23	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$130.23

Dealer Information

Code	45540	**Name**	SPITZER AUTOWORLD HOMESTEAD, INC	**Zone**	66	ORLANDO
Address	30101 S DIXIE HWY , HOMESTEAD, FL 33033					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	11610312	Filter, particulate - Regen ; Stationary Regeneration w/ Scan Tool, 2500-3500 pick up only	ML	CHECK ENGINE/SERVICE ENGINE SO						$130.23

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CHECK ENGINE LIGHT DIAGNOSTICS [CUSTOMER STATES CHECK ENGINE LIGHT ON CHECK AN D ADVISE]

(Claim) Cause:

VEHICLE CAME IN WITH DTC'S P1451-00, P2463-00, P242F. FOLLOWING DTC DIANGOSE O NE OF THE CONCERNS WAS CUSTOMER DRIVING HABITS DRIVING VEHICLE UNDER LIGHT L OAD. UPON DIAGNOSE OF CUSTOMER CONCERN SYSTEM WAS AT 10 ML , PREVIOUS TIME I T CAME IN IT WAS AT 11 ML, WHICH NEXT STEP WAS TO REPLACE DPF FILTER BUT TRI ED TO SAVE THE DPF, PERFORMED RESET TO DPF MAKING VHEICLE THINK IT WAS REPLACE D, AND RAN STATIONARY DE-SOOT. VEHICLE DROPPED TO 1 ML AND LET VEHICLE GO, C USTOMER CAME BACK WITH SOOT BEING FULL TO 10 ML, RESET DPF AGAIN AND PERFORM ED STATIONARY DESOOT AGAIN TO BRING SOOT TO 1 ML. DO RECOMMEND TO REPLACE DP F FILTER DUE TO CUSTOMER DRIVING HABITS PERVENTS VEHICLE TO HIT CONDITIONS N EEDED FOR VEHICLE TO PERFORM SESOOT. PERFORMED TEST DRIVE FOR 30 MILES AND SYS TEM WAS OPERATING AS DESIGN.

(Claim) Correction:

ALL CONDITIONS PRESENT FOR VEHICLE TO PERFORM REGERNATION WERE MEET AND VHEICL E OPERATED AS DEISGN. NO OTHER DTCS WERE SET TO PREVENT REGENERATION. IF VEH ICLE COMES BACK DPF FILTER WILL NEED TO BE REPLACED.

Warranty Claim Report

Vehicle Information

VIN	3C7WRLEL1 - [redacted]	**Year**	2019	**Body**	DP9L93 - RAM 4500 CREW CAB CHASSIS
Build Date	05/07/2019	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	08/16/2019
Claim Type	S - Safety (Recalls)	**Repair Date**	02/20/2024
Claim Status	Paid	**Mileage (Miles)**	75,891

Expense

Labor	$94.65	**Sublet**	$21.87	**Part**	$0.00	**Total Paid**	$116.52

Dealer Information

Code	44311	**Name**	KERNERSVILLE CHRYSLER DODGE LLC	**Zone**	66	ORLANDO
Address	950 HIGHWAY 66 SOUTH , KERNERSVILLE, NC 27284					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	05ZA5182	Safety Recall ZA5 - Rear Brake Hose ; Replace both Rear Brake Hose/Tube Assemblies	UC	UNCODABLE (NARRATIVE REQUIRED)	CSCLZA51AA	LINE	1	X	21.87	$94.65

RO Narratives

(RO) Customer Concern:

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 Notificatio n 1) CUSTOMER REQUEST MULTI POINT INSPECTION AND VITAL FLUID ANALYSIS CUST STATES THE CEL IS ON

(RO) Cause:

VERIFIED CONCERN. FOUND DASH PAD BUBBLING FACTORY RECALL FOUND DEF HEATER LINE NOT HEATING UP. NEED TO REPLACE

(RO) Correction:

REMOVED AND REPLACED DASH PAD REPLACED BRAKE HOSES PER RECALL COMPLETED REMOVED AND REPLACED DEF HEATER LINE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUST STATES DASH IS DELAMINATING

(Claim) Cause:

VERIFIED CONCERN. FOUND DASH PAD BUBBLING

(Claim) Correction:

REMOVED AND REPLACED DASH PAD

Warranty Claim Report

Vehicle Information

VIN	3C7WRLEL1 - [redacted]	**Year**	2019	**Body**	DP9L93 - RAM 4500 CREW CAB CHASSIS
Build Date	05/07/2019	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	08/16/2019
Claim Type	W - Warranty	**Repair Date**	02/20/2024
Claim Status	Paid	**Mileage (Miles)**	75,891

Expense

Labor	$554.36	**Sublet**	$745.54	**Part**	$0.00	**Total Paid**	$1,299.90

Dealer Information

Code	44311	**Name**	KERNERSVILLE CHRYSLER DODGE LLC	**Zone**	66	ORLANDO
Address	950 HIGHWAY 66 SOUTH , KERNERSVILLE, NC 27284					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	23111416	Panel, Instrument ; 2500-5500 Trucks	X2	SPLIT, CUT OR TORN	6WN55BD3AA	BASEPANEL	1	X	745.54	$513.80
A	23111460	Panel, Instrument ; Center console equipped			6WN55BD3AA	BASEPANEL	1	X	745.54	$40.56
A	85434343	Goodwill Authorization ; Goodwill Authorization			6WN55BD3AA	BASEPANEL	1	X	745.54	$0.00

RO Narratives

(RO) Customer Concern:

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 Notificatio n 1) CUSTOMER REQUEST MULTI POINT INSPECTION AND VITAL FLUID ANALYSIS CUST STATES THE CEL IS ON

(RO) Cause:

VERIFIED CONCERN. FOUND DASH PAD BUBBLING FACTORY RECALL FOUND DEF HEATER LINE NOT HEATING UP. NEED TO REPLACE

(RO) Correction:

REMOVED AND REPLACED DASH PAD REPLACED BRAKE HOSES PER RECALL COMPLETED REMOVED AND REPLACED DEF HEATER LINE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUST STATES DASH IS DELAMINATING

(Claim) Cause:

VERIFIED CONCERN. FOUND DASH PAD BUBBLING

(Claim) Correction:

REMOVED AND REPLACED DASH PAD

Warranty Claim Report

Vehicle Information

VIN	3C7WRMDL6 [redacted]	**Year**	2019	**Body**	DP5L66 RAM 5500 REG CAB CHASSIS
Build Date	08/31/2019	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	0 /04/ 0 0
Claim Type	W Warranty	**Repair Date**	02/26/2024
Claim Status	Paid	**Mileage (Miles)**	142,915

Expense

Labor	$2,417 78	**Sublet**	$16,145 54	**Part**	$0 00	**Total Paid**	$8,907 19

Dealer Information

Code	60385	**Name**	STONERIDGE CHRYSLER JEEP DODGE OF	**Zone**	71	LOS ANGELES
Address	6701 AMADOR PLAZA RD , DUBLIN, CA 94568					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	21002712	Transmission, Replace automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	68498422AB	TRANSMISS	1	X	11877 90	$1,036 19
A	21002712	Transmission, Replace automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	06511777AA	BOLT	6		31 85	$1,036 19
A	21002712	Transmission, Replace automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	68322497AD	COOLER	1		371 60	$1,036 19
A	21002712	Transmission, Replace automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	68322507AB	TUBE	1		161 36	$1,036 19
A	21002712	Transmission, Replace automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	68359846AE	LINESASSY	1		216 88	$1,036 19
A	21002712	Transmission, Replace automatic ; A 68RC/A 69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	68447681AA	SENSOR	1		3240 43	$1,036 19
A	100 71	Transmission, Replace automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	68 59847AC	TOC A Y	1		45 5	$1,0 6 19
A	21002762	Tran mi ion, Replace automatic ; Two piece propeller shaft equipped			68498422AB	TRANSMISS	1	X	11877 90	$53 14
A	21002762	Transmission, Replace automatic ; Two piece propeller shaft equipped			06511777AA	BOLT	6		31 85	$53 14
A	21002762	Transmission, Replace automatic ; Two piece propeller shaft equipped			68322497AD	COOLER	1		371 60	$53 14
A	21002762	Transmission, Replace automatic ; Two piece propeller shaft equipped			68322507AB	TUBE	1		161 36	$53 14
A	21002762	Transmission, Replace automatic ; Two piece propeller shaft equipped			68359846AE	LINESASSY	1		216 88	$53 14
A	21002762	Transmission, Replace automatic ; Two piece propeller shaft equipped			68447681AA	SENSOR	1		3240 43	$53 14
A	21002762	Transmission, Replace automatic ; Two piece propeller shaft equipped			68359847AC	TOC ASSY	1		245 52	$53 14
A	21002795	Transmission, Replace automatic ; Aisin			68498422AB	TRANSMISS	1	X	11877 90	$345 40

		(AS68/69RC) Transmission Diagnostic Teardown/Reassembly Procedure								
A	21002795	Transmission, Replace - automatic ; Aisin (AS68/69RC) Transmission Diagnostic Teardown/Reassembly Procedure			06511777AA	BOLT	6		31.85	$345.40
A	21002795	Transmission, Replace - automatic ; Aisin (AS68/69RC) Transmission Diagnostic Teardown/Reassembly Procedure			68322497AD	COOLER	1		371.60	$345.40
A	21002795	Transmission, Replace - automatic ; Aisin (AS68/69RC) Transmission Diagnostic Teardown/Reassembly Procedure			68322507AB	TUBE	1		161.36	$345.40
A	21002795	Transmission, Replace - automatic ; Aisin (AS68/69RC) Transmission Diagnostic Teardown/Reassembly Procedure			68359846AE	LINESASSY	1		216.88	$345.40
A	21002795	Transmission, Replace - automatic ; Aisin (AS68/69RC) Transmission Diagnostic Teardown/Reassembly Procedure			68447681AA	SENSOR	1		3240.43	$345.40
A	21002795	Transmission, Replace - automatic ; Aisin (AS68/69RC) Transmission Diagnostic Teardown/Reassembly Procedure			68359847AC	TOC ASSY	1		245.52	$345.40
A	21251050	Lines, transmission and torque converter oil cooler ; One or Both (1 - Semi-Skilled)			68498422AB	TRANSMISS	1	X	11877.90	$185.98
A	21251050	Lines, transmission and torque converter oil cooler ; One or Both (1 - Semi-Skilled)			06511777AA	BOLT	6		31.85	$185.98
A	21251050	Lines, transmission and torque converter oil cooler ; One or Both (1 - Semi-Skilled)			68322497AD	COOLER	1		371.60	$185.98
A	21251050	Lines, transmission and torque converter oil cooler ; One or Both (1 - Semi-Skilled)			68322507AB	TUBE	1		161.36	$185.98
A	21251050	Lines, transmission and torque converter oil cooler ; One or Both (1 - Semi-Skilled)			68359846AE	LINESASSY	1		216.88	$185.98
A	21251050	Lines, transmission and torque converter oil cooler ; One or Both (1 - Semi-Skilled)			68447681AA	SENSOR	1		3240.43	$185.98
A	21251050	Lines, transmission and torque converter oil cooler ; One or Both (1 - Semi-Skilled)			68359847AC	TOC ASSY	1		245.52	$185.98
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68498422AB	TRANSMISS	1	X	11877.90	$478.24
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 -			06511777AA	BOLT	6		31.85	$478.24

		Skilled)								
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68322497AD	COOLER	1		371.60	$478.24
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68322507AB	TUBE	1		161.36	$478.24
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68359846AE	LINESASSY	1		216.88	$478.24
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68447681AA	SENSOR	1		3240.43	$478.24
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68359847AC	TOC ASSY	1		245.52	$478.24
A	25080901	Sensor, NOX - Upstream ; 6.7 liter diesel			68498422AB	TRANSMISS	1	X	11877.90	$318.83
A	25080901	Sensor, NOX - Upstream ; 6.7 liter diesel			06511777AA	BOLT	6		31.85	$318.83
A	25080901	Sensor, NOX - Upstream ; 6.7 liter diesel			68322497AD	COOLER	1		371.60	$318.83
A	25080901	Sensor, NOX - Upstream ; 6.7 liter diesel			68322507AB	TUBE	1		161.36	$318.83
A	25080901	Sensor, NOX - Upstream ; 6.7 liter diesel			68359846AE	LINESASSY	1		216.88	$318.83
A	25080901	Sensor, NOX - Upstream ; 6.7 liter diesel			68447681AA	SENSOR	1		3240.43	$318.83
A	25080901	Sensor, NOX - Upstream ; 6.7 liter diesel			68359847AC	TOC ASSY	1		245.52	$318.83

RO Narratives

(RO) Customer Concern:

CUSTOMER STATE THAT THE CHECK ENGINE LIGHT ON. TRANMISSION STUCK IN GEAR AND VEHICLE STARTING TO OVERHEAT DUE TO HIGH RPMs. CHECK AND ADVISE. HAS A OPEN CASE [redacted]MULTI-POINT INSPECTION SET AND ADJUST TIRE PRESSURE TO FACTORY SPECS AND DOCUMENT _____LF ____RF ____LR ____RR TECH TIME

(RO) Cause:

MPI COMPLETE - SEE ATTACHED SHEET TIRE PRESSURE

(RO) Correction:

142915 tech confirmed concern vehicle getsstuck in gear tech check transmission fluid,fluid smells burned, fluid is at the correctlevel, tech removed pan found excessiveclutch material and some metal, techrecommends to replaced transmission assembly,also vehicle has code for nox sensor p2202nox sensor circuit low, tech recommends toreplaced nox sensor,, TECH REPLACEDTRANSMISSION ASSEMBLY, OIL COOLER, LINES ANDADD NEW FLUID, QUICK LEARNED AND TEST DROVEVEHICLE , TECH REPLACED NOX SENSOR CLEARCODES AND TEST DROVE VEHICLE TECH DIAGNOSIS 142915 vehicle inspection 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

(RO) Technical Notes:

EXCESSIVE CLUTCH MATERIAL IN FLUID AND SOME METAL ES DM- 139044

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATE THAT THE CHECK ENGINE LIGHT ON. TRANMISSION STUCK IN GEAR AND V EHICLE STARTING TO OVERHEAT DUE TO HIGH RPMS. CHECK AND ADVISE. HAS A OPEN C ASE #88275040

(Claim) Cause:

TECH CONFIRMED CONCERN VEHICLE GETS STUCK IN GEAR TECH CHECK TRANSMISSION FLUI D, FLUID SMELLS BURNED, FLUID IS AT THE CORRECT LEVEL, TECH REMOVED PAN FOUN D EXCESSIVE CLUTCH MATERIAL AND SOME METAL, TECH RECOMMENDS TO REPLACED TRAN SMISSION ASSEMBLY, ALSO VEHICLE HAS CODE FOR NOX SENSOR P2202 NOX SENSOR CIRCU IT LOW, TECH RECOMMENDS TO REPLACED NOX SENSOR,

(Claim) Correction:

TECH REPLACED TRANSMISSION ASSEMBLY, OIL COOLER, LINES AND ADD NEW FLUID, QUIC K LEARNED AND TEST DROVE VEHICLE , TECH REPLACED NOX SENSOR CLEAR CODES AND TEST DROVE VEHICLE

Warranty Claim Report

Vehicle Information

VIN	3C7WRLEL7 [redacted]	**Year**	2021	**Body**	DP9L93 RAM 4500 CREW CAB CHASSIS
Build Date	06/12/2021	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	09/27/2021
Claim Type	S Safety (Recalls)	**Repair Date**	03/08/2024
Claim Status	Paid	**Mileage (Miles)**	46,897

Expense

Labor	$32 54	**Sublet**	$65 46	**Part**	$0 00	**Total Paid**	$98 00

Dealer Information

Code	27329	**Name**		**Zone**	42 DETROIT
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	0813A182	Safety Recall 13A Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	CSTP13A1AA	RELAY	1	X	65 46	$32 54

RO Narratives

(RO) Customer Concern:

WORLD CLASS INSPECTION CUSTOMER STATES THAT THERE IS A NOISE AT THE LEFT FRONT WHEEL, CANHEAR IT WHEN THE WHEEL IS STRAIGHT OR TURNED CUSTOMER STATES THE VEHICLE IS SHIFTING ERRATICALLY, HE SAID WHEN SHIFTING FROM FIRST TO SECOND 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 AT03/01/24 08 38 AM ESTIMATE APPROVAL TOTALS: $208.71 -APPROVALSMADE BY THE ADVISOR KYLE O'BRIEN AT03/08/24 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 THECAMERA 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

(RO) Cause:

SEE STEPS FOR CAUSE AND PART DETAILS. INTERNAL TRANSMISSION FAILURE 13A

(RO) 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 ISSTRAIGHT OR TURNED, DIAGNOSTIC CHARGE DIAGNOSIS 46897 internal trans failure contactedstar was advised to replace unit removedand replaced trans assembly replaced transcooler and flushed lines - checked fluidlevel and performed quicklearn - all ok atthis time Transmission, Replace - automatic Transmission, Replace automatic Transmission, Replace automatic Lines, transmission and torque converter oil cooler Oil cooler, external / auxiliary Digital Imaging Transmission, Replace automatic Transmission, Replace automatic Transmission, Replace automatic Lines, transmission and torque converter oil cooler Oil cooler, external auxiliary 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

(RO) Technical Notes:

INTEWRNAL FAILURE SLIPPING ESTIMATE

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THE VEHICLE IS SHIFTING ERRATICALLY, HE SAID WHEN SHIFTING FRO M FIRST TO SECOND AND FROM SECOND TO THIRD THE VEHICLE WANTS TO JUMP IN NEUT RAL AND HARD SHIFTS

(Claim) Cause:

INTERNAL TRANS FAILURE - CONTACTED STAR WAS ADVISED TO REPLACE UNIT

(Claim) Correction:

REMOVED AND REPLACED TRANS ASSEMBLY - REPLACED TRANS COOLER AND FLUSHED LINES - CHECKED FLUID LEVEL AND PERFORMED QUICKLEARN - ALL OK AT THIS TIME

Warranty Claim Report

Vehicle Information

VIN	3C7WRLEL7 [redacted]	**Year**	2021	**Body**	DP9L93 RAM 4500 CREW CAB CHASSIS
Build Date	06/12/2021	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	09/27/2021
Claim Type	W - Warranty	**Repair Date**	03/08/2024
Claim Status	Paid	**Mileage (Miles)**	46,897

Expense

Labor	$1,301.44	**Sublet**	$11,546.57	**Part**	$0.00	**Total Paid**	$12,848.01

Dealer Information

Code	27329	**Name**		**Zone**	42 DETROIT
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	68498557AB	TRANSMISS	1	X	11195.38	$634.45
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	68322494AD	COOLER	1		113.52	$634.45
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	68359847AC	TOC ASSY	1		237 67	$634 45
A	21002762	Transmission, Replace automatic ; Two piece propeller shaft equipped			68498557AB	TRANSMISS	1	X	11195 38	$32 54
A	21002762	Transmission, Replace automatic ; Two piece propeller shaft equipped			68322494AD	COOLER	1		113.52	$32.54
A	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			68359847AC	TOC ASSY	1		237.67	$32.54
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			68498557AB	TRANSMISS	1	X	11195 38	$97 61
A	21002766	Transmission, Replace automatic ; 4x4/AWD equipped			68322494AD	COOLER	1		113 52	$97 61
A	21002766	Transmission, Replace automatic ; 4x4/AWD equipped			68359847AC	TOC ASSY	1		237.67	$97.61
A	21251050	Lines, transmission and torque converter oil cooler ; One or Both (1 - Semi Skilled)			68498557AB	TRANSMISS	1	X	11195.38	$113.88
A	21251050	Lines, transmission and torque converter oil cooler ; One or Both (1 Semi-Skilled)			68322494AD	COOLER	1		113 52	$113 88
A	21251050	Lines, transmission and torque converter oil cooler ; One or Both (1 - Semi-Skilled)			68359847AC	TOC ASSY	1		237.67	$113.88
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68498557AB	TRANSMISS	1	X	11195.38	$292.82
A	21252050	Oil cooler, external / auxiliary ; Cooler (2			68322494AD	COOLER	1		113.52	$292.82

		Skilled)								
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 Skilled)			68359847AC	TOC ASSY	1		237 67	$292 82
A	85700001	Digital Imaging ; Process time			68498557AB	TRANSMISS	1	X	11195.38	$130.14
A	85700001	Digital Imaging ; Process time			68322494AD	COOLER	1		113.52	$130.14
A	85700001	Digital Imaging ; Process time			68359847AC	TOC ASSY	1		237.67	$130.14

RO Narratives

(RO) Customer Concern:

WORLD CLASS INSPECTION CUSTOMER STATES THAT THERE IS A NOISE AT THE LEFT FRONT WHEEL, CANHEAR IT WHEN THE WHEEL IS STRAIGHT OR TURNED CUSTOMER STATES THE VEHICLE IS SHIFTING ERRATICALLY, HE SAID WHEN SHIFTING FROM FIRST TO SECOND 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 AT03/01/24 08:38 AM. ESTIMATE APPROVAL TOTALS $208 71 APPROVALSMADE BY THE ADVISOR KYLE O'BRIEN AT03/08/24 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 THECAMERA 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

(RO) Cause:

SEE STEPS FOR CAUSE AND PART DETAILS. INTERNAL TRANSMISSION FAILURE 13A

(RO) 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 ISSTRAIGHT OR TURNED, DIAGNOSTIC CHARGE DIAGNOSIS 46897 internal trans failure - contactedstar was advised to replace unit - removedand replaced trans assembly - replaced transcooler and flushed lines - checked fluidlevel and performed quicklearn - all ok atthis time Transmission, Replace - automatic Transmission, Replace - automatic Transmission, Replace - automatic Lines, transmission and torque converter oil cooler Oil cooler, external / auxiliary Digital Imaging Transmission, Replace - automatic Transmission, Replace - automatic Transmission, Replace - automatic Lines, transmission and torque converter oil cooler Oil cooler, external auxiliary 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

(RO) Technical Notes:

INTEWRNAL FAILURE-SLIPPING ESTIMATE

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THE VEHICLE IS SHIFTING ERRATICALLY, HE SAID WHEN SHIFTING FRO M FIRST TO SECOND AND FROM SECOND TO THIRD THE VEHICLE WANTS TO JUMP IN NEUT RAL AND HARD SHIFTS

(Claim) Cause:

INTERNAL TRANS FAILURE - CONTACTED STAR WAS ADVISED TO REPLACE UNIT

(Claim) Correction:

REMOVED AND REPLACED TRANS ASSEMBLY - REPLACED TRANS COOLER AND FLUSHED LINES - CHECKED FLUID LEVEL AND PERFORMED QUICKLEARN - ALL OK AT THIS TIME

Warranty Claim Report

Vehicle Information

VIN	3C7WRMFLX - [redacted]	**Year**	2021	**Body**	DP5L94 - RAM 5500 CREW CAB CHASSIS
Build Date	04/19/2021	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	10/25/2021
Claim Type	W - Warranty	**Repair Date**	03/19/2024
Claim Status	Paid	**Mileage (Miles)**	91,221

Expense

Labor	$920.51	**Sublet**	$4,075.20	**Part**	$0.00	**Total Paid**	$4,995.71

Dealer Information

Code	45713	**Name**		**Zone**	66 ORLANDO
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	21000A91	Transmission, Remove and install for recondition - AS68RC/AS69RC ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	06508406AA	BOLT	5		33 20	$798 93
A	21000A91	Transmission, Remove and install for recondition - AS68RC/AS69RC ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub Assembly	ZZ	SERVICE ACTION	06508406AA	BOLT	2		13.28	$798.93
A	21000A91	Transmission, Remove and install for recondition AS68RC/AS69RC ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	06509166AA	BOLT	8		53.12	$798.93
A	21000A91	Transmission, Remove and install for recondition - AS68RC/AS69RC ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	68637534AA	CLUTCHKIT	1		1201.60	$798.93
A	21000A91	Transmission, Remove and install for recondition - AS68RC/AS69RC ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub Assembly	ZZ	SERVICE ACTION	05189966AE	FLUID AFT	9		162.00	$798.93
A	21000A91	Transmission, Remove and install for recondition AS68RC/AS69RC ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	05189966AE	FLUID AFT	6		108.00	$798.93
A	21000A91	Transmission, Remove and install for recondition - AS68RC/AS69RC ; K1 Clutch / Input Shaft Assembly Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	68445748AA	BODY ASSY	1	X	2504.00	$798.93
A	21950158	Valve Body ; Valve body Replace - Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled)			06508406AA	BOLT	5		33.20	$121.58
A	21950158	Valve Body ; Valve body - Replace - Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled)			06508406AA	BOLT	2		13.28	$121.58

A	21950158	Valve Body ; Valve body - Replace - Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled)			06509166AA	BOLT	8		53.12	$121.58
A	21950158	Valve Body ; Valve body - Replace - Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled)			68637534AA	CLUTCHKIT	1		1201.60	$121.58
A	21950158	Valve Body ; Valve body - Replace Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled)			05189966AE	FLUID AFT	9		162.00	$121.58
A	21950158	Valve Body ; Valve body - Replace - Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled)			05189966AE	FLUID AFT	6		108.00	$121.58
A	21950158	Valve Body ; Valve body - Replace - Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled)			68445748AA	BODY ASSY	1	X	2504 00	$121 58

RO Narratives

(RO) Customer Concern:

INFORMATION ONLY VEHICLE TOWED IN INFORMATION ONLY CUSTOMER STATES PERFORM RECALL# MOPAR EXPRESS LANE 23 POINT INSPECTION DETAILED NOTES & PART NUMBERS REQUIRED..... REPLACE TRANS FLUID, FILTER AND PAN GASKET INFORMATION ONLY INFORMATION ONLY

(RO) 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

(RO) Correction:

21000A01 - 21000A01; 21550233 - 21550233; 21950158 - VALVE BODY REPLACE; 21000A62 - 21000A62 0813A182 - 0813A182 performed trans service; TS - REPLACE TRANS FLUID, FILTER AND PAN GASKET 85410000 - DIAGNOSTICS; 2102712 - 2102712; 21000A62 - 21000A62

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C/S CEL CAME ON

(Claim) Cause:

FOUND TRANS SNAP RING POP OUT

(Claim) Correction:

REPLACED VALVE BODY

Warranty Claim Report

Vehicle Information

VIN	3C7WRMFLX- [redacted]	**Year**	2021	**Body**	DP5L94 - RAM 5500 CREW CAB CHASSIS
Build Date	04/19/2021	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	10/25/2021
Claim Type	W - Warranty	**Repair Date**	03/19/2024
Claim Status	Paid	**Mileage (Miles)**	91,221

Expense

Labor	$677.35	**Sublet**	$9,900.80	**Part**	$0.00	**Total Paid**	$10,578.15

Dealer Information

Code	45713	**Name**		**Zone**	66	ORLANDO
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	21000A01	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Remove and install for recondition			68498422AB	TRANSMISS	1	X	9624.00	$0.00
A	21000A01	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Remove and install for recondition			68322497AD	COOLER	1		276.80	$0.00
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	ML	CHECK ENGINE/SERVICE ENGINE SO	68498422AB	TRANSMISS	1	X	9624.00	$677.35
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	ML	CHECK ENGINE/SERVICE ENGINE SO	68322497AD	COOLER	1		276.80	$677.35
A	21252003	Oil cooler, external / auxiliary ; All others			68498422AB	TRANSMISS	1	X	9624.00	$0.00
A	21252003	Oil cooler, external / auxiliary ; All others			68322497AD	COOLER	1		276.80	$0.00
A	21550233	Pan, Oil - Related Repairs ; Aisin Transmission			68498422AB	TRANSMISS	1	X	9624.00	$0.00
A	21550233	Pan, Oil - Related Repairs ; Aisin Transmission			68322497AD	COOLER	1		276.80	$0.00

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
C/S AFTER REPLACING SNAP RING FOUND TRANSMISSION STILL HAVING ISSUES

(Claim) Cause:
SEE ATTACHMENT

(Claim) Correction:
PER STAR REPLACE TRANSMISION

Warranty Claim Report

Vehicle Information

VIN	3C7WRNBL9 [redacted]	**Year**	2023	**Body**	DP0L64 - RAM 5500 REG CAB CHASSIS
Build Date	01/11/2023	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	05/23/2023
Claim Type	S - Safety (Recalls)	**Repair Date**	03/22/2024
Claim Status	Paid	**Mileage (Miles)**	9,737

Expense

Labor	$144.61	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$144.61

Dealer Information

Code	61595	**Name**	MC PEEK'S DODGE ANAHEIM	**Zone**	71	LOS ANGELES
Address	1221 S AUTO CENTER DR , ANAHEIM, CA 92806					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08B2A184	Safety Recall B2A - Malfunctioning SCCM ; Inspect SCCM Julian Date, Perform Software Update, and Perform Verification Routine (D2, DD, DF, DJ, and DP Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						$144.61

RO Narratives

(RO) Customer Concern:

PERFORM CERTIFIED MULTI-POINT VEHICLE INSPECTION INSPECT TIRE PRESSURES. ADJUST TO FACTORY SPECS. B2A 2023-2024 D Truck - Malfunctioning SCCM

(RO) Cause:

Inspection request Inspection request B2A 2023-2024 D Truck - Malfunctioning SCCM

(RO) 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. . . ..

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

B2A 2023-2024 D Truck - Malfunctioning SCCM

(Claim) Cause:

B2A 2023-2024 D Truck - Malfunctioning SCCM

(Claim) Correction:

Inspect SCCM Julian Date , Perform Software Update and Perform Verification Ro utine

Warranty Claim Report

Vehicle Information

VIN	3C63R3ELX [redacted]	**Year**	2023	**Body**	D28P91 RAM 3500 LARAMIE CREW CAB 4X4
Build Date	04/05/2023	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	08/31/2023
Claim Type	W Warranty	**Repair Date**	03/29/2024
Claim Status	Paid	**Mileage (Miles)**	13,710

Expense

Labor	$682 56	**Sublet**	$0 00	**Part**	$0 00	**Total Paid**	$682 56

Dealer Information

Code	60909	**Name**		**Zone**	71 LOS ANGELES
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85418007	Charging, Starting and Wiring Systems, Trouble Not Found ; 12V Starting/Charging Systems	OD							$682.56

RO Narratives

(RO) Customer Concern:

*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

(RO) 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

(RO) 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

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

ELECTRICAL CONCERN- DURING TECH INSPECTION FOUND TRUCK NOT TO START PLEASE CHE CK AND ADVISE

(Claim) Cause:

DURING INSPECTION/REPAIRS IT WAS NOTICED THAT THE VEHICLES BATTERY SYSTEM WILL BECOME DISCHARGED IF THE VEHICLE REMAINS STATIONARY FOR OVER 72 HRS. BATTER IES REMOVED AND PLACED ON MAXIMUS BATTERY DIAGNOSTICS STATION, BOTH BATTERIE S PASS TESTING AFTER EXTENSIVE CHARGING. IGNITION OFF-DRAW TESTING PERFORMED , VEHICLE ALOUD TO REMAIN STATIONARY FOR AROUND 90 MINUTES (SLEEP CYCLE), IN WHICH IT WAS NOTICED THAT AN ABNORMAL INTERMITTENT OFF-DRAW OF AROUND 400MA IS PRESENT FOR AROUND 5-6 MINUTES BEFORE GOING BACK TO "SLEEP" (RETURNS TO ABOUT 25MA) AND THEN THE DRAW RETURNS ABOUT EVERY 30-45 MINUTES. CONTINUED T ESTING WITH FAULT PRESENT REVEALS THE DRAW IS ORIGINATING FROM CIRCUITRY INV OLVED WITH THE FRONT POWER DISTRIBUTION CENTER, HOWEVER, DUE TO THE DIFFICUL TY LOCATING THE CIRCUIT WITH THE "BRIEFNESS" OF THE FAULT A STAR CASE WAS OP ENED [redacted] COLLABORATION WITH AGENT SUGGEST TO PERFORM STEPS MENTIONE D IN STAR CASE [redacted] RANDOM "WAKEUP" OF RADIO, DATA/SECURITY CERTIFIC ATE RECETABILTY FAULT).

(Claim) Correction:

BOTH BATTERIES PLACED ON A SLOW CHARGE TO BRING THE IBS STATE OF CHARGE ABOVE 80% AND THEN STEPS MENTIONED IN STARCASE [redacted] PERFORMED (RESET RADIO AND TBM2 TWO TIMES WITH SLEEP CYCLES IN BETWEEN), UPON THE NEXT KEY CYCLE A FOTA WAS AVAILABLE FOR THE RADIO AND WAS THEREFORE ACCEPTED. AFTER THE DOWNL OAD, CODE B1560-13 (CELLULAR ANTENNA ONE - CIRCUIT OPEN) IS FOUND IN THE ACT IVE STATE. DTC'S CLEARED VEHICLE KEY CYCLED, CODE COMES BACK IN THE ACTIVE S TATE AS WELL AS THE "UCONNECT BOX" MESSAGE. MULTIPLE TBM/RADIO RESETS PERFOR MED AS WELL AS KEY/BUS CYCLES, CODE REMAINS IN THE ACTIVE STATE.

Warranty Claim Report

Vehicle Information

VIN	3C63R3ELX- [redacted]	**Year**	2023	**Body**	D28P91 - RAM 3500 LARAMIE CREW CAB 4X4
Build Date	04/05/2023	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	08/31/2023
Claim Type	W - Warranty	**Repair Date**	03/29/2024
Claim Status	Paid	**Mileage (Miles)**	13,710

Expense

Labor	$0.00	**Sublet**	$0.00	**Part**	$750.00	**Total Paid**	$750.00

Dealer Information

Code	60909	**Name**		**Zone**	71	LOS ANGELES
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85418007	Charging, Starting and Wiring Systems, Trouble Not Found ; 12V Starting/Charging Systems	OD							$0.00
A	95400142	Loaner Car ; High Line Vehicles								$750.00

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

ELECTRICAL CONCERN- DURING TECH INSPECTION FOUND TRUCK NOT TO START PLEASE CHE CK AND ADVISE

(Claim) Cause:

DURING INSPECTION/REPAIRS IT WAS NOTICED THAT THE VEHICLES BATTERY SYSTEM WILL BECOME DISCHARGED IF THE VEHICLE REMAINS STATIONARY FOR OVER 72 HRS. BATTER IES REMOVED AND PLACED ON MAXIMUS BATTERY DIAGNOSTICS STATION, BOTH BATTERIE S PASS TESTING AFTER EXTENSIVE CHARGING. IGNITION OFF-DRAW TESTING PERFORMED , VEHICLE ALOUD TO REMAIN STATIONARY FOR AROUND 90 MINUTES (SLEEP CYCLE), IN WHICH IT WAS NOTICED THAT AN ABNORMAL INTERMITTENT OFF-DRAW OF AROUND 400MA IS PRESENT FOR AROUND 5-6 MINUTES BEFORE GOING BACK TO "SLEEP" (RETURNS TO ABOUT 25MA) AND THEN THE DRAW RETURNS ABOUT EVERY 30-45 MINUTES. CONTINUED T ESTING WITH FAULT PRESENT REVEALS THE DRAW IS ORIGINATING FROM CIRCUITRY INV OLVED WITH THE FRONT POWER DISTRIBUTION CENTER, HOWEVER, DUE TO THE DIFFICUL TY LOCATING THE CIRCUIT WITH THE

"BRIEFNESS" OF THE FAULT A STAR CASE WAS OP ENED [redacted]. COLLABORATION WITH AGENT SUGGEST TO PERFORM STEPS MENTIONE D IN STAR CASE [redacted] (RANDOM "WAKEUP" OF RADIO, DATA/SECURITY CERTIFIC ATE RECETABILTY FAULT).

(Claim) Correction:

BOTH BATTERIES PLACED ON A SLOW CHARGE TO BRING THE IBS STATE OF CHARGE ABOVE 80% AND THEN STEPS MENTIONED IN STARCASE [redacted] PERFORMED (RESET RADIO AND TBM2 TWO TIMES WITH SLEEP CYCLES IN BETWEEN), UPON THE NEXT KEY CYCLE A FOTA WAS AVAILABLE FOR THE RADIO AND WAS THEREFORE ACCEPTED. AFTER THE DOWNL OAD, CODE B1560-13 (CELLULAR ANTENNA ONE - CIRCUIT OPEN) IS FOUND IN THE ACT IVE STATE. DTC'S CLEARED VEHICLE KEY CYCLED, CODE COMES BACK IN THE ACTIVE S TATE AS WELL AS THE "UCONNECT BOX" MESSAGE. MULTIPLE TBM/RADIO RESETS PERFOR MED AS WELL AS KEY/BUS CYCLES, CODE REMAINS IN THE ACTIVE STATE.

Warranty Claim Report

Vehicle Information

VIN	3C63R3ELX - [redacted]	**Year**	2023	**Body**	D28P91 - RAM 3500 LARAMIE CREW CAB 4X4
Build Date	04/05/2023	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	08/31/2023
Claim Type	W - Warranty	**Repair Date**	03/29/2024
Claim Status	Paid	**Mileage (Miles)**	13,710

Expense

Labor	$0.00	**Sublet**	$0.00	**Part**	$25.00	**Total Paid**	$25.00

Dealer Information

Code	60909	**Name**		**Zone**	71	LOS ANGELES
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85418007	Charging, Starting and Wiring Systems, Trouble Not Found ; 12V Starting/Charging Systems	OD							$0.00
A	95970101	Amazon ; Amazon Fleet LOP - Authorized use only								$25.00

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

ELECTRICAL CONCERN- DURING TECH INSPECTION FOUND TRUCK NOT TO START PLEASE CHE CK AND ADVISE

(Claim) Cause:

DURING INSPECTION/REPAIRS IT WAS NOTICED THAT THE VEHICLES BATTERY SYSTEM WILL BECOME DISCHARGED IF THE VEHICLE REMAINS STATIONARY FOR OVER 72 HRS. BATTER IES REMOVED AND PLACED ON MAXIMUS BATTERY DIAGNOSTICS STATION, BOTH BATTERI E S PASS TESTING AFTER EXTENSIVE CHARGING. IGNITION OFF-DRAW TESTING PERFORM ED , VEHICLE ALOUD TO REMAIN STATIONARY FOR AROUND 90 MINUTES (SLEEP CYCLE), IN WHICH IT WAS NOTICED THAT AN ABNORMAL INTERMITTENT OFF-DRAW OF AROUND 40 0MA IS PRESENT FOR AROUND 5-6 MINUTES BEFORE GOING BACK TO "SLEEP" (RETURNS TO ABOUT 25MA) AND THEN THE DRAW RETURNS ABOUT EVERY 30-45 MINUTES. CONTINUE D T ESTING WITH FAULT PRESENT REVEALS THE DRAW IS ORIGINATING FROM CIRCUITRY INV OLVED

WITH THE FRONT POWER DISTRIBUTION CENTER, HOWEVER, DUE TO THE DIF FICUL TY LOCATING THE CIRCUIT WITH THE "BRIEFNESS" OF THE FAULT A STAR CASE WAS OP ENED [redacted] COLLABORATION WITH AGENT SUGGEST TO PERFORM STEPS M ENTIONE D IN STAR CASE [redacted] (RANDOM "WAKEUP" OF RADIO, DATA/SECURITY CERTIFIC ATE RECETABILTY FAULT)

(Claim) Correction:

BOTH BATTERIES PLACED ON A SLOW CHARGE TO BRING THE IBS STATE OF CHARGE ABOVE 80% AND THEN STEPS MENTIONED IN STARCASE [redacted] PERFORMED (RESET RADIO

- - - AND TBM2 TWO TIMES WITH SLEEP CYCLES IN BETWEEN), UPON THE NEXT KEY CYCLE A FOTA WAS AVAILABLE FOR THE RADIO AND WAS THEREFORE ACCEPTED. AFTER THE DOWNL OAD, CO DE B1560-13 (CELLULAR ANTENNA ONE - CIRCUIT OPEN) IS FOUND IN THE ACT IVE ST ATE. DTC'S CLEARED VEHICLE KEY CYCLED, CODE COMES BACK IN THE ACTIVE S TATE AS WELL AS THE "UCONNECT BOX" MESSAGE. MULTIPLE TBM/RADIO RESETS PERFOR MED AS WELL AS KEY/BUS CYCLES, CODE REMAINS IN THE ACTIVE STATE

Warranty Claim Report

Vehicle Information

VIN	3C7WRNEL3 - [redacted]	**Year**	2021	**Body**	DP0L93 - RAM 5500 CREW CAB CHASSIS
Build Date	04/08/2021	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	09/30/2021
Claim Type	S - Safety (Recalls)	**Repair Date**	04/24/2024
Claim Status	Paid	**Mileage (Miles)**	34,498

Expense

Labor	$391.42	**Sublet**	$461.90	**Part**	$0.00	**Total Paid**	$853.32

Dealer Information

Code	44484	**Name**	KAYSER CHRYSLER CENTER INC	**Zone**	51	CHICAGO
Address	866 PHILLIPS BLVD , SAUK CITY, WI 53583					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	0813A182	Safety Recall 13A - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	CSTP13A1AA	RELAY	1	X	44.86	$55.92
B	2590A182	Pump, Unit ; Replace Urea Delivery Module	UC	UNCODABLE (NARRATIVE REQUIRED)	CCGN90A1AA	MODULE	1	X	375.05	$279.58
B	2590A182	Pump, Unit ; Replace Urea Delivery Module	UC	UNCODABLE (NARRATIVE REQUIRED)	68035700AC	FLUID	6		41.99	$279.58
C	18ZD4182	Module, Diesel Emission Fluid System ; Inspect and Reprogram DEF Control Unit (DCU)	UC	UNCODABLE (NARRATIVE REQUIRED)						$55.92

RO Narratives

(RO) Customer Concern:

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 Exhaust Fluid Free] Recall / Customer Satisfaction Notification 3 [Recall Customer Satisfaction Notification 3 ** ZD4 - 19-22MY DJ.D2.DD.DP 6.7L Diesel Exhaust Fluid Free] Automatic Transmission Concern [CUSTOMER WAS DRIVING WHEN A WHINNING NOISE STARTED, PULLED OVERAND LIMPED IT BACK. HAS TRANSMISSION CODE. INSPECT AND ADVISE]

(RO) Cause:

RECALL 13A recall RECALL ZD4 trans issue

(RO) Correction:

TECHNICIAN MULTI-POINT VEHICLE INSPECTION AND SERVICE ADVISOR IN-PERSONOR 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 noisecoming from ft pump area, fluid level is okbut burnt badly. checked and found code forp0868, fluid pressure low. removed pan andfound lots of metallic in the pan. rec transassembly, cooler and lines 200 removed andreplaced trans assembly, cooler and lines.topped off fluid level and test drove.verified everything is operating as itshould. TRANSMISSION, REPLACE AS68RC/AS69RC AUTOMATIC TRANSMISSION, DEF EQUIPPED, 2500-3500 PICKUP ONLY 4x4 Equipped Skid Plate Equipped Two Piece Propeller

ShaftLINES, TRANSMISSION & TORQUE CONV. OIL COOLER,ONE OR BOTH OIL COOLER, EXTERNAL AUXILIARY COOLER DIESEL DIAGNOSTIC WORKSHEET PERFORM AND SUBMIT RENTAL VEHICLE

(RO) Technical Notes:

P0868. WHINING NOISE. DEBRIS IN PAN

GCS Narratives

(Claim) Customer Concern:

AUTOMATIC TRANSMISSION CONCERN [CUSTOMER WAS DRIVING WHEN A WHINNING NOISE ST ARTED, PULLED OVER AND LIMPED IT BACK. HAS TRANSMISSION CODE. INSPECT AND ADV ISE

(Claim) Cause:

P0868. DEBRIS IN PAN. WHINING NOISE

(Claim) Correction:

CHECKED AND FOUND LOUD WHINING NOISE COMING FROM FT PUMP AREA, FLUID LEVEL IS OK BUT BURNT BADLY. CHECKED AND FOUND CODE FOR P0868, FLUID PRESSURE LOW. RE MOVED PAN AND FOUND LOTS OF METALLIC IN THE PAN. REC TRANS ASSEMBLY, COOLER A ND LINES 2.00 REMOVED AND REPLACED TRANS ASSEMBLY, COOLER AND LINES. TOPPED O FF FLUID LEVEL AND TEST DROVE. VERIFIED EVERYTHING IS OPERATING AS IT SHOULD.

Warranty Claim Report

Vehicle Information

VIN	3C7WRNEL3 [redacted]	**Year**	2021	**Body**	DP0L93 RAM 5500 CREW CAB CHASSIS
Build Date	04/08/2021	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	09/ 0/ 0 1
Claim Type	W Warranty	**Repair Date**	04/24/2024
Claim Status	Paid	**Mileage (Miles)**	34,498

Expense

Labor	$2,516 22	**Sublet**	$10,177 33	**Part**	$600 00	**Total Paid**	$13,293 55

Dealer Information

Code	44484	**Name**	KAYSER CHRYSLER CENTER INC	**Zone**	51	CHICAGO
Address	866 PHILLIPS BLVD , SAUK CITY, WI 53583					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	21000169	Transmission ; DEF equipped 2500 3500 4x4 pick up only			68498557AB	TRANSMISS	1	X	9636 47	$167 75
A	21000169	Transmission ; DEF equipped 2500 3500 4x4 pick up only			06511777AA	BOLT	6		25 84	$167 75
A	21000169	Transmission ; DEF equipped 2500 3500 4x4 pick up only			68322497AD	COOLER	1		310 45	$167 75
A	21000169	Transmission ; DEF equipped 2500 3500 4x4 pick up only			68359847AC	TOC ASSY	1		204 57	$167 75
A	21002712	Transmission, Replace automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	68498557AB	TRANSMISS	1	X	9636 47	$1,090 36
A	21002712	Transmission, Replace automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	06511777AA	BOLT	6		25 84	$1,090 36
A	100 71	Transmission, Replace automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	68 497AD	COOLER	1		10 45	$1,090 6
A	21002712	Tran mi ion, Replace automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	68359847AC	TOC ASSY	1		204 57	$1,090 36
A	21002760	Transmission, Replace automatic ; Skid plate equipped			68498557AB	TRANSMISS	1	X	9636 47	$111 83
A	21002760	Transmission, Replace automatic ; Skid plate equipped			06511777AA	BOLT	6		25 84	$111 83
A	21002760	Transmission, Replace automatic ; Skid plate equipped			68322497AD	COOLER	1		310 45	$111 83
A	21002760	Transmission, Replace automatic ; Skid plate equipped			68359847AC	TOC ASSY	1		204 57	$111 83
A	21002762	Transmission, Replace automatic ; Two piece propeller shaft equipped			68498557AB	TRANSMISS	1	X	9636 47	$55 92
A	21002762	Transmission, Replace automatic ; Two piece propeller shaft equipped			06511777AA	BOLT	6		25 84	$55 92

A	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			68322497AD	COOLER	1		310.45	$55.92
A	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			68359847AC	TOC ASSY	1		204.57	$55.92
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			68498557AB	TRANSMISS	1	X	9636.47	$167.75
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			06511777AA	BOLT	6		25.84	$167.75
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			68322497AD	COOLER	1		310.45	$167.75
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			68359847AC	TOC ASSY	1		204.57	$167.75
A	21251050	Lines, transmission and torque converter oil cooler ; One or Both (1 - Semi-Skilled)			68498557AB	TRANSMISS	1	X	9636.47	$195.71
A	21251050	Lines, transmission and torque converter oil cooler ; One or Both (1 - Semi-Skilled)			06511777AA	BOLT	6		25.84	$195.71
A	21251050	Lines, transmission and torque converter oil cooler ; One or Both (1 - Semi-Skilled)			68322497AD	COOLER	1		310.45	$195.71
A	21251050	Lines, transmission and torque converter oil cooler ; One or Both (1 - Semi-Skilled)			68359847AC	TOC ASSY	1		204.57	$195.71
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68498557AB	TRANSMISS	1	X	9636.47	$503.24
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			06511777AA	BOLT	6		25.84	$503.24
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68322497AD	COOLER	1		310.45	$503.24
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68359847AC	TOC ASSY	1		204.57	$503.24
A	85700001	Digital Imaging ; Process time			68498557AB	TRANSMISS	1	X	9636.47	$223.66
A	85700001	Digital Imaging ; Process time			06511777AA	BOLT	6		25.84	$223.66
A	85700001	Digital Imaging ; Process time			68322497AD	COOLER	1		310.45	$223.66
A	85700001	Digital Imaging ; Process time			68359847AC	TOC ASSY	1		204.57	$223.66
A	95400141	Loaner Car ; Standard Line Vehicles			68498557AB	TRANSMISS	1	X	9636.47	$600.00
A	95400141	Loaner Car ; Standard Line Vehicles			06511777AA	BOLT	6		25.84	$600.00
A	95400141	Loaner Car ; Standard Line Vehicles			68322497AD	COOLER	1		310.45	$600.00
A	95400141	Loaner Car ; Standard Line Vehicles			68359847AC	TOC ASSY	1		204.57	$600.00

RO Narratives

(RO) Customer Concern:

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 Exhaust Fluid Free] Recall / Customer Satisfaction Notification 3 [Recall Customer Satisfaction Notification 3 ** ZD4 - 19-22MY DJ.D2.DD.DP 6.7L Diesel Exhaust Fluid Free] Automatic Transmission Concern [CUSTOMER WAS DRIVING WHEN A WHINNING NOISE STARTED, PULLED OVERAND LIMPED IT BACK. HAS TRANSMISSION CODE. INSPECT AND ADVISE]

(RO) Cause:

RECALL 13A recall RECALL ZD4 trans issue

(RO) Correction:

TECHNICIAN MULTI-POINT VEHICLE INSPECTION AND SERVICE ADVISOR IN-PERSONOR 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 noisecoming from ft pump area, fluid level is okbut burnt badly. checked and found code forp0868, fluid pressure low. removed pan andfound lots of metallic in the pan. rec transassembly, cooler and lines 200 removed andreplaced trans assembly, cooler and lines.topped off fluid level and test drove.verified everything is operating as itshould. TRANSMISSION, REPLACE AS68RC/AS69RC AUTOMATIC TRANSMISSION, DEF EQUIPPED, 2500-3500 PICKUP ONLY 4x4 Equipped Skid Plate Equipped Two Piece Propeller ShaftLINES, TRANSMISSION & TORQUE CONV. OIL COOLER,ONE OR BOTH OIL COOLER, EXTERNAL AUXILIARY COOLER DIESEL DIAGNOSTIC WORKSHEET PERFORM AND SUBMIT RENTAL VEHICLE

(RO) Technical Notes:

P0868. WHINING NOISE. DEBRIS IN PAN

GCS Narratives

(Claim) Customer Concern:

AUTOMATIC TRANSMISSION CONCERN [CUSTOMER WAS DRIVING WHEN A WHINNING NOISE ST ARTED, PULLED OVER AND LIMPED IT BACK. HAS TRANSMISSION CODE. INSPECT AND ADV ISE

(Claim) Cause:

P0868. DEBRIS IN PAN. WHINING NOISE

(Claim) Correction:

CHECKED AND FOUND LOUD WHINING NOISE COMING FROM FT PUMP AREA, FLUID LEVEL IS OK BUT BURNT BADLY. CHECKED AND FOUND CODE FOR P0868, FLUID PRESSURE LOW. RE MOVED PAN AND FOUND LOTS OF METALLIC IN THE PAN. REC TRANS ASSEMBLY, COOLER A ND LINES 2.00 REMOVED AND REPLACED TRANS ASSEMBLY, COOLER AND LINES. TOPPED O FF FLUID LEVEL AND TEST DROVE. VERIFIED EVERYTHING IS OPERATING AS IT SHOULD.

Warranty Claim Report

Vehicle Information

VIN	3C7WRLEL1 [redacted]	**Year**	2019	**Body**	DP9L93 - RAM 4500 CREW CAB CHASSIS
Build Date	05/07/2019	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	08/16/2019
Claim Type	W - Warranty	**Repair Date**	04/24/2024
Claim Status	Paid	**Mileage (Miles)**	77,558

Expense

Labor	$337.81	**Sublet**	$2,632.56	**Part**	$0.00	**Total Paid**	$1,590.00

Dealer Information

Code	44311	**Name**	KERNERSVILLE CHRYSLER DODGE LLC	**Zone**	66	ORLANDO
Address	950 HIGHWAY 66 SOUTH , KERNERSVILLE, NC 27284					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	23203822	Pad, Seat Heat Element ; Rear Seat - Seat cushion - Right or left	27	DAMAGED	6XY24BD3AA	COVER	1	X	1271.48	$112.60
A	23203822	Pad, Seat Heat Element ; Rear Seat - Seat cushion - Right or left	27	DAMAGED	6XY22BD3AA	COVER	1		1260.41	$112.60
A	23203822	Pad, Seat Heat Element ; Rear Seat - Seat cushion - Right or left	27	DAMAGED	68362102AC	PAD	1		100.67	$112.60
A	23206024	Cover, rear seat back ; Mega / Crew cab - Second seat - Split seat - 60 section			6XY24BD3AA	COVER	1	X	1271.48	$126.68
A	23206024	Cover, rear seat back ; Mega / Crew cab - Second seat - Split seat - 60 section			6XY22BD3AA	COVER	1		1260.41	$126.68
A	23206024	Cover, rear seat back ; Mega / Crew cab - Second seat - Split seat - 60 section			68362102AC	PAD	1		100.67	$126.68
A	23206910	Cover, rear seat cushion ; Mega / Crew cab - Split seat - Right side			6XY24BD3AA	COVER	1	X	1271.48	$98.53
A	23206910	Cover, rear seat cushion ; Mega / Crew cab - Split seat - Right side			6XY22BD3AA	COVER	1		1260.41	$98.53
A	23206910	Cover, rear seat cushion ; Mega / Crew cab - Split seat - Right side			68362102AC	PAD	1		100.67	$98.53
A	85434343	Goodwill Authorization ; Goodwill Authorization			6XY24BD3AA	COVER	1	X	1271.48	$0.00
A	85434343	Goodwill Authorization ; Goodwill Authorization			6XY22BD3AA	COVER	1		1260.41	$0.00
A	85434343	Goodwill Authorization ; Goodwill Authorization			68362102AC	PAD	1		100.67	$0.00

RO Narratives

(RO) Customer Concern:

ORDER SEAT COVER PASS REAR PART WAS ORDERED PART IS HERE RO [redacted] General Concern 1) PERFORM DIESEL LUBE OIL AND FILTER CHANGE

(RO) Cause:
VERIFIED CONCERN. FOUND SEAT HEATER MELTING THROUGH THE SEAT COVER

(RO) Correction:
REMOVED REAR SEAT AND REPLACED SEAT BACK AND BOTTOM COVER AND CUSHION SERVICE COMPLETE

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
CUST STATES HEATER SEAT HAS MELTED SEAT COVER

(Claim) Cause:
VERIFIED CONCERN. FOUND SEAT HEATER MELTING THROUGH THE SEAT | | COVER AND SEAT PAD

(Claim) Correction:
REMOVED REAR SEAT AND REPLACED SEAT BACK AND BOTTOM COVER | | AND CUSHION

Warranty Claim Report

Vehicle Information

VIN	3C63RRHL5 [redacted]	**Year**	2020	**Body**	D28H92 RAM 3500 BIG HORN CREW CAB 4X4
Build Date	09/21/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	11/17/2020
Claim Type	W Warranty	**Repair Date**	04/ 0/ 0 4
Claim Status	Paid	**Mileage (Miles)**	60,407

Expense

Labor	$ 81 75	**Sublet**	$,891 5	**Part**	$0 00	**Total Paid**	$,07 7

Dealer Information

Code	45077	**Name**	CHIEFLAND CHRYSLER DODGE JEEP INC	**Zone**	66	ORLANDO
Address	12671 NW HIGHWAY 19 , CHIEFLAND, FL 32644					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	11610139	Filter diesel particulate (DPF) ; 6 7 liter diesel engine, 2500 3500 pick up only	ML	CHECK ENGINE/SERVICE ENGINE SO	68296341AE	CONVERTER	1	X	2876 70	$365 84
A	11610139	Filter diesel particulate (DPF) ; 6 7 liter diesel engine, 500 500 pick up only	ML	CHECK ENGINE/SERVICE ENGINE O	68437471AA	GASKET	1		14 83	$365 84
A	11610163	Filter die el particulate (DPF) ; 4x4 equipped 6 7 liter diesel			68296341AE	CONVERTER	1	X	2876 70	$15 91
A	11610163	Filter diesel particulate (DPF) ; 4x4 equipped 6 7 liter die el			68437471AA	GASKET	1		14 83	$15 91

RO Narratives

(RO) Customer Concern:

CU TOMER TATE CK ENGINE LIGHT TAY ON WHEN DRIVING

(RO) Cause:

GOODWILL WARRANTY CASE# [redacted] DM 150273 TOTAL AUTH$3073 27

(RO) 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 CRO MEMBER, DEF TANK TO ACCE REPLACED DPF AND RAN REPLACEMENT ROUTINE ROAD TESTED AND ALL OK

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CK ENGINE LIGHT STAYS ON WHEN DRIVING.

(Claim) Cause:

GOODWILL WARRANTY CASE# [redacted] DM 150273 TOTAL AUTH$3073 27

(Claim) 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 MEM BER, DEF TANK TO ACCESS. REPLACED DPF AND RAN REPLACEMENT ROUTINE ROAD TESTE D AND ALL OK.

Warranty Claim Report

Vehicle Information

VIN	3C63R3KL4 [redacted]	***Year***	2021	***Body***	D28R92 RAM 3500 LONGHORN CREW CAB 4X4		
Build Date	06/04/2021	***Plant***	SALTILLO TRUCK ASSEMBLY PLANT	***Coverage Code***	536		

Claim Information

Claim #	[redacted]	***In Service Date***	06/28/2021
Claim Type	S Safety (Recalls)	***Repair Date***	05/13/2024
Claim Status	Paid	***Mileage (Miles)***	60,420

Expense

Labor	$179 64	***Sublet***	$379 17	***Part***	$0 00	***Total Paid***	$558 81

Dealer Information

Code	65191	***Name***	ADEL CHRYSLER INC	***Zone***	51	CHICAGO
Address	818 COURT ST , ADEL, IA 50003					

Condition Information

Condition Code	*LOP*	*LOP Desc*	*Failure Code*	*Failure Desc*	*Part Number*	*Part Name*	*Part Quantity*	*Part Failed*	*Part Expense*	*LOP Expense*
A	2590A182	Pump, Unit ; Replace Urea Delivery Module	UC	UNCODABLE (NARRATIVE REQUIRED)	CCGN90A1AA	MODULE	1	X	379 17	$179 64

RO Narratives

(RO) Customer Concern:

CHECK AND PERFORM RECALLS AS NEEDED ENGINE CONCERN

(RO) Cause:

Recall 90A

(RO) Correction:

2590A182 Pump, Unit Replace Urea Delivery Module

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	3C7WRMDL1 [redacted]	**Year**	2021	**Body**	DP5L66 - RAM 5500 REG CAB CHASSIS
Build Date	12/08/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	01/20/2021
Claim Type	S Safety (Recalls)	**Repair Date**	05/22/2024
Claim Status	Paid	**Mileage (Miles)**	104,109

Expense

Labor	$870 43	**Sublet**	$290 59	**Part**	$0 00	**Total Paid**	$1,161 02

Dealer Information

Code	27116	**Name**		**Zone**	71	LOS ANGELES
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
B	0813A182	Safety Recall 13A - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	CSTP13A1AA	RELAY	1	X	46 47	$43 52
C	22Y26150	Safety Recall Y26 Wheel Studs ; Replacement of Up to 2 Additional Studs			CSZMY262AA	STUD	1	X	13.10	$21.76
C	22Y26150	Safety Recall Y26 - Wheel Studs ; Replacement of Up to 2 Additional Studs			CSZMY262AA	STUD	1	X	13 10	$21 76
C	22Y26150	Safety Recall Y26 Wheel Studs ; Replacement of Up to 2 Additional Studs			CSZMY262AA	STUD	1	X	13.10	$21.76
C	22Y26150	Safety Recall Y26 - Wheel Studs ; Replacement of Up to 2 Additional Studs			CSZMY262AA	STUD	1	X	13 10	$21 76
C	22Y26150	Safety Recall Y26 Wheel Studs ; Replacement of Up to 2 Additional Studs			CSZMY262AA	STUD	1	X	13.10	$21.76
C	22Y26150	Safety Recall Y26 - Wheel Studs ; Replacement of Up to 2 Additional Studs			CSZMY262AA	STUD	1	X	13.10	$21.76
C	22Y26150	Safety Recall Y26 Wheel Studs ; Replacement of Up to 2 Additional Studs			CSZMY26DAA	SEAL	1		111 14	$21 76
C	22Y26150	Safety Recall Y26 - Wheel Studs ; Replacement of Up to 2 Additional Studs			CSZMY26DAA	SEAL	1		111.14	$21.76
C	22Y26150	Safety Recall Y26 - Wheel Studs ; Replacement of Up to 2 Additional Studs			CSZMY26DAA	SEAL	1		111 14	$21 76
C	22Y26150	Safety Recall Y26 Wheel Studs ; Replacement of Up to 2 Additional Studs			CSZMY26DAA	SEAL	1		111.14	$21.76

C	22Y26150	Safety Recall Y26 - Wheel Studs ; Replacement of Up to 2 Additional Studs			CSZMY26DAA	SEAL	1		111.14	$21.76
C	22Y26150	Safety Recall Y26 - Wheel Studs ; Replacement of Up to 2 Additional Studs			CSZMY26DAA	SEAL	1		111.14	$21.76
C	22Y26150	Safety Recall Y26 - Wheel Studs ; Replacement of Up to 2 Additional Studs			CSZMY267AA	BOLT	1		4.37	$21.76
C	22Y26150	Safety Recall Y26 - Wheel Studs ; Replacement of Up to 2 Additional Studs			CSZMY267AA	BOLT	1		4.37	$21.76
C	22Y26150	Safety Recall Y26 - Wheel Studs ; Replacement of Up to 2 Additional Studs			CSZMY267AA	BOLT	1		4 37	$21 76
C	22Y26150	Safety Recall Y26 - Wheel Studs ; Replacement of Up to 2 Additional Studs			CSZMY267AA	BOLT	1		4.37	$21.76
C	22Y26150	Safety Recall Y26 - Wheel Studs ; Replacement of Up to 2 Additional Studs			CSZMY267AA	BOLT	1		4.37	$21.76
C	22Y26150	Safety Recall Y26 Wheel Studs ; Replacement of Up to 2 Additional Studs			CSZMY267AA	BOLT	1		4.37	$21.76
C	22Y26150	Safety Recall Y26 - Wheel Studs ; Replacement of Up to 2 Additional Studs			CSZMY26FAA	O RING	1		19.14	$21.76
C	22Y26150	Safety Recall Y26 - Wheel Studs ; Replacement of Up to 2 Additional Studs			CSZMY26FAA	O RING	1		19.14	$21.76
C	22Y26150	Safety Recall Y26 - Wheel Studs ; Replacement of Up to 2 Additional Studs			CSZMY26FAA	O RING	1		19.14	$21.76
C	22Y26150	Safety Recall Y26 - Wheel Studs ; Replacement of Up to 2 Additional Studs			CSZMY26FAA	O RING	1		19.14	$21.76
C	22Y26150	Safety Recall Y26 - Wheel Studs ; Replacement of Up to 2 Additional Studs			CSZMY26FAA	O RING	1		19.14	$21.76
C	22Y26150	Safety Recall Y26 - Wheel Studs ; Replacement of Up to 2 Additional Studs			CSZMY26FAA	O RING	1		19.14	$21.76
C	22Y26150	Safety Recall Y26 Wheel Studs ; Replacement of Up to 2 Additional Studs			CSZMY26GAA	BOLT	2		14.50	$21.76
C	22Y26150	Safety Recall Y26 - Wheel Studs ; Replacement of Up to 2 Additional Studs			CSZMY26GAA	BOLT	2		14.50	$21.76
C	22Y26150	Safety Recall Y26 - Wheel Studs ; Replacement of Up to 2 Additional Studs			CSZMY26GAA	BOLT	2		14.50	$21.76
C	22Y26150	Safety Recall Y26 - Wheel Studs ; Replacement of Up to 2 Additional Studs			CSZMY26GAA	BOLT	2		14.50	$21.76

C	22Y26150	Safety Recall Y26 - Wheel Studs ; Replacement of Up to 2 Additional Studs			CSZMY26GAA	BOLT	2		14.50	$21.76
C	22Y26150	Safety Recall Y26 - Wheel Studs ; Replacement of Up to 2 Additional Studs			CSZMY26GAA	BOLT	2		14.50	$21.76
C	22Y26150	Safety Recall Y26 - Wheel Studs ; Replacement of Up to 2 Additional Studs			CSZMY265AA	BOLT	2		15.98	$21.76
C	22Y26150	Safety Recall Y26 - Wheel Studs ; Replacement of Up to 2 Additional Studs			CSZMY265AA	BOLT	2		15.98	$21.76
C	22Y26150	Safety Recall Y26 - Wheel Studs ; Replacement of Up to 2 Additional Studs			CSZMY265AA	BOLT	2		15.98	$21.76
C	22Y26150	Safety Recall Y26 - Wheel Studs ; Replacement of Up to 2 Additional Studs			CSZMY265AA	BOLT	2		15.98	$21.76
C	22Y26150	Safety Recall Y26 - Wheel Studs ; Replacement of Up to 2 Additional Studs			CSZMY265AA	BOLT	2		15.98	$21.76
C	22Y26150	Safety Recall Y26 - Wheel Studs ; Replacement of Up to 2 Additional Studs			68449546AA	LUBRICANT	1		54.18	$21.76
C	22Y26150	Safety Recall Y26 - Wheel Studs ; Replacement of Up to 2 Additional Studs			68449546AA	LUBRICANT	1		54.18	$21.76
C	22Y26150	Safety Recall Y26 - Wheel Studs ; Replacement of Up to 2 Additional Studs			68449546AA	LUBRICANT	1		54.18	$21.76
C	22Y26150	Safety Recall Y26 - Wheel Studs ; Replacement of Up to 2 Additional Studs			68449546AA	LUBRICANT	1		54.18	$21.76
C	22Y26150	Safety Recall Y26 - Wheel Studs ; Replacement of Up to 2 Additional Studs			68449546AA	LUBRICANT	1		54.18	$21.76
C	22Y26150	Safety Recall Y26 - Wheel Studs ; Replacement of Up to 2 Additional Studs			CSZMY261AB	STUD	1		11.71	$21.76
C	22Y26150	Safety Recall Y26 - Wheel Studs ; Replacement of Up to 2 Additional Studs			CSZMY261AB	STUD	1		11.71	$21.76
C	22Y26150	Safety Recall Y26 - Wheel Studs ; Replacement of Up to 2 Additional Studs			CSZMY261AB	STUD	1		11.71	$21.76
C	22Y26150	Safety Recall Y26 - Wheel Studs ; Replacement of Up to 2 Additional Studs			CSZMY261AB	STUD	1		11.71	$21.76

C	22Y26150	Safety Recall Y26 - Wheel Studs ; Replacement of Up to 2 Additional Studs			CSZMY261AB	STUD	1		11.71	$21.76
C	22Y26150	Safety Recall Y26 - Wheel Studs ; Replacement of Up to 2 Additional Studs			CSZMY261AB	STUD	1		11.71	$21.76
C	22Y26160	Safety Recall Y26 - Wheel Studs ; 10 Lug Equipped			CSZMY262AA	STUD	1	X	13.10	$21.76
C	22Y26160	Safety Recall Y26 - Wheel Studs ; 10 Lug Equipped			CSZMY26DAA	SEAL	1		111.14	$21.76
C	22Y26160	Safety Recall Y26 - Wheel Studs ; 10 Lug Equipped			CSZMY267AA	BOLT	1		4.37	$21.76
C	22Y26160	Safety Recall Y26 - Wheel Studs ; 10 Lug Equipped			CSZMY26FAA	O RING	1		19.14	$21.76
C	22Y26160	Safety Recall Y26 - Wheel Studs ; 10 Lug Equipped			CSZMY26GAA	BOLT	2		14.50	$21.76
C	22Y26160	Safety Recall Y26 - Wheel Studs ; 10 Lug Equipped			CSZMY265AA	BOLT	2		15.98	$21.76
C	22Y26160	Safety Recall Y26 - Wheel Studs ; 10 Lug Equipped			68449546AA	LUBRICANT	1		54.18	$21.76
C	22Y26160	Safety Recall Y26 - Wheel Studs ; 10 Lug Equipped			CSZMY261AB	STUD	1		11.71	$21.76
C	22Y26161	Safety Recall Y26 - Wheel Studs ; Rear Axle Shaft Tone Ring Equipped			CSZMY262AA	STUD	1	X	13.10	$43.52
C	22Y26161	Safety Recall Y26 - Wheel Studs ; Rear Axle Shaft Tone Ring Equipped			CSZMY26DAA	SEAL	1		111.14	$43.52
C	22Y26161	Safety Recall Y26 - Wheel Studs ; Rear Axle Shaft Tone Ring Equipped			CSZMY267AA	BOLT	1		4.37	$43.52
C	22Y26161	Safety Recall Y26 - Wheel Studs ; Rear Axle Shaft Tone Ring Equipped			CSZMY26FAA	O RING	1		19.14	$43.52
C	22Y26161	Safety Recall Y26 - Wheel Studs ; Rear Axle Shaft Tone Ring Equipped			CSZMY26GAA	BOLT	2		14.50	$43.52
C	22Y26161	Safety Recall Y26 - Wheel Studs ; Rear Axle Shaft Tone Ring Equipped			CSZMY265AA	BOLT	2		15.98	$43.52
C	22Y26161	Safety Recall Y26 - Wheel Studs ; Rear Axle Shaft Tone Ring Equipped			68449546AA	LUBRICANT	1		54.18	$43.52
C	22Y26161	Safety Recall Y26 - Wheel Studs ; Rear Axle Shaft Tone Ring Equipped			CSZMY261AB	STUD	1		11.71	$43.52
C	22Y26186	Safety Recall Y26 - Wheel Studs ; Inspect and Replace Wheel Studs - Front (One or Both Sides) and Rear (Both Sides)	UC	UNCODABLE (NARRATIVE REQUIRED)	CSZMY262AA	STUD	1	X	13.10	$544.03

C	22Y26186	Safety Recall Y26 - Wheel Studs ; Inspect and Replace Wheel Studs - Front (One or Both Sides) and Rear (Both Sides)	UC	UNCODABLE (NARRATIVE REQUIRED)	CSZMY26DAA	SEAL	1		111.14	$544.03
C	22Y26186	Safety Recall Y26 - Wheel Studs ; Inspect and Replace Wheel Studs - Front (One or Both Sides) and Rear (Both Sides)	UC	UNCODABLE (NARRATIVE REQUIRED)	CSZMY267AA	BOLT	1		4.37	$544.03
C	22Y26186	Safety Recall Y26 - Wheel Studs ; Inspect and Replace Wheel Studs - Front (One or Both Sides) and Rear (Both Sides)	UC	UNCODABLE (NARRATIVE REQUIRED)	CSZMY26FAA	O RING	1		19.14	$544.03
C	22Y26186	Safety Recall Y26 - Wheel Studs ; Inspect and Replace Wheel Studs - Front (One or Both Sides) and Rear (Both Sides)	UC	UNCODABLE (NARRATIVE REQUIRED)	CSZMY26GAA	BOLT	2		14.50	$544.03
C	22Y26186	Safety Recall Y26 - Wheel Studs ; Inspect and Replace Wheel Studs - Front (One or Both Sides) and Rear (Both Sides)	UC	UNCODABLE (NARRATIVE REQUIRED)	CSZMY265AA	BOLT	2		15.98	$544.03
C	22Y26186	Safety Recall Y26 - Wheel Studs ; Inspect and Replace Wheel Studs - Front (One or Both Sides) and Rear (Both Sides)	UC	UNCODABLE (NARRATIVE REQUIRED)	68449546AA	LUBRICANT	1		54.18	$544.03
C	22Y26186	Safety Recall Y26 - Wheel Studs ; Inspect and Replace Wheel Studs - Front (One or Both Sides) and Rear (Both Sides)	UC	UNCODABLE (NARRATIVE REQUIRED)	CSZMY261AB	STUD	1		11.71	$544.03
A	18Y17182	Customer Satisfaction Notification Y17 - Transmission Software Update ; Module, Transmission Control (TCM) - Reprogram Software and Perform Quicklearn	UC	UNCODABLE (NARRATIVE REQUIRED)						$87.04

RO Narratives

(RO) Customer Concern:

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

(RO) Cause:

GOODWILL

(RO) 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, ANDDELAYED ENGAGEMENT INTO ALL GEARS. FLUIDDRAINED, PAN REMOVED FLUID IS DARKCONTAMINATED WITH METAL DEBRIS, PAN REMOVEDAND FOUND EXCES

(RO) Technical Notes:

INTERNAL FAILURE

GCS Narratives

(Claim) Customer Concern:

AUTOMATIC TRANSMISSION CONCERN [CUSTOMER STATES THAT WHEN DRIVING THE TRANSMIS SION SHIFTS HARD AND JERKS SOMETIMES THE GAS PEDAL NEEDS TO BE PRESSED AL L THE WAY IN TO GET IT TO SHIFT DIAGNOSE AND ADVISE TOWED IN.]

(Claim) Cause:

CONFIRMED TRANSMISSION HARD SHIFTS, AND DELAYED ENGAGEMENT INTO ALL GEARS. FLU ID DRAINED, PAN REMOVED FLUID IS DARK CONTAMINATED WITH METAL DEBRIS, PAN RE MOVED AND FOUND EXCESSIVE METAL DEBRIS FROM INTERNAL TRANSMISSION FAILURE.

(Claim) Correction:

TRANSMISSION, COOLER AND TOC LINES REPLACED, EVACUATED AND RECHARGE AC TRANSMI SSION LINES FLUSHED, ROAD TESTED 12 MILES, FLUID ADJUSTED TO PROPER LEVEL

Warranty Claim Report

Vehicle Information

VIN	3C7WRMDL1 [redacted]	**Year**	2021	**Body**	DP5L66 - RAM 5500 REG CAB CHASSIS
Build Date	12/08/2020	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	01/20/2021
Claim Type	W Warranty	**Repair Date**	05/31/2024
Claim Status	Paid	**Mileage (Miles)**	104,109

Expense

Labor	$1,523 27	**Sublet**	$12,185 71	**Part**	$0 00	**Total Paid**	$6,115 20

Dealer Information

Code	27116	**Name**		**Zone**	71	LOS ANGELES
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	68498422AB	TRANSMISS	1	X	11523.32	$848.68
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	06511777AA	BOLT	6		26 76	$848 68
A	21002712	Transmission, Replace automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	68086052AB	GASKET	1		20 44	$848 68
A	21002712	Transmission, Replace automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	68359847AC	TOC ASSY	1		219.31	$848.68
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	68322497AD	COOLER	1		332.69	$848.68
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	05189966AD	FLUID AFT	4		63 19	$848 68
A	21002762	Transmission, Replace automatic ; Two piece propeller shaft equipped			68498422AB	TRANSMISS	1	X	11523 32	$43 52
A	21002762	Transmission, Replace automatic ; Two piece propeller shaft equipped			06511777AA	BOLT	6		26.76	$43.52
A	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			68086052AB	GASKET	1		20.44	$43.52
A	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			68359847AC	TOC ASSY	1		219.31	$43.52
A	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			68322497AD	COOLER	1		332 69	$43 52
A	21002762	Transmission, Replace automatic ; Two piece propeller shaft equipped			05189966AD	FLUID AFT	4		63 19	$43 52
A	21251050	Lines, transmission and torque converter oil cooler ; One or Both (1 - Semi-Skilled)			68498422AB	TRANSMISS	1	X	11523.32	$152.33
A	21251050	Lines, transmission and torque converter oil cooler ; One or Both (1 Semi Skilled)			06511777AA	BOLT	6		26 76	$152 33

A	21251050	Lines, transmission and torque converter oil cooler ; One or Both (1 - Semi-Skilled)			68086052AB	GASKET	1		20.44	$152.33
A	21251050	Lines, transmission and torque converter oil cooler ; One or Both (1 - Semi-Skilled)			68359847AC	TOC ASSY	1		219.31	$152.33
A	21251050	Lines, transmission and torque converter oil cooler ; One or Both (1 - Semi-Skilled)			68322497AD	COOLER	1		332.69	$152.33
A	21251050	Lines, transmission and torque converter oil cooler ; One or Both (1 - Semi-Skilled)			05189966AD	FLUID AFT	4		63.19	$152.33
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68498422AB	TRANSMISS	1	X	11523.32	$391.70
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			06511777AA	BOLT	6		26.76	$391.70
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68086052AB	GASKET	1		20.44	$391.70
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68359847AC	TOC ASSY	1		219.31	$391.70
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68322497AD	COOLER	1		332.69	$391.70
A	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			05189966AD	FLUID AFT	4		63.19	$391.70
A	24011002	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			68498422AB	TRANSMISS	1	X	11523.32	$87.04
A	24011002	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			06511777AA	BOLT	6		26.76	$87.04
A	24011002	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			68086052AB	GASKET	1		20.44	$87.04
A	24011002	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			68359847AC	TOC ASSY	1		219.31	$87.04
A	24011002	A/C Performance Test, recovery and recharge ; Note: Powertrain - This			68322497AD	COOLER	1		332.69	$87.04

		operation is used whenever discharge of the A/C system is required to allow service of A/C non-plumbing / powertrain repair								
A	24011002	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			05189966AD	FLUID AFT	4		63.19	$87.04

RO Narratives

(RO) Customer Concern:

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

(RO) Cause:

GOODWILL

(RO) 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, ANDDELAYED ENGAGEMENT INTO ALL GEARS. FLUIDDRAINED, PAN REMOVED FLUID IS DARKCONTAMINATED WITH METAL DEBRIS, PAN REMOVEDAND FOUND EXCES

(RO) Technical Notes:

INTERNAL FAILURE

GCS Narratives

(Claim) Customer Concern:

AUTOMATIC TRANSMISSION CONCERN [CUSTOMER STATES THAT WHEN DRIVING THE TRANSMIS SION SHIFTS HARD AND JERKS. SOMETIMES THE GAS PEDAL NEEDS TO BE PRESSED AL L THE WAY IN TO GET IT TO SHIFT. DIAGNOSE AND ADVISE. TOWED IN.]

(Claim) Cause:

CONFIRMED TRANSMISSION HARD SHIFTS, AND DELAYED ENGAGEMENT INTO ALL GEARS. FLU ID DRAINED, PAN REMOVED FLUID IS DARK CONTAMINATED WITH METAL DEBRIS, PAN RE MOVED AND FOUND EXCESSIVE METAL DEBRIS FROM INTERNAL TRANSMISSION FAILURE.

(Claim) Correction:

TRANSMISSION, COOLER AND TOC LINES REPLACED, EVACUATED AND RECHARGE AC TRANSMI SSION LINES FLUSHED, ROAD TESTED 12 MILES, FLUID ADJUSTED TO PROPER LEVEL

Warranty Claim Report

Vehicle Information

VIN	3C63R3ELX [redacted]	**Year**	2023	**Body**	D28P91 RAM 3500 LARAMIE CREW CAB 4X4
Build Date	04/05/2023	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	08/31/2023
Claim Type	W Warranty	**Repair Date**	06/04/2024
Claim Status	Paid	**Mileage (Miles)**	13,772

Expense

Labor	$1,651 35	**Sublet**	$1,326 87	**Part**	$0 00	**Total Paid**	$2,978 22

Dealer Information

Code	60909	**Name**		**Zone**	71 LOS ANGELES
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08907503	Wiring harness, body ; Chassis Underbody harness			68433799AA	WIRING	1		29 51	$682 56
A	08907503	Wiring harness, body ; Chassis Underbody harness			68542914AB	WIRING	1		356 07	$682 56
A	08907503	Wiring harness, body ; Chassis Underbody harness			68550821AC	WIRING	1		152 99	$682 56
A	08907503	Wiring harness, body ; Chassis Underbody harness			68604984AA	MODULE	1	X	788.30	$682.56
A	08993401	UConnect,/Telematics, voice control ; Module, telematics control	58	INTERNAL DEFECT	68433799AA	WIRING	1		29 51	$110 09
A	08993401	UConnect,/Telematics, voice control ; Module, telematics control	58	INTERNAL DEFECT	68542914AB	WIRING	1		356 07	$110 09
A	08993401	UConnect,/Telematics, voice control ; Module, telematics control	58	INTERNAL DEFECT	68550821AC	WIRING	1		152 99	$110 09
A	08993401	UConnect,/Telematics, voice control ; Module, telematics control	58	INTERNAL DEFECT	68604984AA	MODULE	1	X	788 30	$110 09
A	08993406	UConnect,/Telematics, voice control ; Harness, telematics			68433799AA	WIRING	1		29 51	$88 07
A	08993406	UConnect,/Telematics, voice control ; Harness, telematics			68542914AB	WIRING	1		356 07	$88 07
A	08993406	UConnect,/Telematics, voice control ; Harness, telematics			68550821AC	WIRING	1		152 99	$88 07
A	08993406	UConnect,/Telematics, voice control ; Harness, telematics			68604984AA	MODULE	1	X	788 30	$88 07
A	85410000	Operation diagnostics With repair ; Must be used in conjunction with appropriate repair Labor Operation			68433799AA	WIRING	1		29 51	$770 63
A	85410000	Operation diagnostics With repair ; Must be used in conjunction with appropriate repair Labor Operation			68542914AB	WIRING	1		356 07	$770 63
A	85410000	Operation diagnostics With repair ; Must be used in conjunction with appropriate repair Labor Operation			68550821AC	WIRING	1		152.99	$770.63
A	85410000	Operation diagnostics With repair ; Must be used in conjunction with appropriate repair Labor Operation			68604984AA	MODULE	1	X	788 30	$770 63

RO Narratives

(RO) Customer Concern:

**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 [redacted]] *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

(RO) 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] NO FAULT DETECTED. AFTERMARKET DEVICE, IGNITION OFF-DRAW NO FAULT DETECTED. LARGE AFTERMARKET RECEIVER Stellantis Customer Care approved fuel filter replacement.

(RO) 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

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

*RADIO NAV TELEMATICS CONCERN [GUEST STATES THAT RADIO DISPLAYS CONTACT SERVIC E UNCONNECT BOX NEEDS SERVICE]

(Claim) Cause:

VERIFIED THE RADIO INTERMITTENTLY DISPLAYS "SERVICE UCONNECT BOX". MODULE SCAN REVEALS STORED CODE B1650-13 (CELLULAR ANTENNA 1 - CIRCUIT OPEN). CODES CLE ARED AND VEHICLE TEST DRIVEN, CODE/MESSAGE DOES NOT RETURN DURING TEST DRIVE AND/OR AFTER 3 CONSECUTIVE IGNITION CYCLES. FURTHER TESTING REVEALS THE "UB OX" MESSAGE WILL APPEAR ON THE FIRST START UP AFTER VEHICLE REMAINS STATIONA RY FOR AT LEAST 24 HOURS AND CODE 1560-13 RETURNS, BUT DOES NOT REMAIN IN TH E ACTIVE STATE. STAR CASE OPENED [redacted] , AGENT ADVISES TO PERFORM STEPS LISTED IN S228A000005. HEADLINER LOWERED AND CENTER STACK REMOVED FOR ACCES S TO TELEMATICS BOX CONNECTORS AND CONNECTORS ON CIRCUIT D7 (XY342A/XY333A), CONNECTORS ARE FREE OF VISUAL ABNORMALITIES. SPECIAL TOOL 9977-6 (1-4) INST ALLED, RESISTANCE TESTING WHILE PERFORMING LIGHT "WIGGLE" TESTING REVEALS CI RCUIT D7 PRESENTS ABNORMAL RESISTANCE FLUCTUATIONS WHEN TESTED IN SEVERAL SP OTS (NEAR A-PILLAR/HEADLINER AND NEAR TELEMATICS BOX, FLUCTUATION OF 8.0-10. 0 OHMS). PER STAR CASE, VEHICLE REASSEMBLED AND TEST DRIVEN (SEVERAL TEST DR IVES AND KEY CYCLES), CODE 1560-13 DOES NOT RETURN ON THE POST ADJUSTMENT TE ST DRIVE, HOWEVER, ON THE FOLLOWING START-UP (FOLLOWING MORNING), THE "UBOX" MESSAGE RETURNS AND CODE 1560-13 IS PRESENT IN THE STORED STATE (CODES CLEA RED PRIOR TO INITIAL TEST DRIVE). FURTHER COLLABORATION WITH AGENT (PHONE CALL) SUGGEST AN INTERMITTENT WIRING OR CONNECTOR ISSUE ON CIRCUITS FOR THE ANTE NNA (CIRCUIT D7). FURTHER INSPECTION REVEALS THE JUMPER HARNESS TO THE TELEM ATICS BOX HAS BEEN IMPROPERLY ROUTED, CAUSING AN OPEN CIRCUIT CONDITION WHEN THE HARNESS IS LIGHTLY WIGGLE TESTED.

(Claim) Correction:

DASH ANTENNA HARNESS, ANTENNA HEADLINER HARNESS AND TELEMATICS BOX JUMPER HARN ESS REPLACED, VEHICLE REASSEMBLED, POST REPAIR TESTING REVEALS THE TELEMATIC S BOX NO LONGER RESPONDS. TELEMATICS BOX REPLACED, RESET PROCEDURE PERFORMED AS SUGGESTED PER STAR AGENT, (CLEAR PERSONAL DATA, IDLE TIME, TEST DRIVE AN D CAPACITIVE DISCHARGE), PHONE CALL PLACED USING ACTIVATED SERVICES AS WELL AS AN SOS CALL, SOS OPERATOR IS ABLE TO VERIFY THE VEHICLES CURRENT LOCATION , CONFIRMING PROPER OPERATION OF THE

ANTENNA AND TELEMATICS BOX. VEHICLE TES T DRIVEN AND SEVERAL KEY CYCLES ALOUD, CODE AND/OR "UBOX" MESSAGE DOES NOT R ETURN, REPAIR VERIFIED.

Warranty Claim Report

Vehicle Information

VIN	3C63R3ELX - [redacted]	**Year**	2023	**Body**	D28P91 - RAM 3500 LARAMIE CREW CAB 4X4
Build Date	04/05/2023	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	08/31/2023
Claim Type	W - Warranty	**Repair Date**	06/04/2024
Claim Status	Paid	**Mileage (Miles)**	13,772

Expense

Labor	$44.04	**Sublet**	$159.47	**Part**	$25.00	**Total Paid**	$228.51

Dealer Information

Code	60909	**Name**		**Zone**	71	LOS ANGELES
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	14400102	Filter/regulator assembly, fuel ; Element, 6.7 liter diesel engine	08	BLOCKED BB	68157291AA	FILTER	1	X	159.47	$44.04
A	95970101	Amazon ; Amazon Fleet LOP - Authorized use only			68157291AA	FILTER	1	X	159.47	$25.00

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
FUEL FILTERS

(Claim) Cause:
STELLANTIS CUSTOMER CARE APPROVED FUEL FILTER REPLACEMENT.

(Claim) Correction:
REPLACED FUEL FILTERS