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

# Warranty Claim Report

## Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | **Year** | [redacted] | **Body** | [redacted] REG CAB CHASSIS |
| **Build Date** | [redacted] | **Plant** | SALTILLO TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

## Claim Information

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | [redacted] (PREPNV) | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | 10 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | [redacted] | **Part** | [redacted] | **Total Paid** | [redacted] |

## Dealer Information

| | | | |
|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] |
| **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 | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

PRE DELIVERY INSPECTION - - - Plate frame kit and stickers

**(RO) Cause:**

NA

**(RO) Correction:**

[redacted] INSPECTION, ALL IS GOOD [redacted] INSPECTION [redacted] frame kit and stickers

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] REG CAB CHASSIS |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] (PREPNV) | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 10 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | ([redacted]) | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | ([redacted]) |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***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 | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | ([redacted]) |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | ([redacted]) |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | ([redacted]) |

## RO Narratives

**(RO) Customer Concern:**

PRE DELIVERY INSPECTION - - - Plate frame kit and stickers

**(RO) Cause:**

NA

**(RO) Correction:**

[redacted] INSPECTION, ALL IS [redacted] INSPECTION [redacted] kit and stickers

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | [redacted] | [redacted] | ***Body*** | [redacted] LIMITED [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | SALTILLO TRUCK ASSEMBLY PLANT | ***Coverage*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | K - Road Ready (PREPNV) | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | [redacted] | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| [redacted] | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| ***Condition*** [redacted] | ***LOP*** | ***LOP Desc*** | ***Failure*** [redacted] | ***Failure Desc*** | [redacted] ***Number*** | [redacted] ***Name*** | [redacted] ***Quantity*** | [redacted] ***Failed*** | [redacted] ***Expense*** | ***LOP Expense*** |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] LIMITED [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | W - Warranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 10 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | DEF Fluid Top Off ; Vehicle Delivery Fill - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | [redacted] | FLUID | 2 | X | [redacted] | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
ADD DEF FLUID

**(Claim) Cause:**
ADD FLUID

**(Claim) Correction:**
ADDED FLUID

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | [redacted] | [redacted] | ***Body*** | [redacted] CREW CAB CHASSIS [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | SALTILLO TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Ready (PREPNV) | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] - [redacted] [redacted] [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | S - Safety (Recalls) | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | [redacted] | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] | [redacted] | [redacted] |
| ***Address*** | [redacted] | | | | |

*Condition Information*

| ***Condition Code*** | ***LOP*** | ***LOP Desc*** | ***Failure Code*** | ***Failure Desc*** | ***[redacted] Number*** | ***[redacted] Name*** | ***[redacted] Quantity*** | ***[redacted] Failed*** | ***[redacted] Expense*** | ***LOP Expense*** |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Safety Recall [redacted] - Side Air Bag Inflatable Curtain ; Remove Headliner to Inspect Left and Right Side Air Bag Inflatable Curtain Serial Numbers (Crew/Quad Cab) | | | | | | | | [redacted] |
| A | [redacted] | Safety Recall [redacted] - Side Air Bag Inflatable Curtain ; Inspect Left and Right Side Air Bag Inflatable Curtain Serial Numbers | UC | UNCODABLE (NARRATIVE REQUIRED) | | | | | | [redacted] |

# RO Narratives

### (RO) Customer Concern:

Safety Recall [redacted] / [redacted] Side Air Bag Inflatable Curtain Inflator

### (RO) Cause:

PER RECALL

### (RO) Correction:

CREW CAB. INSPECTED RIGHT SIDE SABIC. FOUND [redacted] PART NUMBER [redacted]

### (RO) Technical Notes:

NA

# GCS Narratives

### (Claim) Customer Concern:

Safety Recall [redacted] / [redacted] Side Air Bag Inflatable Curtain Inflator Safety Recall [redacted] / [redacted] Side Air Bag Inflatable Curtain Inflator

### (Claim) Cause:

PER RECALL PER RECALL

### (Claim) Correction:

CREW CAB. INSPECTED RIGHT SIDE [redacted]. FOUND [redacted] PART NUMBER [redacted] CREW CAB. INSPECTED RIGHT SIDE [redacted]. FOUND [redacted] PART NUMBER [redacted]

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | [redacted] | [redacted] | ***Body*** | [redacted] CREW CAB CHASSIS |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 3 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***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 | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| [redacted] | | Road Ready ; 6.7 liter diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
PRE DELIVERY INSPECTION

**(Claim) Cause:**
PRE DELIVERY INSPECTION

**(Claim) Correction:**
ROAD READY COMPLETE

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | **Year** | [redacted] | **Body** | [redacted] - [redacted] [redacted] [redacted] |
| **Build Date** | [redacted] | **Plant** | [redacted] TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | W - Warranty | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | [redacted] | **Part** | [redacted] | **Total Paid** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] |
| **Address** | [redacted] | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Pump, Unit ; [redacted] Diesel | DE | I/M TEST FAILURE | [redacted] | MODULE | 1 | X | [redacted] | [redacted] |
| A | [redacted] | Pump, Unit ; [redacted] Diesel | DE | I/M TEST FAILURE | [redacted] | FLUID | [redacted] | | | [redacted] |
| A | [redacted] | Ride Share Service ; 3rd Party Service - To Dealer | | | [redacted] | MODULE | 1 | X | [redacted] | [redacted] |
| A | [redacted] | Ride Share Service ; 3rd Party Service - To Dealer | | | [redacted] | FLUID | [redacted] | | | [redacted] |
| A | [redacted] | Ride Share Service ; 3rd Party Service - From Dealer | | | [redacted] | MODULE | 1 | X | [redacted] | [redacted] |
| A | [redacted] | Ride Share Service ; 3rd Party Service - From Dealer | | | [redacted] | FLUID | [redacted] | | | [redacted] |
| [redacted] | | Sensor, low tire pressure ; One | 48 | GROUNDED OR SHORTED | [redacted] | SENSOR | 1 | X | [redacted] | |

# RO Narratives

### (RO) Customer Concern:

Customer States SERVICE DEF SYSTEM MESSAGE ON DASHBOARD PLEA SE CHECK AND ADVISE (IndicatorWarning Lights Concern) Customer States TIRE PRESSURE SENSOR 1 NOT READING PLEASE CH ECK AND ADVISE (TireWheel Concern) PERFORM MPI AND VIDEO MULIPOINT INSPECTION CUSTOMER REQUESTS PERFORM WHEEL ALIGNMENT

### (RO) Cause:

FOUND [redacted] [redacted] -Reductant Quality Performance AND [redacted]- REDUCTANT LEVEL LOW, [redacted]- REDUCTANT PUMP 1 CONTROL CIRCUIT. FOUND INTERNAL FAILURE IN DEF PUMP LEVEL SENSOR. DEF TANK FILLED TO SPEC CHECKED FOR ANY CONTAMINATION. LEVEL SENSOR ONLY SERVICED WITH DEF PUMP ASSEMBLY. FOUND ACTIVE [redacted] [redacted] TIRE SIGNAL 1 FAILURE. TPMS SENSOR NOT RESPONSIVE, INTERNAL FAILURE steering wheel off center

### (RO) Correction:

REPLACED DEF PUMP ASSEMBLY [redacted] REPLACED LEFT FRONT TIRE PRESSURE SENSOR [redacted] PREFORMED MPI AND VIDEO INSPECTION, SENT VIDEO THROUGH T2D PERFORMED WHEEL ALIGNMENT

### (RO) Technical Notes:

NA

## GCS Narratives

### (Claim) Customer Concern:

CUSTOMER STATES SERVICE DEF SYSTEM MESSAGE ON DASHBOARD PLEA SE CHECK AND ADV CUSTOMER STATES TIRE PRESSURE SENSOR 1 NOT READING PLEASE CH ECK AND ADVISE ISE

### (Claim) Cause:

FOUND ACTIVE [redacted]- TIRE SIGNAL 1 FAILURE. TPMS SENSOR NOT RESPONSIVE, IN FOUND [redacted] -REDUCTANT QUALITY PERFORMANCE AND [redacted]- REDUCTANT LEVEL LOW TERNAL FAILURE , [redacted]- REDUCTANT PUMP 1 CONTROL CIRCUIT. FOUND INTERNAL FAILURE IN DEF PUM P LEVEL SENSOR. DEF TANK FILLED TO SPEC CHECKED FOR ANY CONTAMINATION. LEVEL SENSOR ONLY SERVICED WITH DEF PUMP ASSEMBLY.

### (Claim) Correction:

REPLACED LEFT FRONT TIRE PRESSURE SENSOR REPLACED DEF PUMP ASSEMBLY

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | [redacted] | [redacted] | ***Body*** | [redacted] - [redacted] CAB CHASSIS [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 11 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | BLACK CHRYSLER [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| *Condition Code* | *LOP* | *LOP Desc* | *Failure Code* | *Failure Desc* | *Part Number* | *Part Name* | *Part Quantity* | *Part Failed* | *Part Expense* | *LOP Expense* |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] CREW CAB CHASSIS [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | W - Warranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 11 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | DEF Fluid Top Off ; Vehicle Delivery Fill - Cab Chassis Models Only - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | [redacted] | FLUID | [redacted] | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | [redacted] | [redacted] | ***Body*** | [redacted] REG CAB CHASSIS |
| ***Build Date*** | [redacted] | ***Plant*** | SALTILLO TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] (PREPNV) | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] OF [redacted] | [redacted] | |
| ***Address*** | [redacted] | | | | |

*Condition Information*

| ***Condition Code*** | [redacted] | [redacted] ***Desc*** | ***Failure Code*** | ***Failure Desc*** | ***Part Number*** | ***Part Name*** | ***Part Quantity*** | ***Part Failed*** | ***Part Expense*** | [redacted] ***Expense*** |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] CREW CAB CHASSIS [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | W - Warranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 5 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | COMMERCIAL VAN INTERIORS | [redacted] | |
| ***Address*** | [redacted] | | | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| [redacted] | | Battery ; Check Battery Voltage and Replaced or Charged Battery | B4 | BATTERY FAILED TEST | | | | | | [redacted] |
| [redacted] | | Battery, In-Transit repair ; Battery test pass | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
DEAD BATTERY

**(Claim) Cause:**
DEAD BATTERY

**(Claim) Correction:**
RECHARGED DEAD BATTERY

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] - [redacted] CREW CAB [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | SALTILLO TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] - [redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] OF GREAT FALLS | [redacted] | [redacted] |
| ***Address*** | [redacted] | | | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | [redacted] Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | [redacted] Ready ; [redacted] Test | | | | | | | | [redacted] |
| A | [redacted] | [redacted] Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | **Year** | [redacted] | **Body** | [redacted] REG CAB CHASSIS |
| **Build Date** | [redacted] | **Plant** | SALTILLO TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | W - Warranty | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | [redacted] | **Part** | [redacted] | **Total Paid** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] |
| **Address** | [redacted] | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | TRANS | 1 | X | [redacted] | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | COOLER | [redacted] | | | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | TOC ASSY | 1 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | FLUID AFT | 1 | | [redacted] | |
| A | [redacted] | Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled) | | | [redacted] | TRANS | 1 | X | [redacted] | [redacted] |
| A | [redacted] | Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled) | | | [redacted] | COOLER | [redacted] | | | |
| A | [redacted] | Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled) | | | [redacted] | TOC ASSY | 1 | | 145.34 | [redacted] |
| A | [redacted] | Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled) | | | [redacted] | FLUID AFT | 1 | | [redacted] | |
| A | [redacted] | Oil cooler, external / auxiliary ; Cooler (2 - Skilled) | | | [redacted] | TRANS | 1 | X | [redacted] | |
| A | [redacted] | Oil cooler, external / auxiliary ; Cooler (2 - Skilled) | | | [redacted] | COOLER | [redacted] | | | |
| A | [redacted] | Oil cooler, external / auxiliary ; Cooler (2 - Skilled) | | | [redacted] | TOC ASSY | 1 | | [redacted] | |
| A | [redacted] | Oil cooler, external / auxiliary ; Cooler (2 - Skilled) | | | [redacted] | FLUID AFT | 1 | | [redacted] | |

## RO Narratives

**(RO) Customer Concern:**

VEHICLE TOWED IN HAS NO REVERSE CHECK AND ADVISE INSTALLL CUSTOMER SUPPLIED TIRE SENSOR RIGHT-INNER

**(RO) Cause:**

.

**(RO) Correction:**

[redacted] CONFIRMED. THE VEHICLE DOES NOT GOINTO REVERSE AND DOES NOT SHIFT INTO [redacted] INSPECTION FOUND METAL IN THE PAN.RECOMMEND NEW TRANSMISSION ASSEMBLY, COOLER,AND COOLER BYPASS VALVE. INSTALLED NEWTRANSMISSION ASSEMBLY, COOLER, AND COOLERBYPASS VALVE. PERFORMED QUICK LEARN. TOPPEDOFF FLUID. TEST DROVE VEHICLE. VEHICLE NOWSHIFTS PROPERLY AT THIS TIME. Transmission, Replace - automatic - Replace [redacted] (3 - HighlySkilled) Lines, transmission and torque converter oil cooler [redacted] or [redacted] (1 - Semi-Skilled) Oil cooler, external / auxiliary Cooler (2 - Skilled) [redacted] DID NOT INSTALL RR INNER TIRE SENSOR.ALL SENSORS ALREADY READING. TIRE PSI IS [redacted] INNER TIRE PRESSURE AS MUCH AS ICOULD. [redacted]. GENERAL CONCERN

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

VEHICLE TOWED IN HAS NO REVERSE CHECK AND ADVISE

**(Claim) Cause:**

CONFIRMED. THE VEHICLE DOES NOT GO INTO REVERSE AND DOES NOT SHIFT INTO [redacted]. UPON INSPECTION FOUND METAL IN THE PAN. RECOMMEND NEW TRANSMISSION ASSEMBLY , COOLER, AND COOLER BYPASS VALVE

**(Claim) Correction:**

INSTALLED NEW TRANSMISSION ASSEMBLY, COOLER, AND COOLER BYPASS VALVE. PERFORME D QUICK LEARN. TOPPED OFF FLUID. TEST DROVE VEHICLE. VEHICLE NOW SHIFTS PROP ERLY AT THIS TIME.

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] REG CAB CHASSIS |
| ***Build Date*** | [redacted] | ***Plant*** | SALTILLO TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] CREW CAB CHASSIS |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | , , | | |

*Condition Information*

| ***Condition Code*** | [redacted] | [redacted] ***Desc*** | ***Failure Code*** | ***Failure Desc*** | ***Part Number*** | ***Part Name*** | ***Part Quantity*** | ***Part Failed*** | ***Part Expense*** | [redacted] ***Expense*** |
|---|---|---|---|---|---|---|---|---|---|---|
| [redacted] | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; 6.7 liter diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] CREW CAB CHASSIS |
| ***Build Date*** | [redacted] | ***Plant*** | SALTILLO TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Ready [redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | [redacted] | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] | [redacted] | [redacted] |
| ***Address*** | [redacted] | | | | |

*Condition Information*

| ***Condition Code*** | ***LOP*** | ***LOP Desc*** | ***Failure Code*** | ***Failure Desc*** | ***[redacted] Number*** | ***[redacted] Name*** | ***[redacted] Quantity*** | ***[redacted] Failed*** | ***[redacted] Expense*** | ***LOP Expense*** |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | [redacted] | [redacted] | ***Body*** | [redacted] CAB CHASSIS |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | **Year** | [redacted] | **Body** | [redacted] CREW CAB CHASSIS |
| **Build Date** | [redacted] | **Plant** | [redacted] TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | W - Warranty | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | 5 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | [redacted] | **Part** | [redacted] | **Total Paid** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] |
| **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 | [redacted] | DEF Fluid Top Off ; Vehicle Delivery Fill - Cab Chassis Models Only - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | [redacted] | FLUID | 1 | X | [redacted] | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

PERFORM PRE DELIVERY INSPECTION FILL DEF FLUID

**(RO) Cause:**

.

**(RO) Correction:**

5 pdi/nvp [redacted] , [redacted] 110performed pdi using nvp through wi-tech.logged [redacted] found no issues. PERFORM PRE DELIVERY INSPECTION 5 def fluid [redacted] topped off deffluid. MISCELLANEOUS

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 3 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***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 | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; 6.7 liter diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] CREW CAB CHASSIS |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | **Year** | [redacted] | **Body** | [redacted] REG CAB CHASSIS |
| **Build Date** | [redacted] | **Plant** | [redacted] TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | W - Warranty | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | [redacted] | **Part** | [redacted] | **Total Paid** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] |
| **Address** | [redacted] | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Module, Transmission Control ; [redacted] diesel w/ AISIN [redacted] Auto Trans | ML | CHECK [redacted] /SERVICE SO | [redacted] | MODULE | [redacted] | | | [redacted] |

## RO Narratives

### (RO) Customer Concern:

CUSTOMER STATES VEHICLE JERKS REAL HARD WHEN PUTTING INTO GE AR CHECK [redacted] LIGHT IS ON AND WHEN VEHICLE IS IN PARK IT SA YS NOT IN PARK (Perform DTC Inspection) BILL KEY TO SERVICE

### (RO) Cause:

[redacted] Gear Ratio Error in Reverse- [redacted] Transmission Fluid Pressure Low- [redacted] Implausible Data Received From [redacted] - RECOMEND REPLACEMENT OF [redacted] INTERNAL FAILURE

### (RO) Correction:

REPLACED [redacted] , ROADTESTED GOOD AT THIS TIME

### (RO) Technical Notes:

NA

## GCS Narratives

### (Claim) Customer Concern:

CUSTOMER STATES VEHICLE JERKS REAL HARD WHEN PUTTING INTO GE AR CHECK [redacted] LIGHT IS ON AND WHEN VEHICLE IS IN PARK IT SA YS NOT IN PARK (PERFORM DTC IN SPECTION)

### (Claim) Cause:

[redacted] GEAR RATIO ERROR IN REVERSE- [redacted] TRANSMISSION FLUID PRESSURE LOW- [redacted] IMPLAUSIBLE DATA RECEIVED FROM [redacted] - RECOMEND REPLACEMENT OF [redacted] INTERNAL FAILURE

### (Claim) Correction:

REPLACED [redacted] , ROADTESTED GOOD AT THIS TIME

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | [redacted] | [redacted] | ***Body*** | [redacted] CAB CHASSIS [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | SALTILLO TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | |
|---|---|
| ***Code*** | [redacted] |
| ***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 | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] CREW CAB CHASSIS [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | W - Warranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 15 |

**Expense**

| | | | | | |
|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] |

| | |
|---|---|
| ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| ***Condition Code*** | ***LOP*** | ***LOP Desc*** | ***Failure Code*** | ***Failure Desc*** | ***Part Number*** | ***Part Name*** | ***Part Quantity*** | ***Part Failed*** | ***Part Expense*** | ***LOP Expense*** |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | DEF Fluid Top Off ; Vehicle Delivery Fill - Cab Chassis Models Only - See LOP note for vehicle specific allowances. | [redacted] | FLUID HIGH OR LOW | [redacted] | FLUID | 2 | X | [redacted] | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
INSTALL MUD FLAPS INSTALL DEF

**(RO) Cause:**
NA

**(RO) Correction:**
INSTALLED PERFORMED

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | W - Warranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 14 |

**Expense**

| | | | | | |
|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] |

| | |
|---|---|
| ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***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 | [redacted] | DEF Fluid Top Off ; Vehicle Delivery Fill - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | [redacted] | FLUID | 2 | X | [redacted] | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

CUSTOMER REQUEST TOP OFF DIESEL EXHAUST FLUID. (Fluid Additional) PERFORM COMPLETE MULTI-[redacted] INSPECTION

**(RO) Cause:**

TECH CONFIRMED CUSTOMERS REQUEST, NEW VEHICLE NEEDING DIESEL EXHAUST FLUID TOP OFF.

**(RO) Correction:**

TECH TOPPED OFF DIESEL EXHAUST FLUID. ALL IS GOOD. COMPLETED MULTI [redacted] INSPECTION. TOPPED OFF ALL FLUIDS (DEF FLUID TOP OFF ADDITIONAL)

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | **Year** | [redacted] | **Body** | [redacted] CAB CHASSIS [redacted] |
| **Build Date** | [redacted] | **Plant** | [redacted] TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | W - Warranty | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | [redacted] | **Part** | [redacted] | **Total Paid** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] |
| **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 | [redacted] | Filter, particulate - Regen ; Stationary Regeneration w/ Scan Tool, [redacted] chassis only | UC | UNCODABLE (NARRATIVE REQUIRED) | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

C/S MALFUNCTION LIGHT IS ON

**(RO) Cause:**

OPERATING AS DESIGNED

**(RO) Correction:**

[redacted] perform dpf regen C/S MALFUNCTION LIGHT IS ON

**(RO) Technical Notes:**

STORED CODE FOR CONVERTER NOT REACHING TEMP- PERFORMED REGEN

## GCS Narratives

**(Claim) Customer Concern:**

STORED CODE FOR CONVERTER NOT REACHING TEMP- PERFORMED REGEN AND ROAD TESTED. CODE DID NOT RETURN

**(Claim) Cause:**

STORED CODE FOR CONVERTER NOT REACHING TEMP- PERFORMED REGEN AND ROAD TESTED. CODE DID NOT RETURN

**(Claim) Correction:**

STORED CODE FOR CONVERTER NOT REACHING TEMP- PERFORMED REGEN AND ROAD TESTED. CODE DID NOT RETURN

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] - [redacted] CAB CHASSIS [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | W - Warranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 9 |

**Expense**

| | | | | | |
|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] |

| | |
|---|---|
| ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| *Condition Code* | *LOP* | *LOP Desc* | *Failure Code* | *Failure Desc* | *Part Number* | *Part Name* | *Part Quantity* | *Part Failed* | *Part Expense* | *LOP Expense* |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | DEF Fluid Top Off ; Vehicle Delivery Fill - Cab Chassis Models Only - See LOP note for vehicle specific allowances. | [redacted] | FLUID HIGH OR LOW | [redacted] | FLUID | 2 | X | [redacted] | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | **Year** | [redacted] | **Body** | [redacted] BIG [redacted] CREW CAB [redacted] |
| **Build Date** | [redacted] | **Plant** | SALTILLO TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | [redacted] | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | 4 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | [redacted] | **Part** | [redacted] | **Total Paid** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] OF [redacted] |
| **Address** | [redacted] | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; diesel equipped [redacted] | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | | ***Body*** | [redacted] | CREW CAB CHASSIS |
| ***Build Date*** | [redacted] | ***Plant*** | SALTILLO TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; diesel equipped [redacted] | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | **Year** | [redacted] | **Body** | [redacted] REG CAB CHASSIS |
| **Build Date** | [redacted] | **Plant** | [redacted] TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | W - Warranty | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | [redacted] | **Part** | [redacted] | **Total Paid** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] |
| **Address** | [redacted] | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Hose, pump/reservoir return ; All others | X2 | SPLIT, CUT OR TORN | [redacted] | LINE | [redacted] | | | [redacted] |
| A | [redacted] | Hose, pump/reservoir return ; All others | X2 | SPLIT, CUT OR TORN | [redacted] | FLUID | [redacted] | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

CUSTOMER STATES LOST POWER STEERING ALSO LOST RED FLUID RED FLUID WHILE PARKE D

**(Claim) Cause:**

INSPECTED VEHICLE AND VERIFIED CUSTOMER CONCERN. FOUND POWER STEERING HOSE TO BE PINCHED AND RUBBING AGAINST DRIVER SIDE RADIATOR SUPPORT/FRAME CAUSING P OWER STEERING FLUID LEAK AND LOSS OF POWER STEERING AND BRAKES.

**(Claim) Correction:**

[redacted] TO REPLACE POWER STEERING SUPPLY HOSE AND REFILL WITH POWER STEERING FLUI D. [redacted] TO BLEED POWER STEERING SYSTEM. TEST DROVE VEHICLE [redacted] AND VEHICLE OPERATES AS DESIGNED AT THIS TIME.

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] REG CAB CHASSIS |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | |
|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] |

| | |
|---|---|
| ***Total Paid*** | [redacted] |

*Dealer Information*

| | |
|---|---|
| ***Code*** | [redacted] |
| ***Address*** | [redacted] , , |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| [redacted] | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | |
| [redacted] | | Road Ready ; 6.7 liter diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | **Year** | [redacted] | **Body** | [redacted] REG CAB CHASSIS |
| **Build Date** | [redacted] | **Plant** | [redacted] TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | W - Warranty | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | [redacted] |

**Expense**

| | | | | | |
|---|---|---|---|---|---|
| **Labor** | ([redacted]) | **Sublet** | ([redacted]) | **Total Paid** | ([redacted]) |

*Dealer Information*

| | | | |
|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] |
| **Address** | [redacted] | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Hose, pump/reservoir return ; All others | X2 | SPLIT, CUT OR TORN | [redacted] | | [redacted] | | | ([redacted]) |
| A | [redacted] | Hose, pump/reservoir return ; All others | X2 | SPLIT, CUT OR TORN | [redacted] | FLUID | [redacted] | | | ([redacted]) |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

CUSTOMER STATES LOST POWER STEERING ALSO LOST RED FLUID RED FLUID WHILE PARKE D

**(Claim) Cause:**

INSPECTED VEHICLE AND VERIFIED CUSTOMER CONCERN. FOU D POWER STEERING HOSE TO BE PINCHED AND RUBBING AGAINST DRIVER SIDE RADIATOR SUPPORT/FRAME CAUSING P OWER STEERING FLUID LEAK AND LOSS OF POWER STEERING AND BRAKES.

**(Claim) Correction:**

[redacted] TO REPLACE POWER STEERING SUPPLY HOSE AND REFILL WITH POWER STEERING FLUI D. [redacted] TO BLEED POWER STEERING SYSTEM. TEST DROVE VEHICLE [redacted] AND VEHICLE OPERATES AS DESIGNED AT THIS TIME.

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | | | ***Body*** | CREW CAB CHASSIS |
| ***Build Date*** | [redacted] | ***Plant*** | TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | |
| A | [redacted] | Road Ready ; diesel equipped [redacted] | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] - CAB CHASSIS |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | [redacted] | Road Ready ; diesel equipped [redacted] | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | | | ***Body*** | CREW CAB CHASSIS |
| ***Build Date*** | [redacted] | ***Plant*** | SALTILLO TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | |
|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| *Condition Code* | *LOP* | *LOP Desc* | *Failure Code* | *Failure Desc* | *[redacted]* | *[redacted]* | *[redacted]* | *[redacted]* | *[redacted]* | *LOP Expense* |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | |
| A | [redacted] | Road Ready ; diesel equipped [redacted] | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] CREW CAB CHASSIS |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | W - Warranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | [redacted] 4 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | DEF Fluid Top Off ; Vehicle Delivery Fill - Cab Chassis Models Only - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | [redacted] | FLUID | [redacted] | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
CUSTOMER REQUESTS FILL DIESEL EXHAUST FLUID

**(Claim) Cause:**
FILLED DEF

**(Claim) Correction:**
FILLED DEF

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | | | **Body** | CREW CAB CHASSIS |
| **Build Date** | [redacted] | **Plant** | SALTILLO TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | [redacted] | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | 10 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | [redacted] | **Part** | [redacted] | **Total Paid** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] |
| **Address** | [redacted] | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | |
| A | [redacted] | Road Ready ; diesel equipped [redacted] | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | | | ***Body*** | CAB CHASSIS |
| ***Build Date*** | [redacted] | ***Plant*** | SALTILLO TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | [redacted] | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | [redacted] | [redacted] | [redacted] | [redacted] | [redacted] | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | [redacted] | Road Ready ; diesel equippe[redacted] | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | CREW CAB CHASSIS |
| ***Build Date*** | [redacted] | ***Plant*** | SALTILLO TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | EXECUTIVE DODGE AND JEEP OF [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | |
| A | [redacted] | Road Ready ; diesel equipped [redacted] | | | | | | | | [redacted] |

## 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*** | | ***Year*** | | ***Body*** | LIMITED |
| ***Build Date*** | | ***Plant*** | SALTILLO TRUCK ASSEMBLY PLANT | ***Coverage Code*** | |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | | ***In Service Date*** | |
| ***Claim Type*** | | ***Repair Date*** | |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | | ***Sublet*** | | ***Part*** | | ***Total Paid*** | |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | | ***Name*** | |
| ***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 | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| | | Road Ready ; diesel equippe | | | | | | | | |

## 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*** | | ***Year*** | | ***Body*** | LIMITED CAB |
| ***Build Date*** | | ***Plant*** | SALTILLO TRUCK ASSEMBLY PLANT | ***Coverage Code*** | |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | | ***In Service Date*** | |
| ***Claim Type*** | | ***Repair Date*** | |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | | ***Sublet*** | | | | ***Total Paid*** | |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | | ***Name*** | |
| ***Address*** | , , | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | N[redacted]er | [redacted] | Q[redacted]ity | [redacted] | Ex[redacted]se | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | | Road Ready ; diesel equippe[redacted] | | | | | | | | |

## 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** | | | | **Body** | CREW CAB CHASSIS |
| **Build Date** | | **Plant** | TRUCK ASSEMBLY PLANT | **Coverage Code** | |

*Claim Information*

| | | | |
|---|---|---|---|
| **Claim** | | **In Service Date** | |
| **Claim Type** | W - Warranty | **Repair Date** | |
| **Claim Status** | Paid | **Mileage (Miles)** | 3 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | | **Sublet** | | **Part** | | **Total Paid** | |

*Dealer Information*

| | | | |
|---|---|---|---|
| **Code** | | **Name** | |
| **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 | | DEF Fluid Top Off ; Vehicle Delivery Fill - Cab Chassis Models Only - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | | FLUID | 2 | X | | |

## RO Narratives

**(RO) Customer Concern:**

TOP OF DEF FLUID PER SALE OF VEH TOPPED OFF DEF FLUID ( ) PERFORM MULTI-POINT VEHICLE INSPECTION ***PLEASE WRITE OUT MILEAGE*** COMPLETED ( )

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

ADD DEF

**(Claim) Cause:**

ADDED DEF

**(Claim) Correction:**

ADDED DEF

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | | ***Year*** | | ***Body*** | CREW CAB CHASSIS |
| ***Build Date*** | [redacted] | ***Plant*** | TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | |
| ***Claim Type*** | W - Warranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted]'S |
| ***Address*** | [redacted] | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | DEF Fluid Top Off ; Vehicle Delivery Fill - Cab Chassis Models Only - See LOP note for vehicle specific allowances. | [redacted] | FLUID HIGH OR LOW | [redacted] | FLUID | [redacted] | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

TOPPED OFF DEF WITH [redacted] FOR DELIVERY POST NVDR IN HOUSE REPAIR ORDER.

**(RO) Cause:**

FILLED DEF FOR DELIVERY

**(RO) Correction:**

[redacted]SERVICE COMPLETED DEF Fluid Top Off VehicleDelivery Fill - Cab Chassis Models Only - SeeLOP note for vehicle specific allowances.
[redacted]ST NVDR IN HOUSE REPAIRORDER.

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

TOPPED OFF DEF WITH [redacted] FOR DELIVERY

**(Claim) Cause:**

FILLED DEF FOR DELIVERY

**(Claim) Correction:**

SERVICE COMPLETED

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | | **Year** | | **Body** | LIMITED CREW CAB |
| **Build Date** | [redacted] | **Plant** | [redacted] TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | [redacted] | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | [redacted] | **Part** | [redacted] | **Total Paid** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] |
| **Address** | [redacted] , , | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | [redacted] | Road Ready ; 6.7 liter diesel equipped | | | | | | | | [redacted] |

## 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*** | | ***Year*** | | ***Body*** | CREW CAB |
| ***Build Date*** | [redacted] | ***Plant*** | TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | W - Warranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | [redacted] |

Expense

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] , , | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | DEF Fluid Top Off ; Vehicle Delivery Fill - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | [redacted] | FLUID | 2 | X | [redacted] | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

ADD DEF FOR DELIVERY

**(RO) Cause:**

NA

**(RO) Correction:**

DEF Fluid Top Off VehicleDelivery Fill - See LOP note for vehicle specificallowances. TOP OFF DEF FLUID

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | | | | ***Body*** | CREW CAB |
| ***Build Date*** | [redacted] | ***Plant*** | TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | [redacted] | Road Ready ; diesel equippe[redacted] | | | | | | | | [redacted] |

## 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** | | **Year** | | **Body** | CREW CAB CHASSIS |
| **Build Date** | [redacted] | **Plant** | SALTILLO TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| **Claim #** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | [redacted] | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | [redacted] | **Part** | [redacted] | **Total Paid** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] | [redacted] | [redacted] |
| **Address** | [redacted] | | | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | [redacted] | Road Ready ; diesel equippe[redacted] | | | | | | | | [redacted] |

## 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*** | | ***Year*** | | ***Body*** | - |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | W - Warranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | [redacted] |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | DEF Fluid Top Off ; Vehicle Delivery Fill - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | [redacted] | FLUID | 2 | X | [redacted] | |

## RO Narratives

**(RO) Customer Concern:**
TOP OFF DIESEL EXHAUST FLUID

**(RO) Cause:**
TOP OFF DIESEL EXHAUST FLUID

**(RO) Correction:**
TOP OFF DIESEL EXHAUST FLUID

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | | | | ***Body*** | CAB CHASSIS |
| ***Build Date*** | [redacted] | ***Plant*** | SALTILLO TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| ***Condition Code*** | [redacted] | ***Desc*** | ***Failure Code*** | ***Failure Desc*** | ***Part Number*** | ***Part Name*** | ***Part Quantity*** | ***Part Failed*** | ***Part Expense*** | ***Ex[redacted]se*** |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | |
| A | [redacted] | Road Ready ; diesel equippe[redacted] | | | | | | | | [redacted] |

## 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*** | | ***Year*** | | ***Body*** | CREW CAB CHASSIS |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | |
| ***Claim Type*** | Ready [redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | [redacted] | ***Mileage (Miles)*** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | [redacted] | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | N[redacted]er | [redacted] | Q[redacted]ity | [redacted] | Ex[redacted]se | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | [redacted] | Road Ready ; diesel equippe[redacted] | | | | | | | | [redacted] |

## 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*** | | ***Year*** | | ***Body*** | - |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | |
| ***Claim Type*** | [redacted] - [redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid [redacted] | ***Mileage (Miles)*** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| ***Code*** | | ***Name*** | | | |
| ***Address*** | [redacted] | [redacted] | | [redacted] | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | [redacted] Ready ; Basic | NU | NEW VEHICLE PREP | | | | | | |
| A | | Ready ; Test | | | | | | | | [redacted] |
| A | [redacted] | [redacted] Ready ; [redacted] [redacted] equippe[redacted] | | | | | | | | [redacted] |

## 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*** | | ***Year*** | | ***Body*** | - CAB |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | | ***In Service Date*** | |
| ***Claim Type*** | [redacted] W - Warranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] | | |
| ***Address*** | [redacted] | | | | |

*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 | [redacted] | FLUID | 2 | X | [redacted] | |

## RO Narratives

**(RO) Customer Concern:**
INSTALL NITROGEN IN TIRES FILL DEF

**(RO) Cause:**
FILLED DEF FLUID

**(RO) Correction:**
INSTALL NITROGEN IN TIRES DEF Fluid Top Off VehicleDelivery Fill - See LOP note for vehicle specificallowances.

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
DEF FILL

**(Claim) Cause:**
DEF FILL

**(Claim) Correction:**
DEF FILL

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | | ***Year*** | | ***Body*** | - |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | |
| ***Claim Type*** | [redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | [redacted] | ***Mileage (Miles)*** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | |
|---|---|
| ***Code*** | [redacted] |
| ***Address*** | [redacted] |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | | Road Ready ; Road Test | | | | | | | | |
| [redacted] | [redacted] | Road Ready ; diesel equippe[redacted] | | | | | | | | [redacted] |

## 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*** | | | | ***Body*** | CAB |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | | ***In Service Date*** | |
| ***Claim Type*** | [redacted] - Service Contract | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | [redacted] |
| **Expense** | | | [redacted] |
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] |
| ***Total Paid*** | [redacted] | | |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | N[redacted]er | M[redacted]e | Q[redacted]ity | R[redacted]d | Ex[redacted]se | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Maintenance Interval - [redacted]; To be used every [redacted]als | MC | MAINTENANCE CARE | | | | | | [redacted] |
| A | [redacted] | Maintenance Allowance ; Fixed Cost Maintenance | | | | | | | | [redacted] |
| A | [redacted] | Maintenance Allowance ; TIRE ROTATION | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

DIESEL LUBE OIL AND FILTER CHANGE ROTATE TIRES replace fuel filters MEL INSP coupon 10% off

**(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*** | | ***Year*** | | ***Body*** | - |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | [redacted] | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | |
| ***Claim Type*** | [redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | [redacted] | ***Mileage (Miles)*** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | | ***Sublet*** | | | | ***Total Paid*** | |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| ***Code*** | | ***Name*** | | | |
| ***Address*** | [redacted] | | | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | N[redacted]er | M[redacted]e | Q[redacted]ity | F[redacted]d | Ex[redacted]se | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Rear Wheel Flares - | | | | | | | | [redacted] |
| A | [redacted] | Ready ; R[redacted] Test | | | | | | | | [redacted] |
| A | [redacted] | Ready ; diesel equippe[redacted] | | | | | | | | [redacted] |

## 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** | | **Year** | | **Body** | CREW CAB CHASSIS |
| **Build Date** | [redacted] | **Plant** | [redacted] TRUCK ASSEMBLY PLANT | [redacted] | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| **Claim** | | **In Service Date** | |
| **Claim Type** | [redacted] Warranty | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | | **Sublet** | | **Part** | | **Total Paid** | |

*Dealer Information*

| | | | |
|---|---|---|---|
| **Code** | | **Name** | |
| **Address** | [redacted] | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Battery ; | B4 | BATTERY FAILED TEST | | BATTERY | 2 | X | | |
| A | [redacted] | Towing [redacted] | | | [redacted] | BATTERY | 2 | X | [redacted] | |
| B | [redacted] | Module, diesel engine control ; diesel engine, [redacted] assis | UC | UNCODABLE (NARRATIVE REQUIRED) | [redacted] | MODULE | 1 | X | [redacted] | |
| B | 08190450 | Module, diesel engine control ; Update New Module to Most Current Software Version | | | [redacted] | MODULE | 1 | X | [redacted] | |

## RO Narratives

### (RO) Customer Concern:

- BATTERY / BOX - BROKEN 6 - MISSING / SEVERE DAMAGE

### (RO) Cause:

VERIFIED CONCERN. REMOVED AND TESTED BATTERIES. BATTERIES FAILED. REPLACED BATTERIES. MULTIPLE VEHICLE CONFIGURATION CODES. RECONFIGURED VEHICLE. PCM [redacted]AD ON TOPOLOGY. CURRENTLY CHECKING ELECTRICAL AND DIAGNOSING DEAD PCM CONCERNS.

### (RO) Correction:

FOUND FUSE FOR BURNT LOPER. THIS FUSE FEEDS ECM. FOUND DIRECT SHORT TO GROUND, UNPLUGGED ENGINE CONTROLLER AND SHORT GOES AWAY. CONTACTED STAR AND ORDERED ECM. REPLACED ECM AND PROGRAMMED CHECKS OK

### (RO) Technical Notes:

PCM IS DEAD ON TOPOLOGY. SHORT TO GROUND. CONTACTED STAR ECM REPLACE

## GCS Narratives

### (Claim) Customer Concern:

- BATTERY / BOX - BROKEN 6 - MISSING / SEVERE DAMAGE - BATTERY / BOX - BROKEN 6 - MISSING / SEVERE DAMAGE

### (Claim) Cause:

AND TESTED BATTERIES. BATTERIES FAILED. REPLA[redacted]ERIFIED CONCERN. REMOVED AND TESTED BATTERIES. BATTERIES FAILED. REPLA[redacted] [redacted]

**(Claim) Correction:**

FOUND FUSE FOR BURN . THIS FUSE FEEDS ECM. FOUND DIRECT SHORT TO GROUND, FOUND FUSE FOR BURNT . THIS FUSE FEEDS[redacted]OUND DIRECT SHORT TO GROUND, FOUND FUSE FOR BURN . THIS FUSE FEEDS ECM. [redacted] DIRECT SHORT TO GROUND, [redacted]

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | | ***Year*** | | ***Body*** | CREW CAB CHASSIS |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted]TILLO TRUCK ASSEMBLY PLANT | [redacted] | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | |
| ***Claim Type*** | [redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | [redacted] | ***Mileage (Miles)*** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | | ***Name*** | |
| ***Address*** | [redacted] | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| [redacted] | [redacted] | Road Ready ; diesel equippe[redacted] | | | | | | | | [redacted] |

## 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*** | | | | ***Body*** | CAB CHASSIS |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | [redacted] | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | |
| ***Claim Type*** | [redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Pai[redacted] | ***Mileage (Miles)*** | [redacted] |

**Expense**

| ***Labor*** | | ***Sublet*** | | ***Part*** | | ***Total Paid*** | |
|---|---|---|---|---|---|---|---|

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | | ***Name*** | |
| ***Address*** | [redacted] | | |

*Condition Information*

| *Condition Code* | *LOP* | *LOP Desc* | *Failure Code* | *Failure Desc* | *Part Number* | *Part Name* | *Part Quantity* | *Part Failed* | *Part Expense* | *LOP Expense* |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Ready ; Basic | NU | NEW VEHICLE PREP | | | | | | |
| A | [redacted] | Ready ; Test | | | | | | | | [redacted] |
| A | [redacted] | [redacted] Ready ; [redacted] [redacted] l equippe[redacted] | | | | | | | | [redacted] |

## 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*** | | ***Year*** | | ***Body*** | |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | [redacted] | |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | |
| ***Claim Type*** | [redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Pai[redacted] | ***Mileage (Miles)*** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | | ***Sublet*** | | ***Part*** | | ***Total Paid*** | |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| ***Code*** | | ***Name*** | | | |
| ***Address*** | [redacted] | [redacted] | [redacted] | [redacted] | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Ready ; Basic [redacted] | NU | NEW VEHICLE PREP | | | | | | |
| A | [redacted] | Ready ; Test | | | | | | | | [redacted] |
| A | [redacted] | [redacted] Ready ; [redacted] [redacted] equippe[redacted] | | | | | | | | [redacted] |

## 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*** | | | | ***Body*** | CREW CAB CHASSIS |
| ***Build Date*** | [redacted] | [redacted] | [redacted] | TRUCK ASSEMBLY PLANT | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | |
| ***Claim Type*** | [redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | | ***Sublet*** | | | | ***Total Paid*** | |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | | ***Name*** | |
| ***Address*** | [redacted] | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | [redacted] | | | | | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; diesel equippe[redacted] | | | | | | | | [redacted] |

## 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*** | | | | ***Body*** | CREW CAB CHASSIS |
| ***Build Date*** | [redacted] | [redacted] | [redacted] | TRUCK ASSEMBLY PLANT | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | |
| ***Claim Type*** | [redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Pai[redacted] | ***Mileage (Miles)*** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | ( ) | ***Sublet*** | | | | ***Total Paid*** | ( ) |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | | ***Name*** | |
| ***Address*** | [redacted] | | |

*Condition Information*

| ***Condition Code*** | ***LOP*** | ***LOP Desc*** | ***Failure Code*** | ***Failure Desc*** | ***N[redacted]er*** | ***M[redacted]e*** | ***Q[redacted]ty*** | ***P[redacted]d*** | ***Ex[redacted]se*** | ***LOP Expense*** |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Ready ; Basic [redacted] | NU | NEW VEHICLE PREP | | | | | | ( ) |
| A | [redacted] | Ready ; Test | | | | | | | | ([redacted] ) |
| A | [redacted] | [redacted] Ready ; [redacted] [redacted] equippe[redacted] | | | | | | | | ([redacted] ) |

## 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*** | | ***Year*** | | ***Body*** | REG CAB CHASSIS |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted]TILLO TRUCK ASSEMBLY PLANT | [redacted] | |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | |
| ***Claim Type*** | [redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | [redacted] | ***Mileage (Miles)*** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| ***Code*** | | | | | |
| ***Address*** | [redacted] | [redacted] | | [redacted] | [redacted] |

*Condition Information*

| ***Condition Code*** | ***LOP*** | ***LOP Desc*** | ***Failure Code*** | ***Failure Desc*** | ***Part Number*** | ***Part Name*** | ***Part Quantity*** | ***Part Failed*** | ***Part Expense*** | ***LOP Expense*** |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; diesel equippe[redacted] | | | | | | | | [redacted] |

## 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*** | | | | ***Body*** | CAB CHASSIS |
| ***Build Date*** | [redacted] | [redacted] | [redacted] | TRUCK ASSEMBLY PLANT | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | |
| ***Claim Type*** | [redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | [redacted] | ***Mileage (Miles)*** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] | [redacted] | [redacted] |
| ***Address*** | [redacted] | [redacted] | [redacted] | [redacted] | [redacted] |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; diesel equippe[redacted] | | | | | | | | [redacted] |

## 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*** | | ***Year*** | | ***Body*** | - |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | [redacted] | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | | ***In Service Date*** | |
| ***Claim*** [redacted] | rranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | [redacted] |
| **Expense** | | | [redacted] |

| ***Labor*** | | ***Sublet*** | | ***Part*** | | ***Total Paid*** | |
|---|---|---|---|---|---|---|---|

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| ***Code*** | | ***Name*** | | | |
| ***Address*** | [redacted] | [redacted] | [redacted] | | |

*Condition Information*

| ***Condition Code*** | ***LOP*** | ***LOP Desc*** | ***Failure Code*** | ***Failure Desc*** | ***Part Number*** | ***Part Name*** | ***Part Quantity*** | ***Part Failed*** | ***Part Expense*** | ***LOP Expense*** |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Sensor, diesel exhaust - temperature ; diesel - In Die[redacted] Particulate Filter- front | ML | CHECK /SERVICE [redacted] SO | [redacted] | SENSOR | 1 | X | [redacted] | [redacted] |
| A | [redacted] | Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation. | | [redacted] | [redacted] | SENSOR | 1 | X | [redacted] | [redacted] |

## RO Narratives

### (RO) Customer Concern:

Cs he is getting a message on the dash to service the def sy stem egr temp sensor dtc active (CUMMINS EMISSIONS)

### (RO) Cause:

FOUND SENSOR . WITH SCAN TOOL MONITORED ALL SENSORS AND REVEALED THAT [redacted] NOT REA[redacted]AS THE REST OF THE SENSORS [redacted]ED TO REPLACE AND RETEST.

### (RO) Correction:

REPLACED SENSOR 1 IN FRONT PIPE. CLEARED AND VERIFIED OPERATION. VEHICLE IS OPERATING AS DESIGNED.

### (RO) Technical Notes:

MONITORED ALL SENSORS

## GCS Narratives

### (Claim) Customer Concern:

Cs he is getting a message on the dash to service the def sy stem egr temp sen Cs he is getting a message on the dash to service the def sy stem egr temp sen

### (Claim) Cause:

FOUND SENSOR . WITH SCAN TOOL MONITORED ALL SEN FOUND SENSOR[redacted] . WITH[redacted]ITORED ALL SEN [redacted]

**(Claim) Correction:**

REPLACED EGT SENSOR 1 IN FRONT PIPE. CLEARED DTC AND VERIFIED OPERATION. VEHIC REPLACED EGT SENSOR 1 IN FRONT PIPE. CLEARED DTC AND VERIFIED OPERATION. VEHIC

# Warranty Claim Report

Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| VIN | | Year | | Body | CREW CAB CHASSIS |
| Build Date | [redacted] | Plant | [redacted] ILLO TRUCK ASSEMBLY PLANT | [redacted] | |

Claim Information

| | | | |
|---|---|---|---|
| Claim # | [redacted] | In Service Date | |
| Claim Type | [redacted] | Repair Date | [redacted] |
| Claim Status | [redacted] | Mileage (Miles) | [redacted] |

Expense

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information

| | | | |
|---|---|---|---|
| Code | | Name | AUTOWEST CHRYSLER |
| Address | [redacted] | | |

Condition Information

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; diesel equipped [redacted] | | | | | | | | [redacted] |

## 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*** | | ***Year*** | | ***Body*** | - |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | [redacted] | |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | |
| ***Claim Type*** | [redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | [redacted] | ***Mileage (Miles)*** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | | ***Name*** | |
| ***Address*** | [redacted] | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; diesel equipped [redacted] | | | | | | | | [redacted] |

## 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 | | Year | | Body | REG CAB CHASSIS |
| Build Date | [redacted] | Plant | [redacted] ILLO TRUCK ASSEMBLY PLANT | [redacted] | |

Claim Information

| | | | |
|---|---|---|---|
| Claim # | [redacted] | In Service Date | |
| Claim Type | [redacted] | Repair Date | [redacted] |
| Claim Status | [redacted] | Mileage (Miles) | [redacted] |

Expense

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information

| | | | |
|---|---|---|---|
| Code | | Name | |
| Address | [redacted] | | [redacted] |

Condition Information

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| [redacted] | [redacted] | Road Ready ; 6.7 liter diesel equipped | | | | | | | | [redacted] |

## 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** | | **Year** | | **Body** | - |
| **Build Date** | [redacted] | **Plant** | [redacted] TRUCK ASSEMBLY PLANT | [redacted] | |

## Claim Information

| | | | |
|---|---|---|---|
| **Claim** | | **In Service Date** | |
| **Claim** [redacted] | rranty | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | | **Sublet** | | **Part** | | **Total Paid** | |

## Dealer Information

| | | | | | |
|---|---|---|---|---|---|
| **Code** | | **Name** | | | |
| **Address** | [redacted] | [redacted] | | [redacted] | |

## Condition Information

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | DEF Fluid Top Off ; Vehicle Delivery Fill - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | [redacted] | FLUID | 2 | X | [redacted] | |

## RO Narratives

**(RO) Customer Concern:**
TOP OFF DIESEL EXHAUST FLUID

**(RO) Cause:**
TOP OFF DIESEL EXHAUST FLUID

**(RO) Correction:**
TOP OFF DIESEL EXHAUST FLUID

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

# Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | | ***Year*** | | ***Body*** | |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | [redacted] | |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | | ***In Service Date*** | |
| ***Claim*** [redacted] rranty | | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | | ***Sublet*** | | ***Part*** | | ***Total Paid*** | |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| ***Code*** | | ***Name*** | | | |
| ***Address*** | [redacted] | [redacted] | [redacted] | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | DEF Fluid Top Off ; Vehicle Delivery Fill - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | [redacted] | FLUID | 2 | X | [redacted] | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
DEF FOR NEW UNIT

**(RO) Cause:**
DEF NEEDS FILLED FORDELIVERY

**(RO) Correction:**
5 DEF TANK FILLED WITH DEF FLUID FORDELIVERY MISC

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
DEF FOR NEW UNIT

**(Claim) Cause:**
DEF NEEDS FILLED FOR DELIVERY

**(Claim) Correction:**
DEF TANK FILLED WITH DEF FLUID FOR DELIVERY

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | | ***Year*** | | ***Body*** | - CAB CHASSIS |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | [redacted] | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | | ***In Service Date*** | |
| ***Claim*** [redacted] | rranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | | ***Sublet*** | | ***Part*** | | ***Total Paid*** | |

*Dealer Information*

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Code*** | | ***Name*** | | | | | |
| ***Address*** | [redacted] | [redacted] | [redacted] | | | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | DEF Fluid Top Off ; Vehicle Delivery Fill - Cab Chassis Models Only - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | [redacted] | FLUID | 2 | X | [redacted] | [redacted] |

## RO Narratives

### (RO) Customer Concern:

PRE-DELIVERY INSPECTION - CHRYSLER TOP OFF DIESEL EXHAUST FLUID CHRYSLER VEHICLE INSTALL MUD FLAPS FOR TEST DRIVE/FUEL

### (RO) Cause:

PERFORMED PDI ADDED DEF AS PART OFPDI PROCESS

### (RO) Correction:

[redacted] PRE-DELIVERY INSPECTION -CHRYSLER = TIME TOP OFF DIESEL EXHAUST FLUID AS PART OF THE FCA PRE-DELIVERY INSPECTION PROCESS [redacted] TIME TOTAL TIME INSTALL MUD FLAPS FOR TEST DRIVE/FUEL

### (RO) Technical Notes:

NA

## GCS Narratives

### (Claim) Customer Concern:

NA

### (Claim) Cause:

NA

### (Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| VIN | | | | Body | - |
| Build Date | [redacted] | [redacted] | [redacted] ILLO TRUCK ASSEMBLY PLANT | [redacted] | [redacted] |

Claim Information

| | | | |
|---|---|---|---|
| Claim # | [redacted] | In Service Date | |
| Claim Type | [redacted] | Repair Date | [redacted] |
| Claim Status | [redacted] | Mileage (Miles) | [redacted] |

Expense

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information

| | | | |
|---|---|---|---|
| Code | | Name | |
| Address | [redacted] | | |

Condition Information

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; diesel equipped [redacted] | | | | | | | | [redacted] |

## 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 | | | | Body | REG CAB CHASSIS |
| Build Date | [redacted] | [redacted] | [redacted] | TRUCK ASSEMBLY PLANT | [redacted] |

Claim Information

| | | | |
|---|---|---|---|
| Claim # | [redacted] | In Service Date | |
| Claim Type | [redacted] | Repair Date | [redacted] |
| Claim Status | [redacted] | Mileage (Miles) | [redacted] |

Expense

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| Labor | | Sublet | | | | Total Paid | |

Dealer Information

| | | | | | |
|---|---|---|---|---|---|
| Code | | Name | | | |
| Address | [redacted] | [redacted] | | [redacted] | |

Condition Information

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Number | Name | Quantity | Failed | Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; diesel equipped [redacted] | | | | | | | | [redacted] |

## 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 | | | | Body | CREW CAB CHASSIS |
| Build Date | [redacted] | [redacted] | [redacted] ILLO TRUCK ASSEMBLY PLANT | [redacted] | |

[redacted]

Claim Information

| | | | |
|---|---|---|---|
| Claim | | In Service Date | |
| Claim [redacted] rranty | | Repair Date | [redacted] |
| Claim Status | Paid | Mileage (Miles) | [redacted] |

Expense

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| Labor | | Sublet | | Part | | Total Paid | |

[redacted]

Dealer Information

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| Code | | Name | | | | Zone | 51 |
| Address | [redacted] | | [redacted] | [redacted] | | | [redacted] |

[redacted]

Condition Information

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| [redacted] | [redacted] | Battery ; Check Battery Voltage and Replaced or Charged Battery | B4 | BATTERY FAILED TEST | | | | | | [redacted] |
| A | [redacted] | Battery, In-Transit repair ; Recharge Battery | | | | | | | | |

[redacted]

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
DEAD BATTERY

**(Claim) Cause:**
DEAD BATTERY

**(Claim) Correction:**
RECHARGED DEAD BATTERY

Warranty Claim Report

Vehicle Information

| VIN | | Year | | Body | REG CAB CHASSIS |
|---|---|---|---|---|---|
| Build Date | [redacted] | Plant | [redacted] TRUCK ASSEMBLY PLANT | [redacted] | |

Claim Information

| Claim | | In Service Date | |
|---|---|---|---|
| Claim [redacted]rranty | | Repair Date | [redacted] |
| Claim Status | Paid | Mileage (Miles) | [redacted] |
| Expense | | | [redacted] |

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information

| Code | | Name | |
|---|---|---|---|
| Address | [redacted] | | |

Condition Information

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Pump, power steering ; TD Cummins Engine | 53 | IMPROPER PRESSURE | [redacted] | FLUID | [redacted] | | | |
| A | [redacted] | Pump, power steering ; TD Cummins Engine | 53 | IMPROPER PRESSURE | [redacted] | PUMP | 1 | X | [redacted] | |

## RO Narratives

### (RO) Customer Concern:

CUSTOMER STATES WHEN BRAKING REAL HARD HE LOSES POWER STEERING CHECK OUT AND SCAN SYSTEMS FOR FAULTS, NONE DETECTED. CHECK FOR TSB'S AND STAR CASES, N0NE APPLY. CHECK OUT POWER STEERING AND BRAKE OPERATIONS, HOOK UP POWER STEERING GAUGES AND ROAD TEST. FOUND WHEN STEERING ASSIST QUITS PRESSURE GOES TO 0. FOUND P/S PUMP INTERMITANT CAUSING ISSUE. SPECIAL ORDER PART AND VOR. R&R AND REPLACE POWER STEERING PUMP, ROAD TEST. OPERATING AS DESIGNED ( -) HAD REAR CHASIS PUT ON BED AND THE REAR VIEW CAMERA WILL NOT COME ON INSPECT WIRING AND HAD TO ADD SALES CODE AND PERFORM VEHICLE RECONFIGURATION. CAMERA WORKING GOOD NOW. ( -) ( ) GENERAL INSPECTION ( -)

### (RO) Cause:

[redacted]

NA

### (RO) Correction:

NA

### (RO) Technical Notes:

NA

## GCS Narratives

### (Claim) Customer Concern:

WHEN BRAKING REAL HARD VEHICLE LOSES STEERING

### (Claim) Cause:

THE POWER STEERING PUMP

**(Claim) Correction:**

CHECKED OUT POWER STEERING AND BRAKING SYSTEMS.. HOOKED UP POWER STEERING GA UGESAND FOUND PRESSURE GOES TO ZERO INTERMITTANTLY. REPLACED POWER STEERING PUMP AND ROAD TEST. POWER STEERING IS NOW WORKING AS DESIGNED

Warranty Claim Report

Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| VIN | | | | Body | - LIMITED |
| Build Date | [redacted] | [redacted] | [redacted] | TRUCK ASSEMBLY PLANT | [redacted] |

Claim Information

| | | | |
|---|---|---|---|
| Claim | | In Service Date | |
| Claim [redacted] | | Repair Date | [redacted] |
| Claim Status | [redacted] | Mileage (Miles) | [redacted] |

Expense

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information

| | | | | | |
|---|---|---|---|---|---|
| Code | | Name | | | |
| Address | [redacted] | | | | |

Condition Information

| Condition Code | | Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

NEW VEHICLE PREP FILL SYSTEM

**(RO) Cause:** [redacted]

PERFORMED PRE-DELIVERY INSPECTION FILL TANK

**(RO) Correction:**

2 CONDUCTED THE PRE-DELIVERY INSPECTION ONTHE VEHICLE. Road Ready Basic Prep ROAD READY ROAD READY ROAD READY ROAD READY ROAD READY 2 ADDED OF TO THE VEHICLE. FILL FOR DELIVERY

**(RO) Technical Notes:** [redacted]

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

### Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | | **Year** | | **Body** | LIMITED |
| **Build Date** | [redacted] | **Plant** | [redacted] TRUCK ASSEMBLY PLANT | [redacted] | |

### Claim Information

| | | | |
|---|---|---|---|
| **Claim** | | **In Service Date** | |
| **Claim** [redacted] | rranty | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | | **Sublet** | | **Part** | | **Total Paid** | |

### Dealer Information

| | | | |
|---|---|---|---|
| **Code** | | **Name** | |
| **Address** | [redacted] | | |

### Condition Information

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Fluid Top Off ; Vehicle Delivery Fill - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | [redacted] | FLUID | 2 | X | [redacted] | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

NEW VEHICLE PREP FILL SYSTEM

**(RO) Cause:** [redacted]

PERFORMED PRE-DELIVERY INSPECTION FILL TANK

**(RO) Correction:**

2 CONDUCTED THE PRE-DELIVERY INSPECTION ONTHE VEHICLE. Road Ready Basic Prep READY READY READY READY READY 2 ADDED OF TO THE VEHICLE. FILL [redacted] FOR DELIVERY [redacted]

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

Warranty Claim Report

Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| VIN | | | | Body | CREW CAB CHASSIS |
| Build Date | [redacted] | [redacted] | [redacted] | TRUCK ASSEMBLY PLANT | [redacted] |

Claim Information

| | | | |
|---|---|---|---|
| Claim | | In Service Date | |
| Claim [redacted] sportation | | Repair Date | [redacted] |
| Claim Status | Paid | Mileage (Miles) | [redacted] |

Expense

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information

| | | | |
|---|---|---|---|
| Code | | Name | |
| Address | [redacted] | | |

Condition Information

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Panel, front door ; Clay, finesse sand, buff, polish, moisture removal | | | | | | | | [redacted] |
| A | [redacted] | Panel, rear door ; Clay, finesse sand, buff, polish, moisture removal | | | | | | | | [redacted] |
| A | [redacted] | Sublet processing allowance | UC | UNCODABLE (NARRATIVE REQUIRED) | | | | | | [redacted] |
| A | [redacted] | Sublet Repair | | | | | | | | |

## RO Narratives

**(RO) Customer Concern:**

TRANSPORT DAMAGE SCRATCHES LEFT FRONT DOOR TRANSPORT DAMAGE SCRATCHES LEFT REAR DOOR

**(RO) Cause:**

SENT TO COLORCODE TOHAVE SENT TO COLORCODE TOFIX

**(RO) Correction:**

PANEL, FRONT DOOR-Repair (A) SUBLET PROCESSING ALLOWANCE- (C) COLOR CODE [redacted] ---- PANEL, FRONT DOOR-Repair (A) SUBLET PROCESSING ALLOWANCE- (C) SUBLET REPAIRS PANEL, REAR DOOR Repair (A) [redacted]

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

### Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | | **Year** | | **Body** | CREW CAB CHASSIS |
| **Build Date** | [redacted] | **Plant** | [redacted] TRUCK ASSEMBLY PLANT | [redacted] | |

### Claim Information

| | | | |
|---|---|---|---|
| **Claim** | | **In Service Date** | |
| **Claim** [redacted] | rranty | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | [redacted] |

**Expense** [redacted]

| **Labor** | | **Sublet** | | **Part** | | **Total Paid** | |
|---|---|---|---|---|---|---|---|

### Dealer Information

| | | | |
|---|---|---|---|
| **Code** | | **Name** | |
| **Address** | [redacted] | | |

### Condition Information

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | DEF Fluid Top Off ; Vehicle Delivery Fill - Cab Chassis Models Only - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | [redacted] | FLUID | [redacted] | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
DEF FLUID TOP OFF

**(RO) Cause:**
TOPPED OF DEF

**(RO) Correction:**
DEF FLUID TOP OFF

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

Warranty Claim Report

Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| VIN | | Year | | Body | - |
| Build Date | [redacted] | Plant | [redacted] | TRUCK ASSEMBLY PLANT | [redacted] |

Claim Information

| | | | |
|---|---|---|---|
| Claim | | In Service Date | |
| Claim [redacted] | ([redacted] | Repair Date | [redacted] |
| Claim Status | [redacted] | Mileage (Miles) | [redacted] |

Expense

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| Labor | | Sublet | | Part | | Total Paid | |

Dealer Information

| | | | |
|---|---|---|---|
| Code | | Name | |
| Address | [redacted] | [redacted] | |

Condition Information

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; 6.7 liter diesel equipped | | | | | | | | [redacted] |

## 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** | | **Year** | | **Body** | - |
| **Build Date** | [redacted] | **Plant** | [redacted] TRUCK ASSEMBLY PLANT | [redacted] | |

### Claim Information

| | | | |
|---|---|---|---|
| **Claim** | | **In Service Date** | |
| **Claim** [redacted] | rranty | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | | **Sublet** | | **Part** | | **Total Paid** | |

### Dealer Information

| | | | |
|---|---|---|---|
| **Code** | | **Name** | |
| **Address** | [redacted] | | |

### Condition Information

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | DEF Fluid Top Off ; Vehicle Delivery Fill - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | 00000NPN | DEF FLUID | 2 | X | [redacted] | |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

FILL DEF FOR DELIVERY

**(Claim) Cause:**

LOW FLUID

**(Claim) Correction:**

FILL AS NEEDED.

## Warranty Claim Report

### Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | | **Year** | | **Body** | - LIMITED CREW CAB 4X4 |
| **Build Date** | [redacted] | **Plant** | [redacted] TRUCK ASSEMBLY PLANT | [redacted] | |

### Claim Information

| | | | |
|---|---|---|---|
| **Claim** | | **In Service Date** | |
| **Claim** [redacted] | rranty | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | [redacted] |

**Expense** [redacted]

| **Labor** | | **Sublet** | | **Part** | | **Total Paid** | |
|---|---|---|---|---|---|---|---|

### Dealer Information

| | | | | | |
|---|---|---|---|---|---|
| **Code** | | **Name** | WORLD | **Zone** | 71 |
| **Address** | [redacted] | | | | |

### Condition Information

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| | | Module, Transmission Control ; diesel w/ | | | | BODY ASSY | | | | |
| [redacted] | | Module, Transmission Control ; diesel w/ | | | | WIRING | 1 | | | |
| [redacted] | | Module, Transmission Control ; diesel w/ | | | | GASKET | | | | |
| [redacted] | | Module, Transmission Control ; diesel w/ | | | | FLUID | | | | |
| [redacted] | | Module, Transmission Control ; diesel w/ | | | | [redacted] | 1 | X | | |
| [redacted] | | Module, Transmission Control ; diesel w/ | | | | MODULE | 1 | | | |
| [redacted] | | Module, Transmission Control ; diesel w/ | | | | BOLT | | | | |
| [redacted] | | Transmission, DEF equipped | | | | [redacted] | | | | |
| A | | pick-up only | | | | BODY ASSY | | | | |
| A | | Transmission, DEF equipped pick-up only | | | | WIRING | | | | |
| A | | Transmission, DEF equipped pick-up only | | | | GASKET | | | | |
| A | | Transmission, DEF equipped pick-up only | | | | FLUID | | | | |
| A | | Transmission, DEF equipped pick-up only | | | | [redacted] | 1 | X | | |
| A | | Transmission, DEF equipped pick-up only | | | | MODULE | | | | |
| A | | Transmission, DEF equipped pick-up only | | | | BOLT | 6 | | | |
| A | | Transmission, Replace - automatic ; /AS69RC | ML | CHECK ENGINE/SERVICE ENGINE SO | | BODY ASSY | | | | |

[redacted]

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | | [redacted] automatic ; | ML | [redacted] | [redacted] SO | [redacted] | WIRING | |
| A | [redacted] | Transmission, Replace - [redacted] automatic ; | ML | [redacted] | /SERVICE SO | [redacted] | GASKET | |
| A | [redacted] | Transmission, Replace - [redacted] automatic ; | ML | [redacted] | /SERVICE SO | [redacted] | FLUID AFT | |
| A | [redacted] | Transmission, Replace - [redacted] automatic ; | ML | [redacted] | /SERVICE SO | [redacted] | TRANS | 1 X |
| A | [redacted] | Transmission, Replace - [redacted] automatic ; | ML | [redacted] | /SERVICE SO | [redacted] | MODULE | |
| A | [redacted] | Transmission, Replace - [redacted] automatic ; | ML | [redacted] | /SERVICE SO | [redacted] | BOLT | 6 |
| A | [redacted] | Transmission, Replace - [redacted] automatic ; Skid plate equipped | | [redacted] | | [redacted] | BODY ASSY | |
| A | [redacted] | Transmission, Replace - automatic ; Skid plate equipped | | | | [redacted] | WIRING | |
| A | [redacted] | Transmission, Replace - automatic ; Skid plate equipped | | | | [redacted] | GASKET | |
| A | [redacted] | Transmission, Replace - automatic ; Skid plate equipped | | | | [redacted] | FLUID AFT | |
| A | [redacted] | Transmission, Replace - automatic ; Skid plate equipped | | | | [redacted] | TRANS | 1 X |
| A | [redacted] | Transmission, Replace - automatic ; Skid plate equipped | | | | [redacted] | MODULE | |
| A | [redacted] | Transmission, Replace - automatic ; Skid plate equipped | | | | [redacted] | BOLT | |
| A | [redacted] | Transmission, Replace - automatic ; equipped | | | | [redacted] | BODY ASSY | |
| A | [redacted] | Transmission, Replace - automatic ; equipped | | | | [redacted] | WIRING | |
| A | [redacted] | Transmission, Replace - automatic ; equipped | | | | [redacted] | GASKET | |
| A | [redacted] | Transmission, Replace - automatic ; equipped | | | | [redacted] | FLUID AFT | |
| A | [redacted] | Transmission, Replace - automatic ; equipped | | | | [redacted] | TRANS | 1 X |
| A | [redacted] | Transmission, Replace - automatic ; equipped | | | | [redacted] | MODULE | |
| A | [redacted] | Transmission, Replace - automatic ; equipped | | | | [redacted] | BOLT | |
| A | [redacted] | Body , body - Replace - Aisin [redacted] (3 - Highly Skilled) | | | | [redacted] | BODY ASSY | |
| A | [redacted] | Body , body - Replace - Aisin [redacted] (3 - Highly Skilled) | | | | [redacted] | WIRING | |
| A | [redacted] | Body , body - Replace - Aisin [redacted] (3 - Highly Skilled) | | | | [redacted] | GASKET | |
| A | [redacted] | Body , body - Replace - Aisin [redacted] | | | | [redacted] | FLUID AFT | |

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| A | | Valve Body ; Valve body - Replace - Aisin (3 - Highly Skilled) | | | | TRANS | 1 | X | |
| A | | Valve Body ; Valve body - Replace - Aisin (3 - Highly Skilled) | | | | MODULE | | | |
| A | | Valve Body ; Valve body - Replace - Aisin (3 - Highly Skilled) | | | | BOLT | 6 | | |
| A | | Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled) | | | | BODY ASSY | | | |
| A | | Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled) | | | | WIRING | | | |
| A | | Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled) | | | | GASKET | 1 | | |
| A | | Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled) | | | | FLUID AFT | 1 | | |
| A | | Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled) | | | | TRANS | 1 | X | |
| A | | Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled) | | | | MODULE | | | |
| A | | Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled) | | | | BOLT | 6 | | |
| A | 85LOAN00 | Loaner Car ; Loaner Car | | | | BODY ASSY | | | |
| A | 85LOAN00 | Loaner Car ; Loaner Car | | | | WIRING | 1 | | |
| A | 85LOAN00 | Loaner Car ; Loaner Car | | | | GASKET | 1 | | |
| A | 85LOAN00 | Loaner Car ; Loaner Car | | | | FLUID AFT | 1 | | |
| A | 85LOAN00 | Loaner Car ; Loaner Car | | | | TRANS | 1 | X | |
| A | 85LOAN00 | Loaner Car ; Loaner Car | | | | MODULE | | | |
| A | 85LOAN00 | Loaner Car ; Loaner Car | | | | BOLT | 6 | | |
| A | | Loaner Car ; High Line Vehicles | | | | BODY ASSY | | | |
| A | | Loaner Car ; High Line Vehicles | | | | WIRING | | | |
| A | | Loaner Car ; High Line Vehicles | | | | GASKET | 1 | | |
| A | | Loaner Car ; High Line Vehicles | | | | FLUID AFT | 1 | | |
| A | | Loaner Car ; High Line Vehicles | | | | TRANS | 1 | X | |
| A | | Loaner Car ; High Line Vehicles | | | | MODULE | | | |
| A | | Loaner Car ; High Line Vehicles | | | | BOLT | 6 | | |
| B | | Console/cupholder, full floor ; Cup holder | UC | UNCODABLE (NARRATIVE REQUIRED) | 5YE132X7AG | CUPHOLDER | 1 | X | |
| C | | Cover, tonneau ; Hinge, Tonneau Cover - or | 11 | BROKEN OR CRACKED | | HINGE | 2 | X | |

# RO Narratives

### (RO) Customer Concern:

CUSTOMER STATES WHE COMING BACK FROM SAC, VEHICLE WENT IN TO LIMP MODE AND WOULDN'T SHIFT RIGHT, CHECK AND ADVISE. FRONT CUP HOLDER COVER WONT STAY CLOSED. CHECK AND ADVISE. CUSTOMER STATES TAUNO COVER HINGES BROKE, CHECK AND ADVISE. PERFORM COMPLEMENTARY MULTI INSPECTION CHECK AND RECORD TIRE PRESSURES PER CALIFORNIA AIR RESOURCE BOARD. [redacted]

### (RO) Cause:

CHECK ENGINE LIGHT IS ON, SLIPS IN FIST GEAR THEN GOES IN TO LIMP MODE. "GEAR RATIO ERROR IN . PERFORMED DIAG FOR FUALT , FLUID IS FULL AND CLEAN. OHM TESTED SOLENOIDS CIRCUITS FOR #1, #3, AND #7. ALL IN SPEC AT FROM CONNECTOR . TEST WIRING IN OTHER CIRCUITS TO , CIRCUITS TEST GOOD. NO SHORTS OR OPENS- DIAG INFO STATES TO REPLACE VALVE BODY AND INTERNAL WIRING AT THIS TIME. CUP HOLDER LID WONT STAY CLOSED. LATCH SEPERATED.

### (RO) Correction:

REPLACED VALVE BODY AND INTERNAL WIRING HARNESS, FILLED , ATTEMPTED TO QUICKLEARN, STILL WONT ENGAGE. SERVICE INFO STATES TO REPLACE AND . ORDERED PARTS REMOVED AND REPLACED. REPLACED , PERFORMED QUICKLEARN, ROAD TESTED OK. SEE ATTACHED PRE AUTH , THIS NOT LISTED AS NEEDING PRE-AUTH. REFER TO OPEN CASE AS WELL. STAR ORDERED REPLACED CUP HOLDER. RECHECKED OK. COVER HINGES IN REAR HAVE SEPERATED. REPLACED RIGHT AND LEFT REAR HINGES. RECHECKED OK. PERFOMRED MULTI-INSPECTION PER ATTACHED CHECK LIST. SET TIRE PRESSURE TO MANUFACTURER SPECIFICATION [redacted]

### (RO) Technical Notes:

LID WILL NOT STAY CLOSED RENTALT O , AS THAT IS ALL THAT IS SUPPORTED BASED ON TO DIAGNOSE, PART ORDER(S) AND TO INSTALL. SEE WARRANTY BULLETIN D . 2)ADD LOANERLO P ,REFERENCE AND 3)ADDRESS -RENTAL DAYSEXC EEDS THE LENGTH OF THE REPAIR VISIT. 4)ADDRESS - AS PER REVISED PLEASE CHANGE LOANER LOP TO LOANER - HIGH LINE AND CLAIM 5)ADDRESS ,ALL PARTS CLAIMED REQUIRE CORRECT LOPS .REFERENCE WIC ARTICLE . CLAIM WILL BU FROM THE WARRANTY CONTACT CEN TER. IF FURTHER ASSISTANCE IS NECESSARY, PLEASE CONTACT THE AGENT , INCLUDE VIN & CONCERN PARTS ORDER ORDERED RECEIVED RENTAL TO A AT IS ALL THAT IS SUPPORTED BASED ON TO DIAGNOSE, PAR T ORDER(S) AND TO INSTALL. SEE WARRANTY BULLETIN D . 2)ADD LOANER LOP ,REFERENCE AND 3)ADDRESS - RENTAL DAYS EXCEEDS THE LENGTH OF THE REPAIR VISIT. 4)ADDRESS -AS PER REVISED PLEASE CHANGE LOANER LOP TO LOANER - H GH LINE AND CLAIM THANK YOU FROM THE WARRANTY CONTACT CENTER. IF FURTHER ASSISTANCE IS NECESSARY, CONTACT THE AGENT LUDE VIN & CONCERN. [redacted]

# GCS Narratives

### (Claim) Customer Concern:

CUSTOMER STATES FRONT CUP HOLDER COVER WON'T STAY CLOSED. CHECK AND ADVISE. CUSTOMER STATES COVER HINGES BROKE. CHECK AND ADVISE. CUSTOMER STATES WHEN COMING BACK FROM SACRAMENTO, VEHICLE WENT IN TO LIMP MODE AND WOULDN'T SHIFT RIGHT. CHECK AND ADVISE. [redacted]

### (Claim) Cause:

CUP HOLDER LID WON'T STAY CLOSED. LATCH SEPARATED. COVER HINGES IN REAR HAVE SEPARATED. CHECK ENGINE LIGHT IS ON. MISSION SLIPS IN THEN GOES IN TO LIM P MODE. 'GEAR RATIO ERROR IN ' PERFORMED DIAG FOR FAULT FLUID IS FULL AND CLEAN. OHM TESTED SOLENOIDS CIRCUITS FOR #1 #3 AND #7. ALL IN SPEC AT FROM CONNECTOR . TEST WIRING IN OTHER CIRCUITS TO , CIRCUITS TEST GOOD. NO SHORTS OR OPENS. DIAG INFOR STATES TO REPLACE VALVE BODY AND INTERNAL WIRING AT THIS TIME. [redacted]

### (Claim) Correction:

REPLACED CUP HOLDER. RE CHECKED OK. REPLACED RIGHT AND LEFT REAR HINGES. RE CHECKED OK. REPLACED VALVE BODY AND INTERNAL WIRING HARNESS. FILLED MISSIN. ATTEMPTED TO QUICKLEANRN. STILL WON'T ENGAGE. SERVICE INFOR STATES TO REPLACE T RANS AND ORDERED PARTS. REMOVED AND REPLACED . PERFORMED QUICKLEARN. REMOVED AND REPLACED N, CLEARED S AND ROAD TESTED. CONFIRMED REPAIR. ROAD TESTED OK. [redacted]

Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| VIN | | | | Body | CREW CAB CHASSIS |
| Build Date | [redacted] | [redacted] | TRUCK ASSEMBLY PLANT | [redacted] | |

Claim Information

| | | | |
|---|---|---|---|
| Claim # | [redacted] | In Service Date | |
| Claim Type | Ready [redacted] | Repair Date | [redacted] |
| Claim Status | [redacted] | Mileage (Miles) | [redacted] |

Expense

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information

| | | | | | |
|---|---|---|---|---|---|
| Code | | Name | | | |
| Address | [redacted] | | | | |

Condition Information

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; diesel equipped [redacted] | | | | | | | | [redacted] |

## 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

Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| VIN | | Year | | Body | - |
| Build Date | [redacted] | Plant | [redacted] TRUCK ASSEMBLY PLANT | [redacted] | |

Claim Information

| | | | |
|---|---|---|---|
| Claim | | In Service Date | |
| Claim T[redacted] | W[redacted]rranty | Repair Date | [redacted] |
| Claim Status | Paid | Mileage (Miles) | [redacted] |

Expense

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| Code | | Name | | | | | |
| Address | [redacted] | | [redacted] | | [redacted] | | |

[redacted]

Condition Information

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Washer fluid, ; Top off only | 40 | FLUID HIGH OR LOW | | SOLVENT | 1 | X | | |

[redacted]

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
FOUND WASHER FLUID LOWER DURING PDI

**(Claim) Cause:**
NA

**(Claim) Correction:**
WASHER FLUID TOPPED OFF.

Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| VIN | | Year | | Body | LIMITED |
| Build Date | [redacted] | Plant | [redacted] | TRUCK ASSEMBLY PLANT | [redacted] |

Claim Information

| | | | |
|---|---|---|---|
| Claim | | In Service Date | |
| Claim T[redacted] | W[redacted]rranty | Repair Date | [redacted] |
| Claim Status | Paid | Mileage (Miles) | [redacted] |

Expense

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information

| | | | |
|---|---|---|---|
| Code | | Name | |
| Address | [redacted] | | |

Condition Information

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Washer fluid, ; Top off only | 40 | FLUID HIGH OR LOW | | SOLVENT | 1 | X | | |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
Washer Fluid

**(Claim) Cause:**
.

**(Claim) Correction:**
DONE

Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| VIN | | Year | | Body | - |
| Build Date | [redacted] | Plant | [redacted] | ASSEMBLY PLANT | [redacted] |

Claim Information

| | | | |
|---|---|---|---|
| Claim | | In Service Date | |
| Claim T[redacted] | W[redacted]rranty | Repair Date | [redacted] |
| Claim Status | Paid | Mileage (Miles) | [redacted] |

Expense

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information

| | | | |
|---|---|---|---|
| Code | | Name | |
| Address | [redacted] | | |

Condition Information

| Condition Code | | Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | DEF Fluid To[redacted]ff ; Vehicle Delivery Fill - See note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | [redacted] | FLUID | 1 | X | [redacted] | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

PRE DELIVERY INSPECTION STATE INSPECTION EVACUATE AND FILL TIRES WITH INSTALL WHEEL LOCKS INSTALL MUD FLAPS IF APPLICABLE CHECK DEF LEVEL AND ADD DEF FLUID

**(RO) Cause:**

PERFORM PRE-DELIVERYINSPECTION

**(RO) Correction:**

PRE DELIVERY INSPECTION EXPRESS MOBILE PRE DELIVERY INSPECTION SUBLET REPAIRS STATE INSPECTION EVACUATE AND FILL TIRES WITH INSTALL WHEEL LOCKS INSTALL MUD FLAPS IF APPLICABLE CHECK DEF LEVEL AND ADD DEF FLUID

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

CK DEF FLUI

**(Claim) Cause:**

ADDED DEF FLUID

**(Claim) Correction:**

ADDED DEF FLUID

Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| VIN | | Year | | Body | - |
| Build Date | [redacted] | Plant | [redacted] TRUCK ASSEMBLY PLANT | [redacted] | |

Claim Information

| | | | |
|---|---|---|---|
| Claim # | [redacted] | In Service Date | |
| Claim Type | [redacted] | Repair Date | [redacted] |
| Claim Status | [redacted] | Mileage (Miles) | [redacted] |

Expense

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information

| | | | | | |
|---|---|---|---|---|---|
| Code | | Name | | | |
| Address | [redacted] | | [redacted] | | [redacted] |

Condition Information

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| | [redacted] | Road Ready ; diesel equipped | | | | | | | | [redacted] |

[redacted]

## 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

Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| VIN | | Year | | Body | - |
| Build Date | [redacted] | Plant | [redacted] TRUCK ASSEMBLY PLANT | [redacted] | |

Claim Information

| | | | |
|---|---|---|---|
| Claim | | In Service Date | |
| Claim T[redacted] | W...Warranty | Repair Date | [redacted] |
| Claim Status | Paid | Mileage (Miles) | [redacted] |

Expense

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information

| | | | |
|---|---|---|---|
| Code | | Name | |
| Address | [redacted] | | |

Condition Information

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Sensor, diesel exhaust - temperature ; diesel - In Diesel Particulate Filter - Inlet | ML | CHECK /SERVICE SO | [redacted] | SENSOR | 1 | X | [redacted] | [redacted] |
| A | [redacted] | Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation. | | [redacted] | [redacted] | SENSOR | 1 | X | [redacted] | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

sensor came back (CUMMINS EMISSIONS) CHECK LIGHT ON QUALITY CONTROL CHECK

**([redacted]) Caus[redacted]**

VEHICLE RETURNED WITH SENSOR CIRCUIT 1 SENSOR 1. TESTED CIRCUITS SIGNAL AND GROUND. REMOVED PCM CONNECTOR AND SENSOR 1 CONNECTOR AND TESTED FROM END TO END. GOT [redacted] CIRCUIT WITH METER. CONTACTED STAR AND THEY SUGGESTED TO REPLACE MORE [redacted] BEFORE CONDEMNING THE PCM. WHILE [redacted] AND WAS ACTIVE, UNPLUGGED [redacted] SENSOR 1 AND GOT [redacted] SENSOR CIRCUIT HIGH. INSTALLED JUMPER WIRE BETWEEN [redacted] AND . GOT CIRCUIT LOW. PER TESTING AND READING, [redacted] FAILED [redacted] SENSOR CAME DEFECTIVE. NEED TO REPLACE AND RETEST [redacted] QUALITY CONTROL TEST DRIVE [redacted]

**(RO) Correc[redacted]**

REPLACED SENSOR. PERFORMED VALIDATION. NO DTCS RETURNED AFTER REPAIRS. ROAD TESTED VEHICLE WITH NO ISSUES [redacted]

**(RO) Technical[redacted]**

NA

## GCS Narratives

**(Claim) Customer Concern:**

**(Claim) Cause:**

VEHICLE RETURNED WITH CIRCUIT 1 SENSOR 1. TESTED CIR VEHICLE RETURNED WITH CIRCUIT 1 SENSOR 1. TESTED CIR

**n:**

REPLACED . PERFORMED VALIDATION. NO DTCS RETURNED AFTER REPAIRS. REPLACED . PERFORMED VALIDATION. NO DTCS RETURNED AFTER REPAIRS.

Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| VIN | | Year | | Body | - |
| Build Date | [redacted] | Plant | [redacted] TRUCK ASSEMBLY PLANT | Coverage Code | [redacted] |

Claim Information

| | | | |
|---|---|---|---|
| Claim | | In Service Date | |
| Claim Type | W - Warranty | Repair Date | [redacted] |
| Claim Status | Paid | Mileage (Miles) | [redacted] |

Expense

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information

| | | | |
|---|---|---|---|
| Code | | Name | |
| Address | [redacted] | | |

Condition Information

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | DEF Fluid Top Off ; Vehicle Delivery Fill - See LOP note for vehicle specific allowances. | [redacted] | FLUID HIGH OR LOW | [redacted] | FLUID | 2 | X | [redacted] | [redacted] |

## 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

Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| VIN | | Year | | Body | - CAB |
| Build Date | [redacted] | Plant | [redacted] TRUCK ASSEMBLY PLANT | Coverage Code | [redacted] |

Claim Information

| | | | |
|---|---|---|---|
| Claim | | In Service Date | |
| Claim Type | W - Warranty | Repair Date | [redacted] |
| Claim Status | Paid | Mileage (Miles) | [redacted] |

Expense

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information

| | | | |
|---|---|---|---|
| Code | | Name | |
| Address | [redacted] | | [redacted] |

Condition Information

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | DEF Fluid Top Off ; Vehicle Delivery Fill - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | [redacted] | FLUID | 2 | X | [redacted] | |

## RO Narratives

### (RO) Customer Concern:

PERFORM NEW VEHICLE PREPARATION INSTALL PROTECTION PACKAGE - WHEEL LOCKS AND ALL WEATHER THEFT PROTECTION APPLICATION POLY PROTECTION PACKAGE [redacted]

### (RO) Cause:

NEW VEHICLE PREP

### (RO) Correction:

PERFORM NEW VEHICLE PREPARATION INSTALL , TOP OFF DEF WITH2 . INSTALL PROTECTION PACKAGE - WHEEL LOCKS ANDALL WEATHER DEF Fluid Top Off VehicleDelivery Fill - See LOP note for vehicle specificallowances. INSTAL[redacted]TION PACKAGE[redacted]WHEEL LO[redacted]EATHER ADD D[redacted]PROTECTION APPLICATION POLY PROTECTION PACKAGE POLY MATERIAL[redacted]Y PROTECTION PACKAGE MISC. SHOP CHARGES [redacted]

### (RO) Technical Notes:

NA

## GCS Narratives

### (Claim) Customer Concern:

VEHICLE SOLD

### (Claim) Cause:

LOW DEF

### (Claim) Correction:

TOP OFF DEF WITH 2 GAL

Vehicle Information

| VIN | | Year | | Body | - |
|---|---|---|---|---|---|
| Build Date | [redacted] | Plant | [redacted] | TRUCK ASSEMBLY PLANT | Coverage Code [redacted] |

[redacted]

Claim Information

| Claim # | [redacted] | In Service Date | |
|---|---|---|---|
| Claim Type | [redacted] | Repair Date | [redacted] |
| Claim Status | Paid [redacted] | Mileage (Miles) | 0 [redacted] |

Expense

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

[redacted]

Dealer Information

| Code | | Name | |
|---|---|---|---|
| Address | [redacted] | | |

Condition Information

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| | [redacted] | Road Ready ; 6.7 liter diesel equipped | | | | | | | | [redacted] |

[redacted]

## 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

Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| VIN | | | | Body | CREW CAB CHASSIS |
| Build Date | [redacted] | Plant | TRUCK ASSEMBLY PLANT | Coverage Code | [redacted] |

Claim Information

| | | | |
|---|---|---|---|
| Claim # | [redacted] | In Service Date | |
| Claim Type | [redacted] | Repair Date | [redacted] |
| Claim Status | Paid [redacted] | Mileage (Miles) | 0 [redacted] |

Expense

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information

| | | | |
|---|---|---|---|
| Code | | Name | |
| Address | [redacted] | | |

Condition Information

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; diesel equipped | | | | | | | | [redacted] |

## 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

Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| VIN | | | | Body | LIMITED |
| Build Date | [redacted] | Plant | SALTILLO TRUCK ASSEMBLY PLANT | Coverage Code | [redacted] |

Claim Information

| | | | |
|---|---|---|---|
| Claim # | [redacted] | In Service Date | |
| Claim Type | [redacted] | Repair Date | [redacted] |
| Claim Status | Paid | Mileage (Miles) | 0 [redacted] |

Expense

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information

| | | | |
|---|---|---|---|
| Code | | Name | |
| Address | [redacted] | | |

Condition Information

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; diesel equipped | | | | | | | | [redacted] |

## 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

Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| VIN | | Year | | Body | - |
| Build Date | [redacted] | Plant | [redacted] TRUCK ASSEMBLY PLANT | Coverage Code | [redacted] |

Claim Information

| | | | |
|---|---|---|---|
| Claim # | [redacted] | In Service Date | |
| Claim Type | [redacted] | Repair Date | [redacted] |
| Claim Status | Paid [redacted] | Mileage (Miles) | 0 [redacted] |

Expense

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information

| | | | |
|---|---|---|---|
| Code | | Name | |
| Address | [redacted] | | |

Condition Information

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; diesel equipped | | | | | | | | [redacted] |

## 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

Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| VIN | | Year | | Body | REG CAB CHASSIS |
| Build Date | | Plant | TRUCK ASSEMBLY PLANT | Coverage Code | |

Claim Information

| | | | |
|---|---|---|---|
| Claim | | In Service Date | |
| Claim Type | W...Warranty | Repair Date | |
| Claim Status | Paid | Mileage (Miles) | |

Expense

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| Labor | | Sublet | | Part | | Total Paid | |

Dealer Information

| | | | |
|---|---|---|---|
| Code | | Name | |
| 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 | | Pan, Oil - Related Repairs ; Transmission | | | | BODY ASSY | 1 | X | | |
| A | | Pan, Oil - Related Repairs ; Transmission | | | | FLUID AFT | | | | |
| A | | Pan, Oil - Related Repairs ; Transmission | | | | FLUID AFT | | | | |
| A | | Valve Body ; Valve body - ace - Highly Ski (3 - | ML | CHECK /SERVICE SO | | BODY ASSY | 1 | X | | |
| A | | Replace - Highly Ski (3 - | ML | /SERVICE SO | | FLUID AFT | | | | |
| A | | Replace - Highly Ski (3 - | ML | /SERVICE SO | | FLUID AFT | 2 | | | |

## RO Narratives

**(RO) Customer Concern:**

CS CEL ON AND IN DASH MESSAGE SAYS THAT VEHICLE NOT IN PARK WHEN GEAR SELECTOR IS IN PARK (Automatic Transmission Concer n)

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

CUSTOMER STATES CEL ON AND IN DASH MESSAGE SAYS THAT VEHICLE NOT IN PARK WHEN GEAR SELECTOR IS IN PARK ALSO STATES THAT VEHICLE JERKS REALLY HARD WHEN PUT TING INTO GEAR

**(Claim) Cause:**

V/C/C FOUND CODES TRANS FLUID PSI LOW AND GEAR RATRO ERROR RES. IN SPECTED CONNECTOR, RESISTNCE BELOW NOT DISCONNECT RESISTANCE IF AND IS

**[redacted]im) Correction:**

REPLACED VALVE BODY QUICK LEARN TEST DROVE NO DTC'S

Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| VIN | | Year | | Body | - |
| Build Date | [redacted] | Plant | [redacted] TRUCK ASSEMBLY PLANT | Coverage Code | [redacted] |

Claim Information

| | | | |
|---|---|---|---|
| Claim | | In Service Date | |
| Claim Type | W - Warranty | Repair Date | [redacted] |
| Claim Status | Paid | Mileage (Miles) | [redacted] |

Expense

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| Labor | | Sublet | | Part | | Total Paid | |

Dealer Information

| | | | |
|---|---|---|---|
| Code | | Name | |
| Address | [redacted] | | |

Condition Information

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | DEF Fluid Top Off ; Vehicle Delivery Fill - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | [redacted] | FLUID | 1 | X | [redacted] | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
DEF FLUID TOP OFF VEHICLE DELIVERY FILL

**(Claim) Cause:**
DEF FLUID TOP OFF VEHICLE DELIVERY FILL

**(Claim) Correction:**
DEF FLUID TOP OFF VEHICLE DELIVERY FILL

Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| VIN | | Year | | Body | CREW CAB CHASSIS |
| Build Date | [redacted] | Plant | SALTILLO TRUCK ASSEMBLY PLANT | Coverage Code | [redacted] |

Claim Information

| | | | |
|---|---|---|---|
| Claim | | In Service Date | |
| Claim Type | [redacted] | Repair Date | [redacted] |
| Claim Status | Paid [redacted] | Mileage (Miles) | 5 [redacted] |

Expense

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| Labor | | Sublet | | | | Total Paid | |

Dealer Information

| | | | |
|---|---|---|---|
| Code | | Name | |
| Address | [redacted] | | |

Condition Information

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Number | Name | Quantity | Failed | Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | [redacted] | [redacted] | [redacted] | [redacted] | [redacted] | |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| | [redacted] | Road Ready ; diesel equipped | | | | | | | | [redacted] |

[redacted]

## 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

Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| VIN | | | | Body | REG CAB CHASSIS |
| Build Date | [redacted] | Plant | SALTILLO TRUCK ASSEMBLY PLANT | Coverage Code | [redacted] |

Claim Information

| | | | |
|---|---|---|---|
| Claim # | [redacted] | In Service Date | |
| Claim Type | [redacted] | Repair Date | [redacted] |
| Claim Status | Paid [redacted] | Mileage (Miles) | 0 [redacted] |

Expense

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information

| | | | | | |
|---|---|---|---|---|---|
| Code | | Name | | | |
| Address | [redacted] | | | | |

Condition Information

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; diesel equipped | | | | | | | | [redacted] |

## 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

Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| VIN | | | | Body | CAB |
| Build Date | [redacted] | Plant | SALTILLO TRUCK ASSEMBLY PLANT | Coverage Code | [redacted] |

Claim Information

| | | | |
|---|---|---|---|
| Claim # | [redacted] | In Service Date | |
| Claim Type | [redacted] | Repair Date | [redacted] |
| Claim Status | Paid [redacted] | Mileage (Miles) | 0 [redacted] |

Expense

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information

| | | | |
|---|---|---|---|
| Code | | Name | |
| Address | [redacted] | | |

Condition Information

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| | [redacted] | Road Ready ; 6.7 liter diesel equipped | | | | | | | | [redacted] |

[redacted]

## 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

Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| VIN | | Year | | Body | LIMITED CREW CAB 4X4 |
| Build Date | [redacted] | Plant | TRUCK ASSEMBLY PLANT | Coverage Code | [redacted] |

Claim Information

| | | | |
|---|---|---|---|
| Claim # | [redacted] | In Service Date | |
| Claim Type | [redacted] | Repair Date | [redacted] |
| Claim Status | Paid [redacted] | Mileage (Miles) | 0 [redacted] |

Expense

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| Labor | | Sublet | | | | Total Paid | |

Dealer Information

| | | | | | |
|---|---|---|---|---|---|
| Code | | Name | , | | |
| Address | [redacted] | | | | |

Condition Information

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Number | Name | Quantity | Failed | Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | [redacted] | [redacted] | [redacted] | [redacted] | [redacted] | |
| A | [redacted] | Road Ready ; Rear Wheel Flares - | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

[redacted]

## 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

Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| VIN | | | | Body | CREW CAB CHASSIS |
| Build Date | | Plant | SALTILLO TRUCK ASSEMBLY PLANT | Coverage Code | |

Claim Information

| | | | |
|---|---|---|---|
| Claim # | | In Service Date | |
| Claim Type | | Repair Date | |
| Claim Status | Paid | Mileage (Miles) | 0 |

Expense

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information

| | | | | | |
|---|---|---|---|---|---|
| Code | | Name | HADDAD DODGE | | |
| 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 | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | | Road Ready ; diesel equipped | | | | | | | | |

## 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

Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| VIN | | Year | | Body | - |
| Build Date | [redacted] | Plant | SALTILLO TRUCK ASSEMBLY PLANT | Coverage Code | [redacted] |

Claim Information

| | | | |
|---|---|---|---|
| Claim # | [redacted] | In Service Date | |
| Claim Type | [redacted] | Repair Date | [redacted] |
| Claim Status | Paid [redacted] | Mileage (Miles) | 0 [redacted] |

Expense

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information

| | | | |
|---|---|---|---|
| Code | | Name | |
| Address | [redacted] | | |

Condition Information

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; diesel equipped | | | | | | | | [redacted] |

## 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

Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| VIN | | Year | | Body | CAB |
| Build Date | [redacted] | Plant | TRUCK ASSEMBLY PLANT | Coverage Code | [redacted] |

Claim Information

| | | | |
|---|---|---|---|
| Claim | | In Service Date | |
| Claim Type | W - Warranty | Repair Date | [redacted] |
| Claim Status | Paid | Mileage (Miles) | [redacted] |

Expense

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information

| | | | | | |
|---|---|---|---|---|---|
| Code | | Name | | | |
| Address | [redacted] | | | | |

Condition Information

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Sensor, - Downstream ; diesel [redacted] | ML | CHECK /SERVICE SO | | SENSOR | | | | |
| A | [redacted] | Operation diag[redacted] - With repair ; Must be used in conjunction with appropriate repair Labor Operation. | | [redacted] | [redacted] | SENSOR | [redacted] | | | [redacted] |

## RO Narratives

### (RO) Customer Concern:

Change diesel engine oil and filter (synthetic oil may be required based on geographic location) Multi-point inspection (according to maintenance interval) Anti-Lock Brake Light Engine Light MOUNT AND BALANCE PERFORM FRONT END ALIGNMENT [redacted]

### (RO) Cause:

CHG OIL + FILT DIESEL VERIFIED THE CUSTOMER'S CONCERN OF ABS LIGHT. CHECKED THE VIP REPORT FOR TECHNICAL SERVICE BULLETINS, STAR CASES, RAPID RESPONSE TRANSMITTALS, RAPID SERVICE UPDATES AND RECALLS AND FOUND NO DOCUMENTS RELATED TO THE VEHICLES CONCERN. PERFORMED A VISUAL INSPECTION NOTHING ABNORMAL. ROAD TESTED THE VEHICLE AND REVERIFIED THE CUSTOMER'S CONCERN OF ABS LIGHT ON. ACCESSED THE DIAGNOSTIC PORT AND PERFORMED A SCAN TO FIND ACTIVE WHICH IS RELATED TO RIGHT REAR WHEEL SPEED SENSOR- SIGNAL [redacted]ECKED FOR ANY SOFTWARE UPDATES TO FIND NO RELEVANT SOFTWARE UPDATES DUE. PERFORMED A WHEEL SPEED SENSOR EXAMINATION AND[redacted]ED THE COMPONENT FINDING PINS TIGHT. FOUND THE RIGHT R[redacted]EEL SPEED SENSOR IS THE POINT OF CONCERN. FURTHER EXAMINATION FOUND THE RIGHT REAR WHEEL SPEED SENSOR HAS AN INTERMITTENT OPEN CIRCUIT. VERIFIED THE CUSTOMER'S CONCER[redacted]F CHECK LIGHT. CHECKED THE VIP REPORT FOR TECHNICAL SERVICE BULLETINS, STAR CASES, RAPID RESPONSE TRANSMITTALS, RAPID SERVICE UPDATES AND RECALLS AND FOUND NO DOCUMENTS RELATED TO THE VEHICLES CONCERN. PE[redacted]ED A VISUAL INSPECTION NOTHING ABNORMAL. ACCESSED THE DIAGNOSTIC PORT AND PERFORMED A SCAN TO FIND ACTIVE CODE(S) WHICH IS RELATED TO SENSOR CIRCUIT RANGE/PERFORMANCE - BANK 1-. CHECKED FOR ANY SOFTWARE UPDATES TO FIND NO RELEVANT SOFTWARE UPDATES DUE. PERFORMED A SENSOR EXAMINATION AND DIAGNOSTIC [redacted]THE INSPECTED THE SE[redacted]R NO SIGNS OF EXCESS SOOT. NO DEF DEPOSITS. . TESTED THE PIN(S) FINDING PINS TIGHT. CHECKED THE OIL LEVEL AND CONDITION TO FIND THE [redacted]IL LEVEL IS CORRECT. TOOK A FUEL SAMPLE TO VERIFY CONDITION AND IS OK. DISCONNECTED THE FUEL SUPPLY LINE AT THE HIGH PRESSURE FUEL PUMP A [redacted]

### (RO) Correction:

NA

### (RO) Technical Notes:

NA

# GCS Narratives

### (Claim) Customer Concern:

ENGINE LIGHT

### (Claim) Cause:

VERIFIED THE CUSTOMER'S CONCERN OF CHECK ENGINE LIGHT. CHECKED THE VIP REPORT FOR TECHNICAL SERVICE BULLETINS, STAR CASES, RAPID RESPONSE TRANSMITTALS, RA PID SERVICE UPDATES AND RECALLS AND FOUND NO DOCUMENTS RELATED TO THE VEHICL ES CONCERN. PERFORMED A VISUAL INSPECTION NOTHING ABNORMAL. ACCESSED THE DIA GNOSTIC PORT AND PERFORMED A SCAN TO FIND ACTIVE WHICH IS R ELATED TO SENSOR CIRCUIT RANGE/PERFORMANCE - BANK 1-. CHECKED FOR ANY SO FTWARE UPDATES TO FIND NO RELEVANT SOFTWARE UPDATES DUE. PERFORMED A SEN SOR EXAMINATION AND DI[redacted]G THE INSPECTED THE S[redacted]OR NO SIGNS OF EXCESS SOOT. NO DEF DEPOSITS. . TESTED THE PIN(S) FINDING ALL PINS TIGHT. CH ECKED THE ENGINE OIL LEVEL AND CONDITION TO FIND THE ENGI[redacted]IL LEVEL IS COR RECT. TOOK A FUEL SAMPLE TO VERIFY CONDITION AND IS OK. DISCONNECTED THE FUEL SUPPLY LINE AT THE HIGH PRESSURE FUEL PUMP AND PERFORMED A FUEL QUANTITY TES T WHICH IS WITHIN SPECIFICATION. FOUND THE DOWNSTREAM SENSOR IS THE POIN T OF CONCERN. FURTHER EXAMINATION FOUND THE DOWNSTREAM SENSOR HAS AN INT ERMITTENT OPEN CIRCUIT.

[redacted]

### (Claim) Correction:

[redacted]

REMOVED THE DRIVESHAFT TO GAIN ACCESS TO THE DOWNSTREAM SENSOR. ACCESSED, REMOVED AND REPLACED THE DOWNSTREAM SENSOR. CLEARED ALL DIAGNOSTIC TROUB LE CODES. PERFORMED A FINAL DIAGNOSTIC SCAN TO CONFIRM REPAIRS. ROAD TESTED THE VEHICLE TO VERIFY R[redacted]RS. THE SYSTEM IS NOW OPERATING AS DESIGN ED.

[redacted]

[redacted]

Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| VIN | | Year | | Body | REG CAB CHASSIS |
| Build Date | | Plant | SALTILLO TRUCK ASSEMBLY PLANT | Coverage Code | |

Claim Information

| | | | |
|---|---|---|---|
| Claim # | | In Service Date | |
| Claim Type | | Repair Date | |
| Claim Status | Paid | Mileage (Miles) | 0 |

Expense

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information

| | |
|---|---|
| Code | |
| 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 | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | | Road Ready ; diesel equipped | | | | | | | | |

## 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

Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| VIN | | | Body | CREW CAB CHASSIS | |
| Build Date | | Plant | TRUCK ASSEMBLY PLANT | Coverage Code | |

Claim Information

| | | | |
|---|---|---|---|
| Claim # | | In Service Date | |
| Claim Type | | Repair Date | |
| Claim Status | Paid | Mileage (Miles) | 0 |

Expense

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information

| | | | |
|---|---|---|---|
| Code | | Name | |
| 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 | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | | Road Ready ; diesel equipped | | | | | | | | |

## 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

Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| VIN | | | | Body | CREW CAB CHASSIS |
| Build Date | | Plant | TRUCK ASSEMBLY PLANT | Coverage Code | |

Claim Information

| | | | |
|---|---|---|---|
| Claim # | | In Service Date | |
| Claim Type | | Repair Date | |
| Claim Status | Paid | Mileage (Miles) | |

Expense

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| Labor | | Sublet | | | | Total Paid | |

Dealer Information

| | | | |
|---|---|---|---|
| Code | | Name | |
| Address | | | |

Condition Information

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Number | Name | Quantity | Failed | Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | | Road Ready ; diesel equipped | | | | | | | | |

## 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

Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| VIN | | Year | | Body | |
| Build Date | | Plant | TRUCK ASSEMBLY PLANT | Coverage Code | |

Claim Information

| | | | |
|---|---|---|---|
| Claim # | | In Service Date | |
| Claim Type | | Repair Date | |
| Claim Status | Paid | Mileage (Miles) | |

Expense

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information

| | | | |
|---|---|---|---|
| Code | | Name | |
| 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 | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | | Road Ready ; 6.7 liter diesel equipped | | | | | | | | |

## 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

Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| VIN | | | | Body | CAB CHASSIS |
| Build Date | | Plant | SALTILLO TRUCK ASSEMBLY PLANT | Coverage Code | |

Claim Information

| | | | |
|---|---|---|---|
| Claim # | | In Service Date | |
| Claim Type | | Repair Date | |
| Claim Status | Paid | Mileage (Miles) | |

Expense

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information

| | | | |
|---|---|---|---|
| Code | | Name | |
| 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 | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | | Road Ready ; diesel equipped | | | | | | | | |

## 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

Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| VIN | | Year | | Body | REG CAB CHASSIS |
| Build Date | | Plant | SALTILLO TRUCK ASSEMBLY PLANT | Coverage Code | |

Claim Information

| | | | |
|---|---|---|---|
| Claim # | | In Service Date | |
| Claim Type | W - Warranty | Repair Date | |
| Claim Status | Paid | Mileage (Miles) | |

Expense

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information

| | | | |
|---|---|---|---|
| Code | | Name | |
| 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 | | DEF Fluid Top Off ; Vehicle Delivery Fill - Cab Chassis Models Only - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | | FLUID | | | | |

## RO Narratives

### (RO) Customer Concern:

PERFORM PRE-DELIVERY VEHICLE INSPECTION - STI AFTER HOURS DELIVERY INSTALL WHEEL LOCK MISCELLANEOUS - DEF FILL LOP: DEF TOP OFF MAX.

### (RO) Cau

NA

### (RO) Correction:

3 PERFORMED PRE-DELIVERY INSPECTION PERFORM PRE-DELIVERY VEHICLE INSPECTION 3 INSTALLED WHEEL LOCK KIT INSTALL WHEEL LOCK 3 TOPPED OFF DEF SYSTEM DEF FLUID - DELIVERY

### (RO) Technical Notes:

NA

## GCS Narratives

### (Claim) Customer Concern:

DEF FLUID LOW

### (Claim) Cause:

DEF FLUID LOW

### (Claim) Correction:

FILLED DEF FLUID

Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| VIN | | | | Body | CREW CAB CHASSIS |
| Build Date | | Plant | TRUCK ASSEMBLY PLANT | Coverage Code | |

Claim Information

| | | | |
|---|---|---|---|
| Claim | | In Service Date | |
| Claim Type | W - Warranty | Repair Date | |
| Claim Status | Paid | Mileage (Miles) | 4 |

Expense

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information

| | | | |
|---|---|---|---|
| Code | | Name | |
| 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 | | DEF Fluid Top Off ; Vehicle Delivery Fill - Cab Chassis Models Only - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | | FLUID | | | | |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

CUSTOMER REQUESTS FILL DIESEL EXHAUST FLUID

**(Claim) Cause:**

NA

**(Claim) Correction:**

FILLED DEF

Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| VIN | | Year | | Body | CREW CAB CHASSIS |
| Build Date | | Plant | SALTILLO TRUCK ASSEMBLY PLANT | Coverage Code | |

Claim Information

| | | | |
|---|---|---|---|
| Claim | | In Service Date | |
| Claim Type | W - Warranty | Repair Date | |
| Claim Status | Paid | Mileage (Miles) | 3 |

Expense

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information

| | | | |
|---|---|---|---|
| Code | | Name | |
| 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 | | DEF Fluid Top Off ; Vehicle Delivery Fill - Cab Chassis Models Only - See LOP note for vehicle specific allowances. | | FLUID HIGH OR LOW | | FLUID | | | | |

## 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

Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| VIN | | Year | | Body | - |
| Build Date | | Plant | TRUCK ASSEMBLY PLANT | Coverage Code | |

Claim Information

| | | | |
|---|---|---|---|
| Claim # | | In Service Date | |
| Claim Type | | Repair Date | |
| Claim Status | Paid | Mileage (Miles) | 0 |

Expense

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information

| | | | |
|---|---|---|---|
| Code | | Name | |
| 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 | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Rear Wheel Flares - | | | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | | Road Ready ; diesel equipped | | | | | | | | |

## 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

Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| VIN | | | | Body | REG CAB CHASSIS |
| Build Date | | Plant | SALTILLO TRUCK ASSEMBLY PLANT | Coverage Code | |

Claim Information

| | | | |
|---|---|---|---|
| Claim # | | In Service Date | |
| Claim Type | | Repair Date | |
| Claim Status | Paid | Mileage (Miles) | 0 |

Expense

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information

| | | | |
|---|---|---|---|
| Code | | Name | |
| 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 | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | | Road Ready ; diesel equipped | | | | | | | | |

## 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

Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| VIN | | | | Body | REG CAB CHASSIS |
| Build Date | | Plant | SALTILLO TRUCK ASSEMBLY PLANT | Coverage Code | |

Claim Information

| | | | |
|---|---|---|---|
| Claim # | | In Service Date | |
| Claim Type | | Repair Date | |
| Claim Status | Paid | Mileage (Miles) | 0 |

Expense

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information

| | | | |
|---|---|---|---|
| Code | | Name | |
| Address | | | |

Condition Information

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| | | Road Ready ; Road Test | | | | | | | | |

## 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

Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| VIN | | | | Body | CAB CHASSIS |
| Build Date | | Plant | SALTILLO TRUCK ASSEMBLY PLANT | Coverage Code | |

Claim Information

| | | | |
|---|---|---|---|
| Claim # | | In Service Date | |
| Claim Type | | Repair Date | |
| Claim Status | Paid | Mileage (Miles) | 0 |

Expense

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information

| | | | |
|---|---|---|---|
| Code | | Name | |
| 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 | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | | Road Ready ; diesel equipped | | | | | | | | |

## 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

Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| VIN | | | | Body | CREW CAB CHASSIS |
| Build Date | | Plant | TRUCK ASSEMBLY PLANT | Coverage Code | |

Claim Information

| | | | |
|---|---|---|---|
| Claim # | | In Service Date | |
| Claim Type | | Repair Date | |
| Claim Status | Paid | Mileage (Miles) | 0 |

Expense

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information

| | | | |
|---|---|---|---|
| Code | | Name | |
| 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 | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | | Road Ready ; diesel equipped | | | | | | | | |

## 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

Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| VIN | | Year | | Body | CAB |
| Build Date | | Plant | TRUCK ASSEMBLY PLANT | Coverage Code | |

Claim Information

| | | | |
|---|---|---|---|
| Claim # | | In Service Date | |
| Claim Type | | Repair Date | |
| Claim Status | Paid | Mileage (Miles) | 0 |

Expense

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information

| | | | |
|---|---|---|---|
| Code | | Name | |
| Address | | | |

Condition Information

| Condition Code | | Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Road R ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Rear Wheel Flares - | | | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | | Road Ready ; diesel equipped | | | | | | | | |

## 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

Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| VIN | | Year | | Body | CAB CHASSIS |
| Build Date | | Plant | TRUCK ASSEMBLY PLANT | Coverage Code | |

Claim Information

| | | | |
|---|---|---|---|
| Claim | | In Service Date | |
| Claim Type | W - Warranty | Repair Date | |
| Claim Status | Paid | Mileage (Miles) | |

Expense

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information

| | | | |
|---|---|---|---|
| Code | | Name | |
| 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 | | Module, Transmission Control (TCM) ; Module, Transmission Control (TCM) - Reprogram | CC | SENDING UNITS/SENSORS | | | | | | |

## RO Narratives

### (RO) Customer Concern:

Electrical/Non PCM Flashes Concern [CUSTOMER REQUESTS TO HAVE VEHICLE GOVERNED TO ] Tire/Wheel Concern [CUSTOMER REQUESTS WHEEL AND TIRE MOUNTED ANDBALANCED] STATES TRANS SHIFTS ROUGH PLEASE ADVISE

### (RO) Cause:

.

### (RO) Correction:

SET MAX SPEED TO PER CUSTOMERS REQUEST T CUST REQUEST INSPECTION GENERAL CONCERN # 4 TIRES DISPOSAL FEES GENERAL CONCERN # 4 MISC. SHOP CHARGES UPDATED TCM PER CUST REQUEST INSPECTION

### (RO) Technical Notes:

NA

## GCS Narratives

### (Claim) Customer Concern:

CUSTOMER STATES TRANS SHIFTS ROUGH

### (Claim) Cause:

TEST DROVE VEHICLE AND VERIFIED CUSTOMER CONCERN

### (Claim) Correction:

FLASHED TCM PER . VEHICLE OPERATES AS DESIGNED.

Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| VIN | | Year | | Body | CAB CHASSIS |
| Build Date | | Plant | TRUCK ASSEMBLY PLANT | Coverage Code | |

Claim Information

| | | | |
|---|---|---|---|
| Claim | | In Service Date | |
| Claim Type | | Repair Date | |
| Claim Status | Paid | Mileage (Miles) | |

Expense

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information

| | | | |
|---|---|---|---|
| Code | | Name | |
| 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 | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | | Road Ready ; diesel equipped | | | | | | | | |

## 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

Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| VIN | | | | Body | - |
| Build Date | | Plant | TRUCK ASSEMBLY PLANT | Coverage Code | |

Claim Information

| | | | |
|---|---|---|---|
| Claim # | | In Service Date | |
| Claim Type | | Repair Date | |
| Claim Status | Paid | Mileage (Miles) | 0 |

Expense

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information

| | | | |
|---|---|---|---|
| Code | | Name | |
| 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 | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | | Road Ready ; diesel equipped | | | | | | | | |

## 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

Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| VIN | | Year | | Body | - |
| Build Date | | Plant | TRUCK ASSEMBLY PLANT | Coverage Code | |

Claim Information

| | | | |
|---|---|---|---|
| Claim # | | In Service Date | |
| Claim Type | | Repair Date | |
| Claim Status | Paid | Mileage (Miles) | 0 |

Expense

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information

| | | | |
|---|---|---|---|
| Code | | Name | |
| 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 | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | | Road Ready ; diesel equipped | | | | | | | | |

## 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

Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| VIN | | | | Body | CREW CAB |
| Build Date | | Plant | TRUCK ASSEMBLY PLANT | Coverage Code | |

Claim Information

| | | | |
|---|---|---|---|
| Claim | | In Service Date | |
| Claim Type | T - Transportation | Repair Date | |
| Claim Status | Paid | Mileage (Miles) | |

Expense

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information

| | | | |
|---|---|---|---|
| Code | | Name | |
| 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 | | Lamp, Tail/fog/road/off road ; Off road-Right or left | | | | | | | | |
| A | | Bumper, rear | | | | | | | | |
| A | | Bumper, rear ; Back up sensor equipped | | | | | | | | |
| A | | Basic paint preparation ; paint preparation | UC | UNCODABLE (NARRATIVE REQUIRED) | | | | | | |
| A | | Paint stripping | | | | | | | | |
| A | | Panel, pick-up box side-outside ; Long box-Complete-Right or left-Monotone | | | | | | | | |
| A | | Molding, wheel opening flare ; Rear-Right or left | | | | | | | | |
| A | | Molding, wheel opening flare ; Rear-Right or left | | | | | | | | |
| A | | Sublet processing allowance | | | | | | | | |
| A | | Sublet Repair | | | | | | | | |

## RO Narratives

**(RO) Customer Concern:**

TRANSPORT DAMAGE - LEFT SIDE PICK UP BOX OR

**(RO) Cause:**

NA

**(RO) Correction:**

2 SENT TO IMPERIAL COLLISION FOR REPAIRS SUBLET TO IMPERIAL COLLISION FOR REPAIRS IMPERIAL COLLISION INV. SUBLET REPAIR SUBLET REPAIRS

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Cause:**

[redacted]

**(Claim) Correction:**

[redacted]

[redacted]

Vehicle Information

| VIN | | Year | | Body | CREW CAB CHASSIS |
|---|---|---|---|---|---|
| Build Date | | Plant | TRUCK ASSEMBLY PLANT | Coverage Code | |

Claim Information

| Claim | | In Service Date | |
|---|---|---|---|
| Claim Type | W - Warranty | Repair Date | |
| Claim Status | Paid | Mileage (Miles) | |

Expense

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information

| Code | | Name | |
|---|---|---|---|
| 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 | | Transmission ; DEF equipped 4x4 pick-up only | | | | BOLT | | | | |
| A | | Transmission ; DEF equipped 4x4 pick-up only | | | | TRANSMISS | 1 | X | | |
| A | | Transmission, Replace - automatic ; | ML | CHECK /SERVICE SO | | BOLT | 6 | | | |
| A | | Transmission, Replace - automatic ; | ML | CHECK /SERVICE SO | | TRANSMISS | 1 | X | | |
| A | | Transmission, Replace - automatic ; Skid plate equipped | | | | BOLT | 6 | | | |
| A | | Transmission, Replace - automatic ; Skid plate equipped | | | | TRANSMISS | 1 | X | | |
| A | | Transmission, Replace - automatic ; propeller shaft equipped | | | | BOLT | 6 | | | |
| A | | Transmission, Replace - automatic ; propeller shaft equipped | | | | TRANSMISS | 1 | X | | |
| A | 21002766 | Transmission, Replace - automatic ; 4x4/AWD equipped | | | | BOLT | | | | |
| A | 21002766 | Transmission, Replace - automatic ; 4x4/AWD equipped | | | | TRANSMISS | 1 | X | | |
| A | | Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation. | | | | BOLT | 6 | | | |
| A | | Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation. | | | | TRANSMISS | 1 | X | | |

## RO Narratives

**(RO) Cause:**

VERIFY CONCERN & DTC'S & GEAR RATIO ERROR IN & -TRANS FLUILD LEVEL & CONDITION OK- VEHICLE WILL NOT MOVE IN DRIVE & RESETS-AIR CHECK CLUTCHES/K1 DRUM & DAMAGED PISTON/INTERNAL COMPONETS FOR REPAIR AT THIS TIME REPLACED TRANSMISSION ASSEMBLY TO CORRECT & VERIFY NORMAL OPERATION

**(RO) Correction:**

PERFORMED INSPECTION OF BELTS, HOSES, AIR FILTER, TIRES, SHOCKS/STRUTS, EXHAUST, BRAKES, DRIVETRAIN, AND WIPERS. CHECKED ALL FLUIDS AND TOPPED OFF. EXPRESS LANE SERVICE PERFORMED

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

C/S VEHICLE HAS NO FORWARD GEARS, VEHICLE TOWED IN

**(Claim) Cause:**

VERIFIED CONCERN. DTC'S AND ACTIVE. FLUID LEVEL GOOD AND IN GOOD CONDITION. VEHICLE WILL NOT MOVE IN DRIVE AIR CHECK CLUTCHES. K1 DRUM AND PI STON AND INTERNAL PARTS DAMAGED. COMPONENTS NOT SERVICED FOR REPAIR AT THIS TIME

**(Claim) Correction:**

REPLACED TRANSMISSION ASSEMBLY TO CORRECT CONCERN

Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| VIN | | Year | | Body | BIG CREW CAB |
| Build Date | | Plant | TRUCK ASSEMBLY PLANT | Coverage Code | |

Claim Information

| | | | |
|---|---|---|---|
| Claim | | In Service Date | |
| Claim Type | W - Warranty | Repair Date | |
| Claim Status | Paid | Mileage (Miles) | |

Expense

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information

| | |
|---|---|
| Code | |
| 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 | | DEF Fluid Top Off ; Vehicle Delivery Fill - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | | FLUID | 2 | X | | |

## RO Narratives

**(RO) Customer Concern:**

DEF

**(RO) Cause:**

NA

**(RO) Correction:**

DEF Fluid Top Off VehicleDelivery Fill - See LOP note for vehicle specificallowances. DEF FILL

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| VIN | | | | Body | CAB CHASSIS |
| Build Date | | Plant | SALTILLO TRUCK ASSEMBLY PLANT | Coverage Code | |

Claim Information

| | | | |
|---|---|---|---|
| Claim # | | In Service Date | |
| Claim Type | | Repair Date | |
| Claim Status | Paid | Mileage (Miles) | |

Expense

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information

| | | | |
|---|---|---|---|
| Code | | Name | |
| 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 | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| | | Road Ready ; 6.7 liter diesel equipped | | | | | | | | |

## 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

Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| VIN | | Year | | Body | CREW CAB CHASSIS |
| Build Date | | Plant | TRUCK ASSEMBLY PLANT | Coverage Code | |

Claim Information

| | | | |
|---|---|---|---|
| Claim # | | In Service Date | |
| Claim Type | | Repair Date | |
| Claim Status | Paid | Mileage (Miles) | |

Expense

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information

| | | | |
|---|---|---|---|
| Code | | Name | |
| 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 | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| | | Road Ready ; diesel equipped | | | | | | | | |

## 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

Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| VIN | | Year | | Body | CREW CAB CHASSIS |
| Build Date | | Plant | SALTILLO TRUCK ASSEMBLY PLANT | Coverage Code | |

Claim Information

| | | | |
|---|---|---|---|
| Claim | | In Service Date | |
| Claim Type | W - Warranty | Repair Date | |
| Claim Status | Paid | Mileage (Miles) | |

Expense

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information

| | | | |
|---|---|---|---|
| Code | | Name | OF |
| 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 | | DEF Fluid Top Off ; Vehicle Delivery Fill - Cab Chassis Models Only - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | | FLUID | 1 | X | | |

## RO Narratives

**(RO) Customer Concern:**
TOP OFF DIESEL EXHAUST FLUID

**(RO) Cause:**
DEF TOP OFF

**(RO) Correction:**
TOP OFF DIESEL EXHAUST FLUID

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
DEF FLUID TOP OFF VEHICLE DELIVERY FILL

**(Claim) Cause:**
DEF FLUID TOP OFF VEHICLE DELIVERY FILL

**(Claim) Correction:**
DEF FLUID TOP OFF VEHICLE DELIVERY FILL

Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| VIN | | Year | | Body | CAB |
| Build Date | | Plant | SALTILLO TRUCK ASSEMBLY PLANT | Coverage Code | |

Claim Inform

| | | | |
|---|---|---|---|
| Claim # | | In Service Date | |
| Claim Type | | Repair Date | |
| Claim Status | Paid | Mileage (Miles) | |

Expense

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information

| | | | |
|---|---|---|---|
| Code | | Name | |
| 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 | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Rear Wheel Flares - | | | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | | Road Ready ; diesel equipped | | | | | | | | |

## 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

Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| VIN | | Year | | Body | - |
| Build Date | | Plant | TRUCK ASSEMBLY PLANT | Coverage Code | |

Claim Inform

| | | | |
|---|---|---|---|
| Claim # | | In Service Date | |
| Claim Type | | Repair Date | |
| Claim Status | Paid | Mileage (Miles) | |

Expense

| Labor | | Sublet | | | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information

| | | | |
|---|---|---|---|
| Code | | Name | |
| Address | | | |

Condition Infor

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Number | Name | Quantity | Failed | Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Rear Wheel Flares - | | | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | | Road Ready ; diesel equipped | | | | | | | | |

## 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

Vehicle Information

| VIN | | Year | | Body | BIG |
|---|---|---|---|---|---|
| Build Date | | Plant | SALTILLO TRUCK ASSEMBLY PLANT | Coverage Code | |

Claim Inform

| Claim # | | In Service Date | |
|---|---|---|---|
| Claim Type | | Repair Date | |
| Claim Status | Paid | Mileage (Miles) | |
| Expense | | | |
| Labor | | Sublet | | | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information

| Code | | Name | |
|---|---|---|---|
| Address | | | |

Condition Informat

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Number | Name | Quantity | Failed | Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | | Road Ready ; diesel equipped | | | | | | | | |

## 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

Vehicle Information

| VIN | | Year | | Body | - |
|---|---|---|---|---|---|
| Build Date | | Plant | TRUCK ASSEMBLY PLANT | Coverage Code | |

Claim Inform

| Claim # | | In Service Date | |
|---|---|---|---|
| Claim Type | | Repair Date | |
| Claim Status | Paid | Mileage (Miles) | |

Expense

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information

| Code | | Name | DODGE | | |
|---|---|---|---|---|---|
| Address | | | | | |

Condition Infor

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | | Road Ready ; diesel equipped | | | | | | | | |

## 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

Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| VIN | | Year | | Body | - |
| Build Date | | Plant | TRUCK ASSEMBLY PLANT | Coverage Code | |

Claim Inform

| | | | |
|---|---|---|---|
| Claim | | In Service Date | |
| Claim Type | | Repair Date | |
| Claim | | Mileage (Miles) | |

Expense

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information

| | | | |
|---|---|---|---|
| Code | | Name | |
| 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 | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| | | Road Ready ; diesel equipped | | | | | | | | |

## RO Narratives

**(RO) Customer Concern:**

PERFORM PRE-DELIVERY INSPECTION, PLACE OWNER'S MANUALS IN GLOVE BOX, REMOVE PLASTIC FROM SEATS. ROAD TEST AND ADD FUEL

**(RO) Cause:**

NEW VEHICLE PREPARTION

**(RO) Correction:**

PERFORMED PRE-DELIVERY INSPECTION PERFORMED PRE-DELIVERY INSPECTION CHECK ALL FLUIDS REMOVE SHIPPING MODE TEST DROVE AND FILL INSPECTION FORM . INSTALL LISENCE PLATES

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| VIN | | Year | | Body | - |
| Build Date | | Plant | TRUCK ASSEMBLY PLANT | Coverage Code | |

Claim Inform

| | | | |
|---|---|---|---|
| Claim # | | In Service Date | |
| Claim Type | | Repair Date | |
| Claim Status | Paid | Mileage (Miles) | |

Expense

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information

| | | | |
|---|---|---|---|
| Code | | Name | |
| Address | | | |

Condition Infor

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | | Road Ready ; diesel equipped | | | | | | | | |

## 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

Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| VIN | | Year | | Body | - |
| Build Date | | Plant | TRUCK ASSEMBLY PLANT | Coverage Code | |

Claim Inform

| | | | |
|---|---|---|---|
| Claim | | In Service Date | |
| Claim Type | W - Warranty | Repair Date | |
| Claim | | Mileage (Miles) | |

Expense

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information

| | | | | | |
|---|---|---|---|---|---|
| Code | | Name | DODGE | | |
| Address | | | | | |

Condition Infor

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | DEF Fluid Top Off ; Vehicle Delivery Fill - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | | FLUID | 2 | X | | |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
DEF FILL

**(Claim) Cause:**
REQUIRED DEF

**(Claim) Correction:**
FILL TO SPEC

Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| VIN | | | | Body | CAB CHASSIS |
| Build Date | | Plant | SALTILLO TRUCK ASSEMBLY PLANT | Coverage Code | |

Claim Inform

| | | | |
|---|---|---|---|
| Claim | | In Service Date | |
| Claim Type | | Repair Date | |
| Claim | | Mileage (Miles) | |

Expense

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information

| | |
|---|---|
| Code | |
| Address | , , |

Condition Information

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| | | Road Ready ; 6.7 liter diesel equipped | | | | | | | | |

## 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

Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| VIN | | Year | | Body | CREW CAB CHASSIS |
| Build Date | | Plant | TRUCK ASSEMBLY PLANT | Coverage Code | |

Claim Inform

| | | | |
|---|---|---|---|
| Claim | | In Service Date | |
| Claim Type | W - Warranty | Repair Date | |
| Claim | | Mileage (Miles) | |

Expense

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information

| | | | |
|---|---|---|---|
| Code | | Name | |
| 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 | | Transmission, Replace - automatic ; | ML | CHECK /SERVICE SO | | TRANSMISS | 1 | X | | |
| A | | Transmission, Replace - automatic ; | ML | CHECK /SERVICE SO | | BOLT | 6 | | | |
| A | | Transmission, Replace - automatic ; | ML | CHECK /SERVICE SO | | TOC ASSY | | | | |
| A | | Transmission, Replace - automatic ; | ML | CHECK /SERVICE SO | | COOLER | | | | |
| A | | Transmission, Replace - automatic ; Skid plate equipped | | | | TRANSMISS | 1 | X | | |
| A | | Transmission, Replace - automatic ; Skid plate equipped | | | | BOLT | 6 | | | |
| A | | Transmission, Replace - automatic ; Skid plate equipped | | | | TOC ASSY | | | | |
| A | | Transmission, Replace - automatic ; Skid plate equipped | | | | COOLER | | | | |
| A | | Transmission, Replace - automatic ; propeller shaft equipped | | | | TRANSMISS | 1 | X | | |
| A | | Transmission, Replace - automatic ; propeller shaft equipped | | | | BOLT | 6 | | | |
| A | | Transmission, Replace - automatic ; propeller shaft equipped | | | | TOC ASSY | | | | |
| A | | Transmission, Replace - automatic ; propeller shaft equipped | | | | COOLER | | | | |
| A | | Transmission, Replace - automatic ; 4x4/AWD equipped | | | | TRANSMISS | 1 | X | | |
| A | | Transmission, Replace - automatic ; 4x4/AWD equipped | | | | BOLT | 6 | | | |

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| [redacted] | | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | COOLER | [redacted] | | |
| [redacted] | | , thermal cooler bypass | | | [redacted] | TRANSMISS | [redacted] | | |
| A | [redacted] | , thermal cooler bypass | | | [redacted] | BOLT | | | [redacted] |
| A | [redacted] | , thermal cooler bypass | | | [redacted] | TOC ASSY | [redacted] | | |
| A | [redacted] | , thermal cooler bypass | | | [redacted] | COOLER | 1 [redacted] | | |
| A | [redacted] | Oil cooler, external / auxiliary ; All others | | | [redacted] | TRANSMISS | 1 | X | [redacted] |
| A | [redacted] | Oil cooler, external / auxiliary ; All others | | | [redacted] | BOLT | 6 | | [redacted] |
| A | [redacted] | Oil cooler, external / auxiliary ; All others | | | [redacted] | TOC ASSY | 1 | | [redacted] |
| A | [redacted] | Oil cooler, external / auxiliary ; All others | | | [redacted] | COOLER | 1 | | [redacted] |
| A | [redacted] | Digital Imaging ; Process time | | | [redacted] | TRANSMISS | 1 | X | [redacted] |
| A | [redacted] | Digital Imaging ; Process time | | | [redacted] | BOLT | 6 | | [redacted] |
| A | [redacted] | Digital Imaging ; Process time | | | [redacted] | TOC ASSY | 1 | | [redacted] |
| A | [redacted] | Digital Imaging ; Process time | | | [redacted] | COOLER | 1 | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

CUSTOMER STATES THAT THE VEHICLE WILL NOT GO INTO GEAR. PLEASE CHECKAND ADVISE Multi-Point Inspection

**(RO) Cause:**

.

**(RO) Correction:**

INTERNAL TRANSMISSION FAILURE 710SCANNED VEHICLE FOR DTCS FOUND GEARRATIO INCORRECT (ACTIVE). VEHICLE TAKES ABOUT1 TO ENGAGE INTO GEAR AND THEN SLAMS.CHECK ALL CIRCUITS FOR LINARE SOLENOIDS ,AND TEST GOOD, CHECK SHIFTSOLENOID CIRCUIT, FOUND CIRCUIT IS SHORTINGTO GROUND. DRAIN [redacted] TRANSMISSION FLUID, ANDREMOVE TRANS PAN TO CHECK HARNESS INTERNAL O[redacted]NSMISSION, FOUND METAL DEBRIS IN TRANSPAN. SHIFT SOLENOID IS SHORTED TO GROUNDINTERNAL OF SOLENOID. REMOVE VALVE BODY ANDAIR CHECK [redacted] [redacted]ND K1 WEAKENGAGEMENT DURING AIR CHECK. CONTACTED SERVICE CENTER. FILL OUT TRANS DIAGSHEET, REPAIR/ REPLACE WORKSHEET AND TAKEPICTURES OF FLUID AND METAL DEBRIS INSIDETRANSMISSION SERVICE CENTERAPPROVED TRANSMISSION AND TRANS COOLER ANDCOOLER BLOCK. [redacted]EHICLE AND R[redacted] DRIVE SHAFT, SKID PLATE, TRANSFER CASEAND [redacted]ON. INSTALL NEW TRANSMISSIONWITH NEW TORQUE CONVERTER BOLTS. REINSTALLTRANSFER CASE, DRIVE SHAFTS AND SKID PLATE,REPLACE TRANS[redacted]LER VALVE BLOCK ANDTRANSMISSION COOLER. CLEAN OUT TRANSMISSIONCOOLER LINES. START ENGINE AND SE[redacted]LEVEL, PERFORM TRANSMISSION QUICK LEARN ANDREGISTER TRANSMISSION. CLEAR CODES AND TESTDRIVE VEHICLE CHECK FOR CODES AFTER TESTDRIVE NO CODES PRESENT, VEHICLE SHIFT THROUGHALL GEARS PROPERLY MISCELLANEOUS Multi-Point Inspection MIKE SHAW CJDR COMPLIMENTARY MULTI POINT INSPECTION

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

VEH WOULD NOT GO INTO GEAR

**(Claim) Cause:**

**(Claim) Correction:**

REPLACED TRANS AND COOLER, CLEARED , PERFORMED QUICKLEARN, AND TEST DROVE

Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| VIN | | Year | | Body | - |
| Build Date | | Plant | TRUCK ASSEMBLY PLANT | Coverage Code | |

Claim Inform

| | | | |
|---|---|---|---|
| Claim | | In Service Date | |
| Claim Type | W - Warranty | Repair Date | |
| Claim | | Mileage (Miles) | |

Expense

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information

| | | | |
|---|---|---|---|
| Code | | Name | |
| 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 | | DEF Fluid Top Off ; Vehicle Delivery Fill - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | | FLUID | 2 | X | | |

## RO Narratives

**(RO) Customer Concern:**

INSPECTION: PERFORM INSPECTION GUARDS FILL DEF TANK +FLUID: CUSTOMER REQUEST DIESEL EXHAUST FLUID|TANK FILL UP

**se:**

NA

**(RO) Correction:**

INSPECTION COMPLETED DEF TANK FILL UP COMPLETE

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| VIN | | | | Body | - CAB CHASSIS |
| Build Date | | Plant | SALTILLO TRUCK ASSEMBLY PLANT | Coverage Code | |

Claim Inform

| | | | |
|---|---|---|---|
| Claim | | In Service Date | |
| Claim Type | | Repair Date | |
| Claim | | Mileage (Miles) | |

Expense

| Labor | | Sublet | | | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information

| | | | |
|---|---|---|---|
| Code | | Name | |
| Address | | | |

Condition Informa

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Number | Name | Quantity | Failed | Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | | Road Ready ; diesel equipped | | | | | | | | |

## RO Narratives

**(RO) Customer Concern:**

PRE DELIVERY NEW CAR INSPECTION COMPLETED THE PDI AND FLUID FILL. ( -) DEF FLUID ( -)

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| VIN | | Year | | Body | CAB CHASSIS |
| Build Date | | Plant | SALTILLO TRUCK ASSEMBLY PLANT | Coverage Code | |

Claim Inform

| | | | |
|---|---|---|---|
| Claim | | In Service Date | |
| Claim Type | W - Warranty | Repair Date | |
| Claim | | Mileage (Miles) | |

Expense

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information

| | | | |
|---|---|---|---|
| Code | | Name | |
| Address | | | |

Condition Informa

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | DEF Fluid Top Off ; Vehicle Delivery Fill - Cab Chassis Models Only - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | | FLUID | | | | |

## RO Narratives

**(RO) Customer Concern:**

PRE DELIVERY NEW CAR INSPECTION COMPLETED THE PDI AND FLUID FILL. ( -) DEF FLUID ( -)

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| VIN | | Year | | Body | REG CAB CHASSIS |
| Build Date | | Plant | ASSEMBLY PLANT | Coverage Code | |

Claim Inform

| | | | |
|---|---|---|---|
| Claim | | In Service Date | |
| Claim Type | W - Warranty | Repair Date | |
| Claim | | Mileage (Miles) | |

Expense

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information

| | | | |
|---|---|---|---|
| Code | | Name | - |
| Address | | | |

Condition In

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | DEF Fluid Top Off ; Vehicle Delivery Fill - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | | FLUID | | | | |

## RO Narratives

**(RO) Customer Concern:**

TOP OFF DEF

**(RO) Cause:**

.

**(RO) Correction:**

FUEL/EXHAUST

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| VIN | | Year | | Body | - |
| Build Date | | Plant | TRUCK ASSEMBLY PLANT | Coverage Code | |

Claim Inform

| | | | |
|---|---|---|---|
| Claim # | | In Service Date | |
| Claim Type | | Repair Date | |
| Claim Status | Paid | Mileage (Miles) | |

Expense

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information

| | |
|---|---|
| Code | |
| 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 | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Rear Wheel Flares - | | | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | | Road Ready ; diesel equipped | | | | | | | | |

## 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

Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| VIN | | Year | | Body | CREW CAB CHASSIS |
| Build Date | | Plant | TRUCK ASSEMBLY PLANT | Coverage Code | |

Claim Inform

| | | | |
|---|---|---|---|
| Claim | | In Service Date | |
| Claim Type | W - Warranty | Repair Date | |
| Claim | | Mileage (Miles) | |

Expense

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information

| | | | |
|---|---|---|---|
| Code | | Name | |
| Address | | | |

Condition Infor

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | DEF Fluid Top Off ; Vehicle Delivery Fill - Cab Chassis Models Only - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | | FLUID | 1 | X | | |

## 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

Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| VIN | | Year | | Body | - CREW CAB CHASSIS |
| Build Date | | Plant | TRUCK ASSEMBLY PLANT | Coverage Code | |

Claim Inform

| | | | |
|---|---|---|---|
| Claim | | In Service Date | |
| Claim Type | W - Warranty | Repair Date | |
| Claim | | Mileage (Miles) | |

Expense

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information

| | | | | | |
|---|---|---|---|---|---|
| Code | | Name | | | |
| Address | | | | | |

Condition Informati

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | DEF Fluid Top Off ; Vehicle Delivery Fill - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | | FLUID | 2 | X | | |

## RO Narratives

**(RO) Customer Concern:**

TOP OFF WITH DEF AND FINAL INSPECTION SEND TO DETAIL DEF FLUID IS LOW TOPPED OFF WITH DEF ( -) PERFORM MULTIPOINT INSPECTION ( -) PERFORMED MULTIPOINT INSPECTION

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| VIN | | Year | | Body | CREW CAB CHASSIS |
| Build Date | | Plant | SALTILLO TRUCK ASSEMBLY PLANT | Coverage Code | |

Claim Inform

| | | | |
|---|---|---|---|
| Claim # | | In Service Date | |
| Claim Type | | Repair Date | |
| Claim Status | Paid | Mileage (Miles) | |

Expense

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information

| | | | |
|---|---|---|---|
| Code | | Name | |
| Address | | | |

Condition Info

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | | Road Ready ; diesel equipped | | | | | | | | |

## 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

Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| VIN | | Year | | Body | - CAB |
| Build Date | | Plant | TRUCK ASSEMBLY PLANT | Coverage Code | |

Claim Inform

| | | | |
|---|---|---|---|
| Claim # | | In Service Date | |
| Claim Type | | Repair Date | |
| Claim Status | Paid | Mileage (Miles) | |

Expense

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| Labor | | Sublet | | | | Total Paid | |

Dealer Information

| | | | |
|---|---|---|---|
| Code | | Name | |
| Address | | | |

Condition Infor

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Number | Name | Quantity | Failed | Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Rear Wheel Flares - | | | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | | Road Ready ; diesel equipped | | | | | | | | |

## 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

Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| VIN | | Year | | Body | BIG |
| Build Date | | Plant | SALTILLO TRUCK ASSEMBLY PLANT | Coverage Code | |

Claim Inform

| | | | |
|---|---|---|---|
| Claim # | | In Service Date | |
| Claim Type | | Repair Date | |
| Claim Status | Paid | Mileage (Miles) | |

Expense

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| Labor | | Sublet | | Part | | Total Paid | |

Dealer Information

| | | | |
|---|---|---|---|
| Code | | Name | |
| Address | | | |

Condition Inform

| Condition Code | | Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | | Road Ready ; diesel equipped | | | | | | | | |

## 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

Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| VIN | | | | Body | |
| Build Date | | Plant | TRUCK ASSEMBLY PLANT | Coverage Code | |

Claim Inform

| | | | |
|---|---|---|---|
| Claim | | In Service Date | |
| Claim Type | W - Warranty | Repair Date | |
| Claim | | Mileage (Miles) | |

Expense

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| Labor | | Sublet | | Part | | Total Paid | |

Dealer Information

| | | | |
|---|---|---|---|
| Code | | Name | |
| 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 | | Engine Mechanical, Trouble Not Found ; Engine Leaks | OD | | | | | | | |

## RO Narratives

**(RO) Customer Concern:**

AUTO TRANSMISSION CHECK TIRE PRESSURE

**(RO) Cause:**

Verify concern, inspect fluid level and condition

**(RO) Correction:**

- Engine Mechanical, Trouble Not Found Engine Leaks

**(RO) Technical Notes:**

## GCS Narratives

**(Claim) Customer Concern:**

AUTO TRANSMISSION *AUTOMATIC TRANSMISSION CONCERN

**(Claim) Cause:**

Verify concern, inspect fluid level and condition and found level correct ,flu

**(Claim) Correction:**

Vehicle being towed back to selling dealer. No service action performed.

Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| VIN | | Year | | Body | CREW CAB CHASSIS |
| Build Date | | Plant | TRUCK ASSEMBLY PLANT | Coverage Code | |

Claim Inform

| | | | |
|---|---|---|---|
| Claim | | In Service Date | |
| Claim Type | | Repair Date | |
| Claim | | Mileage (Miles) | |

Expense

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| Labor | | Sublet | | Part | | Total Paid | |

Dealer Information

| | | | |
|---|---|---|---|
| Code | | Name | |
| Address | | | |

Condition Infor

| Condition Code | | Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | | Road Ready ; diesel equipped | | | | | | | | |

## 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

Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| VIN | | Year | | Body | - |
| Build Date | | Plant | TRUCK ASSEMBLY PLANT | Coverage Code | |

Claim Information

| | | | |
|---|---|---|---|
| Claim # | | In Service Date | |
| Claim Type | | Repair Date | |
| Claim Status | | Mileage (Miles) | |

Expense

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| Labor | | Sublet | | Part | | Total Paid | |

Dealer Information

| | | | |
|---|---|---|---|
| Code | | Name | |
| 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 | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | | Road Ready ; diesel equipped | | | | | | | | |

## 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

Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| VIN | | Year | | Body | - |
| Build Date | | Plant | TRUCK ASSEMBLY PLANT | Coverage Code | |

Claim Inform

| | | | |
|---|---|---|---|
| Claim # | | In Service Date | |
| Claim Type | - | Repair Date | |
| Claim Status | Paid | Mileage (Miles) | |

Expense

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information

| | | | |
|---|---|---|---|
| Code | | Name | |
| Address | | | |

Condition Inform

| Condition Code | | Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Ready ; Test | | | | | | | | |
| A | | Ready ; diesel equipped | | | | | | | | |

## 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

Vehicle Information

| VIN | | Year | | Body | - | CAB |
|---|---|---|---|---|---|---|
| Build Date | | Plant | TRUCK ASSEMBLY PLANT | Coverage Code | | |

Claim Inform

| Claim | | In Service Date | |
|---|---|---|---|
| Claim Type | W - Warranty | Repair Date | |
| Claim | | Mileage (Miles) | |

Expense

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information

| Code | | Name | - |
|---|---|---|---|
| Address | | | |

Condition Inform

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| | | Module, mission Control ; diesel w/ | | | | BODY ASSY | 1 | | | |
| | | Module, mission Control ; diesel w/ | | | | WIRING | 1 | | | |
| | | Module, mission Control ; diesel w/ | | | | GASKET | 1 | | | |
| | | Module, mission Control ; diesel w/ | | | | FLUID | | | | |
| | | Module, mission Control ; diesel w/ | | | | TRANS | | X | | |
| | | Module, mission Control ; diesel w/ | | | | BOLT | 6 | | | |
| | | Module, mission Control ; diesel w/ | | | | BOOT | | | | |
| | | Module, mission Control ; diesel w/ | | | | BOLT | | | | |
| | | Module, mission Control ; diesel w/ | | | | BOLT | 4 | | | |
| | | Module, mission Control ; diesel w/ | | | | MODULE | 1 | | | |
| | | mis DEF equipped 4x4 ; | | | | BODY ASSY | | | | |
| A | | mission ; DEF equipped 4x4 pick-up only | | | | WIRING | | | | |
| A | | mission ; DEF equipped 4x4 pick-up only | | | | GASKET | | | | |
| A | | mission ; DEF equipped 4x4 pick-up only | | | | FLUID | | | | |
| A | | mission ; DEF equipped 4x4 pick-up only | | | | TRANS | | X | | |

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Transmission ; DEF equipped [redacted] pick-up only | | | [redacted] | BOOT | 1 | | [redacted] |
| A | [redacted] | Transmission ; DEF equipped [redacted] pick-up only | | | [redacted] | BOLT | 4 | | [redacted] |
| A | [redacted] | Transmission ; DEF equipped [redacted] pick-up only | | | [redacted] | BOLT | 4 | | [redacted] |
| A | [redacted] | Transmission ; DEF equipped [redacted] pick-up only | | | [redacted] | MODULE | 1 | | [redacted] |
| A | [redacted] | Transmission, Replace - automatic[redacted] | ML | CHECK /SERVICE SO | [redacted] | BODY ASSY | 1 | | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted]/SERVICE [redacted] SO | [redacted] | WIRING | 1 | | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted]/SERVICE [redacted] SO | [redacted] | GASKET | | | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted]/SERVICE [redacted] SO | [redacted] | FLUID AFT | [redacted] | | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted]/SERVICE [redacted] SO | [redacted] | TRANSMISS | [redacted] | | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted]/SERVICE [redacted] SO | [redacted] | BOLT | 6 | | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted]/SERVICE [redacted] SO | [redacted] | BOOT | 1 | | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted]/SERVICE [redacted] SO | [redacted] | BOLT | 4 | | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted]/SERVICE [redacted] SO | [redacted] | BOLT | 4 | | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted]/SERVICE [redacted] SO | [redacted] | MODULE | 1 | | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; [redacted]ipped | | [redacted] | [redacted] | BODY ASSY | | | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | WIRING | [redacted] | | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | GASKET | [redacted] | | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | FLUID AFT | [redacted] | | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | TRANSMISS | [redacted] | | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | BOLT | 6 | | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | BOOT | 1 | | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | BOLT | 4 | | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | BOLT | 4 | | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | | | [redacted] | MODULE | 1 | | [redacted] |
| | [redacted] | | | | [redacted] | | | | [redacted] |
| | [redacted] | | | | | | | | |

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| | | equipped | | | | | | | |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | WIRING | [redacted] | | |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | GASKET | [redacted] | | |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | FLUID AFT | [redacted] | | |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | BOLT | 6 | | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | | | | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | [redacted] | | | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | BOLT | 4 | | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | MODULE | | | [redacted] |
| A | [redacted] | Pan, Oil - Related Repairs ; Aisin Transmission | | | [redacted] | BODY ASSY | [redacted] | | |
| A | [redacted] | Pan, Oil - Related Repairs ; Aisin Transmission | | | [redacted] | WIRING | [redacted] | | |
| A | [redacted] | Pan, Oil - Related Repairs ; Aisin Transmission | | | [redacted] | GASKET | [redacted] | | |
| A | [redacted] | Pan, Oil - Related Repairs ; Aisin Transmission | | | [redacted] | FLUID AFT | 5 | | |
| A | [redacted] | Pan, Oil - Related Repairs ; Aisin Transmission | | | [redacted] | TRANSMISS | 1 | X | |
| A | [redacted] | Pan, Oil - Related Repairs ; Aisin Transmission | | | [redacted] | BOLT | 6 | | [redacted] |
| A | [redacted] | Pan, Oil - Related Repairs ; Aisin Transmission | | | [redacted] | | | | [redacted] |
| A | [redacted] | Pan, Oil - Related Repairs ; Aisin Transmission | | | [redacted] | BOLT | 4 | | [redacted] |
| A | [redacted] | Pan, Oil - Related Repairs ; Aisin Transmission | | | [redacted] | BOLT | 4 | | [redacted] |
| A | [redacted] | Pan, Oil - Related Repairs ; Aisin Transmission | | | [redacted] | MODULE | 1 | | [redacted] |
| A | [redacted] | Valve Body ; Valve body - Replace - Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled) | | | [redacted] | BODY ASSY | 1 | | [redacted] |
| A | [redacted] | Valve Body ; Valve body - Replace - Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled) | | | [redacted] | WIRING | | | [redacted] |
| A | [redacted] | Valve Body ; Valve body - Replace - Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled) | | | [redacted] | GASKET | [redacted] | | |
| A | [redacted] | Valve Body ; Valve body - Replace - Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled) | | | [redacted] | FLUID AFT | 5 | | |
| A | [redacted] | Valve Body ; Valve body - Replace - Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled) | | | [redacted] | TRANSMISS | 1 | X | [redacted] |
| A | [redacted] | Valve Body ; Valve body - Replace - Aisin | | | [redacted] | BOLT | 6 | | [redacted] |

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | [redacted] (3 - Highly Skilled) | | | | | 1 | | | |
| A | [redacted] | Valve Body ; Valve body - [redacted] (3 - Highly Skilled) | | | [redacted] | BOLT | 4 | | [redacted] | |
| A | [redacted] | Valve Body ; Valve body - [redacted] (3 - Highly Skilled) | | | [redacted] | BOLT | 4 | | [redacted] | |
| A | [redacted] | Valve Body ; Valve body - [redacted] (3 - Highly Skilled) | | | [redacted] | MODULE | | | [redacted] | |
| A | [redacted] | Harness wiring ; [redacted] wiring harness - Replace (3 - Highly Skilled) | | | [redacted] | BODY ASSY | 1 | | [redacted] | |
| A | [redacted] | Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled) | | | [redacted] | WIRING | | | [redacted] | |
| A | [redacted] | Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled) | | | [redacted] | GASKET | [redacted] | | | |
| A | [redacted] | Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled) | | | [redacted] | FLUID AFT | [redacted] | | | [redacted] |
| A | [redacted] | Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled) | | | [redacted] | TRANSMISS | 1 | X | [redacted] | [redacted] |
| A | [redacted] | Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled) | | | [redacted] | BOLT | 6 | | [redacted] | |
| A | [redacted] | Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled) | | | [redacted] | | 1 | | [redacted] | |
| A | [redacted] | Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled) | | | [redacted] | BOLT | 4 | | [redacted] | |
| A | [redacted] | Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled) | | | [redacted] | BOLT | 4 | | [redacted] | |
| A | [redacted] | Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled) | | | [redacted] | MODULE | | | [redacted] | |
| | [redacted] | Module, Engine Control (ECM) ; Module, Engine Control (ECM) - Reprogram (Aisin Transmission) | CC | SENDING UNITS/SENSORS | [redacted] | | [redacted] | | | [redacted] |

[redacted] [redacted]

## RO Narratives

**(RO) Customer Concern:**

CUSTOMER STATES THAT WHILE TOWING ASIDE BY SIDE AND CUSTOMER STATED THAT THE VEHICLE QUIT PULLING-- CUSTOMER STATES THAT HE DOES NOT HAVE DRIVE BUT HAS REVERSE CUSTOMER STATES CHECK ENGINE LIGHT IS ON

--

[redacted]

[redacted] [redacted]

### (RO) Correction:

Internal transmission failure. Found vehicledoes not move in drive. Checked transmissionfluid level, level ok. Found dtc gear 1shift incorrect ratio. Measured resistance oflinear solenoids , and 7, all withinspecification. Tested , , , , , , and circuits for open/highresistance, short to ground, and short toother [redacted] not moving in drive.Replaced transmission on def, , and driveshaft equippe[redacted]k. Replaced tcmand updated from current part number [redacted]o targeted part number . [redacted] to targetedpart number . Test drove vehicle,no further problems found. GENERAL REPAIR Internal transmission failure. See [redacted]for de[redacted]STOMER STATES CHECK ENGINE LIGHT IS ON REPAIR ORDER COMM[redacted]

### (RO) Technical Notes:

NA

## GCS Narratives

### (Claim) Customer Concern:

CUSTOMER STATES THAT WHILE TOWING A SIDE BY SIDE AND CUSTOMER STATED THAT THE VEHICLE QUIT PULLING-- CUSTOMER STATES THAT HE DOES NOT HAVE DRIVE BUT HAS RE VERSE

### (Claim) Cause:

INTERNAL TRANSMISSION FAILURE

### (Claim) Correction:

FOUND VEHICLE DOES NOT MOVE IN DRIVE. CHECKED TRANSMISSION FLUID LEVEL, LEVEL OK. FOUND GEAR 1 SHIFT INCORRECT RATIO. MEASURED RESISTANCE OF LI NEAR SOLENOIDS , AND 7, ALL WITHIN SPECIFICATION. TESTED , , NEAR SOLENOIDS , AND 7, ALL WITHIN SPECIFICATION. TESTED , , , , , , AND CIRCUITS FOR OPEN/HIGH RESISTANCE, SHORT TO GRO , , , AND CIRCUITS FOR[redacted]H RESISTANCE, SHORT TO GROU ND, AND SHORT TO OTHER CIRCUITS, NO PR[redacted]LEMS FOUND. REPLACED VALVE BODY AND I[redacted] S[redacted]RT TO OTHER CIRCU[redacted] NO PROBLEMS FOUND. REPLACED VALVE B[redacted]A[redacted]N[redacted]M[redacted]P[redacted]H[redacted]ESS. [redacted]URNED, VEHICLE STILL NOT MOVING IN DRIVE. REP NTERN[redacted]V[redacted]G [redacted]NESS.[redacted] RETURNED, VEHICLE STILL NOT MOVING IN DRIVE. REPL ACED TRANSMISSION ON DEF, , AND DRIVESHAFT EQUIPPED TRUCK. REPLA LACED TRANSMISSION ON DEF, , AND DRIVESHAFT EQUIPPED TRUCK. REPL ACED TCM AND UPDATED FROM CURR[redacted] PART NUMBER TO TARGETED PART NUM CED TCM AND UPDATED FROM C[redacted]RENT PART NUMBER TO TARGETED PART NUMB . PERFORMED [redacted]CK LE[redacted]EARED DTCS. PCM UPDATE AVAILABLE. ER . PERFORME[redacted]UICK L[redacted]CLEARED DTCS. PCM UPDATE AVAILABLE. UPDATED PCM FROM CURRENT PART NUMBER [redacted]ARGETED PART NUMBER UPDATED PCM FROM CURRENT PART NUMBER [redacted] TARGETED PART NUMBE[redacted] [redacted]TEST DROVE VEHICLE, NO FURTHER PROBLEMS FOUND. . TEST DROVE [redacted]D FURTHER PROBLEMS FOUND.

Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| VIN | | Year | | Body | - |
| Build Date | | Plant | TRUCK ASSEMBLY PLANT | Coverage Code | |

Claim Information

| | | | |
|---|---|---|---|
| Claim | | In Service Date | |
| Claim Type | W - Warranty | Repair Date | |
| Claim [redacted] | [redacted] | Mileage (Miles) | [redacted] |

Expense [redacted]

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information [redacted]

| | | | | | |
|---|---|---|---|---|---|
| Code | | Name | | | |
| Address | | | | | |

Condition Information [redacted]

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | DEF Fluid Top Off ; Vehicle Delivery Fill - See LOP note for vehicle specific allowances. | | FLUID HIGH OR LOW | | FLUID | 2 | X | | |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
FILL DEF

**(Claim) Cause:**
FILL TO SPEC

**(Claim) Correction:**
DEF FILLED

Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| VIN | | Year | | Body | CREW CAB CHASSIS |
| Build Date | | Plant | TRUCK ASSEMBLY PLANT | Coverage Code | |

Claim Information

| | | | |
|---|---|---|---|
| Claim # | | In Service Date | |
| Claim Type | | Repair Date | |
| Claim Status | Paid | Mileage (Miles) | |

Expense

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information

| | | | |
|---|---|---|---|
| Code | | Name | |
| 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 | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | | Road Ready ; diesel equipped | | | | | | | | |

## 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

Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| VIN | | Year | | Body | - LONGHORN CREW CAB 4X4 |
| Build Date | | Plant | TRUCK ASSEMBLY PLANT | Coverage Code | |

Claim Information

| | | | |
|---|---|---|---|
| Claim | | In Service Date | |
| Claim Type | | Repair Date | |
| Claim | Paid | Mileage (Miles) | |

Expense

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| Labor | | Sublet | | Part | | Total Paid | |

Dealer Information

| | | | | | |
|---|---|---|---|---|---|
| Code | | Name | | | |
| 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 | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Rear Wheel Flares - | | | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | | Road Ready ; diesel equipped | | | | | | | | |

## RO Narratives

**(RO) Customer Concern:**

SALES DEPT. REQUESTS THAT THE PRE-DELIVERY INSPECTION BE COMPLETED AS REQUIRED BY MANUFACTURE, INCLUDING AFFIXING AN EMISSIONS EXEMPTION STICKER. DEF

**(RO) Cause:**

PDI AND REAR FENDER FLARES

**(RO) Correction:**

AND REAR FENDER FLARES AND INSTALL REAR FENDER FLARES SALES DEPT. REQUESTS THATTHE PRE-DELIVERY INSPECTION BE COMPLETED AS REQUIRED BY MANUFACTURE, INCLUDING AFFIXING AN EMISSIONS EXEMPTION STICKER. EXHAUST CONCERN

**(RO) Technical Notes:**

## GCS Narratives

**(Claim) Customer Concern:**

**(Claim) Cause:**

**(Claim) Correction:**

NA

Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| VIN | | Year | | Body | - LONGHORN CREW CAB |
| Build Date | | Plant | TRUCK ASSEMBLY PLANT | Coverage Code | |

Claim Information

| | | | |
|---|---|---|---|
| Claim | | In Service Date | |
| Claim Type | W - Warranty | Repair Date | |
| Claim Status | Paid | Mileage (Miles) | |

Expense

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| Labor | | Sublet | | Part | | Total Paid | |

Dealer Information

| | | | |
|---|---|---|---|
| Code | | Name | |
| 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 | | DEF Fluid Top Off ; Vehicle Delivery Fill - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | | FLUID | 5 | X | | |

## RO Narratives

### (RO) Customer Concern:

SALES DEPT. REQUESTS THAT THE PRE-DELIVERY INSPECTION BE COMPLETED AS REQUIRED BY MANUFACTURE, INCLUDING AFFIXING AN EMISSIONS EXEMPTION STICKER. DEF

### (RO) Cause:

PDI AND REAR FENDER FLARES

### (RO) Correction:

AND REAR FENDER FLARES AND INSTALL REAR FENDER FLARES SALES DEPT. REQUESTS THATTHE PRE-DELIVERY INSPECTION BE COMPLETED AS REQUIRED BY MANUFACTURE, INCLUDING AFFIXING AN EMISSIONS EXEMPTION STICKER. EXHAUST CONCERN

### (RO) Technical Notes:

NA

## GCS Narratives

### (Claim) Customer Concern:

NA

### (Claim) Cause:

NA

### (Claim) Correction:

NA

Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| VIN | | Year | | Body | REG CAB CHASSIS |
| Build Date | | Plant | SALTILLO TRUCK ASSEMBLY PLANT | Coverage Code | |

Claim Information

| | | | |
|---|---|---|---|
| Claim # | | In Service Date | |
| Claim Type | | Repair Date | |
| Claim Status | Paid | Mileage (Miles) | 0 |

Expense

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| Labor | | Sublet | | Part | | Total Paid | |

Dealer Information

| | | | |
|---|---|---|---|
| Code | | Name | |
| 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 | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |

## 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

Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| VIN | | Year | | Body | CREW CAB CHASSIS |
| Build Date | | Plant | SALTILLO TRUCK ASSEMBLY PLANT | Coverage Code | |

Claim Information

| | | | |
|---|---|---|---|
| Claim # | | In Service Date | |
| Claim Type | | Repair Date | |
| Claim Status | Paid | Mileage (Miles) | 0 |

Expense

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information

| | | | | | |
|---|---|---|---|---|---|
| Code | | Name | | | |
| 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 | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | | Road Ready ; diesel equipped | | | | | | | | |

## 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

Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| VIN | | Year | | Body | - |
| Build Date | | Plant | SALTILLO TRUCK ASSEMBLY PLANT | Coverage Code | |

Claim Information

| | | | |
|---|---|---|---|
| Claim # | | In Service Date | |
| Claim Type | | Repair Date | |
| Claim Status | Paid | Mileage (Miles) | 0 |

Expense

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| Labor | | Sublet | | | | Total Paid | |

Dealer Information

| | | | | | |
|---|---|---|---|---|---|
| Code | | Name | THE | | |
| Address | | | | | |

Condition Information

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Number | Name | Quantity | Failed | Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | | Road Ready ; diesel equipped | | | | | | | | |

## 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

Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| VIN | | Year | | Body | |
| Build Date | | Plant | TRUCK ASSEMBLY PLANT | Coverage Code | |

Claim Information

| | | | |
|---|---|---|---|
| Claim | | In Service Date | |
| Claim Type | T - Transportation | Repair Date | |
| Claim Status | Paid | Mileage (Miles) | 15 |

Expense

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information

| | | | |
|---|---|---|---|
| Code | | Name | |
| 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 | | Basic paint preparation ; paint preparation | UC | UNCODABLE (NARRATIVE REQUIRED) | | PAINT SUP | 1 | X | | |
| A | | Panel, Quarter-One side ; Paintless Dent | | | | PAINT SUP | 1 | X | 304.20 | |

## 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

Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| VIN | | Year | | Body | - LIMITED |
| Build Date | | Plant | SALTILLO TRUCK ASSEMBLY PLANT | Coverage Code | |

Claim Information

| | | | |
|---|---|---|---|
| Claim | | In Service Date | |
| Claim Type | | Repair Date | |
| Claim Status | Paid | Mileage (Miles) | 10 |

Expense

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information

| | | | |
|---|---|---|---|
| Code | | Name | |
| 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 | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | CLEANER | 1 | X | | |
| A | 8590005R | Road Ready ; Road Test | | | | CLEANER | 1 | X | | |
| A | | Road Ready ; diesel equipped | | | | CLEANER | 1 | X | | |

## 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

Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| VIN | | Year | | Body | REG CAB CHASSIS |
| Build Date | | Plant | SALTILLO TRUCK ASSEMBLY PLANT | Coverage Code | |

Claim Information

| | | | |
|---|---|---|---|
| Claim | | In Service Date | |
| Claim Type | W - Warranty | Repair Date | |
| Claim Status | Paid | Mileage (Miles) | |

Expense

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information

| | | | | | |
|---|---|---|---|---|---|
| Code | | Name | | | |
| 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 | | DEF Fluid Top Off ; Vehicle Delivery Fill - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | | FLUID | 2 | X | | |

## RO Narratives

### (RO) Customer Concern:

FLEET DETAIL - FINAL WASH, VACUUM, CLEAN WINDOWS, WIPE INTERIOR./SOLD B-LINK PER TINO H./CANNOT PERFORM STATE INSPECTION ON INCOMPLETE VEHICLE/ COMPLETED /NO OPEN RECALLS OR RRTS AT TIME OF DELIVERY/ SEAL INV DEF LABOR INTERNAL DEF FLUID WARRANTY - OP CODE

### (RO) Cause:

WASH-VA CLEAN WINDOWS-WIPE DOWN INTERIOR. FILL / TOPOFF DE RIOR TO DELIVERY TOP OFF DEF FLUID FOR NEW DELIVERYLABOR OP CODE ONLY BE USED ONCEFOR THE DEF FILL/TOPOFF PRIOR TO DELIVERY.

### (RO) Correction:

FLEET DETAIL - FINAL WASH, VACUUM WS, WIPE INTERIOR. SEAL/FLEET CLEAN/ FLEET DETAIL - FINAL WASH, VACUUM, CLEAN WINDOWS, WIPE INTERIOR. SUBLET REPAIRS DEF LABOR INTERNAL DEF FLUID WARRANTY - OP CODE

### (RO) Technical Notes:

NA

## GCS Narratives

### (Claim) Customer Concern:

ADDED DEF FLUID DURING PDI/SALES

### (Claim) Cause:

ADDED DEF FLUID DURING PDI/SALES

### (Claim) Correction:

ADDED DEF FLUID DURING PDI/SALES

Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| VIN | | | | Body | - LIMITED CREW CAB 4X4 |
| Build Date | | Plant | TRUCK ASSEMBLY PLANT | Coverage Code | |

Claim Information

| | | | |
|---|---|---|---|
| Claim # | | In Service Date | |
| Claim Type | | Repair Date | |
| Claim Status | Paid | Mileage (Miles) | 0 |

Expense

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| Labor | | Sublet | | | | Total Paid | |

Dealer Information

| | | | |
|---|---|---|---|
| Code | | Name | |
| Address | | | |

Condition Information

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Number | Name | Quantity | Failed | Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | | Road Ready ; diesel equipped | | | | | | | | |

## 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

Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| VIN | | | | Body | CAB CHASSIS |
| Build Date | | Plant | SALTILLO TRUCK ASSEMBLY PLANT | Coverage Code | |

Claim Information

| | | | |
|---|---|---|---|
| Claim # | | In Service Date | |
| Claim Type | | Repair Date | |
| Claim Status | Paid | Mileage (Miles) | 0 |

Expense

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| Labor | | Sublet | | Part | | Total Paid | |

Dealer Information

| | | | |
|---|---|---|---|
| Code | | Name | OF |
| 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 | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| | | Road Ready ; diesel equipped | | | | | | | | |

## 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

Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| VIN | | Year | | Body | |
| Build Date | | Plant | SALTILLO TRUCK ASSEMBLY PLANT | Coverage Code | |

Claim Information

| | | | |
|---|---|---|---|
| Claim # | | In Service Date | |
| Claim Type | | Repair Date | |
| Claim Status | Paid | Mileage (Miles) | 0 |

Expense

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information

| | | | | | |
|---|---|---|---|---|---|
| Code | | Name | | | |
| 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 | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | | Road Ready ; diesel equipped | | | | | | | | |

## 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

Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| VIN | | Year | | Body | CAB CHASSIS |
| Build Date | | Plant | TRUCK ASSEMBLY PLANT | Coverage Code | |

Claim Information

| | | | |
|---|---|---|---|
| Claim | | In Service Date | |
| Claim Type | W - Warranty | Repair Date | |
| Claim Status | Paid | Mileage (Miles) | 6 |

Expense

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information

| | | | | | |
|---|---|---|---|---|---|
| Code | | Name | RAM | | |
| 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 | | DEF Fluid Top Off ; Vehicle Delivery Fill - Cab Chassis Models Only - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | | FLUID | 2 | X | | |

## RO Narratives

### (RO) Customer Concern:

PRE-DELIVERY STATE INSPECTION INSTALL ETCH INSTALL LIC PLATE BRKT PLATES AND STARS ADD DIESEL EXHAUST FLUID INSTALL MUD FLAPS ALL DETAIL

### (RO) Cause:

DELIVERY TOP OFF

### (RO) Correction:

PRE-DELIVERY STATE INSPECTION INSTALL ETCH ETCH INSTALL ETCH MISC. SHOP CHARGES INSTALL LIC PLATE BRKT PLATES AND STARS ADD DIESEL EXHAUST FLUID INSTALL MUD FLAPS ALL DETAIL ALL ALL DETAIL SUBLET REPAIRS

### (RO) Technical Notes:

NA

## GCS Narratives

### (Claim) Customer Concern:

NA

### (Claim) Cause:

NA

### (Claim) Correction:

NA

Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| VIN | | Year | | Body | - LONGHORN CREW CAB |
| Build Date | | Plant | TRUCK ASSEMBLY PLANT | Coverage Code | |

Claim Information

| | | | |
|---|---|---|---|
| Claim | | In Service Date | |
| Claim Type | W - Warranty | Repair Date | |
| Claim Status | Paid | Mileage (Miles) | 14 |

Expense

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information

| | | | |
|---|---|---|---|
| Code | | Name | |
| 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 | | DEF Fluid Top Off ; Vehicle Delivery Fill - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | | FLUID | 2 | X | | |

## RO Narratives

**(RO) Customer Concern:**

DEF FILL

**(RO) Cause:**

.

**(RO) Correction:**

**(RO) Technical Notes:**

## GCS Narratives

**(Claim) Customer Concern:**

DEF FILL

**(Claim) Cause:**

.

**(Claim) Correction:**

NA

Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| VIN | | Year | | Body | - CAB CHASSIS |
| Build Date | | Plant | TRUCK ASSEMBLY PLANT | Coverage Code | |

Claim Information

| | | | |
|---|---|---|---|
| Claim | | In Service Date | |
| Claim Type | | Repair Date | |
| Claim Status | Paid | Mileage (Miles) | 3 |

Expense

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information

| | | | | | |
|---|---|---|---|---|---|
| Code | | Name | | | |
| 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 | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | | Road Ready ; diesel equipped | | | | | | | | |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
ADD DEF FLUID

**(Claim) Cause:**
ADD DEF FLUID

**(Claim) Correction:**
ADD DEF FLUID

Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| VIN | | Year | | Body | BIG |
| Build Date | | Plant | TRUCK ASSEMBLY PLANT | Coverage Code | |

Claim Information

| | | | |
|---|---|---|---|
| Claim | | In Service Date | |
| Claim Type | | Repair Date | |
| Claim Status | Paid | Mileage (Miles) | 4 |

Expense

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information

| | | | |
|---|---|---|---|
| Code | | Name | |
| 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 | | Road Ready ; Basic Prep | NU | NEW PREP | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | | Road Ready ; 6.7 liter diesel equipped | | | | | | | | |

## RO Narratives

**(RO) Customer Concern:**

NEW PRE DELIVERY INSPECTION INSTALL LOJACK FLUID ADD FLUID ADD

**(RO) Cause:**

NEW INSPECTION LOJACK DEF FLUID WASHER FLUID

**(RO) Correction:**

2 NEW INSPECTION NEW PREP/ROAD TEST/DIESEL EQUIPPED Road Ready Basic Prep ROAD READY ROAD TEST ROAD READY- DIESEL EQUIPPED ROAD READY ROAD TEST ROAD READY- DIESEL EQUIPPED LOJACK INSTALLED INSTALL LOJACK FLUID ADDED DIESEL EXHAUSTFLUID DEF FLUID TOP OFF DELIVERY 2 WASHER FLUID TOPPED OFF WINDSHIELD WASHERFLUID Washer fluid, Top off only WASHER FLUID-Add (Material only) (D)

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NEW PRE DELIVERY INSPECTION

**(Claim) Cause:**

NEW INSPECTION

**(Claim) Correction:**

NEW VEHICLE PREP/ROAD TEST/DIESEL EQUIPPED

Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| VIN | | Year | | Body | |
| Build Date | | Plant | TRUCK ASSEMBLY PLANT | Coverage Code | |

Claim Information

| | | | |
|---|---|---|---|
| Claim | | In Service Date | |
| Claim Type | W - Warranty | Repair Date | |
| Claim Status | Paid | Mileage (Miles) | 11 |

Expense

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information

| | | | |
|---|---|---|---|
| Code | | Name | |
| 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 | | DEF Fluid Top Off ; Vehicle Delivery Fill - See LOP note for vehicle specific allowances. | | FLUID HIGH OR LOW | | FLUID | 2 | X | | |
| B | | Washer fluid, ; Top off only | | FLUID HIGH OR LOW | | CLEANER | 1 | X | | |

## RO Narratives

### (RO) Customer Concern:

NEW VEHICLE PRE DELIVERY INSPECTION INSTALL LOJACK FLUID ADD FLUID ADD

### (RO) Cause:

NEW VEHICLE INSPECTION LOJACK DEF FLUID WASHER FLUID

### (RO) Correction:

2 NEW VEHICLE INSPECTION NEW VEHICLEPREP/ROAD TEST/DIESEL EQUIPPED Road Ready Basic Prep ROAD READY ROAD TEST ROAD READY- DIESEL EQUIPPED ROAD READY ROAD TEST ROAD READY- DIESEL EQUIPPED LOJACK INSTALLED INSTALL LOJACK 2 DEF FLUID ADDED DIESEL EXHAUSTFLUID DEF FLUID TOP OFF VEHICLEDELIVERY 2 WASHER FLUID TOPPED OFF WINDSHIELD WASHERFLUID Washer fluid, Top off only WASHER FLUID-Add (Material only) (D)

### (RO) Technical Notes:

NA

## GCS Narratives

### (Claim) Customer Concern:

FLUID ADD

### (Claim) Cause:

DEF FLUID WASHER FLUID

### (Claim) Correction:

Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| VIN | | | | Body | CREW CAB CHASSIS |
| Build Date | | Plant | TRUCK ASSEMBLY PLANT | Coverage Code | |

Claim Information

| | | | |
|---|---|---|---|
| Claim | | In Service Date | |
| Claim Type | W - Warranty | Repair Date | |
| Claim Status | Paid | Mileage (Miles) | 41 |

Expense

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information

| | | | | | |
|---|---|---|---|---|---|
| Code | | Name | | | |
| 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 | | DEF Fluid Top Off ; Vehicle Delivery Fill - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | | FLUID | 4 | X | | |

## RO Narratives

**(RO) Customer Concern:**
REFILL DEF FLUID AS NEEDED

**(RO) Cause:**
E

**(RO) Correction:**
REFILL DEF FLUID AS NEEDED

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| VIN | | | | Body | CAB CHASSIS |
| Build Date | | Plant | SALTILLO TRUCK ASSEMBLY PLANT | Coverage Code | |

Claim Information

| | | | |
|---|---|---|---|
| Claim # | | In Service Date | |
| Claim Type | | Repair Date | |
| Claim Status | Paid | Mileage (Miles) | 0 |

Expense

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| Labor | | Sublet | | Part | | Total Paid | |

Dealer Information

| | | | | | |
|---|---|---|---|---|---|
| Code | | Name | | | |
| 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 | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | | Road Ready ; diesel equipped | | | | | | | | |

## 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

Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| VIN | | Year | | Body | LONGHORN CREW CAB |
| Build Date | | Plant | TRUCK ASSEMBLY PLANT | Coverage Code | |

Claim Information

| | | | |
|---|---|---|---|
| Claim # | | In Service Date | |
| Claim Type | | Repair Date | |
| Claim Status | Paid | Mileage (Miles) | 0 |

Expense

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| Labor | | Sublet | | | | Total Paid | |

Dealer Information

| | | | |
|---|---|---|---|
| Code | | Name | |
| Address | | | |

Condition Information

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Number | Name | Quantity | Failed | Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Rear Wheel Flares - | | | | | | | | |
| A | | Ready ; Road Test | | | | | | | | |
| A | | Road Ready ; diesel equipped | | | | | | | | |

## 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

Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| VIN | | Year | | Body | CAB |
| Build Date | | Plant | SALTILLO TRUCK ASSEMBLY PLANT | Coverage Code | |

Claim Information

| | | | |
|---|---|---|---|
| Claim # | | In Service Date | |
| Claim Type | | Repair Date | |
| Claim Status | Paid | Mileage (Miles) | 0 |

Expense

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information

| | | | | | |
|---|---|---|---|---|---|
| Code | | Name | , | | |
| Address | | | | | |

Information

| Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Rear Wheel Flares - | | | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | | Road Ready ; diesel equipped | | | | | | | | |

## 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

Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | | **Year** | | **Body** | LONGHORN CREW CAB |
| **Build Date** | | **Plant** | SALTILLO TRUCK ASSEMBLY PLANT | **Coverage Code** | |

Claim Information

| | | | |
|---|---|---|---|
| **Claim #** | | **In Service Date** | |
| **Claim Type** | | **Repair Date** | |
| **Claim Status** | Paid | **Mileage (Miles)** | 0 |

Expense

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | | **Sublet** | | **Part** | | **Total Paid** | |

Dealer Information

| | | | |
|---|---|---|---|
| **Code** | | **Name** | |
| **Address** | | | |

Condition Information

| Condition Code | | Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road R ; Rear Wheel Flares - | | | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | | Road Ready ; diesel equipped | | | | | | | | |

## 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

Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| VIN | | Year | | Body | - |
| Build Date | | Plant | TRUCK ASSEMBLY PLANT | Coverage Code | |

Claim Information

| | | | |
|---|---|---|---|
| Claim # | | In Service Date | |
| Claim Type | - Ready | Repair Date | |
| Claim Status | Paid | Mileage (Miles) | 0 |

Expense

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| Labor | | Sublet | | | | Total Paid | |

Dealer Information

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| Code | | Name | - | | | | |
| Address | | | | | | | |

Condition Information

| Condition Code | | Desc | Failure Code | Failure Desc | Number | Name | Quantity | Failed | Expense | Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | R ; Test | | | | | | | | |
| A | | Ready ; diesel equipped | | | | | | | | |

## 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

Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| VIN | | Year | | Body | - CAB CHASSIS |
| Build Date | | Plant | TRUCK ASSEMBLY PLANT | Coverage Code | |

Claim Information [redacted]

| | | | |
|---|---|---|---|
| Claim | | In Service Date | |
| Claim Type | W - Warranty | Repair Date | |
| Claim Status | Paid | Mileage (Miles) | 3 |

Expense [redacted]

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information [redacted]

| | | | | | |
|---|---|---|---|---|---|
| Code | | Name | | | |
| Address | | | | | |

Condition Information [redacted]

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | DEF Fluid Top Off ; Vehicle Delivery Fill - Cab Chassis Models Only - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | | FLUID | | | | |

[redacted]

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
ADD DEF FLUID

**(Claim) Cause:**
ADD DEF FLUID

**(Claim) Correction:**
ADD DEF FLUID

Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | | **Year** | | **Body** | |
| **Build Date** | | **Plant** | TRUCK ASSEMBLY PLANT | **Coverage Code** | |

Claim Information

| | | | |
|---|---|---|---|
| **Claim** | | **In Service Date** | |
| **Claim Type** | W - Warranty | **Repair Date** | |
| **Claim Status** | Paid | **Mileage (Miles)** | 2 |

Expense

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | | **Sublet** | | **Part** | | **Total Paid** | |

Dealer Information

| | | | | | |
|---|---|---|---|---|---|
| **Code** | | **Name** | | | |
| **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 | | DEF Fluid Top Off ; Vehicle Delivery Fill - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | | FLUID | 5 | X | | |

## RO Narratives

**(RO) Customer Concern:**

SALES DEPT. REQUESTS THAT THE PRE-DELIVERY INSPECTION BE COMPLETED AS REQUIRED BY MANUFACTURE, INCLUDING AFFIXING AN EMISSIONS EXEMPTION STICKER. DEF

**(RO) Cause:**

PDI

**(RO) Correction:**

PERFORM PDI SALES DEPT. REQUESTS THATTHE PRE-DELIVERY INSPECTION BE COMPLETED AS REQUIRED BY MANUFACTURE, INCLUDING AFFIXING AN EMISSIONS EXEMPTION STICKER. EXHAUST CONCERN

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | | **Year** | | **Body** | - CAB 4X4 |
| **Build Date** | | **Plant** | TRUCK ASSEMBLY PLANT | **Coverage Code** | |

Claim Information

| | | | |
|---|---|---|---|
| **Claim #** | | **In Service Date** | |
| **Claim Type** | Ready | **Repair Date** | |
| **Claim Status** | Paid | **Mileage (Miles)** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | | **Sublet** | | | | **Total Paid** | |

Dealer Information

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Code** | | **Name** | THE | | | | |
| **Address** | | | | | | | |

Condition Information

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Number | Name | Quantity | Failed | Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Rear Wheel Flares - | | | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | | Road Ready ; diesel equipped | | | | | | | | |

## 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

| | | | | | | |
|---|---|---|---|---|---|---|
| **VIN** | | **Year** | | **Body** | - BIG | 4X4 |
| **Build Date** | | **Plant** | TRUCK ASSEMBLY PLANT | **Coverage Code** | | |

Claim Information

| | | | |
|---|---|---|---|
| **Claim #** | | **In Service Date** | |
| **Claim Type** | Ready | **Repair Date** | |
| **Claim Status** | Paid | **Mileage (Miles)** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | | **Sublet** | | | | **Total Paid** | |

Dealer Information

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Code** | | **Name** | | | | | |
| **Address** | | | | | | | |

Condition Information

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Number | Name | Quantity | Failed | Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| | | Road Ready ; diesel equipped | | | | | | | | |

## 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

Vehicle Information

| VIN | | Year | | Body | - |
|---|---|---|---|---|---|
| Build Date | | Plant | TRUCK ASSEMBLY PLANT | Coverage Code | |

Claim Information

| Claim # | | In Service Date | |
|---|---|---|---|
| Claim Type | Ready | Repair Date | |
| Claim Status | Paid | Mileage (Miles) | 0 |

Expense

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information

| Code | | Name | | | |
|---|---|---|---|---|---|
| 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 | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | | Road Ready ; diesel equipped | | | | | | | | |

## 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

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | | **Year** | | **Body** | BIG HORN CREW CAB 4X4 |
| **Build Date** | | **Plant** | SALTILLO TRUCK ASSEMBLY PLANT | **Coverage Code** | |

Claim Information

| | | | |
|---|---|---|---|
| **Claim #** | | **In Service Date** | |
| **Claim Type** | - Ready | **Repair Date** | |
| **Claim Status** | Paid | **Mileage (Miles)** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | | **Sublet** | | **Part** | | **Total Paid** | |

Dealer Information

| | | | | | |
|---|---|---|---|---|---|
| **Code** | | **Name** | OF | | |
| **Address** | | | | | |

Condition Information

| Condition Code | | Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Ready ; Test | | | | | | | | |
| A | | Ready ; equipped | | | | | | | | |

## 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

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | | **Year** | | **Body** | CREW CAB CHASSIS |
| **Build Date** | | **Plant** | TRUCK ASSEMBLY PLANT | **Coverage Code** | |

| | | | |
|---|---|---|---|
| **Claim** | | **In Service Date** | |
| **Claim Type** | W - Warranty | **Repair Date** | |
| **Claim Status** | Paid | **Mileage (Miles)** | |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | | **Sublet** | | **Part** | | **Total Paid** | |

| | | | |
|---|---|---|---|
| **Code** | | **Name** | |
| **Address** | | | |

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | DEF Fluid Top Off ; Vehicle Delivery Fill - Cab Chassis Models Only - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | | FLUID | | | | |

## RO Narratives

**(RO) Customer Concern:**
TOP OFF DEF

**(RO) Cause:**
NA

**(RO) Correction:**
FUEL SYSTEM

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | | **Year** | | **Body** | LONGHORN CREW CAB |
| **Build Date** | | **Plant** | TRUCK ASSEMBLY PLANT | **Coverage Code** | |

Claim Information

| | | | |
|---|---|---|---|
| **Claim** | | **In Service Date** | |
| **Claim Type** | W - Warranty | **Repair Date** | |
| **Claim Status** | Paid | **Mileage (Miles)** | 20 |

Expense

| | | | | | |
|---|---|---|---|---|---|
| **Labor** | | **Sublet** | | **Total Paid** | |

Dealer Information

| | | | |
|---|---|---|---|
| **Code** | | **Name** | |
| **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 | | Washer fluid, ; Top off only | 40 | FLUID HIGH OR LOW | | SOLVENT | 1 | X | | |

## RO Narratives

**(RO) Customer Concern:**

PERFORM WINDOW WASH TOP OFF FOR PDI PERFORM MPI AND VIDEO MULIPOINT INSPECTION

**(RO) Cause:**

NA

**(RO) Correction:**

TOPPED OFF WINDOW WASH PREFORMED MPI AND VIDEO INSPECTION, SENT VIDEO THROUGH T2D

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | | **Year** | | **Body** | REG CAB CHASSIS |
| **Build Date** | | **Plant** | SALTILLO TRUCK ASSEMBLY PLANT | **Coverage Code** | |

Claim Information [redacted]

| | | | |
|---|---|---|---|
| **Claim** | | **In Service Date** | |
| **Claim Type** | W - Warranty | **Repair Date** | |
| **Claim Status** | Paid | **Mileage (Miles)** | 20 |

Expense [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | | **Sublet** | | **Part** | | **Total Paid** | [redacted] |

Dealer Information [redacted]

| | | | |
|---|---|---|---|
| **Code** | | **Name** | |
| **Address** | | | |

Condition Information [redacted]

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Washer fluid, ; Top off only | 40 | FLUID HIGH OR LOW | | SOLVENT | 1 | X | | |

[redacted]

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
CHECK ALL FLUID LEVELS

**(Claim) Cause:**
ADDED WASHER FLUID

**(Claim) Correction:**
TOPPED OFF LOW FLUIDS

| | | | | | |
|---|---|---|---|---|---|
| VIN | | Year | | Body | CREW CAB CHASSIS |
| Build Date | | Plant | SALTILLO TRUCK ASSEMBLY PLANT | Coverage Code | |

Claim Information

| | | | |
|---|---|---|---|
| Claim # | | In Service Date | |
| Claim Type | | Repair Date | |
| Claim Status | Paid | Mileage (Miles) | 0 |

Expense

| Labor | | Part | | Total Paid | |
|---|---|---|---|---|---|

Dealer Information

| | | | |
|---|---|---|---|
| Code | | Name | |
| 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 | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | | Road Ready ; diesel equipped | | | | | | | | |

## 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

| | | | | | |
|---|---|---|---|---|---|
| VIN | | Year | | Body | CREW CAB CHASSIS |
| Build Date | | Plant | SALTILLO TRUCK ASSEMBLY PLANT | Coverage Code | |

Claim Information [redacted]

| | | | |
|---|---|---|---|
| Claim # | [redacted] | In Service Date | |
| Claim Type | [redacted] | Repair Date | |
| Claim Status | Paid | Mileage (Miles) | 0 |

Expense [redacted]

| Labor | | Part | | Total Paid | |
|---|---|---|---|---|---|

Dealer Information [redacted]

| | | | |
|---|---|---|---|
| Code | | Name | |
| Address | , , | | |

Condition Information [redacted]

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| | | Road Ready ; Road Test | | | | | | | | |
| [redacted] | | Road Ready ; 6.7 liter diesel equipped | | | | | | | | [redacted] |

[redacted]

## 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

| | | | | | |
|---|---|---|---|---|---|
| VIN | | Year | | Body | - |
| Build Date | | Plant | TRUCK ASSEMBLY PLANT | Coverage Code | |

Claim Information

| | | | |
|---|---|---|---|
| Claim # | | In Service Date | |
| Claim Type | | Repair Date | |
| Claim Status | Paid | Mileage (Miles) | 0 |

Expense

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| Labor | | | | Part | | Total Paid | |

Dealer Information

| | | | |
|---|---|---|---|
| Code | | Name | |
| 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 | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | | Road Ready ; diesel equipped | | | | | | | | |

## 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

| | | | | | |
|---|---|---|---|---|---|
| VIN | | Year | | Body | CREW CAB CHASSIS |
| Build Date | | Plant | TRUCK ASSEMBLY PLANT | Coverage Code | |

Claim Information

| | | | |
|---|---|---|---|
| Claim # | | In Service Date | |
| Claim Type | Ready | Repair Date | |
| Claim Status | Paid | Mileage (Miles) | 0 |

Expense

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| Labor | | Sublet | | | | Total Paid | |

Dealer Information

| | | | | | |
|---|---|---|---|---|---|
| Code | | Name | | | |
| Address | | | | | |

Condition Information

| Condition Code | | Desc | Code | Failure Desc | Number | Name | Quantity | Failed | Expense | Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | | Road Ready ; diesel equipped | | | | | | | | |

## 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

| | | | | | |
|---|---|---|---|---|---|
| VIN | | | | Body | CREW CAB CHASSIS |
| Build Date | | Plant | TRUCK ASSEMBLY PLANT | Coverage Code | |

Claim Information

| | | | |
|---|---|---|---|
| Claim # | | In Service Date | |
| Claim Type | Ready | Repair Date | |
| Claim Status | Paid | Mileage (Miles) | 0 |

Expense

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information

| | | | |
|---|---|---|---|
| Code | | Name | |
| Address | | | |

Condition Information

| Condition Code | | Desc | Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | | Road Ready ; diesel equipped | | | | | | | | |

## 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

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | | **Year** | | **Body** | CAB |
| **Build Date** | | **Plant** | SALTILLO TRUCK ASSEMBLY PLANT | **Coverage Code** | |

Claim Information [redacted]

| | | | |
|---|---|---|---|
| **Claim #** | [redacted] | **In Service Date** | |
| **Claim Type** | Ready [redacted] | **Repair Date** | |
| **Claim Status** | Paid | **Mileage (Miles)** | 0 |

Expense [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | | **Sublet** | | | | **Total Paid** | |

Dealer Information [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Code** | | **Name** | JEEP | **Zone** | 32 | | |
| **Address** | | | | | | | |

Condition Information [redacted]

| Condition Code | LOP | LOP Desc | [redacted] Code | Failure Desc | Number | Name | Quantity | Failed | Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Road Test | | | [redacted] | [redacted] | [redacted] | [redacted] | [redacted] | |
| A | | Road Ready ; diesel equipped | | | | | | | | |

[redacted]

## 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

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | | **Year** | | **Body** | - |
| **Build Date** | | **Plant** | TRUCK ASSEMBLY PLANT | **Coverage Code** | |

Claim Information

| | | | |
|---|---|---|---|
| **Claim** | | **In Service Date** | |
| **Claim Type** | W - Warranty | **Repair Date** | |
| **Claim Status** | Paid | **Mileage (Miles)** | |

Expense

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | | **Sublet** | | **Part** | | **Total Paid** | |

Dealer Information

| | | | |
|---|---|---|---|
| **Code** | | **Name** | |
| **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 | | DEF Fluid Top Off ; Vehicle Delivery Fill - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | 00000NPN | DEF FLUID | 2 | X | | |

## RO Narratives

**(RO) Customer Concern:**

Multi-point inspection (according to maintenance interval) ADD DEF FLUID-NEW CARS ONLY!

**(RO) Cause:**

x

**(RO) Correction:**

PERFORM INSPECTION COMPLETED

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | | **Year** | | **Body** | CREW CAB CHASSIS |
| **Build Date** | | **Plant** | TRUCK ASSEMBLY PLANT | **Coverage Code** | |

Claim Information

| | | | |
|---|---|---|---|
| **Claim** | | **In Service Date** | |
| **Claim Type** | W - Warranty | **Repair Date** | |
| **Claim Status** | Paid | **Mileage (Miles)** | |

Expense

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | | **Sublet** | | | | **Total Paid** | |

Dealer Information

| | | | |
|---|---|---|---|
| **Code** | | **Name** | |
| **Address** | | | |

Condition Information

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Number | Name | Quantity | Failed | Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Fuel Pumps and Sending Units,Trouble Not Found ; Sending Units | OD | | | | | | | |

## RO Narratives

**(RO) Customer Concern:**

: CS STEERING WHEEL IS NOT LINING UP STEERING WHEEL IS COCKED TO DRIVE STRAIGHT PLEASE CHECK AND ADVISE CS SLIGHT LAG AT START UP DUPLICATED ON DRIVE CR DIAG PLEASE CHECK AND ADVISE

**(RO) Cause:**

STEERING WHEEL CROCKED NO MALFUNCTION WAS FOUND

**(RO) Correction:**

TRUCK ALIGNMENT PERFORMED INSPECTION VERIFIED SLIGHTLY LONGER TIME TO START. VEHICLE IS NEW AND COULDN'T FIND SIMILAR VEHICLE TO MAKE COMPARISONS. CUSTOMER ADVISED OF POSSIBLE NORMAL CONDITION.

**(RO) Technical Notes:**

## GCS Narratives

**(Claim) Customer Concern:**

CS SLIGHT LAG AT START UP DUPLICATED ON DRIVE CR DIAG PLEASE CHECK AND ADVISE

**(Claim) Cause:**

NO MALFUNCTION WAS FOUND

**(Claim) Correction:**

INSPECTION VERIFIED SLIGHTLY LONGER TIME TO START. VEHICLE IS NEW AND COULDN' T FIND SIMILAR VEHICLE TO MAKE

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | | **Year** | | **Body** | REG CAB CHASSIS |
| **Build Date** | | **Plant** | TRUCK ASSEMBLY PLANT | **Coverage Code** | |

Claim Information

| | | | |
|---|---|---|---|
| **Claim** | | **In Service Date** | |
| **Claim Type** | | **Repair Date** | |
| **Claim Status** | Paid | **Mileage (Miles)** | |

Expense

| | | | | | |
|---|---|---|---|---|---|
| **Labor** | | | **Part** | | **Total Paid** |

Dealer Information

| | | | |
|---|---|---|---|
| **Code** | | **Name** | |
| **Address** | , , | | |

Condition Information

| Condition Code | | Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | | Road Ready ; 6.7 liter diesel equipped | | | | | | | | |

## 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

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | | **Year** | | **Body** | |
| **Build Date** | | **Plant** | TRUCK ASSEMBLY PLANT | **Coverage Code** | |

Claim Information

| | | | |
|---|---|---|---|
| **Claim #** | | **In Service Date** | |
| **Claim Type** | | **Repair Date** | |
| **Claim Status** | Paid | **Mileage (Miles)** | 0 |

**Expense**

| | | | | | |
|---|---|---|---|---|---|
| **Labor** | | **Part** | | **Total Paid** | |

Dealer Information

| | | | |
|---|---|---|---|
| **Code** | | **Name** | |
| **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 | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| | | Road Ready ; diesel equipped | | | | | | | | |

## 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

| | | | | | |
|---|---|---|---|---|---|
| VIN | | Year | | Body | - |
| Build Date | | Plant | TRUCK ASSEMBLY PLANT | Coverage Code | |

Claim Inform[redacted]

| | | | |
|---|---|---|---|
| Claim | [redacted] | In Service Date | |
| Claim Type | W - Warranty | Repair Date | |
| Claim Status | Paid | Mileage (Miles) | |

Expens[redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| Labor | | Sublet | | | | Total Paid | [redacted] |

Dealer Information

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| Code | | Name | DODGE | | | | |
| Address | | | | | | | |

Condition Inform[redacted]

| Condition Code | LOP | LOP Desc | [redacted]lure Code | Failure Desc | Number | Name | Quantity | Failed | Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Toe adjustment/Center steering wheel ; Front Toe | WW | WHEEL OFF CENTER RIGHT | | | | | | |

[redacted]

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
CUSTOMER STSTAES VEHICLE STEARS TO THE RIGHT

**(Claim) Cause:**
TOE ADJUSTMENT WAS OFF

**(Claim) Correction:**
ALIGHNED VEHICLE AND SET TOE

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | | **Year** | | **Body** | REG CAB CHASSIS |
| **Build Date** | | **Plant** | SALTILLO TRUCK ASSEMBLY PLANT | **Coverage Code** | |

Claim Inform[redacted]

| | | | |
|---|---|---|---|
| **Claim** | | **In Service Date** | |
| **Claim Type** | W - Warranty | **Repair Date** | |
| **Claim Status** | Paid | **Mileage (Miles)** | |

Expen[redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | | **Sublet** | | **Part** | | **Total Paid** | [redacted] |

Dealer Information

| | | | |
|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] |
| **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 | | Pan, Oil - Related Repairs ; Transmission | | | | GASKET | | | | |
| A | | Pan, Oil - Related Repairs ; Transmission | | | | FLUID AFT | 9 | | | |
| A | [redacted] | Pan, Oil - Related Repairs ; [redacted] Transmission | | | [redacted] | FLUID AFT | [redacted] | | | [redacted] |
| A | [redacted] | Pan, Oil - Related Repairs ; [redacted] Transmission | | | [redacted] | FILTER | 1 | | [redacted] | |
| A | [redacted] | Pan, Oil - Related Repairs ; [redacted] Transmission | | | [redacted] | FLUID AFT | 1 | | [redacted] | |
| A | [redacted] | Pan, Oil - Related Repairs ; [redacted] Transmission | | | [redacted] | BODY ASSY | 1 | X | [redacted] | |
| A | [redacted] | Body ; body - [redacted]ace - (3 [redacted]hly Skilled) | ML | CHECK /SERVICE SO | [redacted] | GASKET | | | [redacted] | |
| A | [redacted] | [redacted] Body ; [redacted] body - Replace - [redacted] (3 - Highly Skilled) | ML | CHECK [redacted]/SERVICE [redacted] SO | [redacted] | FLUID AFT | [redacted] | | [redacted] | [redacted] |
| A | [redacted] | [redacted] Body ; [redacted] body - Replace - [redacted] (3 - Highly Skilled) | ML | CHECK [redacted]/SERVICE [redacted] SO | [redacted] | FLUID AFT | 1 | | [redacted] | |
| A | [redacted] | [redacted] Body ; [redacted] body - Replace - [redacted] (3 - Highly Skilled) | ML | CHECK [redacted]/SERVICE [redacted] SO | [redacted] | FILTER | 1 | | [redacted] | |
| A | [redacted] | [redacted] Body ; [redacted] body - Replace - [redacted] (3 - Highly Skilled) | ML | CHECK [redacted]/SERVICE [redacted] SO | [redacted] | FLUID AFT | 1 | | [redacted] | |
| A | [redacted] | [redacted] Body ; [redacted] body - Replace - [redacted] (3 - Highly Skilled) | ML | CHECK [redacted]/SERVICE [redacted] SO | [redacted] | BODY ASSY | 1 | X | [redacted] | |
| | [redacted] | [redacted] [redacted] | | [redacted] | [redacted] | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

Customer States THE TRANSMISSION KICKS HARD WHEN SHIFTED INTO REVERSE AND WONT ENGAGE INTO DRIVE,WHEN IT DOES ENGAGE IT WONT PICK UP SPEED CHECK AND ADVISE (Automatic Transmission Concern) Customer States THE CHECK

### (RO) Cause:

SCANNED VEHICLE AND FOUND CODE INCORRECT GEAR RATIO 1 THEN PROCEEDED TO CHECK FLUID LEVEL AND FOUND FILLED PROPER LEVEL THEN PROCEEDED TO CHECK SERVICE INFORMATION PROCEEDED TO CHECK THE LINEAR AND RESISTANCE AND FOUND the resistance of the Linear Solenoid and between and , THEN ISOLATE AND CHECK THE ( ) LINEAR (+) CIRCUIT FOR AN OPEN/HIGH RESISTANCE AT THE FOUND THEN PROCEEDED TO CHE[redacted]L THE S AND FOUND NO SHORTS OR OPEN PRESENT SERVICE INFORMATION REQUIRES A VALVE BODY SUMMITED DI AND GOT APPROVAL FOR VALVE BODY REPLACEMENT SCANNED [redacted] FOUN[redacted] THE PROCEEDED TO RECHECK WIRING AND FLUID LEV[redacted]AND [redacted]WITHIN P[redacted]AME[redacted]RS [redacted] SERVICE INFORMATION REQUIRE[redacted] REPLACE[redacted]SION THEN PROCEEDED TO TAKE PICTURE AND AND S[redacted] DI GOT [redacted]ROVAL FOR REPLACING TRANSMISSION[redacted]

### (RO) Correction:

[redacted]

..... REMOVED AND REPLACED VALVE BODY MULTI POINT INSPECTION COMPLETED SET TIRE PSI TO FACTORY SPECIFICATIONS. REMOVED AND REPLACED TRANS MISSIONS FLUSHED TRANS COOLER AND VERIFIED REPAIR

### (RO) Technical Notes:

NA

## GCS Narratives

### (Claim) Customer Concern:

CUSTOMER STATES THE CHECK ENGINE LIGHT IS ON CHECK AND ADVISE (CHECK ENGINE L IGHT ON) REPLACE VALVE BODY NEW

### (Claim) Cause:

SCANNED VEHICLE AND FOUND CODE INCORRECT GEAR RATIO 1 THEN PROCEEDED TO CHECK FLUID LEVEL AND FOUND FILLED PROPER LEVEL THEN PROCEEDED TO CHECK SE RVICE INFORMATION PROCEEDED TO CHECK THE LINEAR AND R ESISTANCE AND FOUND THE RESISTANCE OF THE LINEAR AND S BETWEEN AND , THEN ISOLATE AND CHECK THE ( ) LINEAR (+) CIRCUIT FOR AN OPEN/HIGH RESISTANCE AT THE FOUND [redacted]N PROC EEDED TO CHECK ALL THE S AND FOUND NO SHORTS OR OPEN PRESENT SERVICE INFORMATION REQUIRES A VALVE BODY SUMMITED DI AND GOT APPROVAL FOR VALVE BOD Y [redacted]

### (Claim) Correctio[redacted]

REMOVED AND REPLACED VALVE BODY

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | | **Year** | | **Body** | REG CAB CHASSIS |
| **Build Date** | | **Plant** | TRUCK ASSEMBLY PLANT | **Coverage Code** | |

Claim Inform[redacted]

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | W - Warranty | **Repair Date** | |
| **Claim Status** | Paid | **Mileage (Miles)** | |

Expen[redacted]

| | | | | | |
|---|---|---|---|---|---|
| **Labor** | | **Sublet** | | **Part** | **Total Paid** [redacted] |

Dealer Information

| | | | |
|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] |
| **Address** | , , | | |

Condition Information [redacted]

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Transmission, Replace - automatic ; | ML | CHECK /SERVICE SO | | TRANSMISS | | | | |

[redacted]

## RO Narratives

### (RO) Customer Concern:

AFTER VALVE BODY REPLACEMENT DURING ROAD TEST THE CHECK LIGHT RETURNED AND THE TRANSMISSION BEGAN TO SHIFT ABNORMALLY, CHECK AND ADVISE. COMPLETE MULTI VEHICLE INSPECTION CALIFORNIA REQUIRED TIRE PRESSURE INSPECTION. INSPECT AND ADJUST TIRE PRESSURE FOR LEFT FRONT, RIGHT FRONT, LEFT BACK AND RIGHT BACK TIRES.

### (RO) Cause:

[redacted]

SCANNED VEHICLE AND FOUND THE PROCEEDED TO RECHECK WIRING AND FLUID LEVEL AND FOUND WITHIN PARAMETERS STILL SERVICE INFORMATION REQUIRES TO REPLACE TRANSMISSION THEN PROCEEDED TO TAKE PICTURE AND AND SUMMIT DI GOT APPROVAL FOR REPLACING TRANSMISSION

### (RO) Correction:

[redacted]

REMOVED AND REPLACED TRANS MISSIONS FLUSHED TRANS COOLER AND VERIFIED REPAIR MULTI INSPECTION COMPLETED SET TIRE PSI TO FACTORY SPECIFICATIONS.

### (RO) Technical Notes:

NA [redacted]

## GCS Narratives

### (Claim) Customer Concern:

AFTER VALVE BODY REPLACEMENT DURING ROAD TEST THE CHECK LIGHT RETURNED AND THE TRANSMISSION BEGAN TO SHIFT ABNORMALLY, CHECK AND ADVISE.

### (Claim) Cause:

SCANNED VEHICLE AND FOUND THE PROCEEDED TO RE[redacted]WIRING AND FLUI D LEVEL AND FOUND WITHIN PARAMETERS STILL SERVICE INFORMATION REQUIRES TO REP LACE TRANSMISSION THEN PROCEEDED TO TAKE PICTURE AND AND SUMMIT DI GOT APPRO VAL FOR REPLACING TRANSMISSION

[redacted]

**(Claim) Correction:**
REMOVED AND REPLACED TRANS MISSIONS FLUSHED TRANS COOLER AND VERIFIED REPAIR

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | | **Year** | | **Body** | CAB |
| **Build Date** | | **Plant** | TRUCK ASSEMBLY PLANT | **Coverage Code** | |

Claim Inform[redacted]

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | [redacted] | **Repair Date** | |
| **Claim Status** | Paid | **Mileage (Miles)** | 5 |

Expen[redacted]

| | | | | | |
|---|---|---|---|---|---|
| **Labor** | [redacted] | **Part** | | **Total Paid** | [redacted] |

Dealer Information

| | | | |
|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] |
| **Address** | , , | | |

Condition Information [redacted]

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Rear Wheel Flares - | | | | | | | | |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; diesel equipped | | | | | | | | [redacted] |

[redacted]

## RO Narratives

**(RO) Customer Concern:**

PERFORM PDI INSPECTION COMPLETED ( - ) FUEL FILL DEF FILLED DEF ( - )

**(RO) Cause:**

NA

[redacted]

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

FILL DEF

**(Claim) Cause:**

DEF LOW

**(Claim) Correction:**

FILLED DEF

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | | **Year** | | **Body** | |
| **Build Date** | | **Plant** | TRUCK ASSEMBLY PLANT | **Coverage Code** | |

Claim Inform[redacted]

| | | | |
|---|---|---|---|
| **Claim** [redacted] | | **In Service Date** | |
| **Claim Type** | W - Warranty | **Repair Date** | |
| **Claim Status** | Paid | **Mileage (Miles)** | 5 |

Expen[redacted]

| | | | | | |
|---|---|---|---|---|---|
| **Labor** | | **Sublet** | | **Part** | **Total Paid** [redacted] |

Dealer Information

| | | | |
|---|---|---|---|
| **Code** [redacted] | | **Name** [redacted] | |
| **Address** | , , | | |

Condition Information [redacted]

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | DEF Fluid Top Off ; Vehicle Delivery Fill - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | | FLUID | 2 | X | | |

[redacted]

## RO Narratives

**(RO) Customer Concern:**

PERFORM PDI INSPECTION COMPLETED ( - ) FUEL FILL DEF FILLED DEF ( - )

**(RO) Cause:**

NA

[redacted]

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

FILL DEF

**(Claim) Cause:**

DEF LOW

**(Claim) Correction:**

FILLED DEF

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | | | | **Body** | CAB CHASSIS |
| **Build Date** | | **Plant** | TRUCK ASSEMBLY PLANT | **Coverage Code** | |

**Claim Inform**

| | | | |
|---|---|---|---|
| **Claim #** | | **In Service Date** | |
| **Claim Type** | | **Repair Date** | |
| **Claim Status** | Paid | **Mileage (Miles)** | 0 |

**Expense**

| | | | | | |
|---|---|---|---|---|---|
| **Labor** | | **Part** | | **Total Paid** | |

**Dealer Information**

| | | | |
|---|---|---|---|
| **Code** | | **Name** | |
| **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 | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | | Road Ready ; 6.7 liter diesel equipped | | | | | | | | |

## 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

| VIN | | Year | | Body | BIG |
|---|---|---|---|---|---|
| Build Date | | Plant | TRUCK ASSEMBLY PLANT | Coverage Code | |

Claim Inform[redacted]

| Claim # | [redacted] | In Service Date | [redacted] |
|---|---|---|---|
| Claim Type | Ready [redacted] | Repair Date | |
| Claim Status | Paid | Mileage (Miles) | 0 |

Expense [redacted]

| Labor | [redacted] | Sublet | | Part | | Total Paid | [redacted] |
|---|---|---|---|---|---|---|---|

Dealer Information

| Code | [redacted] | Name | [redacted] |
|---|---|---|---|
| Address | , , | | |

Condition Information [redacted]

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| | | Road Ready ; Road Test | | | | | | | | |
| | | Road Ready ; 6.7 liter diesel equipped | | | | | | | | |

[redacted]

## 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

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | | **Year** | | **Body** | - BIG |
| **Build Date** | | **Plant** | TRUCK ASSEMBLY PLANT | **Coverage Code** | |

Claim Inform[redacted]

| | | | |
|---|---|---|---|
| **Claim #** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | [redacted] - Road Ready [redacted] | **Repair Date** | |
| **Claim Status** | Paid | **Mileage (Miles)** | 0 |

Expense [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | | **Sublet** | | **Part** | | **Total Paid** | [redacted] |

Dealer Information

| | | | |
|---|---|---|---|
| **Code** | | **Name** | [redacted] |
| **Address** | | | |

Condition Infor[redacted]n [redacted]

| Condition Code | LOP | LOP Desc | Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | | Road Ready ; diesel equipped | | | | | | | | |

[redacted]

## 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

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | | **Year** | | **Body** | CREW CAB CHASSIS |
| **Build Date** | | **Plant** | TRUCK ASSEMBLY PLANT | **Coverage Code** | |

**Claim Inform**

| | | | |
|---|---|---|---|
| **Claim #** | | **In Service Date** | |
| **Claim Type** | Ready | **Repair Date** | |
| **Claim Status** | Paid | **Mileage (Miles)** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | | **Sublet** | | **Part** | | **Total Paid** | |

**Dealer Information**

| | | | |
|---|---|---|---|
| **Code** | | **Name** | |
| **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 | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | | Road Ready ; diesel equipped | | | | | | | | |

## 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

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | | **Year** | | **Body** | - |
| **Build Date** | | **Plant** | SALTILLO TRUCK ASSEMBLY PLANT | **Coverage Code** | |

Claim Inform[redacted]

| | | | |
|---|---|---|---|
| **Claim #** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | [redacted] | **Repair Date** | |
| **Claim Status** | Paid | **Mileage (Miles)** | 0 |

Expense [redacted]

| | | | | | |
|---|---|---|---|---|---|
| **Labor** | [redacted] | **Part** | | **Total Paid** | [redacted] |

Dealer Information

| | | | | | |
|---|---|---|---|---|---|
| **Code** | [redacted] | **Name** | - [redacted] - | [redacted] | [redacted] |
| **Address** | | | | | |

Condition Informa[redacted]

| Condition Code | LOP | LOP Desc | Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | | Road Ready ; diesel equipped | | | | | | | | |

[redacted]

## 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

| VIN | | Year | | Body | - |
|---|---|---|---|---|---|
| Build Date | | Plant | TRUCK ASSEMBLY PLANT | Coverage Code | |

Claim Inform[redacted]

| Claim # | [redacted] | In Service Date | [redacted] |
|---|---|---|---|
| Claim Type | Ready [redacted] | Repair Date | |
| Claim Status | Paid | Mileage (Miles) | 0 |

Expense

| Labor | [redacted] | Sublet | | Part | | Total Paid | [redacted] |
|---|---|---|---|---|---|---|---|

Dealer Information

| Code | | Name | [redacted] |
|---|---|---|---|
| Address | | | |

Condition Infor[redacted]

| Condition Code | [redacted] | Desc | Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | | Road Ready ; diesel equipped | | | | | | | | |

## 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

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | | **Year** | | **Body** | - |
| **Build Date** | | **Plant** | TRUCK ASSEMBLY PLANT | **Coverage Code** | |

Claim Inform[redacted]

| | | | |
|---|---|---|---|
| **Claim #** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | Ready [redacted] | **Repair Date** | |
| **Claim Status** | Paid | **Mileage (Miles)** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | | **Part** | | **Total Paid** | [redacted] |

Dealer Information

| | | | | | |
|---|---|---|---|---|---|
| **Code** | | **Name** | | | |
| **Address** | | | | | |

Condition Inform[redacted]

| Condition Code | LOP | LOP Desc | Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | | Road Ready ; diesel equipped | | | | | | | | |

## 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

| VIN | | Year | | Body | - |
|---|---|---|---|---|---|
| Build Date | | Plant | TRUCK ASSEMBLY PLANT | Coverage Code | |

Claim Inform[redacted]

| Claim # | [redacted] | In Service Date | [redacted] |
|---|---|---|---|
| Claim Type | [redacted] - Ready [redacted] | Repair Date | |
| Claim Status | Paid | Mileage (Miles) | 0 |

Expense [redacted]

| Labor | [redacted] | Sublet | | Part | | Total Paid | [redacted] |
|---|---|---|---|---|---|---|---|

Dealer Information

| Code | [redacted] | Name | [redacted] |
|---|---|---|---|
| Address | | | |

Condition Informat[redacted]

| Condition Code | [redacted] | Desc | Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | [redacted] | Ready ; Test [redacted] | | | | | | | | [redacted] |
| A | [redacted] | Ready ; [redacted] equipped | | | | | | | | [redacted] |

[redacted]

## 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

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | | **Year** | | **Body** | - |
| **Build Date** | | **Plant** | TRUCK ASSEMBLY PLANT | **Coverage Code** | |

Claim Inform[redacted]

| | | | |
|---|---|---|---|
| **Claim** [redacted] | | **In Service Date** | |
| **Claim Type** | W - Warranty | **Repair Date** | |
| **Claim Status** | Paid | **Mileage (Miles)** | 14 |

Expen[redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | | **Sublet** | | **Part** | | **Total Paid** | [redacted] |

Dealer Information

| | | | |
|---|---|---|---|
| **Code** | | **Name** | [redacted] |
| **Address** | | | |

Condition Inform[redacted]

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | DEF Fluid Top Off ; Vehicle Delivery Fill - See LOP note for vehicle specific allowances. | | FLUID HIGH OR LOW | | FLUID | 2 | X | | |

[redacted]

## 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

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | | **Year** | | **Body** | REG CAB CHASSIS |
| **Build Date** | | **Plant** | TRUCK ASSEMBLY PLANT | **Coverage Code** | |

Claim Inform[redacted]

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | W - Warranty | **Repair Date** | |
| **Claim Status** | Paid | **Mileage (Miles)** | |

Expen[redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | | **Sublet** | | **Part** | | **Total Paid** | [redacted] |

Dealer Information

| | | | |
|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] |
| **Address** | , , | | |

Condition Information [redacted]

| Condition Code | | Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | DEF Fluid Top Off ; Vehicle Delivery Fill - See note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | | FLUID | 2 | X | | [redacted] |

[redacted]

## RO Narratives

**(RO) Customer Concern:**

ADD DEF FOR DELIVERY

**(RO) Cause:**

NA

**(RO) Correction:**

DEF Fluid Top Off VehicleDelivery Fill - See note for vehicle specificallowances. TOP OFF DEF FLUID

**(RO) Technical Notes:**

NA

[redacted]

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

| | | | | | |
|---|---|---|---|---|---|
| VIN | | Year | | Body | - |
| Build Date | | Plant | TRUCK ASSEMBLY PLANT | Coverage Code | |

Claim Inform[redacted]

| | | | |
|---|---|---|---|
| Claim [redacted] | [redacted] | In Service Date | [redacted] |
| Claim Type | [redacted] | Repair Date | |
| Claim Status | Paid | Mileage (Miles) | 4 |

Expen[redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| Labor | [redacted] | Sublet | | Part | | Total Paid | [redacted] |

Dealer Information

| | | | |
|---|---|---|---|
| Code | [redacted] | Name | [redacted] |
| Address | | | |

Condition Inform[redacted]

| Condition Code | LOP | LOP Desc | Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | | Road Ready ; diesel equipped | | | | | | | | |

## 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

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | | **Year** | | **Body** | - CAB CHASSIS |
| **Build Date** | | **Plant** | TRUCK ASSEMBLY PLANT | **Coverage Code** | |

**Claim Inform**

| | | | |
|---|---|---|---|
| **Claim** | | **In Service Date** | |
| **Claim Type** | S - Safety (Recalls) | **Repair Date** | |
| **Claim Status** | Paid | **Mileage (Miles)** | |

**Expen**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | | **Sublet** | | **Part** | | **Total Paid** | |

**Dealer Information**

| | | | |
|---|---|---|---|
| **Code** | | **Name** | |
| **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 | | Safety Recall - Powertrain Control Module ; Replace Powertrain Control Module (PCM) Includes Software Reprogram (A Transmission Equipped) | UC | UNCODABLE (NARRATIVE REQUIRED) | | MODULE | 1 | X | | |

## RO Narratives

### (RO) Customer Concern:

Recall / CSN 1 [Safety Recall -Powertrain Control Module **] Automatic Transmission Concern [Customer States malfunction light is on, trans not shifting into gearproperly]

### (RO) Cause:

RECALL TRANS PROBLEM

### (RO) Correction:

PCM Flashingfrom current part number totargeted part number Replace andReprogram PCM Recall / CSN 1 [Safety Recall - Powertrain Control Module **] Gear 1 Shift IncorrectRatio- Active TCM Gear 4 ShiftIncorrect Ratio- Active Vehicle will notengage drive or shift into drive and reverseextremely harshly try to perform quicklearnafter quicklearn no change in issue, printvsr, event data, and trans diagnostic ansmission assembly, hadto remove the the coolerreplacement ac vice info,recovered ac system, drain coo oud, replace transmission coo terremoving radiator assembly. sembly, fill and bleed coolingsystem and va arge ac system tospec, Fill transmission fluid to spec andverify transmission operating as designed TcmFlashing from current part number targeted part number Automatic Transmission Concern [Customer States malfunction light is on, trans not shifting into gear properly]

### (RO) Technical Notes:

NA

## GCS Narratives

### (Claim) Customer Concern:

CHECK ENGINE LIGHT IS ON AND TRANS WILL NOT SHIFT INTO GEAR . INTER NAL FAILURE PER DIAGNOSTICS REPLACED TRANSMISSION, COOLER, UPDATED TCM AND E VAC AND RECHARGED A/C TO REPAIR

**(Claim) Correction:**

CHECK ENGINE LIGHT IS ON AND TRANS WILL NOT SHIFT INTO GEAR [redacted]. INTER NAL FAILURE PER DIAGNOSTICS REPLACED TRANSMISSION, COOLER, UPDATED TCM AND E VAC AND RECHARGED A/C TO REPAIR

[redacted]

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | | **Year** | | **Body** | - |
| **Build Date** | | **Plant** | TRUCK ASSEMBLY PLANT | **Coverage Code** | |

Claim Inform[redacted]

| | | | |
|---|---|---|---|
| **Claim** [redacted] | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | W - Warranty | **Repair Date** | |
| **Claim Status** | Paid | **Mileage (Miles)** | 4 |

Expen[redacted] [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | | **Sublet** | | **Part** | | **Total Paid** | [redacted] |

Dealer Information

| | | | | | |
|---|---|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] | | [redacted] |
| **Address** | | | | | |

Condition Inform[redacted]

| Condition Code | LOP | [redacted] | [redacted]ure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | DEF Fluid Top Off ; Vehicle Delivery Fill - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | | FLUID | 2 | X | | |

[redacted]

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

CUSTOMER REQUESTS FILL DIESEL EXHAUST FLUID

**(Claim) Cause:**

FILLED DEF

**(Claim) Correction:**

FILLED DEF

| VIN | | Year | | Body | - | CAB CHASSIS |
|---|---|---|---|---|---|---|
| Build Date | | Plant | TRUCK ASSEMBLY PLANT | Coverage Code | | |

Claim Inform[redacted]

| Claim | [redacted] | | [redacted] | In Service Date | | [redacted] |
|---|---|---|---|---|---|---|
| Claim Type | W - Warranty | | | Repair Date | | |
| Claim Status | Paid | | | Mileage (Miles) | | |

Expen[redacted]

| Labor | | Sublet | | Part | | Total Paid | [redacted] |
|---|---|---|---|---|---|---|---|

[redacted]

Dealer Information

| Code | [redacted] | Name | [redacted] | | | [redacted] |
|---|---|---|---|---|---|---|
| Address | , , | | | | | |

Condition Information [redacted]

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Transmission, Replace - automatic ; | ML | CHECK /SERVICE SO | | ANTIFREEZ | 1 | | | |
| A | [redacted] | Transmission, Replace - automatic ; | ML | [redacted] /SERVICE SO | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | [redacted]place - automatic ; | ML | [redacted] /SERVICE SO | [redacted] | BOLT | 6 | | [redacted] | [redacted] |
| A | [redacted] | [redacted]place - automatic ; | ML | [redacted] /SERVICE SO | [redacted] | COOLER | | | [redacted] | |
| A | [redacted] | [redacted]place - automatic ; | ML | [redacted] /SERVICE SO | [redacted] | FLUID AFT | 2 | | [redacted] | [redacted] |
| A | [redacted] | [redacted]place - automatic ; propeller shaft equipped | | [redacted] | [redacted] | ANTIFREEZ | 1 | | [redacted] | |
| A | [redacted] | [redacted]place - automatic ; propeller sh[redacted]ed | | [redacted] | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; propeller sh[redacted]ed | | | [redacted] | BOLT | | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; propeller sh[redacted]ed | | | [redacted] | COOLER | | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; propeller sh[redacted]ed | | | [redacted] | FLUID AFT | 2 | | [redacted] | [redacted] |
| A | 21002766 | Transmission, Replace - automatic ; equipped [redacted] | | | [redacted] | ANTIFREEZ | 1 | | [redacted] | |
| A | 21002766 | Transmission, Replace - automatic ; equipped [redacted] | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | 21002766 | Transmission, Replace - automatic ; equipped [redacted] | | | [redacted] | BOLT | 6 | | [redacted] | [redacted] |
| A | 21002766 | Transmission, Replace - automatic ; equipped [redacted] | | | [redacted] | COOLER | | | [redacted] | |
| A | 21002766 | Transmission, Replace - automatic ; equipped [redacted] | | | [redacted] | FLUID AFT | 2 | | [redacted] | [redacted] |

[redacted] [redacted] [redacted]

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| | | auxiliary ; Cooler (2 - ) | | | | TRANSMISS | 1 | X | |
| | | [redacted]ler, external / auxiliary ; Cooler (2 - ) | | | | BOLT | 6 | | |
| | | [redacted]ler, external / auxiliary ; Cooler (2 - ) | | | | COOLER | | | |
| | | [redacted]ler, external / auxiliary ; Cooler (2 - ) | | | | FLUID | 2 | | |
| A | | [redacted]erformance Test, recovery and recharge ; Note: Powertrain - This [redacted]on is used whenever discharge of the A/C system is required to allow service of A/C non-plumbing / powertrain repair | | | | [redacted] ANTIFREEZ | 1 | | |
| A | | 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 | | | | TRANSMISS | 1 | X | |
| A | | 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 | | | | BOLT | 6 | | |
| A | | 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 | | | | COOLER | | | |
| A | | 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 | | | | FLUID | 2 | | |

## RO Narratives

**(RO) Customer Concern:**

Recall / CSN 1 [Safety Recall -Powertrain Control Module **] Automatic Transmission Concern [Customer States malfunction light is on, trans not shifting into gearproperly]

**(RO) Cause:**

RECALL TRANS PROBLEM [redacted]

**(RO) Correction:**

[redacted]ransmission assembly, nadto remove the [redacted]he coolerreplacement ad[redacted]vice info,recovered ac system, drain cool[redacted]ef removefan shroud, replace transmission cool[redacted]erremoving [redacted] assembly. [redacted]a diator assembly, fill and bleed coolingsystem a[redacted]large ac system tospec, Fill transmission fluid to spec andverify transmission operating as designed TcmFlashing from current part number targeted part number Automatic Transmission Concern
[Customer States malfunction light is on, trans not shifting into gear properly]

**(RO) Technical Notes:**

NA [redacted] [redacted]

## GCS Narratives

**(Claim) Customer Concern:**

CHECK ENGINE LIGHT IS ON AND TRANS WILL NOT SHIFT INTO GEAR . INTER NAL FAILURE PER DIAGNOSTICS REPLACED TRANSMISSION, COOLER, UPDATED AND E VAC AND RECHARGED A/C TO REPAIR

**(Claim) Cause:**

CHECK ENGINE LIGHT IS ON AND TRANS WILL NOT SHIFT INTO GEAR [redacted]. INTER NAL FAILURE PER DIAGNOSTICS REPLACED TRANSMISSION, COOLER, UPDATED [redacted] AND E VAC AND RECHARGED A/C TO REPAIR

**(Claim) Correction:**

CHECK ENGINE LIGHT IS ON AND TRANS WILL NOT SHIFT INTO GEAR [redacted]. INTER NAL FAILURE PER DIAGNOSTICS REPLACED TRANSMISSION, COOLER, UPDATED [redacted] AND E VAC AND RECHARGED A/C TO REPAIR

[redacted]

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | | | | **Body** | CAB CHASSIS |
| **Build Date** | | **Plant** | TRUCK ASSEMBLY PLANT | **Coverage Code** | |

**Claim Inform**[redacted]

| | | | |
|---|---|---|---|
| **Claim** [redacted] | | **In Service Date** | |
| **Claim Type** | W - Warranty | **Repair Date** | |
| **Claim Status** | Paid | **Mileage (Miles)** | 6 |

**Expen**[redacted]

| **Labor** | | **Sublet** | | **Part** | | **Total Paid** | |
|---|---|---|---|---|---|---|---|

**Dealer Information**

| | | | | | |
|---|---|---|---|---|---|
| **Code** [redacted] | | **Name** [redacted] | | [redacted] | [redacted] |
| **Address** | , , | | | | |

**Condition Information** [redacted]

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| | | DEF Fluid Top Off ; Vehicle Delivery Fill - Cab Chassis Models Only - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | | FLUID | 1 | X | | |

[redacted]

## RO Narratives

**(RO) Customer Concern:**
ADD DEF TO NEW INVENTORY

**(RO) Cause:**
NA

**(RO) Correction:**
DEF TOP OFF FOR NVP

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
DEF TOP OFF FOR NVP

**(Claim) Cause:**
DEF TOP OFF FOR NVP

**(Claim) Correction:**
DEF TOP OFF FOR NVP

| | | | | | | |
|---|---|---|---|---|---|---|
| **VIN** | | **Year** | | **Body** | - BIG | 4X4 |
| **Build Date** | | **Plant** | TRUCK ASSEMBLY PLANT | **Coverage Code** | | |

**Claim Inform**

| | | | |
|---|---|---|---|
| **Claim** | | **In Service Date** | |
| **Claim Type** | | **Repair Date** | |
| **Claim Status** | Paid | **Mileage (Miles)** | 2 |

**Expen**

| **Labor** | | | **Part** | | **Total Paid** | |
|---|---|---|---|---|---|---|

**Dealer Information**

| | | | |
|---|---|---|---|
| **Code** | | **Name** | |
| **Address** | | | |

**Condition Informa**

| Condition Code | LO | | Code | re Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| | | Road Ready ; diesel equipped | | | | | | | | |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
INSTALLED DEF

**(Claim) Cause:**
INSTALLED DEF

**(Claim) Correction:**
INSTALLED DEF

| VIN | | Year | | Body | BIG | 4X4 |
|---|---|---|---|---|---|---|
| Build Date | | Plant | TRUCK ASSEMBLY PLANT | Coverage Code | | |

Claim Inform[redacted]

| Claim | [redacted] | | [redacted] | In Service Date | [redacted] |
|---|---|---|---|---|---|
| Claim Type | W - Warranty | | | Repair Date | |
| Claim Status | Paid | | | Mileage (Miles) | 2 |

Expen[redacted]

| Labor | | Sublet | | Part | | Total Paid | [redacted] |
|---|---|---|---|---|---|---|---|

Dealer Information

| Code | [redacted] | Name | [redacted] |
|---|---|---|---|
| Address | | | |

Condition Informa[redacted]

| Condition Code | LOP | [redacted] | Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | DEF Fluid Top Off ; Vehicle Delivery Fill - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | | FLUID | 1 | X | | |

[redacted]

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
INSTALLED DEF

**(Claim) Cause:**
INSTALLED DEF

**(Claim) Correction:**
INSTALLED DEF

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | | | | **Body** | CAB CHASSIS |
| **Build Date** | | **Plant** | TRUCK ASSEMBLY PLANT | **Coverage Code** | |

**Claim Inform**[redacted]

| | | | |
|---|---|---|---|
| **Claim** [redacted] | | **In Service Date** | [redacted] |
| **Claim Type** | W - Warranty | **Repair Date** | |
| **Claim Status** | Paid | **Mileage (Miles)** | 11 |

**Expen**[redacted] [redacted]

| **Labor** | | **Sublet** | | **Part** | | **Total Paid** | |
|---|---|---|---|---|---|---|---|

**Dealer Information**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] | | | | [redacted] |
| **Address** | | | | | | | |

**Condition Infor**[redacted] [redacted] [redacted]

| Condition Code | L[redacted] | | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | DEF Fluid Top Off ; Vehicle Delivery Fill - Cab Chassis Models Only - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | | FLUID | 2 | X | | |

[redacted]

## RO Narratives

### (RO) Customer Concern:

NEW VEHICLE SETUP PERFORM NEW VEHICLE PREP PERFORMED COURTESY WALK AROUND ON CUSTOMERS VEHICLE BY PROV DING YOUR CONTACT INFORMATION YOU AUTHORIZE TO CONTACT YOU BY TEXT MESSAGING WITH SERVICE UPDATESAND SPECIAL CUSTOMER OFFERS.YOU CANOPT-OUT BY CALLING OR TEXTING STOP OR BY TELLING YOUR SERVICE ADVISOR.

### (RO) Cause:

PERFORM NEW VEHICLE PREP PERFORMED COURTESY WALK AROUND ON CUSTOMERS VEHICLE [redacted]

### (RO) Correction:

SETUP NEW VEHICLE SETUP FILL DEF FOR DELIVERY NEW VEHICLE SETUP ADDITIONAL CHARGES PERFORM NEW VEHICLE PREP PERFORMED COURTESY WALK AROUND ON CUSTOMERS VEHICLE BY PROVIDING YOUR CONTACTINFORMATION YOU AUTHORIZE TO CONTACT YOU BY TEXT MESSAGING WITH SERVICE UPDATES AND SPECIAL CUSTOMER OFFERS.YOU CAN OPT-OUT BY CALLING OR TEXTING STOP OR BY TELLING YOUR SERVICE ADVISOR. BY PROVIDING YOUR CONTACTINFORMATION YOU AUTHORIZE TO CONTACT YOU BY TEXT MESSAGING WITH SERVICE UPDATES AND SPECIAL CUSTOMER OFFERS.YOU CAN OPT-OUT BY CALLING OR TEXTING STOP OR BY TELLINGYOUR SERVICE ADVISOR.

### (RO) Technical Notes:

NA [redacted]

## GCS Narratives

### (Claim) Customer Concern:

NA

### (Claim) Cause:

NA

| VIN | | Year | | Body | - |
|---|---|---|---|---|---|
| Build Date | | Plant | TRUCK ASSEMBLY PLANT | Coverage Code | |

Claim Information

| Claim # | | In Service Date | |
|---|---|---|---|
| Claim Type | | Repair Date | |
| Claim Status | Paid | Mileage (Miles) | 0 |

Expense

| Labor | | Sublet | | | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information

| Code | | Name | IN | | |
|---|---|---|---|---|---|
| Address | | | | | |

Condition Information

| Condition Code | L | | Fail Code | Failure Desc | Number | Name | Quantity | Failed | Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| | | Road Ready ; Road Test | | | | | | | | |
| A | | Road Ready ; diesel equipped | | | | | | | | |

## 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

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | | | | **Body** | LIMITED |
| **Build Date** | | **Plant** | SALTILLO TRUCK ASSEMBLY PLANT | **Coverage Code** | |

Claim Inform[redacted]

| | | | |
|---|---|---|---|
| **Claim #** [redacted] | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | Ready ([redacted] | **Repair Date** | |
| **Claim Status** | Paid | **Mileage (Miles)** | 0 |

**Expense** [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | | **Part** | | **Total Paid** | [redacted] |

Dealer Information

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Code** | | [redacted] | [redacted] | [redacted] | [redacted] | | [redacted] |
| **Address** | | | | | | | |

Condition Inform[redacted]

| Condition Code | [redacted] | [redacted] | [redacted] Code | [redacted]esc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | | Road Ready ; diesel equipped | | | | | | | | |

[redacted]

## 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

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | | **Year** | | **Body** | - CAB |
| **Build Date** | | **Plant** | TRUCK ASSEMBLY PLANT | **Coverage Code** | |

**Claim Information**

| | | | |
|---|---|---|---|
| **Claim** | | **In Service Date** | |
| **Claim Type** | W - Warranty | **Repair Date** | |
| **Claim Status** | Paid | **Mileage (Miles)** | 5 |

**Expen**

| **Labor** | | **Sublet** | | **Part** | | **Total Paid** | |
|---|---|---|---|---|---|---|---|

**Dealer Information**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Code** | | **Name** | | | | | |
| **Address** | | | | | | | |

**Condition Information**

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

## RO Narratives

**(RO) Customer Concern:**

PERFORM NEW CAR PREP **********REMOVE SHOP SUPPLIES********** FILL DIESEL EXHAUST FLUID (DEF) TANK

**(RO) Cause:**

NA

**(RO) Correction:**

COMPLETED Completed

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

FILL DIESEL EXHAUST FLUID (DEF) TANK

**(Claim) Cause:**

NA

**(Claim) Correction:**

Completed

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | | | | **Body** | - CAB |
| **Build Date** | | **Plant** | SALTILLO TRUCK ASSEMBLY PLANT | **Coverage Code** | |

**Claim Information**

| | | | |
|---|---|---|---|
| **Claim #** | | **In Service Date** | |
| **Claim Type** | | **Repair Date** | |
| **Claim Status** | Paid | **Mileage (Miles)** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | | **Sublet** | | | | **Total Paid** | |

**Dealer Information**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Code** | | **Name** | | | | | |
| **Address** | | | | | | | |

**Condition Information**

| Condition Code | | | Failure Code | Failure Desc | Number | Name | Quantity | Failed | Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Rear Wheel Flares - | | | | | | | | |
| A | | Ready ; Road Test | | | | | | | | |
| A | | Road Ready ; diesel equipped | | | | | | | | |

## 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

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | | | | **Body** | CREW CAB CHASSIS |
| **Build Date** | | **Plant** | SALTILLO TRUCK ASSEMBLY PLANT | **Coverage Code** | |

**Claim Information**

| | | | |
|---|---|---|---|
| **Claim #** | | **In Service Date** | |
| **Claim Type** | | **Repair Date** | |
| **Claim Status** | Paid | **Mileage (Miles)** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | | **Sublet** | | **Part** | | **Total Paid** | |

**Dealer Information**

| | | | | | |
|---|---|---|---|---|---|
| **Code** | | **Na** | | | |
| **Address** | | | | | |

**Condition Information**

| Condition Code | | | Failure Code | ailure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | | Road Ready ; diesel equipped | | | | | | | | |

## 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

| VIN | | Year | | Body | - |
|---|---|---|---|---|---|
| Build Date | | Plant | TRUCK ASSEMBLY PLANT | Coverage Code | |

Claim Information [redacted]

| Claim # | [redacted] | In Service Date | [redacted] |
|---|---|---|---|
| Claim Type | [redacted] | Repair Date | |
| Claim Status | Paid | Mileage (Miles) | 0 |

Expense [redacted]

| Labor | | Sublet | [redacted] | Part | | Total Paid | [redacted] |
|---|---|---|---|---|---|---|---|

Dealer Information

| Code | [redacted] |
|---|---|
| Address | |

Condition Information [redacted]

| Condition Code | [redacted] | [redacted] | [redacted] | re Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | | Road Ready ; diesel equipped | | | | | | | | |

[redacted]

## 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

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | | | | **Body** | - |
| **Build Date** | | **Plant** | TRUCK ASSEMBLY PLANT | **Coverage Code** | |

**Claim Information**

| | | | |
|---|---|---|---|
| **Claim #** | | **In Service Date** | |
| **Claim Type** | Ready | **Repair Date** | |
| **Claim Status** | Paid | **Mileage (Miles)** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | | **Sublet** | | | | **Total Paid** | |

**Dealer Information**

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| **Code** | | **N** | | | | | | | |
| **Address** | | | | | | | | | |

**Condition Information**

| Condition Code | | | Failure Code | Failure Desc | Number | Name | Quantity | Failed | Expense | Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Rear Wheel - | | | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | | Road Ready ; diesel equipped | | | | | | | | |

## 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

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | | | | **Body** | - CAB CHASSIS |
| **Build Date** | | **Plant** | TRUCK ASSEMBLY PLANT | **Coverage Code** | |

**Claim Information**

| | | | |
|---|---|---|---|
| **Claim** | | **In Service Date** | |
| **Claim Type** | S - Safety (Recalls) | **Repair Date** | |
| **Claim Status** | Paid | **Mileage (Miles)** | 12 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | | **Sublet** | | **Part** | | **Total Paid** | |

**Dealer Information**

| | | | | | |
|---|---|---|---|---|---|
| **Code** | | **Name** | | | |
| **Address** | | | | | |

**Condition Information**

| Condition Code | LOP | | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Safety Recall - Control Module ; Replace Control Module (PCM) Includes Software Reprogram (Aisin Transmission Equipped) | UC | UNCODABLE (NARRATIVE REQUIRED) | | MODULE | 1 | X | | |
| A | | Owner reimbursement ; Floor Plan Reimbursement | | | | MODULE | 1 | X | | |

## RO Narratives

**(RO) Customer Concern:**

SAFETY RECALL HD Ram Engine Control Module PCM CONTROL MODULE PLAN REIMBURSEMENT

**(RO) Cause:**

SAFETY RECALL PLAN REIMBURSEMENT

**(RO) Correction:**

SAFETY RECALL HD Ram Control Module PCM CONTROL MODULE.REPLACE AND REPROGRAM PCM FROM LOP: , OLDSN: , NEW SN: , SAFETY RECALL PLAN REIMBURSEMENT x PLAN REIMBURSEMENT

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

| VIN | | Year | | Body | CREW CAB CHASSIS |
|---|---|---|---|---|---|
| Build Date | | Plant | TRUCK ASSEMBLY PLANT | Coverage Code | |

Claim Information [redacted]

| Claim [redacted] | | In Service Date | [redacted] |
|---|---|---|---|
| Claim Type | W - Warranty | Repair Date | |
| Claim Status | Paid | Mileage (Miles) | 13 |

Expense [redacted]

| Labor | | Sublet | | Part | | Total Paid | [redacted] |
|---|---|---|---|---|---|---|---|

Dealer Information

| Code | [redacted] | [redacted] | [redacted] | [redacted] | [redacted] |
|---|---|---|---|---|---|
| Address | | | | | |

Condition Information [redacted]

| Condition Code | [redacted] | [redacted] | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | DEF Fluid Top Off ; Vehicle Delivery Fill - Cab Chassis Models Only - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | | FLUID | 2 | X | | |

[redacted]

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
DPF TOP OFF

**(Claim) Cause:**
DPF TOP OFF

**(Claim) Correction:**
DPF TOP OFF

| VIN | | Year | | Body | - |
|---|---|---|---|---|---|
| Build Date | | Plant | SALTILLO TRUCK ASSEMBLY PLANT | Coverage Code | |

Claim Information [redacted]

| Claim | [redacted] | In Service Date | [redacted] |
|---|---|---|---|
| Claim Type | W - Warranty | Repair Date | |
| Claim Status | Paid | Mileage (Miles) | |

Expense [redacted]

| Labor | | Sublet | | Part | | Total Paid | [redacted] |
|---|---|---|---|---|---|---|---|

Dealer Information

| Code | [redacted] |
|---|---|
| Address | |

Condition Information [redacted]

| Condition Code | L[redacted] | | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Transmission ; DEF equipped 4x4 pick-up only | | | | TRANSMISS | 1 | X | | |
| A | | Transmission ; DEF equipped 4x4 pick-up only | | | | BOLT | 6 | | | |
| A | [redacted] | Transmission, Replace - automatic ; | ML | CHECK /SERVICE SO | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; | ML | CHECK /SERVICE SO | [redacted] | BOLT | 6 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; propeller shaft equipped | | [redacted] | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; propeller shaft equipped | | | [redacted] | BOLT | 6 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | BOLT | 6 | | [redacted] | |
| A | 85LOAN00 | Loaner Car ; Loaner Car | | | [redacted] | TRANSMISS | 1 | X | | |
| A | [redacted] | Loaner Car ; Loaner Car | | | [redacted] | BOLT | 6 | | [redacted] | |
| A | | Loaner Car ; High Line Vehicles | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | | Loaner Car ; High Line Vehicles | | | [redacted] | BOLT | 6 | | [redacted] | |
| [redacted] | | | | | [redacted] | | | | [redacted] | |
| [redacted] | | | | | [redacted] | | | | [redacted] | |

## RO Narratives

**(RO) Customer Concern:**

TRANSMISSION LOANER VEHICLE

**(RO) Cause:**

**(RO) Technical Notes:**

THE REN TAL TO AS THAT IS ALL SUPPORTED BASED ON PART ORDER DATES & RENTAL INV OICE DATES. 2)REMOVE COOLER AND ITS SUBSEQUENT LOP AS THERE WAS NO METAL CONTA MINATION AND FLUID CONDITION WAS NORMAL AS PER TECH NOTES. THANK YOU FROM THE WARRANTY CONTACT CENTER. IF FURTHER ASSISTANCE IS NECESSARY, PLEASE CONTAC T THE CRA28 CHRYSLER.COM, INCLUDE VIN & CONCERN.

## GCS Narratives

**(Claim) Customer Concern:**

CAR TOWED INTO SHOP, CUSTOMER WAS DRIVING AND HEARD A POP AND TRUCK,L CHECK EN GINE LIGHT CAME ON

**(Claim) Cause:**

VERIFIED CUSTOMER CONCERN OF LOUD CLUNK AND NO FORWARD MOVEMENT FOUND FLUID F ULL, AND CLEAN NOT BURNT, VERIFIED ACTIVE DTCS AND , FOUND TCM UP DATE AVAILABLE, UPDATED TCM, PERFORMED QUICK LEARN AND PASSED, PUT IN FORWAR D GEAR AND NO ENGAGEMENT, ONLY HAS REVERSE. STARTED STAR CASE

**(Claim) Correction:**

WAS INSTRUCTED TO REPLACE TRANS AND COOLER ASSEMBLY, REPLACED , PERFORMED QUICK LEARN AND VERIFIED FORWARD AND REVERSE GEARS WORKING AS DESIGNED.

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | | | | **Body** | CAB CHASSIS |
| **Build Date** | | **Plant** | TRUCK ASSEMBLY PLANT | **Coverage Code** | |

**Claim Information**

| | | | |
|---|---|---|---|
| **Claim #** | | **In Service Date** | |
| **Claim Type** | Ready | **Repair Date** | |
| **Claim Status** | Paid | **Mileage (Miles)** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | | **Sublet** | | **Part** | | **Total Paid** | |

**Dealer Information**

| | |
|---|---|
| **Code** | |
| **Address** | |

**Condition Information**

| Condition Code | L | | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | | Road Ready ; diesel equipped | | | | | | | | |

## 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

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | | | | **Body** | CREW CAB CHASSIS |
| **Build Date** | | **Plant** | TRUCK ASSEMBLY PLANT | **Coverage Code** | |

**Claim Information**

| | | | |
|---|---|---|---|
| **Claim #** | | **In Service Date** | |
| **Claim Type** | | **Repair Date** | |
| **Claim Status** | Paid | **Mileage (Miles)** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | | **Sublet** | | **Part** | | **Total Paid** | |

**Dealer Information**

| | |
|---|---|
| **Code** | |
| **Address** | |

**Condition Information**

| Condition Code | L | | Failure Code | esc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | | Road Ready ; diesel equipped | | | | | | | | |

## 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

| VIN | | Year | | Body | LONGHORN CREW CAB 4X4 |
|---|---|---|---|---|---|
| Build Date | | Plant | SALTILLO TRUCK ASSEMBLY PLANT | Coverage Code | |

Claim Information [redacted]

| Claim # | [redacted] | In Service Date | [redacted] |
|---|---|---|---|
| Claim Type | Ready [redacted] | Repair Date | |
| Claim Status | Paid | Mileage (Miles) | 0 |

Expense

| Labor | [redacted] | Sublet | | Part | | Total Paid | [redacted] |
|---|---|---|---|---|---|---|---|

Dealer Information

| Code | [redacted] | | | | | | [redacted] |
|---|---|---|---|---|---|---|---|
| Address | | | | | | | |

Condition Information [redacted]

| Condition Code | LC [redacted] | | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Rear Wheel Flares - | | | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | [redacted] | Road Ready ; diesel equipped | | | | | | | | [redacted] |

[redacted]

## 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

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | | | | **Body** | CAB CHASSIS |
| **Build Date** | | **Plant** | TRUCK ASSEMBLY PLANT | **Coverage Code** | |

**Claim Information**

| | | | |
|---|---|---|---|
| **Claim #** | | **In Service Date** | |
| **Claim Type** | Ready ( | **Repair Date** | |
| **Claim Status** | Paid | **Mileage (Miles)** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | | **Sublet** | | | | **Total Paid** | |

**Dealer Information**

| | |
|---|---|
| **Code** | |
| **Address** | |

**Condition Information**

| Condition Code | | | Failure Code | re Desc | Number | Name | Quantity | Failed | Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| | | Road Ready ; diesel equipped | | | | | | | | |

## 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

| VIN | | Year | | Body | BIG | 4X4 |
|---|---|---|---|---|---|---|
| Build Date | | Plant | TRUCK ASSEMBLY PLANT | Coverage Code | | |

Claim Information [redacted]

| Claim # | [redacted] | In Service Date | [redacted] |
|---|---|---|---|
| Claim Type | [redacted] - Ready [redacted] | Repair Date | |
| Claim Status | Paid | Mileage (Miles) | 0 |

Expense

| Labor | [redacted] | Sublet | [redacted] | Part | [redacted] | Total Paid | [redacted] |
|---|---|---|---|---|---|---|---|

Dealer Information

| Code | [redacted] | [redacted] | [redacted] | [redacted] |
|---|---|---|---|---|
| Address | | | | |

Condition Information [redacted]

| Condition Code | LO[redacted] | | Failure [redacted] | ilure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Ready ; Test | | | | | | | | |
| A | | Ready ; diesel equipped | | | | | | | | |

[redacted]

## 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

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | | | | **Body** | CREW CAB CHASSIS |
| **Build Date** | | **Plant** | TRUCK ASSEMBLY PLANT | **Coverage Code** | |

Claim Information

| | | | |
|---|---|---|---|
| **Claim #** | | **In Service Date** | |
| **Claim Type** | | **Repair Date** | |
| **Claim Status** | Paid | **Mileage (Miles)** | 0 |

Expense

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | | **Sublet** | | **Part** | | **Total Paid** | |

Dealer Information

| | | | | | |
|---|---|---|---|---|---|
| **Code** | | **Name** | | | |
| **Address** | , , | | | | |

Condition Information

| Condition Code | | Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | | Road R ; 6.7 liter diesel equipped | | | | | | | | |

## 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

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | | | | **Body** | REG CAB CHASSIS |
| **Build Date** | | **Plant** | SALTILLO TRUCK ASSEMBLY PLANT | **Coverage Code** | |

Claim Information

| | | | |
|---|---|---|---|
| **Claim #** | | **In Service Date** | |
| **Claim Type** | Ready ( | **Repair Date** | |
| **Claim Status** | Paid | **Mileage (Miles)** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | | **Sublet** | | **Part** | | **Total Paid** | |

Dealer Information

| | | | |
|---|---|---|---|
| **Code** | | **Na** | JEEP C |
| **Address** | | | |

Condition Information

| Condition Code | | | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | | Road Ready ; diesel equipped | | | | | | | | |

## 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

| VIN | | Year | | Body | CAB |
|---|---|---|---|---|---|
| Build Date | | Plant | TRUCK ASSEMBLY PLANT | Coverage Code | |

Claim Information

| Claim | | In Service Date | |
|---|---|---|---|
| Claim Type | | Repair Date | |
| Claim Status | Paid | Mileage (Miles) | 5 |

Expense

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information

| Code | | Name | | | |
|---|---|---|---|---|---|
| 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 | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | | Road Ready ; diesel equipped | | | | | | | | |

## 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

| VIN | | Year | | Body | CAB |
|---|---|---|---|---|---|
| Build Date | | Plant | TRUCK ASSEMBLY PLANT | Coverage Code | |

Claim Information

| Claim | | In Service Date | |
|---|---|---|---|
| Claim Type | W - Warranty | Repair Date | |
| Claim Status | Paid | Mileage (Miles) | 5 |

Expense

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information

| Code | | Name | | | |
|---|---|---|---|---|---|
| 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 | | DEF Fluid Top Off ; Vehicle Delivery Fill - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | | FLUID | 2 | X | | |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
DEF LOW

**(Claim) Cause:**
LOW FILL

**(Claim) Correction:**
TOP OFF DEF

| VIN | | Year | | Body | CAB |
|---|---|---|---|---|---|
| Build Date | | Plant | TRUCK ASSEMBLY PLANT | Coverage Code | |

Claim Information

| Claim | | | In Service Date | |
|---|---|---|---|---|
| Claim Type | | | Repair Date | |
| Claim Status | Paid | | Mileage (Miles) | 4 |

Expense

| Labor | | Sublet | | | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information

| Code | | | | | | | |
|---|---|---|---|---|---|---|---|
| Address | | | | | | | |

Condition Information

| Condition Code | | | Failure | Failure Desc | Number | Name | Quantity | Failed | Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Rear Wheel Flares - | | | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | | Road Ready ; diesel equipped | | | | | | | | |

## RO Narratives

**(RO) Customer Concern:**

New Vehicle Prep

**(RO) Cause:**

Performed New Vehicle Prep

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

| VIN | | Year | | Body | CAB |
|---|---|---|---|---|---|
| Build Date | | Plant | TRUCK ASSEMBLY PLANT | Coverage Code | |

Claim Information

| Claim | | In Service Date | |
|---|---|---|---|
| Claim Type | W - Warranty | Repair Date | |
| Claim Status | Paid | Mileage (Miles) | 4 |

Expense

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information

| Code | | me | | | |
|---|---|---|---|---|---|
| Address | | | | | |

Condition Information

| Condition Code | LO | | Failure | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | DEF Fluid Top Off ; Vehicle Delivery Fill - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | | FLUID | 2 | X | | |

## RO Narratives

**(RO) Customer Concern:**

Customer States add DEF

**(RO) Cause:**

NA

**(RO) Correction:**

filled def fluid to proper level

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

| VIN | | Year | | Body | CREW CAB CHASSIS |
|---|---|---|---|---|---|
| Build Date | | Plant | TRUCK ASSEMBLY PLANT | Coverage Code | |

Claim Information

| Claim | | In Service Date | |
|---|---|---|---|
| Claim Type | | Repair Date | |
| Claim Status | Paid | Mileage (Miles) | |

Expense

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information

| Code | | Name | |
|---|---|---|---|
| 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 | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| | | Road Ready ; diesel equipped | | | | | | | | |

## 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

| VIN | | Year | | Body | - |
|---|---|---|---|---|---|
| Build Date | | Plant | TRUCK ASSEMBLY PLANT | Coverage Code | |

Claim Information

| Claim # | | In Service Date | |
|---|---|---|---|
| Claim Type | Ready ( | Repair Date | |
| Claim Status | Paid | Mileage (Miles) | 0 |

Expense

| Labor | | Sublet | | | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information

| Code | | me | | | | | |
|---|---|---|---|---|---|---|---|
| Address | | | | | | | |

Condition Information

| Condition Code | LO | | Failure | Failure Desc | Number | Name | Quantity | Failed | Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | | Road Ready ; diesel equipped | | | | | | | | |

## 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

| VIN | | Year | | Body | - | CAB 4X4 |
|---|---|---|---|---|---|---|
| Build Date | | Plant | SALTILLO TRUCK ASSEMBLY PLANT | Coverage Code | | |

Claim Information

| Claim # | | In Service Date | |
|---|---|---|---|
| Claim Type | Ready ( | Repair Date | |
| Claim Status | Paid | Mileage (Miles) | 0 |

Expense

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information

| Code | | me | | | |
|---|---|---|---|---|---|
| Address | | | | | |

Condition Information

| Condition Code | LO | | Failure | sc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Rear Wheel Flares - | | | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | | Road Ready ; diesel equipped | | | | | | | | |

## 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

| VIN | | | | Body | - |
|---|---|---|---|---|---|
| Build Date | | Plant | TRUCK ASSEMBLY PLANT | Coverage Code | |

Claim Information

| Claim # | | In Service Date | |
|---|---|---|---|
| Claim Type | - Ready ( | Repair Date | |
| Claim Status | Paid | Mileage (Miles) | 0 |

Expense

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information

| Code | | | | | | | |
|---|---|---|---|---|---|---|---|
| Address | | | | | | | |

Condition Information

| Condition Code | | | Failure | | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Ready ; Test | | | | | | | | |
| A | | ; diesel equipped | | | | | | | | |

## 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

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | | | **Body** | CREW CAB CHASSIS | |
| **Build Date** | | **Plant** | TRUCK ASSEMBLY PLANT | **Coverage Code** | |

**Claim Information**

| | | | |
|---|---|---|---|
| **Claim #** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | Ready [redacted] | **Repair Date** | |
| **Claim Status** | Paid | **Mileage (Miles)** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | | **Sublet** | | | | **Total Paid** | [redacted] |

**Dealer Information**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Code** | | [redacted] | | | | | |
| **Address** | | | | | | | |

**Condition Information**

| Condition Code | [redacted] | [redacted] | Failure | [redacted] | Number | Name | Quantity | Failed | Expense | Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | [redacted] | Road [redacted] ; diesel equipped | | | [redacted] | [redacted] | [redacted] | [redacted] | [redacted] | [redacted] |

[redacted]

## 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

| VIN | | Year | | Body | CREW CAB CHASSIS |
|---|---|---|---|---|---|
| Build Date | | Plant | TRUCK ASSEMBLY PLANT | Coverage Code | |

Claim Information

| Claim # | | In Service Date | |
|---|---|---|---|
| Claim Type | | Repair Date | |
| Claim Status | Paid | Mileage (Miles) | 0 |

Expense

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information

| Code | | Name | |
|---|---|---|---|
| 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 | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| | | Road Ready ; 6.7 liter diesel equipped | | | | | | | | |

## 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

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | | | **Body** | CREW CAB CHASSIS | |
| **Build Date** | | **Plant** | SALTILLO TRUCK ASSEMBLY PLANT | **Coverage Code** | |

Claim Information

| | | | |
|---|---|---|---|
| **Claim #** | | **In Service Date** | |
| **Claim Type** | - Ready | **Repair Date** | |
| **Claim Status** | Paid | **Mileage (Miles)** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | | **Sublet** | | **Part** | | **Total Paid** | |

Dealer Information

| | | | | | |
|---|---|---|---|---|---|
| **Code** | | **N** | | | |
| **Address** | | | | | |

Condition Information

| Condition Code | LOP | LOP D... | Failure ... | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Ready ; Test | | | | | | | | |
| A | | Ready ; diesel equipped | | | | | | | | |

## 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

| VIN | | Year | | Body | CAB 4X4 |
|---|---|---|---|---|---|
| Build Date | | Plant | SALTILLO TRUCK ASSEMBLY PLANT | Coverage Code | |

Claim Information

| Claim # | | In Service Date | |
|---|---|---|---|
| Claim Type | Ready ( | Repair Date | |
| Claim Status | Paid | Mileage (Miles) | 0 |

Expense

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information

| Code | | Name | |
|---|---|---|---|
| Address | | | |

Condition Information

| Condition Code | LOP | LOP Desc | Failure | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | | Road Ready ; diesel equipped | | | | | | | | |

## 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

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | | | | **Body** | CREW CAB CHASSIS |
| **Build Date** | | **Plant** | TRUCK ASSEMBLY PLANT | **Coverage Code** | |

Claim Information

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | W - Warranty | **Repair Date** | |
| **Claim Status** | Paid | **Mileage (Miles)** | 5 |

Expense

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | | **Sublet** | | **Part** | | **Total Paid** | [redacted] |

Dealer Information

| | | | |
|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] |
| **Address** | , , | | |

Condition Information

| Condition Code | | Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | DEF Fluid Top Off ; Vehicle Delivery Fill - Cab Chassis Models Only - See note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | | FLUID | 1 | X | | [redacted] |

[redacted]

## RO Narratives

**(RO) Customer Concern:**

PERFORM PRE DELIVERY INSPECTION DEF

**(RO) Cause:**

.

**(RO) Correction:**

completed new car deliveryinspection PERFORM PRE DELIVERY INSPECTION topped off def fluid MISCELLANEOUS

**(RO) Technical Notes:**

NA

[redacted]

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

| VIN | | Year | | Body | CREW CAB CHASSIS |
|---|---|---|---|---|---|
| Build Date | | Plant | ASSEMBLY PLANT | Coverage Code | |

Claim Information

| Claim | | | In Service Date | |
|---|---|---|---|---|
| Claim Type | W - Warranty | | Repair Date | |
| Claim Status | Paid | | Mileage (Miles) | 9 |

Expense

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information

| Code | | Name | | | |
|---|---|---|---|---|---|
| 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 | | DEF Fluid Top Off ; Vehicle Delivery Fill - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | | FLUID | | | | |

## 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

| VIN | | Year | | Body | CAB CHASSIS |
|---|---|---|---|---|---|
| Build Date | | Plant | TRUCK ASSEMBLY PLANT | Coverage Code | |

Claim Information

| Claim | | | In Service Date | |
|---|---|---|---|---|
| Claim Type | W - Warranty | | Repair Date | |
| Claim Status | Paid | | Mileage (Miles) | |

Expense

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information

| Code | | Name | | |
|---|---|---|---|---|
| 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 | | Transmission, Replace - automatic ; | ML | CHEC /SERVICE SO | | MODULE | | | | |
| A | | Transmission, Replace - automatic ; | ML | CHEC /SERVICE SO | | TOC ASSY | | | | |
| A | | Transmission, Replace - | ML | /SERVICE SO | | COOLER | 1 | | | |
| A | | Transmission, Replace - | ML | /SERVICE SO | | TUBE | 1 | | | |
| A | | Transmission, Replace - | ML | /SERVICE SO | | TRANS | 1 | X | | |
| A | | Transmission, Replace - | ML | /SERVICE SO | | FLUID AFT | 2 | | | |
| A | | Transmission, Replace - propeller shaft equipped | | | | MODULE | | | | |
| A | | Transmission, Replace - propeller shaft equipped | | | | TOC ASSY | | | | |
| A | | Transmissi e - automatic ; propeller shaft equipped | | | | COOLER | 1 | | | |
| A | | Transmissi e - automatic ; propeller shaft equipped | | | | TUBE | 1 | | | |
| A | | Transmissi e - automatic ; propeller shaft equipped | | | | TRANS | 1 | X | | |
| A | | Transmissi e - automatic ; propeller shaft equipped | | | | FLUID AFT | 2 | | | |
| A | | Lines, trans nd torque converter oil cooler ; or (1 - Semi-Skilled) | | | | MODULE | | | | |
| A | | Lines, transmission and torque converter oil cooler ; or (1 - Semi- ed) | | | | TOC ASSY | | | | |
| A | | Lines, transmission and torque converter oil cooler ; | | | | COOLER | | | | |

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| A | | transmission and torque converter oil cooler ; or - Semi- | | | | TRANS | 1 | X | |
| A | | transmission and torque converter oil cooler ; or - Semi- | | | | FLUID AFT | 2 | | |
| A | | ler, external / auxiliary ; Cooler (2 - ) | | | | MODULE | | | |
| A | | rnal / ry ; Cooler (2 - ) | | | | TOC ASSY | 1 | | |
| A | | Oil cooler, external / ry ; Cooler (2 - ) | | | | COOLER | 1 | | |
| A | | Oil cooler, external / ry ; Cooler (2 - ) | | | | TUBE | 1 | | |
| A | | Oil cooler, external / ry ; Cooler (2 - ) | | | | TRANS | 1 | X | |
| A | | Oil cooler, external / ry ; Cooler (2 - ) | | | | FLUID AFT | 2 | | |
| A | | Quick Learn ; , , , Transmissions only | | | | MODULE | | | |
| A | | uick Learn ; , | | | | TOC ASSY | 1 | | |
| A | | Quick Learn ; , | | | | COOLER | 1 | | |
| A | | Quick Learn ; , | | | | TUBE | 1 | | |
| A | | Quick Learn ; , | | | | TRANS | 1 | X | |
| A | | Quick Learn ; , | | | | FLUID AFT | 2 | | |

## RO Narratives

**(RO) Customer Concern:**

CUSTOMER STATES VEHICLE WONT GO INTO DRIVE, PLEASE CHECK AND ADVISE MULTI INSPECTION (according to maintenance interval)

**(RO) Cause:**

TRANS

**(RO) Correction:**

FOUND CODES Gear 1 Incorrect Ratio- Active 2 Incorrect Ratio- Active TCMU0415-00 Invalid Data Received from Anti-LockBrake System (ABS) Control Module "A"-...REMOVED TRANSMISSION PAN AND FOUND SEVERELYBURNT FLUID ACCOMPANIED WITH METAL AND CLUTCHMATERIAL, CONTACTED

**(RO) Technical Notes:**

NA [redacted]

## GCS Narratives

**(Claim) Customer Concern:**

CUSTOMER STATES VEHICLE WONT GO INTO DRIVE

**(Claim) Cause:**

FOUND CODES GEAR INCORRECT RATIO- ACTIVE AR INCORRECT RATIO- ACTIVE INVALID DATA RECEIVED FROM AN TI-LOCK BRAKE SYSTEM (ABS) CONTROL MODULE "A"-... REMOVED TRANSMISSION PAN AN D FOUND SEVERELY BURNT FLUID ACCOMPANIED WITH METAL AND CLUTCH MATERIAL, CON TACTED CHRYSLER STAR CENTER AND GOT APPROVAL FOR NEW TRANSMISSION UNIT AND TR ANSMISSION CONTROL UNIT AND LINES AND COOLER FOR THIS CONCERN

**(Claim) Correction:**

REMOVED AND REPLACED TRANSMISSION AS WELL AS COOLER AND LINES WITH NEW, CORRE CTED FLUID LEVEL

| VIN | | Year | | Body | CREW CAB CHASSIS |
|---|---|---|---|---|---|
| Build Date | | Plant | TRUCK ASSEMBLY PLANT | Coverage Code | |

Claim Information

| Claim | [redacted] | | [redacted] | In Service Date | [redacted] |
|---|---|---|---|---|---|
| Claim Type | W - Warranty | | | Repair Date | |
| Claim Status | Paid | | | Mileage (Miles) | |

Expense

| Labor | [redacted] | Sublet | ( ) | Part | | Total Paid | [redacted] ( ) |
|---|---|---|---|---|---|---|---|

Dealer Information

| Code | [redacted] | Name | [redacted] | | |
|---|---|---|---|---|---|
| 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 | | Transmission, Replace - automatic ; | ML | CHECK /SERVICE SO | | MODULE | | | | |
| A | | Transmission, Replace - automatic ; | ML | CHECK /SERVICE SO | | TOC ASSY | | | | |
| A | [redacted] | Transmission, Replace - [redacted] | ML | [redacted] /SERVICE SO | [redacted] | COOLER | [redacted] | | | [redacted] |
| A | [redacted] | Transmission, Replace - [redacted] | ML | [redacted] /SERVICE SO | [redacted] | TUBE | [redacted] | | | [redacted] |

## RO Narratives

### (RO) Customer Concern:

CUSTOMER STATES VEHICLE WONT GO INTO DRIVE, PLEASE CHECK AND ADVISE MULTI INSPECTION (according to maintenance interval)

### (RO) Cause:

TRANS

### (RO) Correction:

FOUND CODES Gear 1Shift Incorrect Ratio- Active 2 Shift Incorrect Ratio- Active TCMU0415-00 Invalid Data Recei ed from Anti-LockBrake System (ABS) Control Module "A"-...REMOVED TRANSMISSION PAN AND FOUND SEVERELYBURNT FLUID ACCOMPANIED WITH METAL AND CLUTCHMATERIAL, CONTACTED CHRYSLER STAR CENTER ANDGOT APPROVAL FOR NEW TRANSMISSION UNIT ANDTRANSMISSION CONTROL UNIT AND LINES ANDCOOLER FOR THIS CONCERN... REMOVED ANDREPLACED TRANSMISSION AS WELL AS COOLER ANDLINES WITH NEW, CORRECTED FLUID LEVEL NOOTHER [redacted]ERNS AT THIS T[redacted] PROPELLER SHAFT TR[redacted]S OIL COOLER EXTERNAL AUX COOLER ROADSIDE TOW BILL DIAGNOSIS PROPELLER SHAFT TRANSMISSION LINES OIL COOLER EXTERNAL AUX COOLER DIAGNOSIS MULTI INSPECTION (according to maintenance interval)

### (RO) Technical Notes:

NA [redacted]

**(Claim) Customer Concern:**

CUSTOMER STATES VEHICLE WONT GO INTO DRIVE

**(Claim) Cause:**

FOUND CODES GEAR INCORRECT RATIO- ACTIVE INCORRECT RATIO- ACTIVE INVALID DATA RECEIVED FROM AN TI-LOCK BRAKE SYSTEM (ABS) CONTROL MODULE "A"-... REMOVED TRANSMISSION PAN AN D FOUND SEVERELY BURNT FLUID ACCOMPANIED WITH METAL AND CLUTCH MATERIAL, CON TACTED STAR CENTER AND GOT APPROVAL FOR NEW TRANSMISSION UNIT AND TR ANSMISSION CONTROL UNIT AND LINES AND COOLER FOR THIS CONCERN

**(Claim) [redacted]**

REMOVED AND REPLACED TRANSMISSION AS WELL AS COOLER AND LINES WITH NEW, CORRE CTED FLUID LEVEL [redacted]

| VIN | | | Body | CREW CAB CHASSIS |
|---|---|---|---|---|
| Build Date | | Plant | TRUCK ASSEMBLY PLANT | Coverage Code | |

Claim Information

| Claim | | | In Service Date | |
|---|---|---|---|---|
| Claim Type | W - Warranty | | Repair Date | |
| Claim Status | Paid | | Mileage (Miles) | 12 |

Expense

| Labor | | Part | | Total Paid | |
|---|---|---|---|---|---|

Dealer Information

| Code | | Name | | | |
|---|---|---|---|---|---|
| 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 | | DEF Fluid Top Off ; Vehicle Delivery Fill - Cab Chassis Models Only - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | | FLUID | 2 | X | | |

## RO Narratives

**(RO) Customer Concern:**
FILL DEF FOR DELIVERY

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
DEF FILL

**(Claim) Cause:**
DEF FILL

**(Claim) Correction:**
DEF FILL

| VIN | | Year | | Body | |
|---|---|---|---|---|---|
| Build Date | | Plant | TRUCK ASSEMBLY PLANT | Coverage Code | |

Claim Information

| Claim | | | | In Service Date | |
|---|---|---|---|---|---|
| Claim Type | Ready ( | | | Repair Date | |
| Claim Status | Paid | | | Mileage (Miles) | 6 |

Expense

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information

| Code | | Name | | | | | |
|---|---|---|---|---|---|---|---|
| Address | | | | | | | |

Condition Information

| Condition Code | LOP | LOP Desc | Failure | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | | Road Ready ; diesel equipped | | | | | | | | |

## RO Narratives

### (RO) Customer Concern:

** PDI ** ** PDI FLUIDS ** ** PDI BLOCK HEATER ** install pulse brake system Recall #: , Launch Date: HD Ram Engine Control Module (

### (RO) Cause:

pdi pdi pdi pdi recall

### (RO) Correction:

PERFORMED PRE DELIVERY INSPECTION AND ROADTEST FILLED AND CHECKED ALL FLUIDS verieid block heater installed pulse brake system performed recall installed and repacled pcm lop

### (RO) Technical Notes:

NA

## GCS Narratives

### (Claim) Customer Concern:

TOP OFF FLUID FOR DELIVERY

### (Claim) Cause:

TOP OFF FLUID FOR DELIVERY

### (Claim) Correction:

TOP OFF FLUID FOR DELIVERY

| VIN | | Year | | Body | LIMITED |
|---|---|---|---|---|---|
| Build Date | | Plant | TRUCK ASSEMBLY PLANT | Coverage Code | |

Claim Information

| Claim | | | In Service Date | | |
|---|---|---|---|---|---|
| Claim Type | W - Warranty | | Repair Date | | |
| Claim Status | Paid | | Mileage (Miles) | | |

Expense

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information

| Code | | Name | | | |
|---|---|---|---|---|---|
| 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 | | Module, steering column control ; SCCM, includes turn signal switch, clock spring, steering angle sensor where applicable | | NOISY | | CLOCKSPRI | | | | |

## RO Narratives

**(RO) Customer Concern:**

CSVS

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

CUST STATES THAT THERE IS A NOISE IN THE STEERING WHEEL

**(Claim) Cause:**

CLOCKSPRING

**(Claim) Correction:**

REPLACED CLOCK SPRING ASSEMBLY DUE TO NOISE WHEN TURNING STEERING WHEEL-VERIFI ED NOISE IS GONE AFTER REPLACEMENT. TESTED ALL OK

| VIN | | Year | | Body | CAB CHASSIS |
|---|---|---|---|---|---|
| Build Date | | Plant | ASSEMBLY PLANT | Coverage Code | |

Claim Information

| Claim | | In Service Date | |
|---|---|---|---|
| Claim Type | W - Warranty | Repair Date | |
| Claim Status | Paid | Mileage (Miles) | |

Expense

| Labor | | Part | | Total Paid | |
|---|---|---|---|---|---|

Dealer Information

| Code | | Name | |
|---|---|---|---|
| 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 | | DEF Fluid Top Off ; Vehicle Delivery Fill - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | | FLUID | 2 | X | | |

## RO Narratives

**(RO) Customer Concern:**

ADD DEF FOR DELIVERY

**(RO) Cause:**

NA

**(RO) Correction:**

DEF Fluid Top Off VehicleDelivery Fill - See LOP note for vehicle specificallowances. TOP OFF DEF FLUID

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

| VIN | | Year | | Body | CREW CAB CHASSIS |
|---|---|---|---|---|---|
| Build Date | | Plant | TRUCK ASSEMBLY PLANT | Coverage Code | |

Claim Information

| Claim # | | In Service Date | |
|---|---|---|---|
| Claim Type | Ready ( | Repair Date | |
| Claim Status | Paid | Mileage (Miles) | 0 |

Expense

| Labor | | Sublet | | | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information

| Code | | Name | |
|---|---|---|---|
| Address | | | |

Condition Information

| Condition Code | LOP | LOP Desc | Failure | Failure Desc | Number | Name | Quantity | Failed | Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| | | Road Ready ; Road Test | | | | | | | | |
| A | | Road Ready ; diesel equipped | | | | | | | | |

## 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

| VIN | | Year | | Body | |
|---|---|---|---|---|---|
| **Build Date** | | **Plant** | TRUCK ASSEMBLY PLANT | **Coverage Code** | |

Claim Information

| **Claim #** | | | **In Service Date** | |
|---|---|---|---|---|
| **Claim Type** | Ready | | **Repair Date** | |
| **Claim Status** | Paid | | **Mileage (Miles)** | 0 |

**Expense**

| **Labor** | | **Sublet** | | **Part** | | **Total Paid** | |
|---|---|---|---|---|---|---|---|

Dealer Information

| **Code** | | **Name** | |
|---|---|---|---|
| **Address** | | | |

Condition Information

| Condition Code | LOP | LOP Desc | Failure | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | | Road Ready ; diesel equipped | | | | | | | | |

## 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

| | | | | | |
|---|---|---|---|---|---|
| VIN | | | Body | | CREW CAB CHASSIS |
| Build Date | | Plant | TRUCK ASSEMBLY PLANT | Coverage Code | |

Claim Information

| | | | |
|---|---|---|---|
| Claim # | [redacted] | In Service Date | [redacted] |
| Claim Type | [redacted] | Repair Date | [redacted] |
| Claim Status | Paid | Mileage (Miles) | 0 |

Expense

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| Labor | | Sublet | | Part | | Total Paid | [redacted] |

Dealer Information

| | | | |
|---|---|---|---|
| Code | [redacted] | Name | [redacted] |
| 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 | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| | | Road Ready ; diesel equipped | | | | | | | | |

[redacted]

## 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

| VIN | | Year | | Body | - | CAB |
|---|---|---|---|---|---|---|
| **Build Date** | | **Plant** | TRUCK ASSEMBLY PLANT | **Coverage Code** | | |

**Claim Information**

| **Claim #** | [redacted] | **In Service Date** | [redacted] |
|---|---|---|---|
| **Claim Type** | Ready [redacted] | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | 0 |

**Expense**

| **Labor** | | **Sublet** | | | | **Total Paid** | [redacted] |
|---|---|---|---|---|---|---|---|

**Dealer Information**

| **Code** | | **Name** | [redacted] |
|---|---|---|---|
| **Address** | | | |

**Condition Information**

| Condition Code | LOP | LOP Desc | Failure | Failure Desc | Number | Name | Quantity | Failed | Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| | | Road Ready ; diesel equipped | | | [redacted] | [redacted] | [redacted] | [redacted] | [redacted] | |

[redacted]

## 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

| | | | | | |
|---|---|---|---|---|---|
| VIN | | Year | | Body | CREW CAB CHASSIS |
| **Build Date** | | **Plant** | TRUCK ASSEMBLY PLANT | **Coverage Code** | |

**Claim Information**

| | | | |
|---|---|---|---|
| **Claim #** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | Ready [redacted] | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | | **Sublet** | | **Part** | | **Total Paid** | [redacted] |

**Dealer Information**

| | | | |
|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] |
| **Address** | , , | | |

**Condition Information**

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | [redacted] Number | [redacted] Name | Part Quantity | [redacted] Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| | | Road Ready ; diesel equipped | | | | | | | | |

[redacted]

## 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

| | | | | | |
|---|---|---|---|---|---|
| VIN | | | Body | | CREW CAB CHASSIS |
| **Build Date** | | **Plant** | SALTILLO TRUCK ASSEMBLY PLANT | **Coverage Code** | |

Claim Information

| | | | |
|---|---|---|---|
| **Claim #** | | **In Service Date** | |
| **Claim Type** | Ready ( | **Repair Date** | |
| **Claim Status** | Paid | **Mileage (Miles)** | 0 |

Expense

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | | **Sublet** | | **Part** | | **Total Paid** | |

Dealer Information

| | | | | | |
|---|---|---|---|---|---|
| **Code** | | **Name** | | | |
| **Address** | | | | | |

Condition Information

| Condition Code | LOP | LOP Desc | [illegible] | Failure Desc | Part [illegible]er | Part Name | Part Quantity | Part [illegible] Failed | [illegible] Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | | Road Ready ; diesel equipped | | | | | | | | |

## 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

| | | | | | |
|---|---|---|---|---|---|
| VIN | | | Body | | CREW CAB CHASSIS |
| **Build Date** | | **Plant** | TRUCK ASSEMBLY PLANT | **Coverage Code** | |

Claim Information

| | | | |
|---|---|---|---|
| **Claim #** | | **In Service Date** | |
| **Claim Type** | Ready ( | **Repair Date** | |
| **Claim Status** | Paid | **Mileage (Miles)** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | | **Sublet** | | **Part** | | **Total Paid** | |

Dealer Information

| | | | | | |
|---|---|---|---|---|---|
| **Code** | | **Name** | IN | | |
| **Address** | | | | | |

Condition Information

| Condition Code | | Desc | | Failure Desc | Part Number | Part Name | Part Quantity | Failed | Expense | Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | | Road Ready ; diesel equipped | | | | | | | | |

## 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

| | | | | | |
|---|---|---|---|---|---|
| **Build Date** | | **Plant** | TRUCK ASSEMBLY PLANT | **Coverage Code** | |

Claim Information

| | | | |
|---|---|---|---|
| **Claim #** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | Ready [redacted] | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | | **Sublet** | | **Part** | | **Total Paid** | [redacted] |

Dealer Information

| | | | |
|---|---|---|---|
| **Code** | | **Name** | [redacted] |
| **Address** | | | |

Condition Information

| Condition Code | [redacted] | Desc | [redacted] | Failure Desc | Number | Name | Quantity | Failed | Expense | Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | [redacted] | Road Ready ; diesel equipped | | | | | | | | [redacted] |

[redacted]

## 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

| | | | | | |
|---|---|---|---|---|---|
| VIN | | Year | | Body | REG CAB CHASSIS |
| **Build Date** | | **Plant** | SALTILLO TRUCK ASSEMBLY PLANT | **Coverage Code** | |

Claim Information

| | | | |
|---|---|---|---|
| **Claim #** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | [redacted] | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | | **Sublet** | | **Part** | | **Total Paid** | [redacted] |

Dealer Information

| | | | |
|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] |
| **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 | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| | | Road Ready ; 6.7 liter diesel equipped | | | | | | | | |

[redacted]

## 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

| | | | | | |
|---|---|---|---|---|---|
| **Build Date** | | **Plant** | ASSEMBLY PLANT | **Coverage Code** | |

Claim Information

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | W - Warranty | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | 4 |

**Expense**

| | | | | | |
|---|---|---|---|---|---|
| **Labor** | [redacted] | **Part** | | **Total Paid** | [redacted] |

Dealer Information

| | | | |
|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] |
| **Address** | , , | | |

Condition Information

| Condition Code | LOP | LOP Desc | Failure Code | Failu Desc | Part Number | Part Name | Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | DEF Fluid Top Off ; Vehicle Delivery Fill - Cab Chassis Models Only - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | | FLUID | 2 | X | | |

[redacted]

## RO Narratives

**(RO) Customer Concern:**

NEW CAR PREP PDI CUSTOMER STATES PERFORM FILL IN INSTALL GPS CUSTOMER STATES. TOP OFF DEF FLUID

**(RO) Cause:**

. INSTALL GPS TRACKER .

**(RO) Correction:**

PERFORMED PDI AND TEST DROVE VEHICLEWITH NO ISSUES. NEW CAR PREP PERFORMED FILL OF VEHICLE TIRESFOR IMPROVED TIRE TEMPERATURE CONTROL. CUSTOMER STATES PERFORM FILL IN INSTALLED GPS AND TESTED OK. Serialnumber: INSTALL GPS FILLED OR TOPPED OFF VEHICLES DIESELEXHAUST FLUID AND TESTED OK AND/OR INSTALLEDTHE SPECIFIED AMOUNT FROM CLIENT. DEF Fluid Top Off VehicleDelivery Fill - Cab Chassis Models Only - SeeLOP note for vehicle specific allowances.

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

CUSTOMER STATES. TOP OFF DEF FLUID

**(Claim) Cause:**

TOP OFF DEF FLUID

**(Claim) Correction:**

FILLED OR TOPPED OFF VEHICLES DIESEL EXHAUST FLUID AND TESTED OK AND/OR INSTAL LED THE SPECIFIED AMOUNT FROM CLIENT.

| | | | | | |
|---|---|---|---|---|---|
| **Build Date** | | **Plant** | TRUCK ASSEMBLY PLANT | **Coverage Code** | |

Claim Information

| | | | |
|---|---|---|---|
| **Claim #** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | Ready [redacted] | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | | **Sublet** | | **Part** | | **Total Paid** | [redacted] |

Dealer Information

| | | | |
|---|---|---|---|
| **Code** | | **Name** | [redacted] |
| **Address** | | | |

Condition Information

| Condition Code | LOP | LOP Desc | [redacted] | Failure Desc | Part Number | Part Name | Part Quantity | Failed | Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | | Road Ready ; diesel equipped | | | | | | | | |

[redacted]

## 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

| | | | | | |
|---|---|---|---|---|---|
| **Build Date** | | **Plant** | SALTILLO TRUCK ASSEMBLY PLANT | **Coverage Code** | |

Claim Information

| | | | |
|---|---|---|---|
| **Claim #** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | Ready [redacted] | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | | **Sublet** | | **Part** | | **Total Paid** | [redacted] |

Dealer Information

| | | | |
|---|---|---|---|
| **Code** | | **Name** | [redacted] |
| **Address** | | | |

Condition Information

| Condition Code | LOP | LOP Desc | [redacted] | Failure Desc | Part Number | Part Name | [redacted] Quantity | Failed | Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | | Road Ready ; diesel equipped | | | | | | | | |

[redacted]

## 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

| | | | | | |
|---|---|---|---|---|---|
| **Build Date** | | **Plant** | TRUCK ASSEMBLY PLANT | **Coverage Code** | |

Claim Information

| | | | |
|---|---|---|---|
| **Claim #** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | Ready [redacted] | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | | **Sublet** | | **Part** | | **Total Paid** | [redacted] |

Dealer Information

| | | | |
|---|---|---|---|
| **Code** | | **Name** | CROWN |
| **Address** | [redacted] | | |

Condition Information

| Condition Code | [redacted] | Desc | [redacted] | Failure Desc | Number | Name | Quantity | Failed | Expense | Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Rear Wheel Flares - | | | | | | | | |
| A | [redacted] | Road R[redacted] ; Road Test | | | | | | | | |
| A | [redacted] | Road Ready ; diesel equipped | | | | | | | | |

[redacted]

## 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

| | | | | | |
|---|---|---|---|---|---|
| **Build Date** | | **Plant** | TRUCK ASSEMBLY PLANT | **Coverage Code** | |

Claim Information

| | | | |
|---|---|---|---|
| **Claim #** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | Ready [redacted] | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | | **Sublet** | | **Part** | | **Total Paid** | [redacted] |

Dealer Information

| | | | |
|---|---|---|---|
| **Code** | | **Name** | [redacted] |
| **Address** | | | |

Condition Information

| Condition Code | [redacted] | Desc | [redacted] | Failure Desc | Number | Name | Quantity | Failed | Expense | Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | [redacted] | Road Ready ; diesel e[redacted]ped | | | | | | | | [redacted] |

[redacted]

## 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

| | | | | | |
|---|---|---|---|---|---|
| **Build Date** | | **Plant** | SALTILLO TRUCK ASSEMBLY PLANT | **Coverage Code** | |

Claim Information

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | W - Warranty | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | 2 |

Expense

| | | | | | |
|---|---|---|---|---|---|
| **Labor** | [redacted] | **Part** | | **Total Paid** | [redacted] |

Dealer Information

| | | | |
|---|---|---|---|
| **Code** | | **Name** | [redacted] |
| **Address** | [redacted] | | |

Condition Information

| Condition Code | LOP | LOP Desc | [redacted] | [redacted] Desc | Part Number | Name | Quantity | Failed | Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | DEF Fluid Top Off ; Vehicle Delivery Fill - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | | FLUID | 2 | X | | |

[redacted]

## RO Narratives

### (RO) Customer Concern:

DEF FLUID FOR [redacted] AT EVERY VISIT A FREE MULTI-POINT VEHICLE INSPECTION IS PERFORMED AND YOU WILL BE ADVISED OF ANY IMMEDIATE OR FUTURE VEHICLE NEEDS. THIS INSPECTION INCLUDES A FREE BATTERY TEST, BRAKE INSPECTION AND TIRE CONDITION REPORT CARD. AT TIME OF PICK UP YOU WILL RECIEVE YOUR VEHICLES REPORT CARD. IN COMPLIANCE WITH THE [redacted] BOARD RULE (CARB), AUTOMOTIVE SERVICE PROVIDERS MUST: CHECK & INFLATE TIRES TO THE RECOMMENDED TIRE PRESSURE RATE USING THE MANUFACTURER'S RECOMMENDED TIRE PRESSURE RATING LOCATED ON THE VEHICLE'S DOOR PLACARD OR THE TIRE INFLATION REFERENCE. PREFORMED MULTI POINT INSPECTION AND [redacted] INSPECTION WITH TIRE PRESSURE GAUGE. I HEREBY AGREE THAT MOSS [redacted]. IS EXEMPT FROM ALL LIABLILTY OF REPAIRS AND INSPECTIONS AND WILL NOT BE RESPONSIBLE FOR ANY PARTS OR MATERIALS THAT ARE LOOSE, ROTTED, RUSTED, CRACKED, PREVIOUSLY DAMAGED PARTS OR PRE EXISTING LOOSE BODY PARTS, EXISTING BODY OR PARTS [redacted] ACTORY INSTALLED ITEMS. IF DAMAGES OCCUR FROM REPAIRS, MOSS [redacted]. IS NOT LIABLE. ALSO IF PARTS ARE NOT AVAILABLE, MOSS [redacted]. WILL NOT PROVIDE A RENTAL VEHICLE OR BE RESPONSIBLE FOR ANY DOWNTIME THE VEHICLE EXPERIENCES. CUSTOMER AUTHORIZED TO DRIVE THEIR VEHICLE [redacted] THROUGH A TOUCHLESS ALIGNMENT CHECK INSPECTION TO GATHER PRE ALIGNMENT AND TIRE TREAD DEPTH MEASUREMENTS. PLEASE SEE YOUR SERVICE ADVISOR FOR DETAILS.

### (RO) Cause:

[redacted] PERFORMED MULTI POINT INSPECTION. PERFORMED TIRE PRESSURE [redacted] TEST USING TIRE PRESSURE GAUGE AND SET TO REQUIRED TIRE PRESSURE SETTINGS: TECHNICIAN SET THE LEFT FRONT TIRE PRESSURE TO: TECHNICIAN SET THE RIGHT FRONT TIRE PRESSURE TO: TECHNICIAN SET THE LEFT REAR TIRE PRESSURE TO: TECHNICIAN SET THE RIGHT REAR TIRE PRESSURE TO: PERFORMED BRAKE INSPECTION. YOUR FRONT BRAKES MEASURED AT : YOUR REAR BRAKES MEASURED AT : PRE ALIGNMENT CHECK

### (RO) Correction:

PRE ALIGNMENT CHECK COMPLETED

### (RO) Technical Notes:

NA

## GCS Narratives

**(Claim) Customer Concern:**
TOP OFF DEF FLUID

**(Claim) Cause:**
TOP OFF DEF FLUID

**(Claim) Correction:**
TOP OFF DEF FLUID

| | | | | | |
|---|---|---|---|---|---|
| **Build Date** | | **Plant** | SALTILLO TRUCK ASSEMBLY PLANT | **Coverage Code** | |

Claim Information

| | | | |
|---|---|---|---|
| **Claim #** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | [redacted] | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | | **Sublet** | | **Part** | | **Total Paid** | [redacted] |

Dealer Information

| | | | |
|---|---|---|---|
| **Code** | | **Name** | [redacted] |
| **Address** | [redacted] | | |

Condition Information

| Condition Code | LOP | LOP Desc | Code | Failure Desc | Number | Name | Quantity | Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Rear Wheel Flares - | | | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | [redacted] | Road Ready ; diesel equipped | | | | | | | | [redacted] |

[redacted]

## 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

| Build Date | | Plant | TRUCK ASSEMBLY PLANT | Coverage Code | |
|---|---|---|---|---|---|

Claim Information

| Claim # | [redacted] | In Service Date | [redacted] |
|---|---|---|---|
| Claim Type | [redacted] Ready [redacted] | Repair Date | [redacted] |
| Claim Status | Paid | Mileage (Miles) | 0 |

Expense

| Labor | | Sublet | | | | Total Paid | [redacted] |
|---|---|---|---|---|---|---|---|

[redacted]

Dealer Information

| Code | | Name | [redacted] | | | | |
|---|---|---|---|---|---|---|---|
| Address | [redacted] | | | | | | |

Condition Information

| Condition Code | [redacted] | [redacted] Desc | [redacted] Code | [redacted] Failure Desc | Number | Name | [redacted] Quantity | Failed | Expense | Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | [redacted] | Road Ready ; diesel e[redacted]ped | | | [redacted] | [redacted] | [redacted] | [redacted] | [redacted] | [redacted] |

[redacted]

## 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

| Build Date | | Plant | TRUCK ASSEMBLY PLANT | Coverage Code | |
|---|---|---|---|---|---|

Claim Information

| Claim # | [redacted] | In Service Date | [redacted] |
|---|---|---|---|
| Claim Type | [redacted] | Repair Date | [redacted] |
| Claim Status | Paid | Mileage (Miles) | 0 |

Expense

| Labor | | Sublet | | Part | | Total Paid | [redacted] |
|---|---|---|---|---|---|---|---|

Dealer Information

| Code | | Name | SUNSET CHRYSLER DODGE & JEEP | | | |
|---|---|---|---|---|---|---|
| Address | [redacted] | | | | | |

Condition Information

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | [redacted]rt Failed | [redacted]Par[redacted] Expense | [redacted]LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | | Road Ready ; diesel equipped | | | | | | | | |

[redacted]

## 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

| Build Date | | Plant | TRUCK ASSEMBLY PLANT | Coverage Code | |
|---|---|---|---|---|---|

Claim Information

| Claim # | [redacted] | In [redacted] | [redacted] |
|---|---|---|---|
| Claim Type | [redacted] | Repair Date | [redacted] |
| Claim Status | Paid | Mileage (Miles) | 0 |

Expense

| Labor | | Sublet | | Part | | Total Paid | [redacted] |
|---|---|---|---|---|---|---|---|

[redacted]

Dealer Information

| Code | | Name | [redacted] |
|---|---|---|---|
| Address | , , | | |

Condition Information

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | [redacted] Number | Name | Quantity | Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| | | Road Ready ; Road Test | | | | | | | | |
| | | Road Ready ; 6.7 liter diesel equipped | | | | | | | | |

[redacted]

## 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

| Build Date | | Plant | SALTILLO TRUCK ASSEMBLY PLANT | Coverage Code | |
|---|---|---|---|---|---|

Claim Information

| Claim # | [redacted] | In Service [redacted] | |
|---|---|---|---|
| Claim Type | [redacted] Ready [redacted] | Repair Date | [redacted] |
| Claim Status | Paid | Mileage (Miles) | 0 |

Expense

| Labor | | Sublet | | Part | | Total Paid | [redacted] |
|---|---|---|---|---|---|---|---|

[redacted]

Dealer Information

| Code | | Name | [redacted] |
|---|---|---|---|
| Address | [redacted] | | |

Condition Information

| Condition Code | LOP [redacted] | LOP Desc [redacted] | [redacted] Code | [redacted] Failure Desc | [redacted] Number | [redacted] Name | [redacted] Quantity | [redacted] Failed | [redacted] Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Road Ready , Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | | Road Ready ; diesel equipped | | | | | | | | |

[redacted]

## 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

| Build Date | | Plant | SALTILLO TRUCK ASSEMBLY PLANT | Coverage Code | |
|---|---|---|---|---|---|

Claim Information

| Claim | | | In Service Date | | |
|---|---|---|---|---|---|
| Claim Type | | W - Warranty | Repair Date | | |
| Claim Status | | Paid | Mileage (Miles) | | |

Expense

| Labor | | | | | Total Paid | |
|---|---|---|---|---|---|---|

Dealer Information

| Code | | Name | |
|---|---|---|---|
| Address | | | |

Condition Information

| Condition Code | LOP | LOP Desc | Code | Failure Desc | Number | Name | Quantity | Failed | Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| B | | Module, Engine Control (ECM) , Module, Engine Control (ECM) - Reprogram (Aisin Transmission) | CC | SENDING UNITS/SENSORS | | | | | | |
| A | | Module, Transmission Control ( ) ; Module, Transmission Control ( ) - Reprogram, Includes Quicklearn Routine | CC | SENDING UNITS/SENSORS | | | | | | |

## RO Narratives

### (RO) Customer Concern:

CUSTOMER STATES TRVELING THROUGH TOWN STATES SERVICE EXHAUST MESSAGE CAME ON NOW VEHICLE WILL NOT START CHECK AND REPORT (General Concern 1) INSPECT TIRE PRESSURE, AND ADJUST TO MANUFACTURER'S RECOMMENDATION. IF VEHICLE IS EQUIPPED WITH TIRES NOT MEETING MANUFACTURER'S SPECIFICATIONS, THEN SET TIRE PRESSURE TO TIRE INFLATION REFERENCE

### (RO) Cause:

CONCERN VERIFIED. PCM(POWERTRAIN CONTROL MODULE) DTC(DIAG TROUBLE CODE) NOX EXCEDENCE(S) DEACTIVATION OF EGR FUEL RAIL PRESSURE TOO LOW - BANK 1 (ACTIVE). NOTE: A PCM AND FLASH UPDATE IS AVAILABLE. BROUGHT INSIDE THE SHOP. PERFORMED PCM FLASH OLD NEW PERFORMED PCM FLASH UPDATE. (TRANSMISSION CONTROL MODULE) FLASH ALSO IS AVAILABLE. OLD NEW . PERFORMED FLASH AND QUICK LEARN. ROAD TEST VEHICLE AT THE MIDDLE OF THE FREEWAY - ENGINE LOST POWER PCM DTC PRESENT BACK TO THE SHOP. PCM DTC CAME BACK NEED TO FURTHER DIAGNOSE

### (RO) Correction:

CUSTOMER DECLINED FURTHER DIAGNOSTICS WANTS TO TAKE VEHICLE AS IS, RECOMM TOW FROM SHOP. DID NOT SET TIRE PRESSURES

### (RO) Technical Notes:

NA

## GCS Narratives

### (Claim) Customer Concern:

DEACTIVATION OF EGR FULL RAIL PRESSURE TOO LOW - BANK 1 (ACTIVE). NOTE: A PCM AND TCM FLASH UPDATE IS AVAILABLE. BROUGH T INSIDE THE SHOP. PERFORMED PCM FLASH OLD NEW PERFORM ED PCM FLASH UPDATE. TCM(TRANSMISSION CONTROL MODULE) FLASH ALSO IS AVAILABL E. OLD NEW . PERFORMED TCM FLASH AND QUICK LEARN. ROAD TEST VEHICLE AT THE MIDDLE OF THE FREEWAY

**(Claim) Correction:**

ENGINE LOST POWER PCM DTC PRESENT BACK TO THE SHOP. PCM DTC CAME BACK N EED TO FURTHER DIAGNOSE.CUSTOMER DECLINED FURTHER DIAGNOSTICS WANTS TO TAK E VEHICLE AS IS RECOMMEND TOW FROM SHOP.

| Build Date | | Plant | TRUCK ASSEMBLY PLANT | Coverage Code | |
|---|---|---|---|---|---|

Claim Information

| Claim | [redacted] | In Service Date | [redacted] |
|---|---|---|---|
| Claim Type | [redacted] | Repair Date | [redacted] |
| Claim Status | Paid | Mileage (Miles) | |

Expense

| Labor | [redacted] | Part | | Total Paid | [redacted] |
|---|---|---|---|---|---|

Dealer Information

| Code | | Name | [redacted] |
|---|---|---|---|
| Address | [redacted] | | |

Condition Information

| Condition Code | LOP | LOP Desc | Cause Code | Failure Desc | Part Number | Part Name | Quantity | Failed | LOP Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Transmission ; DEF equipped 4x4 pick-up only | | | | BOLT | 6 | | | |
| A | | Transmission ; DEF equipped 4x4 pick-up only | | | | LUBRICANT | | | | |
| A | [redacted] | Transmission ; DEF equipped [redacted] 4x4 pick-up only | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic [redacted] | ML | CHECK ENGINE/SERVICE ENGINE SO | [redacted] | BOLT | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic [redacted] | ML | CHECK ENGINE/SERVICE ENGINE SO | [redacted] | LUBRICANT | | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic [redacted] | ML | CHECK ENGINE/SERVICE ENGINE SO | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic [redacted] propeller shaft equipped | | | [redacted] | BOLT | [redacted] | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic [redacted] propeller shaft equipped | | | [redacted] | LUBRICANT | | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic [redacted] ; propeller shaft equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic [redacted] ; 4x4/AWD equipped | | | [redacted] | BOLT | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic [redacted] ; 4x4/AWD equipped | | | [redacted] | LUBRICANT | | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | 851STATE | State Labor Allowance | | | [redacted] | BOLT | 6 | | | |
| A | 851STATE | State Labor Allowance | | | | LUBRICANT | [redacted] | | | |
| A | 851STATE | State Labor Allowance | | | | TRANSMISS | 1 | X | | |
| A | [redacted] | Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation. | | | [redacted] | BOLT | 6 | | [redacted] | |
| A | | Operation diagnostics - With repair ; Must be | | | [redacted] | LUBRICANT | | | [redacted] | |
| | [redacted] | | | | [redacted] | | | | [redacted] | |
| | [redacted] | | | | [redacted] | | [redacted] | | | |

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | | used in conjunction with appropriate repair Labor Operation. | | | | TRANSMISS | | X | | |

[redacted] [redacted] [redacted] [redacted]

## RO Narratives

### (RO) Customer Concern:

Automatic Transmission Concern [Customer States vehicle will not go in drive. Vehicle will go in reverse. Inspect and advise] Inspect front suspension, tie rod ends, and replace if necessary

### (RO) Cause:

F F

### (RO) Correction:

found no engagement into drive andhavep0731 gear ratio error in codeactive, fluid is full , removed trans andfound trans pump failure ond overheatedclutch assys, and replaced transmissionand relearned and drove ok at present REPLACEMENT DEF EQUIPPED NO WORK DONE AT THIS TIME.. EQUIPPED Warranty Time DIAGNOSTIC STRAIGHT TIME VEHICLE SAFETY INSPECTIONCOMPLETED. Inspect front suspension,tie rod ends, and replaceif necessary MULTI POINT SAFETY INSPECTION

### [redacted]D) Technical Notes:

NA [redacted]

## GCS Narratives

### (Claim) Customer Concern:

CUSTOMER STATES VEHICLE WILL NOT GO IN DRIVE. VEHICLE WILL GO IN REVERSE

### (Claim) Cause:

FOUND NO ENGAGEMENT INTO DRIVE AND GEAR RATIO ERROR IN ACT IVE, FLUID IS FULL , REMOVED TRANS AND FOUND TRANS PUMP FAILURE OND OVERHEATE D CLUTCH ASSYS,

### (Claim) Correction:

REPLACED TRANSMISSION AND RELEARNED AND DROVE OK AT PRESENT

[redacted]

| Build Date | | Plant | SALTILLO TRUCK ASSEMBLY PLANT | Coverage Code | |
|---|---|---|---|---|---|

Claim Information

| Claim | | In Service Date | |
|---|---|---|---|
| Claim Type | W - Warranty | Repair Date | |
| Claim Status | Paid | Mileage (Miles) | |

Expense

| Labor | | Part | | Total Paid | |
|---|---|---|---|---|---|

Dealer Information

| Code | | Name | OF | | |
|---|---|---|---|---|---|
| Address | | | | | |

Condition Information

| Condition Code | | Desc | Code | Failure Desc | Part Number | Part Name | Quantity | Failed | Expense | Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Transmission ; DEF equipped 4x4 pick-up only | | | | BOLT | | | | |
| A | | Transmission ; DEF equipped 4x4 pick-up only | | | | FLUID AFT | | | | |
| A | | Transmission ; DEF equipped 4x4 pick-up only | | | | TRANSMISS | | X | | |
| A | | Transmission, Replace - automatic ; | ML | CHECK /SERVICE SO | | BOLT | | | | |
| A | | Transmission, Replace - automatic ; | ML | CHECK /SERVICE SO | | FLUID AFT | | | | |
| A | | Transmission, Replace - automatic ; | ML | CHECK /SERVICE SO | | TRANSMISS | 1 | X | | |
| A | | Transmission, Replace - automatic ; propeller shaft equipped | | | | BOLT | | | | |
| A | | Transmission, Replace - automatic ; propeller shaft equipped | | | | FLUID AFT | | | | |
| A | | Transmission, Replace - automatic ; propeller shaft equipped | | | | TRANSMISS | 1 | X | | |
| A | | Transmission, Replace - automatic ; 4x4/AWD equipped | | | | BOLT | | | | |
| A | | Transmission, Replace - automatic ; 4x4/AWD equipped | | | | FLUID AFT | | | | |
| A | | Transmission, Replace - automatic ; 4x4/AWD equipped | | | | TRANSMISS | | X | | |
| A | | Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation. | | | | BOLT | 6 | | | |
| A | | Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation. | | | | FLUID AFT | | | | |

[redacted] [redacted] [redacted] [redacted]

## RO Narratives

**(RO) Customer Concern:**

MISC REPAIRS CHECK AND SET TIRE PRESSURE TO MANUFACTURE SPEC

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

AUTOMATIC TRANSMISSION CONCERN [CUSTOMER REPORTS VEHICLE HAS A LOSS OF POWER, REVERSE WORKS FINE. TOWED IN, CHECK/ADVISE]

**(Claim) Cause:**

VERIFY AND AND RATIO ERRORS, STARTED STAR CASEFOR LOW MILAGE AND APPAERS NEED TO START WITH VALVE BODY, PER STAR ENGINERRING, DROPPED TRANS PAN AND FOUND IN PAN AND FILTER, RECOMMEN D REPLACING TRANSMISSION ASSEMBLY

**(Claim) Correction:**

REMOVED DRIVE SHAFT, SKID PLATES AND TRANSFER CASE. REMOVED TRANSMI SSION AND TRANSMISSION OIL COOLER, INSTALLED NEW TRANSMISSION AND OIL COOLER . INSTALLED DRIVE SHAFT AND SKID PLATES. TOPPED OFF TRANSMISSION FLUID AND P ERFORMED QUICK LEARN. CLEARED ALL AND TEST DROVE, CHECKED FOR NORMAL OPERATION OK AT THIS TIME.

[redacted] [redacted]

| Build Date | | Plant | TRUCK ASSEMBLY PLANT | Coverage Code | |
|---|---|---|---|---|---|

Claim Information

| Claim | | | In Service D | | |
|---|---|---|---|---|---|
| Claim Type | S - Safety (Reca | | Repair Date | | |
| Claim Status | Paid | | Mileage (Miles) | 6 | |

Expense

| Labor | | Part | | Total Paid | |
|---|---|---|---|---|---|

Dealer Information

| Code | | Name | | | |
|---|---|---|---|---|---|
| Address | | | | | |

Condition Information

| Condition Code | LOP | LOP Desc | Code | Failure Desc | Part Number | Part Name | Quantity | Failed | Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Safety Recall - Control Module ; Replace Control Module (PCM) Includes Software Reprogram (Aisin Transmission Equipped) | UC | UNCODABLE (NARRATIVE REQUIRED) | | MODULE | | | | |

## RO Narratives

**(RO) Customer Concern:**

** PDI ** ** PDI FLUIDS ** ** PDI BLOCK HEATER ** install pulse brake system Recall #: , Launch Date: HD Ram Engine Control Module (

**(RO) Cause:**

pdi pdi pdi pdi recall

**(RO) Correction:**

PERFORMED PRE DELIVERY INSPECTION AND ROADTEST FILLED AND CHECKED ALL FLUIDS verieid block heater installed pulse brake system performed recall installed and repacled pcm lop

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

TOP OFF FLUID FOR DELIVERY

**(Claim) Cause:**

TOP OFF FLUID FOR DELIVERY

**(Claim) Correction:**

TOP OFF FLUID FOR DELIVERY

| Build Date | | Plant | TRUCK ASSEMBLY PLANT | Coverage Code | |
|---|---|---|---|---|---|

Claim Information

| Claim | | | In Service Date | | |
|---|---|---|---|---|---|
| Claim Type | | W - Warrant | Repair Date | | |
| Claim Status | Paid | | Mileage (Miles) | 6 | |

Expense

| Labor | | Part | | Total Paid | |
|---|---|---|---|---|---|

Dealer Information

| Code | | Name | | | |
|---|---|---|---|---|---|
| Address | | | | | |

Condition Information

| Condition Code | LOP | LOP Desc | Code | Failure Desc | Part Number | Part Name | Part Quantity | Failed | Pa Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Washer fluid, , Top off only | 40 | FLUID HIGH OR LOW | | FLUID | 1 | X | | |

## RO Narratives

### (RO) Customer Concern:

** PDI ** ** PDI FLUIDS ** ** PDI BLOCK HEATER ** install pulse brake system Recall # , Launch Date: HD Ram Engine Control Module (

### (RO) Cause:

pdi pdi pdi pdi recall

### (RO) Correction:

PERFORMED PRE DELIVERY INSPECTION AND ROADTEST FILLED AND CHECKED ALL FLUIDS verieid block heater installed pulse brake system performed recall installed and repacled pcm lop 08z87182

### (RO) Technical Notes:

NA

## GCS Narratives

### (Claim) Customer Concern:

TOP OFF FLUID FOR DELIVERY

### (Claim) Cause:

TOP OFF FLUID FOR DELIVERY

### (Claim) Correction:

TOP OFF FLUID FOR DELIVERY

| Build Date | | Plant | SALTILLO TRUCK ASSEMBLY PLANT | Coverage Code | |
|---|---|---|---|---|---|

Claim Information

| Claim | [redacted] | In Servic[redacted] | |
|---|---|---|---|
| Claim Type | [redacted] Ready ([redacted] | Repair Date | [redacted] |
| Claim Status | Paid | Mileage (Miles) | 1 |

Expense

| Labo[redacted] | | Sublet | | Part | | Total Paid | [redacted] |
|---|---|---|---|---|---|---|---|

[redacted]

Dealer Information

| Code | | Name | |
|---|---|---|---|
| Address | [redacted] | | |

Condition Information

| Condition Code | LOP | LO[redacted] | [redacted] Code | [redacted] | [redacted] Number | [redacted] Name | [redacted] Quantity | [redacted] Failed | [redacted] Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | [redacted] Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | | Road Ready ; diesel equipped | | | | | | | | |

[redacted]

## RO Narratives

**(RO) Customer Concern:**

INSTALL FILL PERFORM PRE DELIVERY VEHICLE INSPECTION.

**(RO) Cause:**

NA

**(RO) Correction:**

EXCHANGE AIR IN TIRES WITH [redacted] GEN AND INSTALL [redacted]. PERFORMED PRE DELIVERY VEHICLE INSPECTION.

**(RO) Technical Notes:**

NA

[redacted]

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

| Build Date | | Plant | TRUCK ASSEMBLY PLANT | Coverage Code | |
|---|---|---|---|---|---|

Claim Information

| Claim # | [redacted] | In [redacted] | [redacted] |
|---|---|---|---|
| Claim Type | [redacted] | Repair Date | [redacted] |
| Claim Status | Paid | Mileage (Miles) | 0 |

Expense

| Labor | | Sublet | | Part | | Total Paid | [redacted] |
|---|---|---|---|---|---|---|---|

[redacted]

Dealer Information

| Code | | Name | | | |
|---|---|---|---|---|---|
| Address | [redacted] | | | | |

Condition Information

| Condition Code | [redacted] | LOP Desc [redacted] | [redacted] Code | [redacted] | Part Number | Part Name | Part Quantity | [redacted] Failed | [redacted] Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | [redacted] Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | | Road Ready ; diesel equipped | | | | | | | | |

[redacted]

## 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

| Build Date | | Plant | TRUCK ASSEMBLY PLANT | Coverage Code | |
|---|---|---|---|---|---|

Claim Information

| Claim # | [redacted] | In Se[redacted] | [redacted] |
|---|---|---|---|
| Claim Type | [redacted] | Repair Date | [redacted] |
| Claim Status | Paid | Mileage (Miles) | 0 |

Expense

| Labor | | Sublet | | Part | | Total Paid | [redacted] |
|---|---|---|---|---|---|---|---|

[redacted]

Dealer Information

| Code | | Name | [redacted] |
|---|---|---|---|
| Address | [redacted] | | |

Condition Information

| Condition Code | LOP | [redacted]Desc | Failure Code | Failure Desc | [redacted] Number | [redacted] Name | Part Quantity | [redacted] Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Rear Wheel Flares - | | | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | [redacted] | Road Ready ; diesel equipped | | | | | | | | [redacted] |

[redacted]

## 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

| Build Date | | Plant | SALTILLO TRUCK ASSEMBLY PLANT | Coverage Code | |
|---|---|---|---|---|---|

Claim Information

| Claim # | [redacted] | In Servic[redacted] | |
|---|---|---|---|
| Claim Type | [redacted] | Ready [redacted] | Repair Date | [redacted] |
| Claim Status | Paid | Mileage (Miles) | 0 |

Expense

| Labor | | Sublet | | Part | | Total Paid | [redacted] |
|---|---|---|---|---|---|---|---|

[redacted]

Dealer Information

| Code | | Name | 'S SUMMIT CHRYSLER | | |
|---|---|---|---|---|---|
| Address | [redacted] | | | | |

Condition Information

| Condition Code | [redacted] | LOP D[redacted] | Failure Code | Fail[redacted] | [redacted] Number | [redacted] Name | [redacted] Quantity | [redacted] Failed | Par[redacted] Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | [redacted] Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | | Road Ready ; diesel equipped | | | | | | | | |

[redacted]

## 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

| Build Date | | Plant | TRUCK ASSEMBLY PLANT | Coverage Code | |
|---|---|---|---|---|---|

Claim Information

| Claim | [redacted] | In Service Date | [redacted] |
|---|---|---|---|
| Claim Type | [redacted] W - Warranty [redacted] | Repair Date | [redacted] |
| Claim Status | Paid | Mileage (Miles) | 11 |

Expense

| Labor [redacted] | | Sublet | | Part | | Total Paid | [redacted] |
|---|---|---|---|---|---|---|---|

Dealer Information

| Code | | Name | |
|---|---|---|---|
| Address | [redacted] | | |

Condition Information

| Condition Code | LO[redacted] | LOP D[redacted] | [redacted] Code | [redacted] Desc | [redacted] | [redacted] Name | [redacted] Quantity | [redacted] Failed | [redacted] Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | [redacted] Fill - Cab Chassis Models Only - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | | FLUID | | | | |

[redacted]

## 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

| Build Date | | Plant | SALTILLO TRUCK ASSEMBLY PLANT | Coverage Code | |
|---|---|---|---|---|---|

Claim Information

| Claim | [redacted] | In Service Date | [redacted] |
|---|---|---|---|
| Claim Type | [redacted] W - Warranty | Repair Date | [redacted] |
| Claim Status | Paid | Mileage (Miles) | 1 |

Expense

| Labor [redacted] | | Sublet | | Part | | Total Paid | [redacted] |
|---|---|---|---|---|---|---|---|

Dealer Information

| Code | | Name | [redacted] | | |
|---|---|---|---|---|---|
| Address | [redacted] | | | | |

Condition Information

| Condition Code | [redacted] | [redacted] | [redacted] Code | [redacted] Desc | Part Number | Part [redacted] Name | [redacted] Quantity | [redacted] Failed | [redacted] Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | [redacted] Fill - Cab Chassis Models Only - See LOP note for vehicle specific allowances. | | FLUID HIGH OR LOW | | FLUID | | | | |

[redacted]

## 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

| Build Date | | Plant | TRUCK ASSEMBLY PLANT | Coverage Code | |
|---|---|---|---|---|---|

## Claim Information

| Claim | | In Service Date | |
|---|---|---|---|
| Claim Type | W - Warran | Repair Date | |
| Claim Status | Paid | Mileage (Miles) | |

**Expense**

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

## Dealer Information

| Code | | Name | | | |
|---|---|---|---|---|---|
| Address | | | | | |

## Condition Information

| Condition Code | LOP | LOP Desc | Fail Code | | Part Number | Part Nam | Quantity | Failed | Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| | | Control ; diesel w/ Auto Trans | | | | BOLT | 6 | | | |
| | | Module, Transmission Control ; diesel w/ Auto Trans | | | | COOLER | 1 | | | |
| | | Control ; diesel w/ Auto Trans | | | | | 1 | | | |
| | | Control ; diesel w/ Auto Trans | | | | MODULE | | | | |
| | | Control ; diesel w/ Auto Trans | | | | TRANSMISS | 1 | X | | |
| A | | equipped 4x4 pick-up only | | | | BOLT | | | | |
| A | | 4x4 pick-up only | | | | COOLER | 1 | | | |
| A | | Transmission ; equipped 4x4 pick-up only | | | | | | | | |
| A | | Transmission ; equipped 4x4 pick-up only | | | | MODULE | | | | |
| A | | Transmission ; equipped 4x4 pick-up only | | | | S | | | | |
| A | | Transmission, ace - automatic | ML | CHECK /SERVICE SO | | BOLT | | | | |
| A | | Transmission, ace - automatic | ML | CHECK /SERVICE SO | | COOLER | 1 | | | |
| A | | Transmission, Replace - automatic ; | ML | CHECK /SERVICE SO | | | 1 | | | |
| A | | Transmission, Replace - automatic ; | ML | CHECK /SERVICE | | MODULE | | | | |

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| | | [redacted] | | [redacted] | | | | | |
| A | [redacted] | Transmission, Replace - automatic ; Skid plate [redacted] | | [redacted] | [redacted] | COOLER | 1 | | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; Skid plate equipped | | | [redacted] | TOC ASSY | [redacted] | | |
| A | [redacted] | Transmission, Replace - automatic ; Skid plate equipped | | | [redacted] | MODULE | | | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; Skid plate equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; propeller shaft equipped | | | [redacted] | BOLT | [redacted] | | |
| A | [redacted] | Transmission, Replace - automatic ; propeller shaft equipped | | | [redacted] | COOLER | | | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | TOC ASSY | [redacted] | | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | MODULE | [redacted] | | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | TRANSMISS | [redacted] | | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] equipped | | | [redacted] | BOLT | [redacted] | | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] equipped | | | [redacted] | COOLER | | | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | TOC ASSY | [redacted] | | |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | MODULE | [redacted] | | |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | TRANSMISS | [redacted] | | |
| A | [redacted] | Lines, transmission and torque converter oil cooler ; or (1 - Semi-Skilled) | | | [redacted] | BOLT | [redacted] | | |
| A | [redacted] | Lines, transmission and torque converter oil cooler ; or (1 - Semi-Skilled) | | | [redacted] | COOLER | | | [redacted] |
| A | [redacted] | Lines, tr[redacted]nis[redacted]and torque converter oil cooler ; or (1 - Semi-Skilled) | | | [redacted] | TOC ASSY | [redacted] | | |
| A | [redacted] | Lines, tr[redacted]nis[redacted]and torque converter oil cooler ; or (1 - Semi-Skilled) | | | [redacted] | MODULE | 1 | | |
| A | [redacted] | Lines, tr[redacted]nis[redacted]and torque converter oil cooler ; or (1 - Semi-Skilled) | | | [redacted] | TRANSMISS | 1 | X | |
| A | | Oil cool[redacted]xter[redacted] auxiliary ; Cooler (2 - Skilled) | | | | BOLT | 6 | | |
| A | [redacted] | Oil cooler, external / auxiliary[redacted]ole[redacted] | | | [redacted] | COOLER | 1 | | [redacted] |
| | [redacted] | | | | [redacted] | | | | [redacted] |
| | [redacted] | | | | [redacted] | | | | [redacted] |

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | | Skilled) | | | | | | | | |
| A | [redacted] | Oil cooler, external / auxiliary ; Cooler (2 - Skilled) | | | [redacted] | TRANSMISS | [redacted] | | | [redacted] |

[redacted]

## RO Narratives

### (RO) Customer Concern:

CS that the check engine light came on and there is a loud clunking sound when shifting into drive or reverse and tow jaul mode does not work and says vehicle not in park when in park CS that the service warning message appears on the cluster QUALITY CONTROL CHECK

### (RO) Cause:

FAULT AND SET IN PER FLOW CHART, CLEARED S, RESET. R&R FOR INSPECTION, NO CORROSION, WATER INTRUSION, BENT OR PUSHED OUT PINS NOTED. VERIFY LINEAR AND AT , VERIFY RESISTANCE OF [redacted]AR AND AT . VERIFY LINEAR AND AT , RESISTANCE WITH SPEC OF . TESTED ALL S FROM TO TRANS HARNESS FOR SHORT TO GROUND, POWER OR OPEN WIRING PASSES. TESTED FROM TO HARNESS , NO SHORT TO GROUND, POWE[redacted]D. ISOLA[redacted]AILURE TO INTERNAL TRANS. [redacted]&[redacted]WS EXCESS [redacted]ACTED STAR WITH FINDINGS, STAR AGENT KENNETH SUGGESTS UNIT REPLACEMENT WITH COOLER AND TOC [redacted] CASE[redacted] [redacted] 1 QUALITY CONTROL TEST DRIVE[redacted]

### (RO[redacted]

R&R [redacted] FOR REPLACEMENT REPLACED [redacted] TO[redacted]SEMBLY VE[redacted]EVEL, PROGRAMMED , CLEARED S, [redacted]ORM QUICK LEARN PROCEDURE AND ROAD TEST VEHICLE TO VERIFY OPERATION. MILES OUT: - ROAD TESTED VEHICLE WITH NO ISSUES

### (RO) Technical Notes:

NA

[redacted]

## GCS Narratives

### (Claim) Customer Concern:

CS that the check engine light came on and there is a loud clunking sound when CS that the check engine light came on and there is a loud clunking sound when CS that the check engine light came on and there is a loud clunking sound when CS that the check engine light came on and there is a loud clunking sound when

### (Claim) Cause:

FAULT AND SET IN PER FLOW CHART, CLEARED S, RESE FAULT AND SET IN PER FLOW CHART, CLEARED S, RESE FAULT AND SET IN PER FLOW CHART, CLEARED S, RESE FAULT AND SET IN PER FLOW CHART, CLEARED S, RESE

### (Claim) Correction:

R&R FOR REPLACEMENT REPLACED TRANS COOLER AND TOC ASSEMBLY VERIFY FLUID R&R FOR REPLA[redacted]PLAC[redacted]ANS CO[redacted]R AND TOC ASSEMBLY VERIFY[redacted]D R[redacted] FOR RE[redacted] REP[redacted]D TRANS[redacted]OLER AND TOC ASSEMBLY VER[redacted]UID R&R FOR[redacted]LACEMENT RE[redacted]LACED TRA[redacted]COOLER AND TOC ASSEMBLY[redacted]FY[redacted]D [redacted]

[redacted]

| Build Date | | Plant | SALTILLO TRUCK ASSEMBLY PLANT | Coverage Code | |
|---|---|---|---|---|---|

## Claim Information

| Claim | [redacted] | In Service Date | [redacted] |
|---|---|---|---|
| Claim Type | [redacted] | Repair Date | [redacted] |
| Claim Status | Paid | Mileage (Miles) | |

**Expense**

| Labor | [redacted] | Sublet | | Part | | Total Paid | [redacted] |
|---|---|---|---|---|---|---|---|

[redacted]

## Dealer Information

| Code | | Name | [redacted] |
|---|---|---|---|
| Address | [redacted] | | |

## Condition Information

| Condition Code | LOP | LOP Desc | Failure Code | | | | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | [redacted] equipped pick-up only | | | | TOC ASSY | 1 | | | |
| A | | Transmission ; equipped pick-up only | | | | TRANSMISS | 1 | X | | |
| A | [redacted] | Transmission ; [redacted] equipped [redacted] pick-up only | | | [redacted] | BOLT | 6 | | [redacted] | |
| A | [redacted] | Transmission ; [redacted] equipped [redacted] pick-up only | | | [redacted] | COOLER | 1 | | [redacted] | |
| A | [redacted] | Transmission ; [redacted] equipped [redacted] pick-up only | | | [redacted] | | | | [redacted] | |
| A | [redacted] | Transmission, [redacted]ace - automatic [redacted] | UC | UNCODABLE (NARRATIVE REQUIRED) | [redacted] | TOC ASSY | 1 | | [redacted] | |
| A | [redacted] | Transmission, [redacted]ace - automatic [redacted] | UC | UNCODABLE (NARRATIVE REQUIRED) | [redacted] | [redacted] | | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | UC | UNCODABLE (NARRATIVE REQUIRED) | [redacted] | BOLT | 6 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | UC | UNCODABLE (NARRATIVE REQUIRED) | [redacted] | COOLER | 1 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | UC | UNCODABLE (NARRATIVE REQUIRED) | [redacted] | | | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; Skid plate [redacted] | | | [redacted] | TOC ASSY | | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; Skid plate [redacted] | | | [redacted] | [redacted] | | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; Skid plate equipped | | | [redacted] | BOLT | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; Skid plate equipped | | | [redacted] | COOLER | | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; Skid plate equipped | | | [redacted] | | [redacted] | | | |

[redacted]

[redacted]

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| [redacted] | | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | BOLT | [redacted] | | [redacted] |
| [redacted] | | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | COOLER | 1 | | [redacted] |
| [redacted] | | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | | [redacted] | | |
| [redacted] | | Transmission, Replace - automatic ; [redacted] equipped | | | [redacted] | TOC ASSY | | | [redacted] |
| [redacted] | | Transmission, Replace - automatic ; [redacted] equipped | | | [redacted] | | | X | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | BOLT | [redacted] | | |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | COOLER | | | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | | [redacted] | | |
| A | [redacted] | Lines, transmission and torque converter oil cooler ; or - Semi- ) | | | [redacted] | TOC ASSY | [redacted] | | |
| A | [redacted] | Lines, transmission and torque converter oil cooler ; or - Semi- ) | | | [redacted] | TRANSMISS | 1 | X | [redacted] |
| A | [redacted] | [redacted]s, t[redacted]ssion and [redacted] converter oil cooler ; or - Semi- ) | | | [redacted] | BOLT | 6 | | [redacted] |
| A | [redacted] | [redacted]s, t[redacted]ssion and [redacted] converter oil cooler ; or - Semi- ) | | | [redacted] | COOLER | 1 | | [redacted] |
| A | [redacted] | [redacted]s, t[redacted]ssion and [redacted] converter oil cooler ; or - Semi- ) | | | [redacted] | | | | [redacted] |
| A | [redacted] | [redacted]oo[redacted]rnal / [redacted]ry ; Cooler (2 - ) | | | [redacted] | TOC ASSY | 1 | | |
| A | [redacted] | Oil cooler, external / [redacted]iar[redacted]er (2 - [redacted] ) | | | [redacted] | TRANSMISS | 1 | X | [redacted] |
| A | [redacted] | Oil cooler, external / auxiliary ; Cooler (2 - [redacted] ) | | | [redacted] | BOLT | 6 | | [redacted] |
| A | [redacted] | Oil cooler, external / auxiliary ; Cooler (2 - [redacted] ) | | | [redacted] | COOLER | 1 | | [redacted] |
| A | [redacted] | Oil cooler, external / auxiliary ; Cooler (2 - [redacted] ) | | | [redacted] | | | | [redacted] |
| | [redacted] | [redacted] | | | [redacted] | | | | [redacted] |
| | [redacted] | [redacted] | | | [redacted] | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

REMOVED TRANSMISSION OIL PAN FOR FURTHER DIAGNOSTIC. NOTICED A GOOD AMOUNT OF METAL DEBRIS INSIDE TRANSMISSION AND ALL THROUGH COOLER AND LINES[redacted]IR, REPLACEMENT OF TRANSMISSION ASSEMBLY, COOLER AND LINES IS REQUIRED TO PROPERLY COMPLETE REPAIR

### (RO) Correction:

REMOVED AND REPLACED TRANSMISSION ASSEMBLY, COOLER AND LINES, PERFORMED NEW TCM SOFTWARE UPDATE, PERFORMED QUICK LEARN AND MONITORED TEMPERATURE WITH OIL LEVEL ADJUSTED AS NEEDED, TEST DROVE VEHICLE NOW WORKING AS DESIGNED COMPLETED

### (RO) Technical Notes:

METAL DEBRIS

## GCS Narratives

### (Claim) Customer Concern:

CUSTOMER STATES THE VEHICLE WENT INTO LIMP MODE WHILE DRIVING ON THE FREEWAY. CUSTOMER STATES THE VEHICLE WENT INTO LIMP MODE WHILE DRIVING ON THE FREEWAY. CUSTOMER STATES THE VEHICLE WENT INTO LIMP MODE WHILE DRIVING ON THE FREEWAY. CUSTOMER STATES THE VEHICLE WENT INTO LIMP MODE WHILE DRIVING ON THE FREEWAY.

### (Claim) Cause:

DUPLICATED CUSTOMER CONCERN UPON INSPECTION OF TROUBLE S FOUND - DUPLICATED CUSTOMER CONCERN UPON INSPECTION OF TROUBLE S FOUND - DUPLICATED CUSTOMER CONCERN UPON INSPECTION OF TROUBLE S FOUND - DUPLICATED CUSTOMER CONCERN UPON INSPECTION OF TROUBLE S FOUND -

### (Claim) Correction:

REMOVED AND REPLACED TRANSMISSION ASSEMBLY, COOLER AND L[redacted], PERFORM[redacted] REMOVED AND REPLACED TRANSMISSION ASSEMBLY, COOLER AND LI[redacted]ERFORME[redacted]EMOVED AND REPLACED TRANSMISSION ASSEMBLY, COOLER AND LINES, PERF[redacted]D NEW TC[redacted]AND REPLACED TRANSMISSION ASSEMBLY, COOLER AND LINES, [redacted]ORMED NE[redacted]

| Build Date | | Plant | TRUCK ASSEMBLY PLANT | Coverage Code | |
|---|---|---|---|---|---|

Claim Information

| Claim | [redacted] | In Service Date | [redacted] |
|---|---|---|---|
| Claim Type | [redacted] | Repair Date | |
| Claim Status | Paid | Mileage (Miles) | 6 |

Expense

| Labor | [redacted] | Sublet | | Part | | Total Paid | [redacted] |
|---|---|---|---|---|---|---|---|

Dealer Information

| Code | | Name | |
|---|---|---|---|
| Address | [redacted] | | |

Condition Information

| Condition Code | LC[redacted] | LOP D[redacted] | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Delivery Fill - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | | FLUID | 3 | X | | |
| A | | DEF Fluid Top Off ; Vehicle Delivery Fill - See LOP note for vehicle specific allowances. | | | | FLUID | 3 | X | | |
| A | [redacted] | DEF Fluid Top Off ; Vehicle Delivery Fill - See LOP note for vehicle specific allowances. | | | [redacted] | FLUID | 3 | X | [redacted] | |

[redacted]

[redacted]

## RO Narratives

**(RO) Customer Concern:**

** DRIVEABILITY DIESEL ** TOP OFF DEF FOR DELIVERY

**(RO) Cause:**

nvp

**(RO) Correction:**

filled def

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

TOP OFF DEF FOR DELIVERY

**(Claim) Cause:**

TOP OFF DEF FOR DELIVERY

**(Claim) Correction:**

TOP OFF DEF FOR DELIVERY

| Build Date | | Plant | TRUCK ASSEMBLY PLANT | Coverage Code | |
|---|---|---|---|---|---|

Claim Information

| Claim # | [redacted] | In Servic[redacted] | |
|---|---|---|---|
| Claim Type | [redacted] | Repair Date | [redacted] |
| Claim Status | Paid | Mileage (Miles) | 0 |

Expense

| Labor | | Sublet | | Part | | Total Paid | [redacted] |
|---|---|---|---|---|---|---|---|

[redacted]

Dealer Information

| Code | | Name | [redacted] |
|---|---|---|---|
| Address | [redacted] | | |

Condition Information

| Condition Code | LOP | [redacted]Desc | Failure Code | Failure Desc | [redacted] Number | [redacted] Name | [redacted] Quantity | [redacted] Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | | Road Ready ; 6.7 liter diesel equipped | | | | | | | | |

[redacted]

## 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

| Build Date | | Plant | SALTILLO TRUCK ASSEMBLY PLANT | Coverage Code | |
|---|---|---|---|---|---|

Claim Information

| Claim # | [redacted] | In Se[redacted] | [redacted] |
|---|---|---|---|
| Claim Type | [redacted] Ready ([redacted] | Repair Date | [redacted] |
| Claim Status | Paid | Mileage (Miles) | 0 |

Expense

| Labor | | Sublet | | Part | | Total Paid | [redacted] |
|---|---|---|---|---|---|---|---|

[redacted] [redacted]

Dealer Information

| Code | | Name | - | | |
|---|---|---|---|---|---|
| Address | [redacted] | | | | |

Condition Information

| Condition Code | LO[redacted] | LOP Desc | Failure Code | [redacted]c | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | [redacted] EHICLE Prep | NU | PREP | | | | | | |
| A | | Ready ; Test | | | | | | | | |
| A | | Ready ; diesel equipped | | | | | | | | |

[redacted]

## 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

| Build Date | | Plant | SALTILLO TRUCK ASSEMBLY PLANT | Coverage Code | |
|---|---|---|---|---|---|

Claim Information

| Claim # | [redacted] | In Service | [redacted] |
|---|---|---|---|
| Claim Type | [redacted] | Repair Date | [redacted] |
| Claim Status | Paid | Mileage (Miles) | 0 |

Expense

| Labor | | Sublet | | Part | | Total Paid | [redacted] |
|---|---|---|---|---|---|---|---|

[redacted]

Dealer Information

| Code | | Name | [redacted] |
|---|---|---|---|
| Address | [redacted] | | |

Condition Information

| Condition Code | [redacted] | LOP Des[redacted] | Failure Code | [redacted] | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Prep | NU | W VEHICLE PREP | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | | Road Ready ; diesel equipped | | | | | | | | |

[redacted]

## 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

| Build Date | | Plant | SALTILLO TRUCK ASSEMBLY PLANT | Coverage Code | |
|---|---|---|---|---|---|

Claim Information

| Claim # | [redacted] | In Service Date | [redacted] |
|---|---|---|---|
| Claim Type | [redacted] Ready [redacted] | Repair Date | [redacted] |
| Claim Status | Paid | Mileage (Miles) | 0 |

Expense

| Labor | | Sublet | | Part | | Total Paid | [redacted] |
|---|---|---|---|---|---|---|---|

[redacted]

Dealer Information

| Code | | Name | JEEP RAM | | |
|---|---|---|---|---|---|
| Address | [redacted] | | | | |

Condition Information

| Condition Code | [redacted] | [redacted] | Failure Code | [redacted]ilure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Rear Wheel Flares - | | | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | | Road Ready ; diesel equipped | | | | | | | | |

[redacted]

## 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

| Build Date | | Plant | SALTILLO TRUCK ASSEMBLY PLANT | Coverage Code | |
|---|---|---|---|---|---|

Claim Information

| Claim # | [redacted] | In Se[redacted] | [redacted] |
|---|---|---|---|
| Claim Type | [redacted] Ready [redacted] | Repair Date | [redacted] |
| Claim Status | Paid | Mileage (Miles) | 0 |

Expense

| Labor | | Sublet | | Part | | Total Paid | [redacted] |
|---|---|---|---|---|---|---|---|

[redacted]

Dealer Information

| Code | | Name | | | |
|---|---|---|---|---|---|
| Address | [redacted] | | [redacted] | [redacted] | [redacted] |

Condition Information

| Condition Code | [redacted] | De[redacted] | Failure Code | [redacted] | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | [redacted]EW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Rear Wheel Flares - | | | | | | | | |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | | Road Ready ; diesel equipped | | | | | | | | |

[redacted]

## 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

| Build Date | | Plant | TRUCK ASSEMBLY PLANT | Coverage Code | |
|---|---|---|---|---|---|

Claim Information

| Claim # | [redacted] | In Se[redacted] | [redacted] |
|---|---|---|---|
| Claim Type | [redacted] Ready [redacted] | Repair Date | [redacted] |
| Claim Status | Paid | Mileage (Miles) | 0 |

Expense

| Labor | | Sublet | | Part | | Total Paid | [redacted] |
|---|---|---|---|---|---|---|---|

[redacted]

Dealer Information

| Code | | Name | |
|---|---|---|---|
| Address | [redacted] | | |

Condition Information

| Condition Code | LC[redacted] | LOP Desc | Failure Code | [redacted] | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | [redacted] Prep | NU | W VEHICLE PREP | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | | Road Ready ; diesel equipped | | | | | | | | |

[redacted]

## 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

| Build Date | | Plant | ASSEMBLY PLANT | Coverage Code | |
|---|---|---|---|---|---|

Claim Information

| Claim | [redacted] | In Service Date | [redacted] |
|---|---|---|---|
| Claim Type | [redacted] W - Warranty [redacted] | Repair Date | [redacted] |
| Claim Status | Paid | Mileage (Miles) | 4 |

Expense

| Labor | [redacted] | Sublet | | Part | | Total Paid | [redacted] |
|---|---|---|---|---|---|---|---|

Dealer Information

| Code | | Name | |
|---|---|---|---|
| Address | [redacted], [redacted] | | |

Condition Information

| Condition Code | LOP | [redacted] OP Desc | Failure Code | Failure Desc [redacted] | | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | DEF Fluid Top Off ; Vehicle Delivery Fill - Cab Chassis Models Only - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | | FLUID | | | | |

[redacted] [redacted] [redacted] [redacted]

## RO Narratives

**(RO) Customer Concern:**

PERFORM THE NEW VEHICLE CAR STANDARD

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

| Build Date | | Plant | TRUCK ASSEMBLY PLANT | Coverage Code | |
|---|---|---|---|---|---|

Claim Information

| Claim | | In Service Date | |
|---|---|---|---|
| Claim Type | W - Warranty | Repair Date | |
| Claim Status | Paid | Mileage (Miles) | 6 |

Expense

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information

| Code | | Name | - | | |
|---|---|---|---|---|---|
| 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 | | Fill - Cab Chassis Models Only - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | | FLUID | 2 | X | | |

## RO Narratives

**(RO) Customer Concern:**

MAKE READY State Inspection CHECK AND TOP OFF DEF FLUID INSTALL MUD FLAPS

**(RO) Cause:**

INSPECTION DEF INSTALL MUD FLAPS

**(RO) Correction:**

11 performed m ady MAKE READY 11 performed State Inspection 11 topped off def TOP OFF DEF FLUID 11 80 installed mud flaps on a wooden board INSTALL MUD FLAPS

**( ) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

| Build Date | | Plant | SALTILLO TRUCK ASSEMBLY PLANT | Coverage Code | |
|---|---|---|---|---|---|

Claim Information

| Claim | [redacted] | In Service Date | [redacted] |
|---|---|---|---|
| Claim Type | [redacted] W - Warranty | Repair Date | |
| Claim Status | Paid | Mileage ( | |

Expense

| Labor | [redacted] | Sublet | | Part | | Total Paid | [redacted] |
|---|---|---|---|---|---|---|---|

[redacted]

Dealer Information

[redacted]

| Code | | Name | |
|---|---|---|---|
| Address | [redacted] | | |

Condition Information

| Condition Code | LOP | LOP Desc | Failure Code | | | | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | [redacted] equipped 4x4 pick-up only | | | | TRANSMISS | 1 | X | | |
| A | | Transmission ; DEF equipped 4x4 pick-up only | | | | BOLT | 6 | | | |
| A | [redacted] | Transmission, Replace - automati[redacted] AS68RC/AS69RC | ML | CHECK /SERVICE SO | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automati[redacted] AS68RC/AS69RC | ML | CHECK /SERVICE SO | [redacted] | BOLT | 6 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | [redacted] | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | [redacted] | [redacted] | BOLT | 6 | | [redacted] | |

[redacted]

## RO Narratives

### (RO) Customer Concern:

CAUTION THIS VEHICLE WAS TOWED IN AND OR MAY NOT BE FUNCTIONING CORRECTLY OR DAMAGED IN TOW.MUST GET TOW COMPANY NAME,DRIVERS NAME, AND TOW TRUCK LICENSE PLATE NUMBER. CUSTOMER STATES: THAT THE VEHICLE WILL NOT GO INTO GEAR AND HAS TRANS CODES AND IN LIMP MODE PLEASE CHECK AND ADVISE CHECK AND INFLATE TIRES TO THE RECOMMENDED TIRE PRESSURE RATING.INDICATE ON THE VEHICLE SERVICE INVOICE THE TIRE PRESSURE MEASUREMENTS AFTER THE SERVICES WERE PERFORMED. FREE MULTIPOINT VEHICLE INSPECTION

### (RO) Cause:

[redacted] [redacted]

1 Shift Incorrect Ratio-, REMOVED PAN FOUND FLUID TO HAVE BURNT SMELL AND METAL IN PAN TRANSMISSION INTERNAL FAILURE. T[redacted]EEDS TO BE REPLACE AND RECHECK. PREQ

### (RO) Correction:

REPLACED TRANSMISSION AS PER WARRANTY APPROVAL, TRANSMISSION FLUID SET TO LEVEL. ALSO TCM FLASHED WITH LATEST UPDATE AND ALSO QUICK LEARN PERFORMED. ECU is up-to-date. Successfully flashed ECU from old part number [redacted] current part number . NUMBER: REV. A ROAD TEST PERFORMED AND NO OTHER ISSUES FOUND TIRE PRESS INS P

### (RO) Technical Notes:

[redacted]

# GCS Narratives

### (Claim) Customer Concern:

CUSTOMER STATES: THAT THE VEHICLE WILL NOT GO INTO GEAR | | AND HAS TRANS CODES AND IN LIMP MODE PLEASE | | CHECK AND ADVISE

### (Claim) Cause:

GEAR INCORRECT RATIO-, | | REMOVED PAN FOUND FLUID TO HAVE BURNT SMELL AND METAL IN PAN | | TRANSMISSION | | INTERNAL FAILURE. TRANSMISSION NEEDS TO BE REPLACE AND | | RECHECK. PREQ

### (Claim) Correction:

REPLACED TRANSMISSION AS PER WARRANTY APPROVAL, TRANSMISSION | | FLUID SET TO LEVEL. ALSO FLASHED WITH LATEST UPDATE AND | | ALSO QUICK LEARN PERFORMED. ECU IS UP-TO-DATE. SUCCESSFULLY | | FLASHED ECU FROM [redacted] NUMB[redacted] TO CURRENT P[redacted] NUMBER . NUMBER: REV. A ROAD TEST | | PERFORMED AND NO OTHER ISSUES FOUND

[redacted] [redacted]

[redacted] [redacted] [redacted]

| Build Date | | Plant | TRUCK ASSEMBLY PLANT | Coverage Code | |
|---|---|---|---|---|---|

Claim Information

| Claim | [redacted] | In Service Date | [redacted] |
|---|---|---|---|
| Claim Type | [redacted] W - Warrant[redacted] | Repair Date | [redacted] |
| Claim Status | Paid | Mileage (Miles) | 10 |

Expense

| Labor | [redacted] | Sublet | | Part | | Total Paid | [redacted] |
|---|---|---|---|---|---|---|---|

Dealer Information

| Code | | Name | |
|---|---|---|---|
| Address | [redacted] | | |

Condition Information

| Condition Code | LC[redacted] | LOP D[redacted] | Failure [redacted] | Failure Desc | | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Delivery Fill - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | | FLUID | 2 | X | | |

## RO Narratives

**(RO) Customer Concern:**

INSTALLED FLAP PDI STATE SAFETY INSPECTION INSTALL WHEEL LOCKS INSTALL KAHU DEF FILL FOR DELIVERY

**(RO) Cause:**

WHEEL LOCKS INSTALLED INSTALLED KAHU UNIT AND PAIRED

**(RO) Correction:**

INSTALLED FLAP PDI STATE SAFETY INSPECTION INSTALL WHEEL LOCKS INSTALL KAHU DEF FILL FOR DELIVERY

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

FILL DEF FOR SOLD UNIT

**(Claim) Cause:**

FILL DEF FOR SOLD UNIT

**(Claim) Correction:**

FILL DEF FOR SOLD UNIT

| Build Date | | Plant | TRUCK ASSEMBLY PLANT | Coverage Code | |
|---|---|---|---|---|---|

Claim Information

| Claim # | [redacted] | In Service Date | [redacted] |
|---|---|---|---|
| Claim Type | Ready [redacted] | Repair Date | [redacted] |
| Claim Status | Paid | Mileage (Miles) | 0 |

Expense

| Labor | | Sublet | | | | Total Paid | [redacted] |
|---|---|---|---|---|---|---|---|

[redacted]

Dealer Information

| Code | | Name | OF | | |
|---|---|---|---|---|---|
| Address | [redacted] | | | | |

Condition Information

| Condition Code | [redacted] | LOP D[redacted] | Failure [redacted] | Fail[redacted] | Number | Name | Quantity | [redacted] | [redacted] | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NO | VEHICLE PREP | | | | | | |
| A | | Road Ready ; Rear Wheel Flares - | | | | | | | | |
| A | | Road Ready ; Road Test | | | [redacted] | [redacted] | [redacted] | [redacted] | [redacted] | |
| A | | Road Ready ; diesel equipped | | | | | | | | |

[redacted]

## 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

| Build Date | | Plant | TRUCK ASSEMBLY PLANT | Coverage Code | |
|---|---|---|---|---|---|

Claim Information

| Claim # | [redacted] | In Service Date | [redacted] |
|---|---|---|---|
| Claim Type | [redacted] Ready [redacted] | Repair Date | [redacted] |
| Claim Status | Paid | Mileage (Miles) | 0 |

Expense

| Labor | | Sublet | | Part | | Total Paid | [redacted] |
|---|---|---|---|---|---|---|---|

[redacted] [redacted]

Dealer Information

| Code | | Name | | | | |
|---|---|---|---|---|---|---|
| Address | [redacted] | | | | | [redacted] |

Condition Information

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | [redacted] EHICLE Prep | NO | PREP | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | | Road Ready ; diesel equipped | | | | | | | | |

[redacted] [redacted] [redacted] [redacted] [redacted] [redacted]

## 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

| Build Date | | Plant | TRUCK ASSEMBLY PLANT | Coverage Code | |
|---|---|---|---|---|---|

Claim Information

| Claim # | [redacted] | In Service Date | [redacted] |
|---|---|---|---|
| Claim Type | [redacted] Ready [redacted] | Repair Date | [redacted] |
| Claim Status | Paid | Mileage (Miles) | 0 |

Expense

| Labor | | Sublet | | | | Total Paid | |
|---|---|---|---|---|---|---|---|

[redacted]

Dealer Information

| Code | | Name | | | | | |
|---|---|---|---|---|---|---|---|
| Address | [redacted] | | | | | | |

Condition Information

| Condition Code | L[redacted] | LOP Desc[redacted] | Failure [redacted] | [redacted] | Number | Name | Quantity | [redacted] | Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NO | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Rear Wheel Flares - | | | | | | | | |
| A | | Road Ready ; Road Test | | | [redacted] | [redacted] | [redacted] | [redacted] | [redacted] | |
| A | | Road Ready ; diesel equipped | | | | | | | | |

[redacted]

## 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

| Build Date | | Plant | SALTILLO TRUCK ASSEMBLY PLANT | Coverage Code | |
|---|---|---|---|---|---|

Claim Information

| Claim # | [redacted] | In Service Date | [redacted] |
|---|---|---|---|
| Claim Type | [redacted] Ready [redacted] | Repair Date | [redacted] |
| Claim Status | Paid | Mileage (Miles) | 0 |

Expense

| Labor | | Sublet | | | | Total Paid | [redacted] |
|---|---|---|---|---|---|---|---|

[redacted]

Dealer Information

| Code | | Name | |
|---|---|---|---|
| Address | [redacted] | | |

Condition Information

| Condition Code | [redacted] | [redacted] | Failure [redacted] | [redacted] | [redacted] | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | [redacted] | [redacted] | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Rear Wheel Flares - | | | | | | | | |
| A | | Road Ready ; Road Test | | | [redacted] | [redacted] | [redacted] | [redacted] | [redacted] | [redacted] |
| A | | Road Ready ; diesel equipped | | | | | | | | |

[redacted]

## 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

| Build Date | | Plant | TRUCK ASSEMBLY PLANT | Coverage Code | |
|---|---|---|---|---|---|

Claim Information

| Claim # | [redacted] | In Service Date | [redacted] |
|---|---|---|---|
| Claim Type | [redacted] Ready [redacted] | Repair Date | [redacted] |
| Claim Status | Paid | Mileage (Miles) | 0 |

Expense

| Labor | | Sublet | | Part | | Total Paid | [redacted] |
|---|---|---|---|---|---|---|---|

[redacted]

Dealer Information

| Code | | Name | | | |
|---|---|---|---|---|---|
| Address | [redacted] | | | | |

Condition Information

| Condition Code | LOR[redacted] | LOP Desc | Failure | [redacted]Desc | Part Number | Part Name | Part [redacted] | Part | Part | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | [redacted] | NO | EW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Rear Wheel Flares - | | | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | | Road Ready ; diesel equipped | | | | | | | | |

[redacted]

## 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

| Build Date | | Plant | SALTILLO TRUCK ASSEMBLY PLANT | Coverage Code | |
|---|---|---|---|---|---|

Claim Information

| Claim # | [redacted] | In Service Date | [redacted] |
|---|---|---|---|
| Claim Type | Ready [redacted] | Repair Date | |
| Claim Status | Paid | Mileage (Miles) | 0 |

Expense

| Labor | | Sublet | | Part | | Total Paid | [redacted] |
|---|---|---|---|---|---|---|---|

[redacted]

Dealer Information

| Code | | Name | JEEP | | | |
|---|---|---|---|---|---|---|
| Address | [redacted] | | | | | |

Condition Information

| Condition Code | LOP | LOP D[redacted] | Failure | Failure [redacted] | Part Number | Part Name | Part [redacted] | Part [redacted] | Part [redacted] | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Prep | [redacted] | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | | Road Ready ; diesel equipped | | | | | | | | |

[redacted]

## 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

| Build Date | | Plant | SALTILLO TRUCK ASSEMBLY PLANT | Coverage Code | |
|---|---|---|---|---|---|

Claim Information

| Claim # | [redacted] | In Service Date | [redacted] |
|---|---|---|---|
| Claim Type | [redacted] | Repair Date | [redacted] |
| Claim Status | Paid | Mileage (Miles) | 0 |

Expense

| Labor | | Sublet | | Part | | Total Paid | [redacted] |
|---|---|---|---|---|---|---|---|

[redacted] [redacted]

Dealer Information

| Code | | | | |
|---|---|---|---|---|
| Address | [redacted] | [redacted] | [redacted] | [redacted] |

Condition Information

| Condition Code | LOP | LOP D[redacted] | Failure [redacted] | Failure Desc | Part [redacted] | Part [redacted] | Part [redacted]uantity | Part [redacted] | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | | Road Ready ; 6.7 liter diesel equipped | | | | | | | | |

[redacted] [redacted] [redacted] [redacted] [redacted] [redacted]

## 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

| Build Date | | Plant | TRUCK ASSEMBLY PLANT | Coverage Code | |
|---|---|---|---|---|---|

Claim Information

| Claim # | [redacted] | In Service Date | [redacted] |
|---|---|---|---|
| Claim Type | [redacted] Ready ([redacted] | Repair Date | [redacted] |
| Claim Status | Paid | Mileage (Miles) | 0 |

Expense

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

[redacted] [redacted]

Dealer Information

| Code | | Name | | | |
|---|---|---|---|---|---|
| Address | [redacted] | | | | |

Condition Information

| Condition Code | LOP | LOP Desc | Failure | Failure Date | Part Number | Part Name | Part Quantity | Part | Part | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Prep | [redacted] | [redacted] V VEHICLE PREP | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | | Road Ready ; diesel equipped | | | | | | | | |

[redacted] [redacted] [redacted] [redacted] [redacted] [redacted]

## 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

| Build Date | | Plant | SALTILLO TRUCK ASSEMBLY PLANT | Coverage Code | |
|---|---|---|---|---|---|

Claim Information

| Claim # | [redacted] | In Service Date | [redacted] |
|---|---|---|---|
| Claim Type | [redacted] - Road Ready [redacted] | Repair Date | [redacted] |
| Claim Status | Paid | Mileage (Miles) | 0 |

Expense

| Labor | | Sublet | | Part | | Total Paid | [redacted] |
|---|---|---|---|---|---|---|---|

Dealer Information

| Code | | Name | [redacted] |
|---|---|---|---|
| Address | [redacted] | | |

Condition Information

| Condition Code | LOP | LOP Desc | Failure | Failure Desc | Part | Part | Part | Part | Part | LOP |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | [redacted] Prep | [redacted] | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | | Road Ready ; diesel equipped | | | | | | | | |

[redacted]

## 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

| Build Date | | Plant | SALTILLO TRUCK ASSEMBLY PLANT | Coverage Code | |
|---|---|---|---|---|---|

Claim Information

| Claim # | [redacted] | In Service Date | [redacted] |
|---|---|---|---|
| Claim Type | Ready [redacted] | Repair Date | |
| Claim Status | Paid | Mileage (Miles) | 0 |

Expense

| Labor | | Sublet | | Part | | Total Paid | [redacted] |
|---|---|---|---|---|---|---|---|

[redacted]

Dealer Information

| Code | | Name | | | |
|---|---|---|---|---|---|
| Address | [redacted] | | | | |

Condition Information

| Condition Code | LOP | LOP Desc | Failure Co[redacted] | Failure Desc | Part Number | Part Name | Part [redacted] | Part | Part | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | [redacted] Prep | | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | | Road Ready ; diesel equipped | | | | | | | | |

[redacted]

## 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

| Build Date | | Plant | SALTILLO TRUCK ASSEMBLY PLANT | Coverage Code | |
|---|---|---|---|---|---|

Claim Information

| Claim # | [redacted] | In Service Date | [redacted] |
|---|---|---|---|
| Claim Type | Ready [redacted] | Repair Date | [redacted] |
| Claim Status | Paid | Mileage (Miles) | 0 |

Expense

| Labor | | Sublet | | Part | | Total Paid | [redacted] |
|---|---|---|---|---|---|---|---|

[redacted]

Dealer Information

| Code | | Name | | | |
|---|---|---|---|---|---|
| Address | [redacted] | | | | |

Condition Information

| Condition Code | LOP | LOP Desc | Failure | Failure Desc | Part Number | Part Name | Part Quanti[redacted] | Part | Part E[redacted] | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Prep | | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | | Road Ready ; diesel equipped | | | | | | | | |

[redacted]

## 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

| Build Date | | Plant | SALTILLO TRUCK ASSEMBLY PLANT | Coverage Code | |
|---|---|---|---|---|---|

**Claim Information**

| Claim | [redacted] | In Service Date | [redacted] |
|---|---|---|---|
| Claim Type | [redacted] W - Warranty | Repair Date | [redacted] |
| Claim Status | Paid | Mileage (Miles) | |

**Expense**

| Labor | [redacted] | Sublet | | Part | | Total Paid | [redacted] |
|---|---|---|---|---|---|---|---|

**Dealer Information**

| Code | | Name | |
|---|---|---|---|
| Address | [redacted] | | |

**Condition Information**

| Condition Code | LOP | LOP Desc | Failure | Failure Desc | Part Number | Part Name | Part | Part | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | [redacted] equipped 4x4 pick-up only | | | | TRANSMISS | 1 | X | | |
| A | | Transmission ; DEF equipped 4x4 pick-up only | | | | FLUID AFT | 8 | | | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] AS68RC/AS69RC | UC | UNCODABLE (NARRATIVE REQUIRED) | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] AS68RC/AS69RC | UC | UNCODABLE (NARRATIVE REQUIRED) | [redacted] | FLUID AFT | 8 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; Skid plate equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; Skid plate equipped | | | [redacted] | FLUID AFT | 8 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; propeller shaft equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; propeller shaft equipped | | | [redacted] | FLUID AFT | 8 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] equipped | | | [redacted] | FLUID AFT | 8 | | [redacted] | |

[redacted] [redacted] [redacted]

[redacted] [redacted] [redacted]

## RO Narratives

### (RO) Customer Concern:

CUSTOMER STATES VEHICLE WONT MOVE FORWARD ONLY IN REVERSE PL EASE CHECK AND ADVISE (Automatic Transmission Concern) I AUTHORIZE AT EVERY VISIT A FREE VEHICLE INSPECTION IS PERFORMED AND I WILL BE ADVISED OF ANY IMMEDIATE OR FUTURE NEEDS. THIS INSPECTION COULD INCLUDE A FREE BATTERY TEST, BRAKE INSPECTION, WHEEL ALIGNMENT INSPECTION OR VEHICLE COMPUTER DIAGNOSTIC. AT THE TIME OF PICK UP YOU WILL RECIEVE YOUR VEHICLE'S REPORT CARD. IN COMPLIANCE WITH THE BOARD RULE (CARB), AUTOMOTIVE SERVICE PROCEDURES MUST: CHECK & INFLATE TIRES TO THE RECOMMENDED TIRE PRESSUE RATE USING THE MANUFACTURER'S RECOMMENDED TIRE PRESSURE RATING LOCATED ON THE VEHICLE'S DOOR PLACARD OR THE TIRE INFLATION REFERENCE. AS OUR VALUED CUSTOMER, YOUR SATISFACTION IS OUR GUARANTEE. I HEREBY AGREE THAT . IS EXEMPT [redacted]

[redacted]

[redacted]

SEE YOUR SERVICE ADVISOR FOR DETAILS.

**(RO) Cause:**

VEHICLE WILL NOT GO FORWARD INTRENAL TRANSMISS[redacted]AILURE PERFORMED MULTI POINT INSPECTION. PERFORMED TIRE PRESSURE TEST USING TIRE PRESSURE GAUGE AND SET TO REQUIRED TIRE PRESSURE SETTINGS: TECHNICIAN SET THE LEFT FRONT TIRE PRESSURE TO: TECHNICIAN SET THE RIGHT FRONT TIRE PRESSURE TO: TECHNICIAN SET THE LEFT REAR TIRE PRESSURE TO: TECHNICIAN SET THE RIGHT REAR TIRE PRESSURE TO: PERFORMED BRAKE INSPECTION. FRONT MEASSURED AT: REAR MEASSURED AT: OUR CHRYSLER CERTIFIED TECHICIAN HAS QUALITY INSPECTED YOU

**(RO) Correction:**

NA

**(RO) Technical Notes:**

[redacted]E WILL NOT GO FORWAR[redacted]NAL TRANSMISSION FAILURE

## GCS Narratives

**(Claim) Customer Concern:**

CUSTOMER STATES VEHICLE WONT MOVE FORWARD ONLY IN REVERSE PL | | EASE CHECK AND ADVISE (AUTOMATIC TRANSMISSION CONCERN)

**(Claim) Cause:**

VEHICLE WILL NOT GO FORWARD INTRENAL TRANSMISSION FAILURE

**(Claim) Correction:**

REMOVE AND REPLACE TRANSMISSION AND TOP OFF AND ROAD TESTED

| Build Date | | Plant | TRUCK ASSEMBLY PLANT | Coverage Code | |
|---|---|---|---|---|---|

## Claim Information

| Claim | | In Service Date | |
|---|---|---|---|
| Claim Type | W - Warranty | Repair Date | |
| Claim Status | Paid | Mileage (Miles) | |

**Expense**

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

## Dealer Information

| Code | | Name | |
|---|---|---|---|
| Address | | | |

## Condition Information

| Condition Code | | Desc | Failure | Failure Desc | Part Number | Part Name | Part | Part | Part | Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | equipped pick-up only | | | | BOLT | | | | |
| A | | Transmission ; equipped pick-up only | | | | COOLER | | | | |
| A | | Transmission ; equipped pick-up only | | | | TRANSMISS | 1 | X | | |
| A | | Transmission ; equipped pick-up only | | | | FLUID AFT | 1 | | | |
| A | | Transmission, Replace - automatic ; | ML | CHECK /SERVICE SO | | BOLT | 6 | | | |
| A | | Transmission, Replace - automatic ; | ML | CHECK /SERVICE SO | | COOLER | | | | |
| A | | Transmission, Replace - automatic ; | ML | CHECK /SERVICE SO | | TRANSMISS | 1 | X | | |
| A | | Transmission, Replace - automatic ; | ML | CHECK /SERVICE SO | | FLUID AFT | 1 | | | |
| A | | Transmission, Replace - automatic ; Skid plate equipped | | | | BOLT | | | | |
| A | | Transmission, Replace - automatic ; Skid plate equipped | | | | COOLER | | | | |
| A | | Transmission, Replace - automatic ; Skid plate equipped | | | | TRANSMISS | 1 | X | | |
| A | | Transmission, Replace - automatic ; Skid plate equipped | | | | FLUID AFT | | | | |
| A | | Transmission, Replace - automatic ; propeller shaft equipped | | | | BOLT | 6 | | | |
| A | | Transmission, Replace - automatic ; propeller shaft equipped | | | | COOLER | | | | |
| A | | Transmission, Replace - automatic ; | | | | TRANSMISS | 1 | X | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| A | 21002766 | Transmission, Replace - automatic ; 4x4/AWD equipped | | | | BOLT | |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | COOLER | [redacted] |
| A | 21002766 | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | TRANSMISS | 1 X [redacted] |
| A | 21002766 | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | FLUID AFT | [redacted] |
| A | | Oil cooler, external / auxiliary ; Cooler (2 - ) | | | [redacted] | BOLT | [redacted] |
| A | | Oil cooler, external / auxiliary ; Cooler (2 - ) | | | [redacted] | COOLER | [redacted] |
| A | [redacted] | Oil cooler, external / auxiliary ; Cooler (2 - ) | | | [redacted] | TRANSMISS | 1 X [redacted] |
| A | [redacted] | Oil cooler, external / auxiliary ; Cooler (2 - ) | | | [redacted] | FLUID AFT | [redacted] |

[redacted]

## RO Narratives

**(RO) Customer Concern:**

CUSTOMER STATES TRANS HAS NO FORWARD GEARS PERFORM MULTIPOINT INSPECTION

**(RO) Cause:**

TRANSMISSION HAS NO FORWARD GEAR. MULTIPLE TRANSMISSION DTCS PRESENT FOR GEAR RATIO ERROR IN TRANSMISSION FLUID HAS ALUMINUM CONTAMINATION. PUT INTO DRIVE THERE IS NO ENGAGEMENT RPM ARE REVED UP TRANSMISSION SLAMS GEAR THEN IS PLACED INTO LIMP HOME MODE. INTERNAL TRANSMISSION FAILURE HAS OCCURED. PERFORM INSPECTION

**(RO) Correction:**

CORRECTION WAS TO REPLACE TRANSMISSION ALONG WITH NEW TRANS OIL COOLER. CLEARED ALL DTCS PERFORMED ALL TCM FLASH PROGRAMMING, SET FLUID LEVEL AND PERFORMED TRANSMISSION QUICK LEARN. PERFORMED ROAD TEST. TRANSMISSION IS NOW FUNCTIONING PROPERLY NO ISSUES AT THIS TIME. SEE YOUR SERVICE ADVISOR FOR DETAILS

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

CUSTOMER STATES TRANS HAS NO FORWARD GEARS

**(Claim) Cause:**

TRANSMISSION HAS NO FORWARD GEAR. MULTIPLE TRANSMISSION DTCS PRESENT FOR GEAR RATIO ERROR IN TRANSMISSION FLUID HAS ALUMINUM CONTAMINATION. PUT I NTO DRIVE THERE IS NO ENGAGEMENT RPM ARE REVED UP TRANSMISSIO N SLAMS GEAR THEN IS PLACED INTO LIMP HOME MODE. INTERNAL TRAN SMISSION FAILURE HAS OCCURED.

**(Claim) Correction:**

[redacted]

| Build Date | | Plant | TRUCK ASSEMBLY PLANT | Coverage Code | |
|---|---|---|---|---|---|

Claim Information

| Claim | | | | In Service Date | |
|---|---|---|---|---|---|
| Claim Type | | Ready (PREPNV) | | Repair Date | |
| Claim Status | Paid | | | Mileage (Miles) | 0 |

Expense

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information

| Code | | Name | | | |
|---|---|---|---|---|---|
| Address | | | | | |

Condition Information

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part | Part | Part | Part | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| | | Road Ready ; 6.7 liter diesel equipped | | | | | | | | |

## 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

| Build Date | | Plant | TRUCK ASSEMBLY PLANT | Coverage Code | |
|---|---|---|---|---|---|

Claim Information

| Claim | | | In Service Date | | |
|---|---|---|---|---|---|
| Claim Type | W - Warranty | | Repair Date | | |
| Claim Status | Paid | | Mileage (Miles) | 12 | |

Expense

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information

| Code | | Name | | | |
|---|---|---|---|---|---|
| Address | | | | | |

Condition Information

| Condition Code | LOP | LOP Desc | Failure | Failure Desc | Part Number | Part Name | Part | Part | Part | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Delivery Fill - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | | FLUID | 2 | X | | |
| | | Module, ( ) ; Module, Transmission Control ( ) - Reprogram, Includes Quicklearn Routine | CC | SENDING UNITS/SENSORS | | | | | | |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

FILL DEF FOR DELIVERY TRANS IS SHIFTING HARD

**(Claim) Cause:**

FILL DEF FOR DELIVERY FOUND FLASH FOR

**(Claim) Correction:**

FILL DEF FOR DELIVERY UPDATE

| Build Date | | Plant | SALTILLO TRUCK ASSEMBLY PLANT | Coverage Code | |
|---|---|---|---|---|---|

Claim Information

| Claim | | | In Service Date | |
|---|---|---|---|---|
| Claim Type | Ready [redacted] | | Repair Date | |
| Claim Status | Paid | | Mileage (Miles) | 3 |

Expense

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information

| Code | | Name | JEEP RAM | | |
|---|---|---|---|---|---|
| Address | | | | | |

Condition Information

| Condition Code | LOP | LOP Desc | Failure | Failure Desc | Part Number | Part Name | Part Qua | Part | Part | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Prep | | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | | Road Ready ; diesel equipped | | | | | | | | |

## RO Narratives

**(RO) Customer Concern:**

New Vehicle PDI CUSTOMER REQUEST FILL FOR INCLUDING FULL SIZE SPARE CUSTOMER STATES APPLY SILENT SECURITY PERFORM NEW VEHICLE DETAIL - TRUCKS

**(RO) Cause:**

NA

**(RO) Correction:**

PERFORMED PDI INSPECTION TEST DROVE ALL OK PERFORMED FILL TIRES

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

| Build Date | | Plant | SALTILLO TRUCK ASSEMBLY PLANT | Coverage Code | |
|---|---|---|---|---|---|

Claim Information

| Claim | | | In Service Date | |
|---|---|---|---|---|
| Claim Type | W - Warranty | | Repair Date | |
| Claim Status | Paid | | Mileage (Miles) | 3 |

Expense

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information

| Code | | Name | | | |
|---|---|---|---|---|---|
| Address | | | | | |

Condition Information

| Condition Code | LOP | LOP Desc | Failure | Failure | Part Number | Part Name | Part | Part | Part | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Delivery Fill - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | | FLUID | 2 | X | | |

## RO Narratives

**(RO) Customer Concern:**

PERFORM PRE-DELIVERY VEHICLE INSPECTION INSTALL WHEEL LOCK MISCELLANEOUS - DEF FILL LOP: DEF TOP OFF MAX.

**(RO) Cause:**

.

**(RO) Correction:**

8 PERFORMED PRE-DELIVERY VEHICLEINSPECTION. CHECKED FLUIDS AND ALL FLUIDS AREGOOD. INSPECTED INTERIOR AND EXTERIOR AND NODAMAGE WAS FOUND. EXIT SHIPPING MODE USINGWITECH. TEST DROVE VEHICLE AND ENGINE RUNSGOOD AND TRANSMISSION SHIFTS GOOD. SUSPENSIONAND STEERING COMPONENTS WORK GOOD. COOLINGAND CHARGING SYSTEMS OPERATE GOOD. RADIO ANDREST OF INTERIOR ACCESSORIES OPERATE ASDESIRED. PERFORM PRE-DELIVERY VEHICLE INSPECTION 8 INSTALLED WHEEL LOCKS AND TORQUE TOSPEC. INSTALL WHEEL LOCK 8 TOPPED OFF DEF FLUID. MISCELLANEOUS

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

| Build Date | | Plant | SALTILLO TRUCK ASSEMBLY PLANT | Coverage Code | |
|---|---|---|---|---|---|

Claim Information

| Claim # | [redacted] | In Service Date | |
|---|---|---|---|
| Claim Type | [redacted] Ready [redacted] | Repair Date | [redacted] |
| Claim Status | Paid | Mileage (Miles) | 0 |

Expense

| Labor | | Sublet | | Part | | Total Paid | [redacted] |
|---|---|---|---|---|---|---|---|

Dealer Information

| Code | | Name | RAM | | | |
|---|---|---|---|---|---|---|
| Address | [redacted] | | | | | |

Condition Information

| Condition Code | [redacted] | Desc [redacted] | Failure | Failure Desc [redacted] | Part Number | Part Name | Part Quanti[redacted] | Part | Part Ex[redacted] | xpense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | | Road Ready ; diesel equipped | | | | | | | | |

[redacted]

## RO Na[redacted]tives

**(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

| Build Date | | Plant | TRUCK ASSEMBLY PLANT | Coverage Code | |
|---|---|---|---|---|---|

Claim Information

| Claim # | [redacted] | In Service Date | |
|---|---|---|---|
| Claim Type | [redacted] | Repair Date | |
| Claim Status | Paid | Mileage (Miles) | 0 |

Expense

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information

| Code | | | |
|---|---|---|---|
| Address | [redacted] | | |

Condition Information

| Condition Code | LOP | LOP Desc | Failure | Failure Desc | Part [redacted] | Part | Part | Part | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| | | Road Ready ; 6.7 liter diesel equipped | | | | | | | | |

[redacted]

## 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

| Build Date | | Plant | SALTILLO TRUCK ASSEMBLY PLANT | Coverage Code | |
|---|---|---|---|---|---|

Claim Information

| Claim # | [redacted] | In Service Date | |
|---|---|---|---|
| Claim Type | [redacted] Ready [redacted] | Repair Date | [redacted] |
| Claim Status | Paid | Mileage (Miles) | 0 |

Expense

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information

| Code | | Name | JEEP RAM | | |
|---|---|---|---|---|---|
| Address | [redacted] | | | | |

Condition Information

| Condition Code | LOP | LOP Desc | Failure | Failure Desc | Part Number | Part Name | Part Qua[redacted] | Part | Part | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | [redacted] Prep | | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | | Road Ready ; diesel equipped | | | | | | | | |

[redacted]

## RO Na[redacted]tives

**(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

| Build Date | | Plant | TRUCK ASSEMBLY PLANT | Coverage Code | |
|---|---|---|---|---|---|

Claim Information

| Claim | | | In Service Date | | |
|---|---|---|---|---|---|
| Claim Type | W - Warranty | | Repair Date | | |
| Claim Status | Paid | | Mileage (Miles) | 2 | |

Expense

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information

| Code | | Name | SUNSET CHRYSLER DODGE & JEEP | | | |
|---|---|---|---|---|---|---|
| Address | | | | | | |

Condition Information

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quant | Part Failed | Part Exp | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | DEF Fluid Top Off - Vehicle Delivery Fill - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | | FLUID | 1 | X | | |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
TOP OFF DEF FLUID

**(Claim) Cause:**
TOP OFF DEF FLUID

**(Claim) Correction:**
TOP OFF DEF FLUID

| Build Date | | Plant | TRUCK ASSEMBLY PLANT | Coverage Code | |
|---|---|---|---|---|---|

Claim Information

| Claim | | In Service Date | |
|---|---|---|---|
| Claim Type | W - Warranty | Repair Date | |
| Claim Status | Paid | Mileage (Miles) | |

Expense

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information

| Code | | Name | |
|---|---|---|---|
| Address | | | |

Condition Information

| Condition Code | LOP | LOP Desc | Failure | Failure Desc | Part Number | Part Name | Part Qu | Part | Part Ex | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Module/Pump, Diesel - Fuel tank mounted - 6.7 liter Diesel - Midship Tank | UC | UNCODABLE (NARRATIVE REQUIRED) | | MODULE | 1 | X | | |

## RO Narratives

### (RO) Customer Concern:

Engine light on Fuel Filter Replacement ( ) Vehicle Inspection

### (RO) Cause:

fuel rail pressure too low Install New Fuel Filters

### (RO) Correction:

has a fault for low rail pressure. test output of the lift pump. lift pump flow is not near enough should be in .... lift pump does run. says it has but tank sounds completely empty. dropped tank. has fuel in it. test power and ground to fuel pump-ok. installed new fuel pump and test flow. flow is in which is in spec. all ok at this time Replace Vehicle had silicone around fuel filters could have possibly damaged injection pump all seems ok right now customer should keep eye on it

### (RO) Technical Notes:

CHECK ENGINE LIGHT ON

## GCS Narratives

### (Claim) Customer Concern:

CHECK ENGINE LIGHT ON

### (Claim) Cause:

FUEL RAIL PRESSURE TOO LOW

### (Claim) Correction:

HAS A FAULT FOR LOW RAIL PRESSURE. TEST OUTPUT OF THE LIFT PUMP. LIFT PU MP FLOW IS NOT NEAR ENOUGH SHOULD BE IN .... LIFT PUMP DOES RUN. SAYS IT HAS BUT TANK SOUNDS COMPLETELY EMPTY. DROPPED TANK. HA S FUEL IN IT. TEST POWER AND GROUND TO FUEL PUMP-OK. INSTALLED NEW FUEL PUMP AND TEST FLOW. FLOW IS IN WHICH IS IN SPEC. ALL OK AT THIS TIME

| Build Date | | Plant | TRUCK ASSEMBLY PLANT | Coverage Code | |
|---|---|---|---|---|---|

Claim Information

| Claim | | In Service Date | |
|---|---|---|---|
| Claim Type | W - Warranty | Repair Date | |
| Claim Status | Paid | Mileage (Miles) | |

Expense

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information

| Code | | Name | | | |
|---|---|---|---|---|---|
| Address | | | | | |

Condition Information

| Condition Code | LOP | LOP Desc | Failure Cod | Failure Desc | Part Number | Part Name | Part | Part | Part | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Transmission ; DEF equipped 4x4 pick-up only | | | | TRANSMISS | 1 | X | | |
| A | | Transmission, Replace - automatic ; | ML | CHECK /SERVICE SO | | TRANSMISS | 1 | X | | |
| A | | Transmission, Replace - automatic ; propeller shaft equipped | | | | TRANSMISS | 1 | X | | |
| A | 21002766 | Transmission, Replace - automatic ; 4x4/AWD equipped | | | | TRANSMISS | 1 | X | | |
| A | | Digital Imaging ; Process time | | | | TRANSMISS | 1 | X | | |

## RO Narratives

**(RO) Customer Concern:**

CUSTOMER STATES NO FORWARD GEARS,ONLY REVERSE. PERFORM FREE MULTI-POINT INSPECTION

**(RO) Cause:**

TEST CODE AND GEAR RATIO ERRORS.TRANS HAS INTERNAL CLUTCH FAILURE.

**(RO) Correction:**

REPLACE TRANS ASSEMBLY .FLUSH COOLER LINES AND PERFORN QUICK LEARN . TEST OK. COMPLETE INSPECTION

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

CUSTOMER STATES NO FORWARD GEARS,ONLY REVERSE.

**(Claim) Cause:**

Build Date | Plant: SAltillo Truck Assembly Plant | Coverage Code

## Claim Information

| | | | |
|---|---|---|---|
| **Claim** | | **In Service Date** | |
| **Claim Type** | W - Warranty | **Repair Date** | |
| **Claim Status** | Paid | **Mileage (Miles)** | |

**Expense**

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

## Dealer Information

| | | | |
|---|---|---|---|
| **Code** | | **Name** | |
| **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 | | Sensor, mass airflow ; All other engines | | | | CONVERTER | 1 | X | | |
| A | | Sensor, mass airflow ; All other engines | | | | GASKET | 1 | | | |
| A | | Sensor, mass airflow ; All other engines | | | | FILTER | | | | |
| A | | Sensor, mass airflow ; All other engines | | | | SENSOR | 1 | | | |
| A | | Converter, catalytic ; diesel-SCR catalyst, chassis only | ML | CHECK /SERVICE SO | | CONVERTER | 1 | X | | |
| A | | Converter, catalytic ; diesel-SCR catalyst, chassis only | ML | CHECK /SERVICE SO | | GASKET | 1 | | | |
| A | | Converter, catalytic ; diesel-SCR catalyst, chassis only | ML | /SERVICE SO | | FILTER | | | | |
| A | | Converter, catalytic ; diesel-SCR catalyst, chassis only | ML | /SERVICE SO | | SENSOR | 1 | | | |
| A | | Converter, catalytic ; equipped | | | | CONVERTER | | | | |
| A | | Converter, catalytic ; equipped | | | | GASKET | 1 | | | |
| A | | Converter, catalytic ; equipped | | | | FILTER | | | | |
| A | | Converter, catalytic ; equipped | | | | SENSOR | 1 | | | |
| | | Filter diesel particulate (DPF) ; diesel engine, chassis only | | | | CONVERTER | 1 | X | | |
| | | Filter diesel particulate (DPF) ; diesel engine, chassis only | | | | GASKET | 1 | | | |
| | | Filter diesel particulate (DPF) ; diesel | | | | FILTER | | | | |

## RO Narratives

### (RO) Customer Concern:

Perform DTC Inspection General Concern #1 [CHECK LIGHT ON WENT INTO LIMP MODE DEF PERCENTAGE WENT UP EXCESSIVELY FASTPLEASE ADVISE] Moved to: Line: A CUSTOMER STATES HE HEARS A AIR LEAKFROM PLEASE ADVISE

### (RO) Cause:

.

### (RO) Correction:

Perform DTC Inspection PERFORM DIAGNOSTIC TROUBLE CODE DIAGNOSIS dpf failure verified andp0402 after repairs. inspected air filterand replaced air filter for glue on filter.perform stationary regeneration and failed.drive and still present. scanwith witech and dpf at and will not godown. started star case sent caseto support team. sent scan reportsand pictures for components. drove another and no progress. perform intake air testand passed. check egr throttle body andperform test and functioning properly.performed maf sensor check with witech andsent information to star. p0402 still returnsafter test drive and soot level not gi=oingdown from . swap MAF sensor with knowngood MAF sensor and again drive andp0402 code did not return but dpf soot stillat anf re contact star. replaced DPFand reset pcm to new catalyst and performtest drive and re scan after returning.verified all codes now gone and systemworking properly... General Conce CHECK LIGHT O NT INTO LIMP MODE DEF PERCENTAGE WENT UP EXCESSIVELY FAST PLEASE ADVISE] Maintenance Moved to: A hole in charge air tube. 450 verified from front end engine bay. severalcod ust system. p arge airpressure test and map test. found charge airturbo to cooler hose leak commendreplace hose and retest. verified no leaksand perform regeneration and regen failed.started star case and will continue diag code under warranty for after treatmentsystem.. Maintenance

### (RO) Technical Notes:

NA

## GCS Narratives

### (Claim) Customer Concern:

GENERAL CONCERN #1 [CHECK LIGHT ON WENT INTO LIMP MODE DEF PERCENTAGE WENT UP EXCESSIVELY FAST PLEASE ADVISE]

### (Claim) Cause:

VERIFIED AND AFTER REPAIRS.

### (Claim) Correction:

INSPECTED AIR FILTER AND REPLACED AIR FILTER FOR GLUE ON FILTER. PERFORM STATI ONARY REGENERATION AND FAILED. DRIVE AND STILL PRESENT. SCAN WITH AND DPF AT AND WILL NOT GO DOWN. STARTED STAR CASE SENT CASE TO CUMMINS SUPPORT TEAM. SENT SCAN REPORTS AND PICTURES FOR COMPO NENTS. DROVE ANOTHER AND NO PROGRESS. PERFORM INTAKE AIR TEST AND PA SSED. CHECK EGR THROTTLE BODY AND PERFORM TEST AND FUNCTIONING PROPERLY. PERF ORMED MAF SENSOR CHECK WITH AND SENT INFORMATION TO STAR. STILL R ETURNS AFTER TEST DRIVE AND SOOT LEVEL NOT GI=OING DOWN FROM . SWAP MAF SENSOR WITH KNOWN GOOD MAF SENSOR AND AGAIN DRIVE AND CODE D ID NOT RETURN BUT DPF SOOT STILL AT ANF RE CONTACT STAR. REPLACED DPF AN D RESET PCM TO NEW CATALYST AND PERFORM TEST DRIVE AND RE SCAN AFTER RETUR ERIFIE NOW GONE AND SYS ORKING PRO Y...

Claim Information

| | | | |
|---|---|---|---|
| Claim # | [redacted] | In Service Date | |
| Claim Type | [redacted] | Repair Date | [redacted] |
| Claim Status | Paid | Mileage (Miles) | 0 |

Expense

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information

| | | | |
|---|---|---|---|
| Code | | Name | |
| Address | [redacted] | | |

Condition Information

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part [redacted] | Part | Part | Part | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| | | Road Ready ; 6.7 liter diesel equipped | | | | | | | | |

[redacted]

## 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

Claim Information

| | | | |
|---|---|---|---|
| Claim # | [redacted] | In Service Date | |
| Claim Type | [redacted] Ready [redacted] | Repair Date | [redacted] |
| Claim Status | [redacted] Paid | Mileage (Miles) | 0 [redacted] |

Expense

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

[redacted]

Dealer Information [redacted]

| | | | | | |
|---|---|---|---|---|---|
| Code | | Name | | | |
| Address | [redacted] | | | | |

Condition Information

| Condition Code | LOP | LOP Desc | Failure [redacted] | Failure Desc [redacted] | Part Number | Part Name | Part Qua[redacted] | Part [redacted] | Part [redacted] | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | | Road Ready ; diesel equipped | | | | | | | | |

[redacted]

## RO Na[redacted]tives

**(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

Claim Information

| | | | |
|---|---|---|---|
| Claim # | [redacted] | In Service Date | |
| Claim Type | [redacted] | Repair Date | [redacted] |
| Claim Status | Paid | Mileage (Miles) | 0 |

Expense

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| Labor | | Sublet | | | | Total Paid | |

Dealer Information [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| Code | | Name | | | | | |
| Address | [redacted] | | | | | | |

Condition Information

| Condition Code | LOP | LOP Desc | Failure | Failure Desc | Number | Name | Quanti | [redacted] | [redacted] | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | | | NEW VEHICLE PRE | | | | | | |
| A | | Road Ready ; Rear Wheel Flares - | | | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | | Road Ready ; diesel equipped | | | [redacted] | [redacted] | [redacted] | [redacted] | [redacted] | |

[redacted]

## 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

Claim Information

| | | | |
|---|---|---|---|
| Claim # | [redacted] | In Service Date | |
| Claim Type | [redacted] | Repair Date | [redacted] |
| Claim Status | Paid | Mileage (Miles) | 0 |

Expense

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

[redacted]

Dealer Information [redacted]

| | | | |
|---|---|---|---|
| Code | | Name | |
| Address | [redacted] | | |

Condition Information

| Condition Code | LOP | LOP Desc | Failure Cod | Failure Desc | Part [redacted] | Part [redacted] | Part [redacted] | Part [redacted] | Part [redacted] | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | [redacted] Road Ready ; Basic Prep | | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | | Road Ready ; 6.7 liter diesel equipped | | | | | | | | |

[redacted]

## 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

Claim Information

| | | | |
|---|---|---|---|
| Claim # | [redacted] | In Service Date | |
| Claim Type | [redacted] | Repair Date | |
| Claim Status | Paid | Mileage (Miles) | 0 |

Expense

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information

| | | | |
|---|---|---|---|
| Code | | Name | |
| Address | | | |

Condition Information

| Condition Code | LOP | LOP Desc | Failure | Failure Desc | Part Number | Part Name | Part Quantity | Part | Part | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Road Ready ; Basic | | NEW VEHICLE | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | | Road Ready ; diesel equipped | | | | | | | | |

## 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

Claim Information

| | | | |
|---|---|---|---|
| Claim # | [redacted] | In Service Date | |
| Claim Type | [redacted] Ready [redacted] | Repair Date | [redacted] |
| Claim Status | [redacted] Paid [redacted] | Mileage (Miles) | 0 |

Expense

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

Dealer Information [redacted]

| | | | |
|---|---|---|---|
| Code | | Name | |
| Address | [redacted] | | |

Condition Information

| Condition Code | [redacted] | Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | [redacted] | | NEW VEHICLE REP | | | | | | |
| A | | Road Ready ; Rear Wheel Flares - | | | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | [redacted] | Road R[redacted] ; diesel equipped | | | | | | | | [redacted] |

[redacted]

## 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

Claim Information

| | | | |
|---|---|---|---|
| Claim | | In Service Date | |
| Claim Type | [redacted] - Warranty | Repair Date | [redacted] |
| Claim Status | Paid | Mileage (Miles) | 11 |

Expense

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

[redacted]

Dealer Information

| | | | |
|---|---|---|---|
| Code | | Name | |
| 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 | | DEF Fluid Top Off ; Vehicle [redacted] vehicle specific allowances. | | FLUID HIGH OR LOW | | FLUID | 2 | X | | |

## RO Narratives

**(RO) Customer Concern:**

PRE-DELIVERY INSPECTION - CHRYSLER TOP OFF DIESEL EXHAUST FLUID CHRYSLER VEHICLE

**(RO) Cause:**

PERFORMED PDI ADDED DEF AS PART OFPDI PROCESS

**(RO) Correction:**

TIME PRE-DELIVERY INSPECTION -CHRYSLER TOP OFF DIESEL EXHAUST FLUID CHRYSLER VEHICLE

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

Claim Information

| | | | |
|---|---|---|---|
| Claim | | In Service Date | |
| Claim Type | [redacted] (PRE-INV) | Repair Date | [redacted] |
| Claim Status | Paid | Mileage (Miles) | 1 |

Expense

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

[redacted]

Dealer Information

| | | | |
|---|---|---|---|
| Code | | Name | |
| Address | [redacted] | | |

Condition Information

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | | Road Ready ; diesel equipped | | | | | | | | |

[redacted]

## RO Narratives

**(RO) Customer Concern:**
PRE-DELIVERY INSPECTION

**(RO) Cause:**
NA

**(RO) Correction:**
.. .. complete PRE-DELIVERY INSPECTION

**(RO) Technical Notes:**
NA

[redacted]

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

Claim Information

| | | | |
|---|---|---|---|
| Claim # | [redacted] | In Service Date | |
| Claim Type | [redacted] | Repair Date | [redacted] |
| Claim Status | Paid | Mileage (Miles) | 0 |

Expense

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| Labor | ( ) | Sublet | | Part | | Total Paid | ( ) |

Dealer Information [redacted]

| | | | |
|---|---|---|---|
| Code | | Name | |
| Address | [redacted] | | |

Condition Information

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | ( ) |
| | | Road Ready ; Road Test | | | | | | | | ( ) |
| A | | Road Ready ; diesel equipped | | | | | | | | ( ) |

[redacted]

## 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

Claim Information

| | | | |
|---|---|---|---|
| Claim | | In Service Date | |
| Claim Type | [redacted] | Repair Date | [redacted] |
| Claim Status | Paid | Mileage (Miles) | 15 |

Expense

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

[redacted]

Dealer Information

| | | | |
|---|---|---|---|
| Code | | Name | |
| Address | [redacted] | | |

Condition Information

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | | Road Ready ; 6.7 liter diesel equipped | | | | | | | | |

[redacted]

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
DEF LOW

**(Claim) Cause:**
LOW FILL

**(Claim) Correction:**
TOP OFF DEF

Claim Information

| | | | |
|---|---|---|---|
| **Claim** | | **In Service Date** | |
| **Claim Type** | [redacted]W - Warranty[redacted] | **Repair Date** | [redacted] |
| **Claim Status** | [redacted] Paid [redacted] | **Mileage (Miles)** | 15 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | | **Sublet** | | **Part** | | **Total Paid** | |

[redacted]

Dealer Information

| | | | |
|---|---|---|---|
| **Code** | | **Name** | |
| **Address** | [redacted] | | |

Condition Information

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | | DEF Fluid Top Off ; Vehicle Delivery Fill - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | [redacted] | FLUID | 2 | X | | |

## RO N[redacted]ives [redacted]

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
DEF LOW

**(Claim) Cause:**
LOW FILL

**(Claim) Correction:**
TOP OFF DEF

Claim Information

| | | | |
|---|---|---|---|
| **Claim** | | **In Service Date** | |
| **Claim Type** | [redacted] - Warranty | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | 16 |

**Expense**

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

[redacted]

Dealer Information

| | | | |
|---|---|---|---|
| **Code** | | **Name** | |
| **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 | | DEF Fluid Top Off ; Vehicle [redacted] vehicle specific allowances. | | FLUID HIGH OR LOW | | FLUID | 3 | X | | |
| A | | DEF Fluid Top Off ; Vehicle Delivery Fill - See LOP note for vehicle specific allowances. | | | | FLUID | 3 | X | | |

[redacted]

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
VEICLE IS SOLD. TOP OFF DEF FLUID.

**(Claim) Cause:**
LOW DEF FLUID.

**(Claim) Correction:**
TOPPED OFF DEF FLUID.

Claim Information

| | | | |
|---|---|---|---|
| Claim # | [redacted] | In Service Date | |
| Claim Type | [redacted] Ready [redacted] | Repair D[redacted] | |
| Claim Status [redacted] | Paid [redacted] | Mileage (Miles) | 0 [redacted] |

Expense

| Labor | | Sublet | | Part | | Total Paid | |
|---|---|---|---|---|---|---|---|

[redacted]

Dealer Information [redacted]

| | | | |
|---|---|---|---|
| Code | | Name | |
| Address | [redacted] | | |

Condition Information

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic [redacted] | [redacted] | NEW VEHICLE [redacted] | | | | | | |
| A | | Road Ready ; Road Test | | | | | | | | |
| A | | Road Ready ; diesel equipped | | | | | | | | |

[redacted]

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] LONGHORN CREW CAB [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | SALTILLO TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Ready ([redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] | [redacted] | |
| ***Address*** | [redacted] | | | | |

*Condition Information*

| ***Condition Code*** | [redacted] | [redacted] ***Desc*** | ***Failure Code*** | ***Failure Desc*** | ***Part Number*** | ***Part Name*** | ***Part Quantity*** | ***Part Failed*** | ***Part Expense*** | [redacted] ***Expense*** |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Rear Wheel Flares - [redacted] | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] CAB [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***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 | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Rear Wheel Flares - [redacted] | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | [redacted] | [redacted] | ***Body*** | [redacted] - [redacted] CREW CAB CHASSIS [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | SALTILLO TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Road Ready ([redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | [redacted] | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| *Condition Code* | *LOP* | *LOP Desc* | *Failure Code* | *Failure Desc* | *[redacted] Number* | *[redacted] Name* | *[redacted] Quantity* | *[redacted] Failed* | *[redacted] Expense* | *LOP Expense* |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | **Year** | [redacted] | **Body** | [redacted] - [redacted] |
| **Build Date** | [redacted] | **Plant** | [redacted] TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | W - Warranty | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | 12 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | [redacted] | **Part** | [redacted] | **Total Paid** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] | [redacted] | |
| **Address** | [redacted] | | | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | DEF Fluid Top Off ; Vehicle Delivery Fill - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | [redacted] | FLUID | 1 | X | [redacted] | |
| [redacted] | | Tube/Hose, Water at EGR Cooler ; Tube, [redacted] diesel engine | [redacted] | [redacted] | [redacted] | COVER | 1 | X | [redacted] | |
| [redacted] | | Tube/Hose, Water at EGR Cooler ; Tube, [redacted] diesel engine | [redacted] | [redacted] | [redacted] | [redacted] | [redacted] | | | |
| [redacted] | | Tube/Hose, Water at EGR Cooler ; Tube, [redacted] diesel engine | [redacted] | [redacted] | [redacted] | ANTIFREEZ | 2 | | [redacted] | |

## RO Narratives

### (RO) Customer Concern:

PRE-DELIVERY [redacted] STATE INSPECTION INSTALL [redacted] INSTALL LIC PLATE BRKT PLATES AND STARS ADD DIESEL EXHAUST FLUID INSTALL MUD FLAPS ALL PRO DETAIL [redacted] COOLANT LEAK REPAIR

### (RO) Cause:

DELIVERY TOP OFF [redacted]

### (RO) Correction:

PRE-DELIVERY [redacted] STATE INSPECTION INSTALL [redacted] [redacted] INSTALL [redacted] MISC. SHOP CHARGES INSTALL LIC PLATE BRKT PLATES AND STARS ADD DIESEL EXHAUST FLUID INSTALL MUD FLAPS ALL PRO DETAIL [redacted] ALL PRO ALL PRO DETAIL [redacted] SUBLET REPAIRS REPAIR COOLANT LEAK COOLING SYSTEM

### (RO) Technical Notes:

NA

## GCS Narratives

### (Claim) Customer Concern:

DURING TEST DRIVE FOR PRE-DELIVERY INSPECTION LOW COOLANT LIGHT CAME ON.

### (Claim) Cause:

PRESSURE CHECKED COOLING SYSTEM AND FOUND METAL COOLING TUBE THAT CONNECTS TO EGR COOLER, HEATER CORE, BLOCK AND COOLANT RESERVOIR IS LEAKING FROM PIN HOL E IN TUBE. NEED TO REPLACE TUBE ASSEMBLY AND RETEST.

### (Claim) Correction:

REMOVED COOLANT TUBE AND REPLACED WITH NEW ASSEMBLY. DURING REPLACEMENT CLAMP ON COOLANT HOSE CONNECTED TO TUBE SPLIT AND WOULD NO LONGER HOLD HOSE ONTO T UBE. REPLACED HOSE. REFILLED COOLANT TO CORRECT LEVEL AND PRESSURE CHECKED C OOLING SYSTEM. NO FURHTER LEAKS DETECTED. TEST DROVE VEHICLE AND VERIFIED AF TER TEST DRIVE STILL NO COOLANT LEAKS. VEHICLE OPERATING AT FACTORY SPECIFIC ATIONS AFTER REPAIR.

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] CREW CAB CHASSIS [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | W - Warranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | [redacted] | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| ***Condition Code*** | ***LOP*** | ***LOP Desc*** | ***Failure Code*** | ***Failure Desc*** | [redacted] ***Number*** | [redacted] ***Name*** | [redacted] ***Quantity*** | [redacted] ***Failed*** | [redacted] ***Expense*** | ***LOP Expense*** |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Module, Transmission Control ([redacted]) ; Module, Transmission Control ([redacted]) - Reprogram, Includes Quicklearn Routine | CC | SENDING UNITS/SENSORS | | | | | | [redacted] |

# RO Narratives

### (RO) Customer Concern:

Multi-point inspection (according to maintenance interval) General Concern #1 CUSTOMER [redacted]S CHECK ENGINE LIGHT IS ON CHECK AND ADVISE.

### (RO) Cause:

THE WAS UPDATE FOR THE [redacted] AND HAD ALSO TO REPROGRAMED ABS MODULE AFTER

### (RO) Correction:

PERFORMED MULTIPOINT INSPECTION, INSPECTED AND ADJUSTED TIRE PRESSURE IF NEEDED TO FACTORY SPECIFICATION AS REQUIRED BY [redacted] [redacted] LAW UPDATE [redacted] MODULE AND THEN REPROGRAMED ABS ROAD TEST VEH NO LIGHT OR CODE AT THIS TIME IN

### (RO) Technical Notes:

NA

# GCS Narratives

### (Claim) Customer Concern:

GENERAL CONCERN #1 [ CUSTOMER [redacted]S CHECK ENGINE LIGHT IS ON CHECK AND ADVIS E. ]

### (Claim) Cause:

THE WAS UPDATE FOR THE [redacted] AND HAD ALSO TO REPROGRAMED ABS MODULE AFTER

### (Claim) Correction:

UPDATE [redacted] MODULE AND THEN REPROGRAMED ABS ROAD TEST VEH NO LIGHT OR CODE AT T HIS TIME IN

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | **Year** | [redacted] | **Body** | [redacted] REG CAB CHASSIS |
| **Build Date** | [redacted] | **Plant** | SALTILLO TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | W - Warranty | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | 10 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | [redacted] | **Part** | [redacted] | **Total Paid** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] |
| **Address** | [redacted] | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | DEF Fluid Top Off ; Vehicle Delivery Fill - Cab Chassis Models Only - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | [redacted] | FLUID | [redacted] | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

TOP OFF DEF

**(Claim) Cause:**

TOP OFF DEF

**(Claim) Correction:**

TOP OFF DEF

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] REG CAB CHASSIS |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | W - Warranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 9 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***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 | [redacted] | DEF Fluid Top Off ; Vehicle Delivery Fill - Cab Chassis Models Only - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | [redacted] | FLUID | 2 | X | [redacted] | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

Pre Delivery Inspection Guest States FILL DEF PER PDI

**(RO) Cause:**

. GS

**(RO) Correction:**

3 INSPECT AND PREPARE NEW VEHICLE FORCOMPLETELY SATISFIED DELIVERY PERMANUFACTURER SPECIFICATIONS Pre Delivery Inspection 3 filled def Guest States

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

LOW DEF FLUID

**(Claim) Cause:**

DELIVERY DEF FILL

**(Claim) Correction:**

FILLED DEF

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] BIG [redacted] CAB [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Ready ([redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | [redacted] | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] | [redacted] | [redacted] |
| ***Address*** | [redacted] | | | | |

*Condition Information*

| *Condition Code* | *LOP* | *LOP Desc* | *Failure Code* | *Failure Desc* | *[redacted] Number* | *[redacted] Name* | *[redacted] Quantity* | *[redacted] Failed* | *[redacted] Expense* | *LOP Expense* |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] - [redacted] CAB CHASSIS [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | SALTILLO TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Ready ([redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | [redacted] | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | THE [redacted] | [redacted] | [redacted] | [redacted] | [redacted] |
| ***Address*** | [redacted] | | | | | | |

*Condition Information*

| *Condition Code* | *LOP* | *LOP Desc* | *Failure Code* | *Failure Desc* | *[redacted] Number* | *[redacted] Name* | *[redacted] Quantity* | *[redacted] Failed* | *[redacted] Expense* | *LOP Expense* |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | [redacted] | [redacted] | ***Body*** | [redacted] CREW CAB CHASSIS |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Ready ([redacted]) | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] | [redacted] | |
| ***Address*** | [redacted] | | | | |

*Condition Information*

| *Condition Code* | *LOP* | *LOP Desc* | *Failure Code* | *Failure Desc* | *Part Number* | *Part Name* | *Part Quantity* | *Part Failed* | *Part Expense* | *LOP Expense* |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] CREW CAB CHASSIS |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Ready ([redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| *Condition Code* | *LOP* | *LOP Desc* | *Failure Code* | *Failure Desc* | *Part Number* | *Part Name* | *Part Quantity* | *Part Failed* | *Part Expense* | *LOP Expense* |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | [redacted] | | ***Body*** | [redacted] CREW CAB CHASSIS |
| ***Build Date*** | [redacted] | ***Plant*** | SALTILLO TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Ready ([redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| ***Condition Code*** | [redacted] | [redacted] ***Desc*** | ***Failure Code*** | ***Failure Desc*** | ***Part Number*** | ***Part Name*** | ***Part Quantity*** | ***Part Failed*** | ***Part Expense*** | [redacted] ***Expense*** |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | **Year** | [redacted] | **Body** | [redacted] CREW CAB CHASSIS |
| **Build Date** | [redacted] | **Plant** | SALTILLO TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| **Claim #** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | [redacted] Ready ([redacted] | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | [redacted] | **Part** | [redacted] | **Total Paid** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] |
| **Address** | [redacted] | | |

*Condition Information*

| Condition Code | [redacted] | [redacted] Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | [redacted] Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] CAB [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Ready ([redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***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 | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| [redacted] | | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | [redacted] | [redacted] | ***Body*** | [redacted] CREW CAB CHASSIS |
| ***Build Date*** | [redacted] | ***Plant*** | SALTILLO TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Ready ([redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | [redacted] | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] | [redacted] | [redacted] |
| ***Address*** | [redacted] | | | | |

*Condition Information*

| ***Condition Code*** | ***LOP*** | ***LOP Desc*** | ***Failure Code*** | ***Failure Desc*** | [redacted] ***Number*** | [redacted] ***Name*** | [redacted] ***Quantity*** | [redacted] ***Failed*** | [redacted] ***Expense*** | ***LOP Expense*** |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] LONGHORN [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | W - Warranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 18 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | [redacted] | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | | |
|---|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | ALL [redacted] OF | [redacted] | [redacted] | [redacted] |
| ***Address*** | [redacted] | | | | | |

*Condition Information*

| ***Condition Code*** | ***LOP*** | ***LOP Desc*** | ***Failure Code*** | ***Failure Desc*** | [redacted] ***Number*** | [redacted] ***Name*** | [redacted] ***Quantity*** | [redacted] ***Failed*** | [redacted] ***Expense*** | ***LOP Expense*** |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | DEF Fluid Top Off ; Vehicle Delivery Fill - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | [redacted] | FLUID | 1 | X | [redacted] | |

# RO Narratives

### (RO) Customer Concern:

New Vehicle Prep [redacted] INSPECTION (NEW ONLY) INSTALL MUD FLAPS Install of Diesel Exhaust Fluid (DEF)

### (RO) Cause:

.

### (RO) Correction:

5 NVP COMPLETE New Vehicle Prep [redacted] INSPECTION (NEW ONLY) INSTALL MUD FLAPS DIESEL EXHAUST FLUID (DEF)

### (RO) Technical Notes:

NA

# GCS Narratives

### (Claim) Customer Concern:

NVP DEF FLUID TOP IFF

### (Claim) Cause:

TOP OFF DEF FLUID

### (Claim) Correction:

INSTALLED DEF FLUID FOR NVP

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] BIG [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Ready ([redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 15 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***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 | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| [redacted] | | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] - [redacted] CAB [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 16 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***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 | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| [redacted] | | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

Perform PDI Change control # to last 6 of vin ADD OIL CHANGE STICKER SET FOR [redacted] REMINDER Recall #: [redacted], Launch Date: [redacted] HD Ram [redacted] Engine Control Module (

**(RO) Cause:**

new prep recall

**(RO) Correction:**

[redacted] new prep [redacted] Recall #: [redacted], Launch Date: [redacted] HD Ram [redacted] Engine Control Module ( old # [redacted], new # [redacted] 1.4

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

PDI DEF TOP OFF AT PDI RECALL [redacted]

**(Claim) Cause:**

PDI DEF TOP OFF AT PDI RECALL [redacted]

**(Claim) Correction:**

PDI DEF TOP OFF AT PDI RECALL [redacted]

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | [redacted] | [redacted] | ***Body*** | [redacted] - [redacted] CAB [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | W - Warranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 16 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***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 | [redacted] | DEF Fluid Top Off ; Vehicle Delivery Fill - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | [redacted] | FLUID | 1 | X | [redacted] | |

# RO Narratives

### (RO) Customer Concern:

Perform PDI Change control # to last 6 of vin ADD OIL CHANGE STICKER SET FOR [redacted] REMINDER Recall #: [redacted], Launch Date: [redacted] HD Ram [redacted] Engine Control Module (

### (RO) Cause:

new prep recall

### (RO) Correction:

[redacted] new prep [redacted] Recall #: [redacted], Launch Date: [redacted] HD Ram [redacted] Engine Control Module ( old # [redacted] new [redacted] 1.4

### (RO) Technical Notes:

NA

# GCS Narratives

### (Claim) Customer Concern:

PDI DEF TOP OFF AT PDI RECALL [redacted]

### (Claim) Cause:

PDI DEF TOP OFF AT PDI RECALL [redacted]

### (Claim) Correction:

PDI DEF TOP OFF AT PDI RECALL [redacted]

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | [redacted] | [redacted] | ***Body*** | [redacted] - [redacted] CAB [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | S - Safety (Recalls) | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 16 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***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 | [redacted] | Safety Recall [redacted] - [redacted] Module ; Replace [redacted] Module (PCM) Includes Software Reprogram (Aisin Transmission Equipped) | UC | UNCODABLE (NARRATIVE REQUIRED) | [redacted] | MODULE | 1 | X | [redacted] | |

## RO Narratives

### (RO) Customer Concern:

Perform PDI Change control # to last 6 of vin ADD OIL CHANGE STICKER SET FOR [redacted] REMINDER Recall #: [redacted], Launch Date: [redacted] HD Ram [redacted] Engine [redacted] Module (

### (RO) Cause:

new prep recall

### (RO) Correction:

[redacted] new prep [redacted] Recall #: [redacted], Launch Date: [redacted] HD Ram [redacted] Engine [redacted] Module ( old # [redacted] new # [redacted] 1.4

### (RO) Technical Notes:

NA

## GCS Narratives

### (Claim) Customer Concern:

PDI DEF TOP OFF AT PDI RECALL [redacted]

### (Claim) Cause:

PDI DEF TOP OFF AT PDI RECALL [redacted]

### (Claim) Correction:

PDI DEF TOP OFF AT PDI RECALL [redacted]

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] - [redacted] [redacted] BIG [redacted] 4X4 |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | W - Warranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 10 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] | [redacted] | |
| ***Address*** | [redacted] | | | | |

*Condition Information*

| *Condition Code* | *LOP* | *LOP Desc* | *Failure Code* | *Failure Desc* | *Part Number* | *Part Name* | *Part Quantity* | *Part Failed* | *Part Expense* | *LOP Expense* |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | DEF Fluid Top Off ; Vehicle Delivery Fill - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | [redacted] | FLUID | 2 | X | [redacted] | |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] LONGHORN [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | W - Warranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 18 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | [redacted] | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | | |
|---|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | ALL [redacted] OF | [redacted] | [redacted] | [redacted] |
| ***Address*** | [redacted] | | | | | |

*Condition Information*

| ***Condition Code*** | ***LOP*** | ***LOP Desc*** | ***Failure Code*** | ***Failure Desc*** | [redacted] ***Number*** | [redacted] ***Name*** | [redacted] ***Quantity*** | [redacted] ***Failed*** | [redacted] ***Expense*** | ***LOP Expense*** |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | DEF Fluid Top Off ; Vehicle Delivery Fill - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | [redacted] | FLUID | 1 | X | [redacted] | |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NVP DEF FLUID TOP IFF

**(Claim) Cause:**
TOP OFF DEF FLUID

**(Claim) Correction:**
INSTALLED DEF FLUID FOR NVP

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] CREW CAB CHASSIS |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Ready ([redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | ([redacted]) | ***Sublet*** | [redacted] | [redacted] | [redacted] | ***Total Paid*** | ([redacted]) |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| *Condition Code* | *LOP* | *LOP Desc* | *Failure Code* | *Failure Desc* | *[redacted] Number* | *[redacted] Name* | *[redacted] Quantity* | *[redacted] Failed* | *[redacted] Expense* | *LOP Expense* |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | ([redacted]) |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | ([redacted]) |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | ([redacted]) |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] CREW CAB CHASSIS |
| ***Build Date*** | [redacted] | ***Plant*** | SALTILLO TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Ready ([redacted]) | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | ([redacted]) | ***Sublet*** | [redacted] | [redacted] | [redacted] | ***Total Paid*** | ([redacted]) |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| *Condition Code* | *LOP* | *LOP Desc* | *Failure Code* | *Failure Desc* | *[redacted] Number* | *[redacted] Name* | *[redacted] Quantity* | *[redacted] Failed* | *[redacted] Expense* | *LOP Expense* |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | ([redacted]) |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | ([redacted]) |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | ([redacted]) |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | **Year** | [redacted] | **Body** | [redacted] - [redacted] LONGHORN CREW CAB [redacted] |
| **Build Date** | [redacted] | **Plant** | [redacted] TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | W - Warranty | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | 21 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | [redacted] | **Part** | [redacted] | **Total Paid** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] | [redacted] | |
| **Address** | [redacted] | | | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| C | [redacted] | DEF Fluid Top Off ; Vehicle Delivery Fill - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | [redacted] | FLUID | 2 | X | [redacted] | [redacted] |
| A | [redacted] | Module, Engine Control (ECM) ; Module, Engine Control (ECM) - Reprogram (Aisin Transmission) | CC | SENDING UNITS/SENSORS | | | | | | [redacted] |
| [redacted] | | Module, [redacted] ([redacted]) ; Module, Transmission Control ([redacted]) - Reprogram, Includes Quicklearn Routine | CC | SENDING UNITS/SENSORS | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

PFLASH [redacted] FOR DELIVERY FLASH [redacted] FOR DELIVERY TOP OFF DEF FOR DELIVERY

**(RO) Cause:**

. . .

**(RO) Correction:**

FLASHED [redacted] FLASH [redacted] DEF Fluid Top Off VehicleDelivery Fill - See LOP note for vehicle specificallowances. Fluid Top Off - Add Material only Vehicle Delivery Fill

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

PERFORM UPDATES FOR DELIVERY

**(Claim) Cause:**

FOUND [redacted] UPDATE FOUND UPDATE FOR [redacted]

**(Claim) Correction:**
UPDATED PCM SOFTWARE UPDATED [redacted] SOFTWARE

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | T - Transportation | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 23 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***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 | [redacted] | Bumper, rear | | | | | | | | [redacted] |
| A | [redacted] | Bumper, rear ; Back up sensor equipped | | | | | | | | [redacted] |
| A | 23010627 | Tape, body panel ; - Anti-chip Tape/Film - Rear Quarter or cargo box - Upper or Lower - Left | | | | | | | | [redacted] |
| A | [redacted] | Panel, Tailgate | | | | | | | | [redacted] |
| A | [redacted] | Panel, Fender ; [redacted] | | | | | | | | |
| A | [redacted] | Basic paint preparation ; paint preparation | | | | | | | | [redacted] |
| A | [redacted] | Panel, fender ; Complete-Right or left-Monotone | | | | | | | | [redacted] |
| A | [redacted] | Door, fuel filler | | | | | | | | [redacted] |
| A | 23751600 | Panel, pick-up box-outside ; Metal finishing repair | UC | UNCODABLE (NARRATIVE REQUIRED) | | | | | | [redacted] |
| A | [redacted] | Sublet Repair | | | | | | | | [redacted] |

# RO Narratives

### (RO) Customer Concern:

C/S SHIPPING DAMAGE - SCRATCH TO LRQP

### (RO) Cause:

LR QUARTER PANEL SCRATCHED

### (RO) Correction:

1 LR QUARTER PANEL SCRATCHED NECESSARY TOREPAIR LR QUARTER PANEL AND PAINT AREA Tape, body panel - Replace - Anti-chip Tape/Film - Rear Quarter or cargo box - Upper or Lower - Left (1 - Semi-Skilled) Panel, pick-up box-outside - Repair Metal finishing repair Panel, Fender - De-Trim [redacted] Panel, Tailgate - De-TrimR & I REAR BUMPER) REAR BACK UP SENSOR EQUIPPED Basic paint preparation paint preparation Panel, fender - Refinish Complete-Left-Monotone Door, fuel filler - Refinish [redacted] REPAIR LR QP Bumper guard equipped SUBLET REPAIRS

### (RO) Technical Notes:

NA

## GCS Narratives

**(Claim) Customer Concern:**

C/S SHIPPING DAMAGE - SCRATCH TO LR QP

**(Claim) Cause:**

LR QUARTER PANEL SCRATCHED

**(Claim) Correction:**

NECESSARY TO REPAIR LR QUARTER PANEL AND PAINT AREA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] - [redacted] LONGHORN CREW CAB 4X4 |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Ready ([redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 5 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | [redacted] | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] | [redacted] | [redacted] |
| ***Address*** | [redacted] | | | | |

*Condition Information*

| ***Condition Code*** | ***LOP*** | ***LOP Desc*** | ***Failure Code*** | ***Failure Desc*** | [redacted] ***Number*** | [redacted] ***Name*** | [redacted] ***Quantity*** | [redacted] ***Failed*** | [redacted] ***Expense*** | ***LOP Expense*** |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Rear Wheel Flares - [redacted] | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

Perform new vehicle inspection, PDI

**(RO) Cause:**

F

**(RO) Correction:**

Perform new vehicle inspection, PDI NEW VEHICLE INSPECTION, PDI

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] - [redacted] [redacted] CREW CAB [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | W - Warranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (*** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] [redacted] OF [redacted] | | [redacted] | | [redacted] |
| ***Address*** | [redacted] | | | | | | |

*Condition Information*

| *Condition Code* | *LOP* | *LOP Desc* | *Failure Code* | *Failure Desc* | *Part Number* | *Part Name* | *Part Quantity* | *Part Failed* | *Part Expense* | *LOP Expense* |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Hub, media center - SD/USB - auxiliary port | 18 | CIRCUIT OPEN | [redacted] | [redacted] | | X | [redacted] | [redacted] |

# RO Narratives

### (RO) Customer Concern:

PERFORM COURTESY VEHICLE INSPECTION. INCLUDES: VISUAL INSPECTION OF VEHICLE, TIRES, AND SET TIRE PRESSURE TO SPEC'S. CUSTOMER STATES THAT AT [redacted] THE HOME SCREEN STAYS BLACK AT [redacted] COME ON ,AT [redacted] PHONE WILL NOT WORK INSTALL SOP

### (RO) Cause:

[redacted]

### (RO) Correction:

PERFORM COURTESY VEHICLE INSPECTION. INCLUDES: VISUAL INSPECTION OF VEHICLE, TIRES, AND SET TIRE PRESSURE TO SPEC'S. [redacted] installed SOP usb hub in centerconsole. connected to known good cable andphone to verify working CUSTOMER STATES THAT AT [redacted] THE HOME SCREEN STAYS BLACK AT [redacted] IT WIL COME ON ,AT [redacted] PHONE WILL NOT WORK INSTALL SOP ELECTRICAL

### (RO) Technical Notes:

NA

# GCS Narratives

### (Claim) Customer Concern:

CUST STATES THAT AT [redacted] THE HOME SCREEN STAYS BLACK, AT [redacted] IT WILL COME O N, AT TIME SPHONE WILL NOT WORK

### (Claim) Cause:

[redacted]-MEDIA PORT 1 CONNECTION (STORED) VERIFIED CONCERN OF INTERMITTENT ISSUE WITH RADIO VIA USB PORT... CABLE IS AN AFTER MARKET APPLE CABLE. RECOMMEND T O USE THE ORIGINAL CABLE WHEN USING IPHONE THROUGH USB. COMPATIBLE PHONES ARE AS FOLLOWS. 6, 7, 8, [redacted], [redacted], [redacted], [redacted], X, [redacted], [redacted]

### (Claim) Correction:

INSTALLED USB HUB IN CENTER CONSOLE. CONNECTED TO KNOW GOOD CABLE AND PHONE TO VERIFY PROPERLY WORKING.

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | **Year** | [redacted] | **Body** | [redacted] CREW CAB CHASSIS |
| **Build Date** | [redacted] | **Plant** | SALTILLO TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| **Claim #** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | [redacted] Ready ([redacted] | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | [redacted] | **Part** | [redacted] | **Total Paid** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] | [redacted] | |
| **Address** | [redacted] | | | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | [redacted] | [redacted] | ***Body*** | [redacted] REG CAB CHASSIS |
| ***Build Date*** | [redacted] | ***Plant*** | SALTILLO TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Ready ([redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] OF [redacted] | [redacted] | |
| ***Address*** | [redacted] | | | | |

*Condition Information*

| *Condition Code* | *LOP* | *LOP Desc* | *Failure Code* | *Failure Desc* | *Part Number* | *Part Name* | *Part Quantity* | *Part Failed* | *Part Expense* | *LOP Expense* |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] - [redacted] [redacted] [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Ready ([redacted]) | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| ***Condition Code*** | [redacted] | [redacted] ***Desc*** | ***Failure Code*** | ***Failure Desc*** | ***Part Number*** | ***Part Name*** | ***Part Quantity*** | ***Part Failed*** | ***Part Expense*** | [redacted] ***Expense*** |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] BIG [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Ready ([redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | [redacted] | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted]S [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| ***Condition Code*** | ***LOP*** | ***LOP Desc*** | ***Failure Code*** | ***Failure Desc*** | [redacted] ***Number*** | [redacted] ***Name*** | [redacted] ***Quantity*** | [redacted] ***Failed*** | [redacted] ***Expense*** | ***LOP Expense*** |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| [redacted] | | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | [redacted] | [redacted] | ***Body*** | [redacted] CREW CAB CHASSIS |
| ***Build Date*** | [redacted] | ***Plant*** | SALTILLO TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Ready ([redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | [redacted] | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | ALL [redacted] OF [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| *Condition Code* | *LOP* | *LOP Desc* | *Failure Code* | *Failure Desc* | *[redacted] Number* | *[redacted] Name* | *[redacted] Quantity* | *[redacted] Failed* | *[redacted] Expense* | *LOP Expense* |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | SALTILLO TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***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 | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| [redacted] | | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | [redacted] | [redacted] | ***Body*** | [redacted] [redacted] CAB CHASSIS [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Ready ([redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***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 | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| [redacted] | | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] - [redacted] [redacted] [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | SALTILLO TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] - Road Ready ([redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | [redacted] | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] | [redacted] | [redacted] |
| ***Address*** | [redacted] | | | | |

*Condition Information*

| ***Condition Code*** | ***LOP*** | ***LOP Desc*** | ***Failure Code*** | ***Failure Desc*** | [redacted] ***Number*** | [redacted] ***Name*** | [redacted] ***Quantity*** | [redacted] ***Failed*** | [redacted] ***Expense*** | ***LOP Expense*** |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Rear Wheel Flares - [redacted] | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | [redacted] | | ***Body*** | [redacted] CREW CAB CHASSIS [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | SALTILLO TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Road Ready ([redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | [redacted] | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| *Condition Code* | *LOP* | *LOP Desc* | *Failure Code* | *Failure Desc* | *[redacted] Number* | *[redacted] Name* | *[redacted] Quantity* | *[redacted] Failed* | *[redacted] Expense* | *LOP Expense* |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | [redacted] | [redacted] | ***Body*** | [redacted] - [redacted] CAB CHASSIS [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Ready ([redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| *Condition Code* | *LOP* | *LOP Desc* | *Failure Code* | *Failure Desc* | *Part Number* | *Part Name* | *Part Quantity* | *Part Failed* | *Part Expense* | *LOP Expense* |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] - [redacted] [redacted] [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Ready ([redacted]) | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | ([redacted]) | ***Sublet*** | [redacted] | [redacted] | [redacted] | ***Total Paid*** | ([redacted]) |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| *Condition Code* | *LOP* | *LOP Desc* | *Failure Code* | *Failure Desc* | *[redacted] Number* | *[redacted] Name* | *[redacted] Quantity* | *[redacted] Failed* | *[redacted] Expense* | *LOP Expense* |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | ([redacted]) |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | ([redacted]) |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | ([redacted]) |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] CAB CHASSIS [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Ready ([redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | [redacted] | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] | [redacted] | [redacted] |
| ***Address*** | [redacted] | | | | |

*Condition Information*

| ***Condition Code*** | ***LOP*** | ***LOP Desc*** | ***Failure Code*** | ***Failure Desc*** | [redacted] ***Number*** | [redacted] ***Name*** | [redacted] ***Quantity*** | [redacted] ***Failed*** | [redacted] ***Expense*** | ***LOP Expense*** |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] - [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Ready ([redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| ***Condition Code*** | [redacted] | [redacted] ***Desc*** | ***Failure Code*** | ***Failure Desc*** | ***Part Number*** | ***Part Name*** | ***Part Quantity*** | ***Part Failed*** | ***Part Expense*** | [redacted] ***Expense*** |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] LIMITED CREW CAB 4X4 |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Ready ([redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | [redacted] | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] | [redacted] | |
| ***Address*** | [redacted] | | | | |

*Condition Information*

| ***Condition Code*** | ***LOP*** | ***LOP Desc*** | ***Failure Code*** | ***Failure Desc*** | ***[redacted] Number*** | ***[redacted] Name*** | ***[redacted] Quantity*** | ***[redacted] Failed*** | ***[redacted] Expense*** | ***LOP Expense*** |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Rear Wheel Flares - [redacted] | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | [redacted] | [redacted] | ***Body*** | [redacted] CAB CHASSIS [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Ready ([redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | [redacted] | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| *Condition Code* | *LOP* | *LOP Desc* | *Failure Code* | *Failure Desc* | *[redacted] Number* | *[redacted] Name* | *[redacted] Quantity* | *[redacted] Failed* | *[redacted] Expense* | *LOP Expense* |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | **Year** | [redacted] | **Body** | [redacted] |
| **Build Date** | [redacted] | **Plant** | [redacted] TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| **Claim #** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | [redacted] Ready ([redacted] | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | [redacted] | **Part** | [redacted] | **Total Paid** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] | [redacted] | |
| **Address** | [redacted] | | | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | [redacted] | | ***Body*** | [redacted] CREW CAB CHASSIS [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | W - Warranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 5 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | DEF Fluid Top Off ; Vehicle Delivery Fill - Cab Chassis Models Only - See LOP note for vehicle specific allowances. | [redacted] | FLUID HIGH OR LOW | [redacted] | FLUID | [redacted] | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

TOP OFF DEF FREE INSPECTION PERFORMED PER CUSTOMER APPROVAL.

**(RO) Cause:**

PERFORMED FREE INSPECTION OF VEHICLE AS CUSTOMER COURTESY.

**(RO) Correction:**

TOPPED OFF DEF PERFORMED FREE INSPECTION OF VEHICLE.

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

TOP OFF DEF

**(Claim) Cause:**

NA

**(Claim) Correction:**

TOPPED OFF DEF

# Warranty Claim Report

## Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | **Year** | [redacted] | **Body** | [redacted] BIG HORN CREW CAB 4X4 |
| **Build Date** | [redacted] | **Plant** | SALTILLO TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

## Claim Information

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | W - Warranty | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | [redacted] | **Part** | [redacted] | **Total Paid** | [redacted] |

## Dealer Information

| | | | | | |
|---|---|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] OF [redacted] | [redacted] | [redacted] |
| **Address** | [redacted] | | | | |

## Condition Information

| Condition Code | [redacted] | [redacted] Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | [redacted] Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Transmission ; DEF equipped [redacted] 4x4 pick-up only | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission ; DEF equipped [redacted] 4x4 pick-up only | | | [redacted] | COOLER | [redacted] | | | |
| A | [redacted] | Transmission ; DEF equipped [redacted] 4x4 pick-up only | | | [redacted] | [redacted] ASSY | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | COOLER | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | [redacted] ASSY | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | COOLER | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | [redacted] ASSY | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | COOLER | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | [redacted] ASSY | [redacted] | | | |
| A | [redacted] | Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] (1 - Semi-Skilled) | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] (1 - Semi-Skilled) | | | [redacted] | COOLER | [redacted] | | | |
| A | [redacted] | Lines, transmission and torque converter oil | | | [redacted] | [redacted] ASSY | [redacted] | | | |

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | | cooler ; [redacted] or [redacted] (1 - Semi-Skilled) | | | | | | | | |
| A | [redacted] | Oil cooler, external / auxiliary ; Cooler (2 - Skilled) | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Oil cooler, external / auxiliary ; Cooler (2 - Skilled) | | | [redacted] | COOLER | 1 | | [redacted] | |
| A | [redacted] | Oil cooler, external / auxiliary ; Cooler (2 - Skilled) | | | [redacted] | TOC ASSY | 1 | | [redacted] | |

## RO Narratives

### (RO) Customer Concern:

Automatic Transmission Concern [CUST STATES CHECK ENGINE LIGHT ISON AND TRUCK WILL NOT MOVE FORWARD WHEN IN DRIVE. STATES WHEN PUTTING IN DRIVE OR REVERSE, TRANSMISSION IS MAKING POPPING NOISE. CHECK AND ADVISE.] General Concern #1 [CUST STATES WHEN IN REVERSE, THER IS GRINDING NOISE FROM LEFT FRONT WHEEL . CHECKAND ADVISE,] TIRE PRESSURE CHECK, IN COMPLIANCE WITH THE CARB ([redacted]) RULE SERVICE PROVIDERS MUST CHECK AND INFLATE TIRES TO THE PROPER PSI. CUSTOMER REQUEST FREE MULTI-POINT INSPECTION, CHECK TIRE PRESSURE, INSPECT BRAKES, LIGHTS, BELTS AND HOSES. ENTERPRISE RENTAL CAR (NO RENTALS WITHOUT P.O.'S NO EXCEPTIONS)

### (RO) Cause:

F F F F F

### (RO) Correction:

[redacted]=[redacted] DETERMINE TRANSINTERNAL. R&R [redacted] EQUIPPED ,REMOVED DEFTANK TO GAIN ACCESS TO T-CASE, R&R T-CASE,R&R TRANS, INSTALLED NEW TRANS, SET UP WITHWI TECH2 QUICK LEARN TRANS ROAD TESTED CHECKSOK. TRANSMISSION REPAIRS [redacted] CHECKS OK AT THIS TIME. General Concern #1 [CUST STATES WHEN IN REVERSE, THER IS GRINDING NOISE FROM LEFT FRONT WHEEL . CHECK AND ADVISE,] GENERAL CONCERN TIRE PRESSURE CHECK, IN COMPLIANCE WITH THE CARB ([redacted]) RULE SERVICE PROVIDERS MUST CHECK AND INFLATE TIRES TO THE PROPER PSI. TIRE PRESSURE CHECK, IN COMPLIANCE WITH THE CARB ([redacted]) RULE SERVICE PROVIDERS MUST CHECK AND INFLATE TIRES TO THE PROPER PSI. CUSTOMER REQUEST FREE MULTI-POINT INSPECTION, CHECK TIRE PRESSURE, INSPECT BRAKES, LIGHTS, BELTS AND HOSES. CUSTOMER REQUEST FREE MULTI-POINT INSPECTION, CHECK TIRE PRESSURE, INSPECT BRAKES, LIGHTS, BELTS ANDHOSES. ENTERPRISE RENTAL CAR (NORENTALS WITHOUT P.O.'S NOEXCEPTIONS) ENTERPRISE RENTAL CAR (NORENTALS WITHOUT P.O.'S NO EXCEPTIONS)

### (RO) Technical Notes:

NA

## GCS Narratives

### (Claim) Customer Concern:

MISSION CONCERN [CUST STATES CHECK ENGINE LIGHT IS ON AND TRUCK WILL NOT MOVE FORWARD WHEN IN DRIVE. STATES WHEN PUTTING IN DRIVE OR REVERSE, TRANSMISS ION IS MAKING POPPING NOISE. CHECK AND ADVISE.]

### (Claim) Cause:

[redacted]=[redacted] TRANS FLUID FOUND EXCESSIVE METAL IN PAN AND OIL. DET ERMINE TRANS INTERNAL. R&R [redacted] EQUIPPED ,REMOVED DEF TANK TO GAIN ACC ESS TO T-CASE, R&R T-CASE, R&R TRANS, INSTALLED NEW TRANS, SET UP WITH WI [redacted] QUICK LEARN TRANS ROAD TESTED CHECKS OK.

### (Claim) Correction:

[redacted]=[redacted] TRANS FLUID FOUND EXCESSIVE METAL IN PAN AND OIL. DET ERMINE TRANS INTERNAL. R&R [redacted] EQUIPPED ,REMOVED DEF TANK TO GAIN ACC ESS TO T-CASE, R&R T-CASE, R&R TRANS, INSTALLED NEW TRANS, SET UP WITH WI [redacted] QUICK LEARN TRANS ROAD TESTED CHECKS OK.

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | **Year** | [redacted] | **Body** | [redacted] REG CAB CHASSIS |
| **Build Date** | [redacted] | **Plant** | [redacted] TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | W - Warranty | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | [redacted] |

**Expense**

| | | | | | |
|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | [redacted] | **Total Paid** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] OF PLACENTIA |
| **Address** | [redacted] | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | TRANSMISS | 1 | X | [redacted] | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | FLUID [redacted] | [redacted] | | | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | FLUID [redacted] | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | FLUID [redacted] | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | FLUID [redacted] | [redacted] | | | [redacted] |

# RO Narratives

### (RO) Customer Concern:

Multi-point inspection (according to maintenance interval) CUSTOMER STATES CHECK [redacted] LIGHT IS ON, CHECK & ADVISE - AND CODES FOR TRANSMISSION GEAR RATIO ERRORS PRESENT RECALL [redacted] CONTROL MODULE

### (RO) Cause:

warranty warranty

### (RO) Correction:

Multi-point inspection (according to maintenanceinterval) [redacted] DODGE [redacted] RAM OF [redacted] WILLPERFORM A COMPLIMENTARY NO CHARGE MULTI POINT INSPECTION. SEE ADVISOR FOR RESULTS. [redacted] stated that the is on so proceedto and with witech diagnosstic test found [redacted] gear 1 shift incorrect ratio and dtc [redacted] gear 3 shift incorect ratioverified concern scanned vehicle and foundcodes [redacted] gear 1 shift incorrect ratioand code [redacted] gear3 shift incorrect ratioand found no other transmission solenoidcodes present . then cleared dtc and roadtested vehicle to replicate customers concernand dtc reset and transmission up shift anddown shifting hrad and with witech diagnosticfound dtc [redacted] gear 1 shift incorrect [redacted] gear3 shift incorrect ratio and thechecked transmission fluid levels andcondition .fluid level is at correct levelsand condition are good remove thetransmission oil pan and found metal debrisand remove transmission and tore down andfound wear on the input shaft and checked theclutch pack and found metal debris on allclutch. recommend to replace the transmion.remove and install the new trans mission unit CUSTOMER STATES CHECK [redacted] LIGHT IS ON, CHECK& ADVISE CUSTOMER STATES CHECK [redacted] LIGHT IS ON, CHECK & ADVISE RECALL

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
CUSTOMER STATES CHECK ENGINE LIGHT IS ON

**(Claim) Cause:**
FOUND INTERNAL FAILURE IN TRANSMISSION

**(Claim) Correction:**
VERIFIED CONCERN SCANNED VEHICLE AND FOUND CODES [redacted] INCORRE CT RATIO AND CODE [redacted] 3 SHIFT INCORRECT RATIO AND FOUND NO OTHER TRANSMISSION SOLENOID CODES PRESENT . THEN CLEARED DTC AND ROAD TESTED VEH ICLE TO REPLICATE CUSTOMERS CONCERN AND DTC RESET AND TRANSMISSION UP SHIFT AN D DOWN SHIFTING HRAD AND WITH WITECH DIAGNOSTIC FOUND DTC [redacted] FT INCORRECT RATIO [redacted] 3 SHIFT INCORRECT RATIO AND THE CHECKED TRAN SMISSION FLUID LEVELS AND CONDITION. FLUID LEVEL IS AT CORRECT LEVELS AND CO NDITION ARE GOOD REMOVE THE TRANSMISSION OIL PAN AND FOUND METAL DEBRIS AND REMOVE TRANSMISSION AND TORE DOWN AND FOUND WEAR ON THE INPUT SHAFT AND CH ECKED THE CLUTCH PACK AND FOUND METAL DEBRIS ON ALL CLUTCHES. RECOMMEND REPL ACING THE TRANSMISSION. REMOVE AND INSTALL THE NEW TRANSMISSION UNIT

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] [redacted] BIG HORN CREW CAB [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | SALTILLO TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | W - Warranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | [redacted] |

**Expense**

| | | | | | |
|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | ([redacted] | ***Total Paid*** | ([redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] OF [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | COOLER | [redacted] | | | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | TOC ASSY | [redacted] | | | [redacted] |

# RO Narratives

### (RO) Customer Concern:

Automatic Transmission Concern [CUST STATES CHECK [redacted] LIGHT ISON AND TRUCK WILL NOT MOVE FORWARD WHEN IN DRIVE. STATES WHEN PUTTING IN DRIVE OR REVERSE, TRANSMISSION IS MAKING POPPING NOISE. CHECK AND ADVISE.] General Concern #1 [CUST STATES WHEN IN REVERSE, THER IS GRINDING NOISE FROM LEFT FRONT WHEEL . CHECKAND ADVISE,] TIRE PRESSURE CHECK, IN COMPLIANCE WITH THE CARB ([redacted]) RULE SERVICE PROVIDERS MUST CHECK AND INFLATE TIRES TO THE PROPER PSI. CUSTOMER REQUEST FREE [redacted] INSPECTION, CHECK TIRE PRESSURE, INSPECT BRAKES, LIGHTS, BELTS AND HOSES. ENTERPRISE RENTAL CAR (NO RENTALS WITHOUT P.O.'S NO EXCEPTIONS)

### (RO) Cause:

F F F F F

### (RO) Correction:

[redacted]=[redacted] DETERMINE TRANSINTERNAL. R&R TRANS [redacted] EQUIPPED ,REMOVED DEFTANK TO GAIN ACCESS TO T-CASE, R&R T-CASE,R&R TRANS, INSTALLED NEW TRANS, SET UP WITHWI [redacted] QUICK LEARN TRANS ROAD TESTED CHECKSOK. TRANSMISSION REPAIRS [redacted] CHECKS OK AT THIS TIME. General Concern #1 [CUST STATES WHEN IN REVERSE, THER IS GRINDING NOISE FROM LEFT FRONT WHEEL . CHECK AND ADVISE,] GENERAL CONCERN TIRE PRESSURE CHECK, IN COMPLIANCE WITH THE CARB ([redacted]) RULE SERVICE PROVIDERS MUST CHECK AND INFLATE TIRES TO THE PROPER PSI. TIRE PRESSURE CHECK, IN COMPLIANCE WITH THE CARB ([redacted]) RULE SERVICE PROVIDERS MUST CHECK AND INFLATE TIRES TO THE PROPER PSI. CUSTOMER REQUEST FREE [redacted] INSPECTION, CHECK TIRE PRESSURE, INSPECT BRAKES, LIGHTS, BELTS AND HOSES. CUSTOMER REQUEST FREE [redacted] INSPECTION, CHECK TIRE PRESSURE, INSPECT BRAKES, LIGHTS, BELTS ANDHOSES. ENTERPRISE RENTAL CAR (NORENTALS WITHOUT P.O.'S NOEXCEPTIONS) ENTERPRISE RENTAL CAR (NORENTALS WITHOUT P.O.'S NO EXCEPTIONS)

### (RO) Technical Notes:

NA

# GCS Narratives

### (Claim) Customer Concern:

MISSION CONCERN [CUST STATES CHECK ENGINE LIGHT IS ON AND TRUCK WILL NOT MOVE FORWARD WHEN IN DRIVE. STATES WHEN PUTTING IN DRIVE OR REVERSE, TRANSMISS ION IS MAKING POPPING NOISE. CHECK AND ADVISE.]

### (Claim) Cause:

[redacted]=[redacted] TRANS FLUID FOUND EXCESSIVE METAL IN PAN AND OIL. DET ERMINE TRANS INTERNAL. R&R TRANS [redacted] EQUIPPED ,REMOVED DEF TANK TO GAIN ACC ESS TO T-CASE, R&R T-CASE, R&R TRANS, INSTALLED NEW TRANS, SET UP WITH WI [redacted] QUICK LEARN TRANS ROAD TESTED CHECKS OK.

### (Claim) Correction:

[redacted]=[redacted] TRANS FLUID FOUND EXCESSIVE METAL IN PAN AND OIL. DET ERMINE TRANS INTERNAL. R&R TRANS [redacted] EQUIPPED ,REMOVED DEF TANK TO GAIN ACC ESS TO T-CASE, R&R T-CASE, R&R TRANS, INSTALLED NEW TRANS, SET UP WITH WI [redacted] QUICK LEARN TRANS ROAD TESTED CHECKS OK.

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] - [redacted] [redacted] [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | W - Warranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 14 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| *Condition Code* | *LOP* | *LOP Desc* | *Failure Code* | *Failure Desc* | *Part Number* | *Part Name* | *Part Quantity* | *Part Failed* | *Part Expense* | *LOP Expense* |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Washer fluid, ; Top off only | 40 | FLUID HIGH OR LOW | 00000NPN | SOLVENT | 1 | X | [redacted] | |

## RO Narratives

**(RO) Customer Concern:**

[redacted]

**(RO) Cause:**

[redacted]

**(RO) Correction:**

[redacted]

**(RO) Technical Notes:**

[redacted]

## GCS Narratives

**(Claim) Customer Concern:**

[redacted]

**(Claim) Cause:**

[redacted]

**(Claim) Correction:**

[redacted]

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] BIG [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Ready ([redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted]S [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| *Condition Code* | *LOP* | *LOP Desc* | *Failure Code* | *Failure Desc* | *Part Number* | *Part Name* | *Part Quantity* | *Part Failed* | *Part Expense* | *LOP Expense* |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] CREW CAB CHASSIS [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Ready ([redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] | [redacted] | |
| ***Address*** | [redacted] | | | | |

*Condition Information*

| ***Condition Code*** | [redacted] | [redacted] ***Desc*** | ***Failure Code*** | ***Failure Desc*** | ***Part Number*** | ***Part Name*** | ***Part Quantity*** | ***Part Failed*** | ***Part Expense*** | [redacted] ***Expense*** |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | [redacted] Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | [redacted] Ready ; [redacted] Test | | | | | | | | [redacted] |
| A | [redacted] | [redacted] Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | **Year** | [redacted] | **Body** | [redacted] REG CAB CHASSIS |
| **Build Date** | [redacted] | **Plant** | SALTILLO TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| **Claim #** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | [redacted] | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | [redacted] | **Part** | [redacted] | **Total Paid** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] |
| **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 | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | [redacted] | [redacted] | ***Body*** | [redacted] - [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Ready ([redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] | [redacted] | [redacted] |
| ***Address*** | [redacted] | | | | |

*Condition Information*

| ***Condition Code*** | [redacted] | [redacted] ***Desc*** | ***Failure Code*** | ***Failure Desc*** | ***Part Number*** | ***Part Name*** | ***Part Quantity*** | ***Part Failed*** | ***Part Expense*** | [redacted] ***Expense*** |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | [redacted] | [redacted] | ***Body*** | [redacted] CREW CAB CHASSIS |
| ***Build Date*** | [redacted] | ***Plant*** | SALTILLO TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Ready ([redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| ***Condition Code*** | [redacted] | [redacted] ***Desc*** | ***Failure Code*** | ***Failure Desc*** | ***Part Number*** | ***Part Name*** | ***Part Quantity*** | ***Part Failed*** | ***Part Expense*** | [redacted] ***Expense*** |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] CREW CAB CHASSIS [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | W - Warranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 13 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| *Condition Code* | *LOP* | *LOP Desc* | *Failure Code* | *Failure Desc* | *Part Number* | *Part Name* | *Part Quantity* | *Part Failed* | *Part Expense* | *LOP Expense* |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | DEF Fluid Top Off ; Vehicle Delivery Fill - Cab Chassis Models Only - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | [redacted] | FLUID | 2 | X | [redacted] | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

PERFORM MULTI-POINT INSP C/R FILL DEF FLUID TANK.

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

C/R FILL DEF FLUID TANK.

**(Claim) Cause:**

NEEDS [redacted] FILL

**(Claim) Correction:**

COMPLETED [redacted] FILL

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] - [redacted] CAB [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | W - Warranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 28 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] | [redacted] | |
| ***Address*** | [redacted] | | | | |

*Condition Information*

| *Condition Code* | *LOP* | *LOP Desc* | *Failure Code* | *Failure Desc* | *Part Number* | *Part Name* | *Part Quantity* | *Part Failed* | *Part Expense* | *LOP Expense* |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | DEF Fluid Top Off ; Vehicle Delivery Fill - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | [redacted] | FLUID | 2 | X | [redacted] | |

## RO Narratives

**(RO) Customer Concern:**

PRE-DELIVERY INSPECTION - CHRYSLER TOP OFF DIESEL EXHAUST FLUID CHRYSLER VEHICLE

**(RO) Cause:**

PERFORMED PDI ADDED DEF AS PART OFPDI PROCESS

**(RO) Correction:**

[redacted] TIME PRE-DELIVERY INSPECTION -CHRYSLER [redacted] TIME [redacted] TOTALTIME TOP OFF DIESEL EXHAUST FLUID AS PART OF THE FCA PRE-DELIVERY INSPECTION PROCESS

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | **Year** | [redacted] | **Body** | [redacted] REG CAB CHASSIS |
| **Build Date** | [redacted] | **Plant** | [redacted] TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | W - Warranty | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | [redacted] | **Part** | [redacted] | **Total Paid** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] |
| **Address** | [redacted] | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| [redacted] | [redacted] | Module, Transmission Control ; [redacted] diesel w/ [redacted] Auto Trans | | | [redacted] | BODY ASSY | 1 | | [redacted] | |
| [redacted] | [redacted] | Module, Transmission Control ; [redacted] diesel w/ [redacted] Auto Trans | | | [redacted] | GASKET | [redacted] | | | [redacted] |
| [redacted] | [redacted] | Module, Transmission Control ; [redacted] diesel w/ [redacted] Auto Trans | | | [redacted] | FLUID AFT | 9 | | [redacted] | |
| [redacted] | [redacted] | Module, Transmission Control ; [redacted] diesel w/ [redacted] Auto Trans | | | [redacted] | FLUID AFT | [redacted] | | | |
| [redacted] | [redacted] | Module, Transmission Control ; [redacted] diesel w/ [redacted] Auto Trans | | | [redacted] | WIRING | [redacted] | | | |
| [redacted] | [redacted] | Module, Transmission Control ; [redacted] diesel w/ [redacted] Auto Trans | | | [redacted] | MODULE | [redacted] | | | |
| [redacted] | [redacted] | Module, Transmission Control ; [redacted] diesel w/ [redacted] Auto Trans | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| [redacted] | [redacted] | Module, Transmission Control ; [redacted] diesel w/ [redacted] Auto Trans | | | [redacted] | BOLT | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | UC | UNCODABLE (NARRATIVE REQUIRED) | [redacted] | BODY ASSY | 1 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | UC | UNCODABLE (NARRATIVE REQUIRED) | [redacted] | GASKET | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | UC | UNCODABLE (NARRATIVE REQUIRED) | [redacted] | FLUID AFT | 9 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | UC | UNCODABLE (NARRATIVE REQUIRED) | [redacted] | FLUID AFT | 1 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | UC | UNCODABLE (NARRATIVE REQUIRED) | [redacted] | WIRING | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | UC | UNCODABLE (NARRATIVE REQUIRED) | [redacted] | MODULE | [redacted] | | | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | UC | UNCODABLE (NARRATIVE REQUIRED) | [redacted] | TRANSMISS | 1 | X | [redacted] | |

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | UC | UNCODABLE (NARRATIVE REQUIRED) | [redacted] | BOLT | 6 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | BODY ASSY | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | GASKET | 1 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | FLUID AFT | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | FLUID AFT | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | WIRING | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | MODULE | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | BOLT | [redacted] | | | |
| A | [redacted] | Pan, Oil - Related Repairs ; Aisin Transmission | | | [redacted] | BODY ASSY | [redacted] | | | |
| A | [redacted] | Pan, Oil - Related Repairs ; Aisin Transmission | | | [redacted] | GASKET | 1 | | [redacted] | |
| A | [redacted] | Pan, Oil - Related Repairs ; Aisin Transmission | | | [redacted] | FLUID AFT | 9 | | [redacted] | |
| A | [redacted] | Pan, Oil - Related Repairs ; Aisin Transmission | | | [redacted] | FLUID AFT | 1 | | [redacted] | |
| A | [redacted] | Pan, Oil - Related Repairs ; Aisin Transmission | | | [redacted] | WIRING | [redacted] | | | |
| A | [redacted] | Pan, Oil - Related Repairs ; Aisin Transmission | | | [redacted] | MODULE | [redacted] | | | |
| A | [redacted] | Pan, Oil - Related Repairs ; Aisin Transmission | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Pan, Oil - Related Repairs ; Aisin Transmission | | | [redacted] | BOLT | [redacted] | | | |
| A | [redacted] | Valve Body ; Valve body - Replace - Aisin [redacted] (3 - Highly Skilled) | | | [redacted] | BODY ASSY | 1 | | [redacted] | |
| A | [redacted] | Valve Body ; Valve body - Replace - Aisin [redacted] (3 - Highly Skilled) | | | [redacted] | GASKET | 1 | | [redacted] | |
| A | [redacted] | Valve Body ; Valve body - Replace - Aisin [redacted] (3 - Highly Skilled) | | | [redacted] | FLUID AFT | 9 | | [redacted] | |
| A | [redacted] | Valve Body ; Valve body - Replace - Aisin [redacted] (3 - Highly Skilled) | | | [redacted] | FLUID AFT | [redacted] | | | |
| A | [redacted] | Valve Body ; Valve body - Replace - Aisin [redacted] (3 - Highly Skilled) | | | [redacted] | WIRING | [redacted] | | | |
| A | [redacted] | Valve Body ; Valve body - Replace - Aisin [redacted] (3 - Highly Skilled) | | | [redacted] | MODULE | 1 | | [redacted] | |
| A | [redacted] | Valve Body ; Valve body - Replace - Aisin [redacted] (3 - Highly Skilled) | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Valve Body ; Valve body - Replace - Aisin [redacted] (3 - Highly Skilled) | | | [redacted] | BOLT | 6 | | [redacted] | |
| A | [redacted] | Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled) | | | [redacted] | BODY ASSY | 1 | | [redacted] | |
| A | [redacted] | Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled) | | | [redacted] | GASKET | 1 | | [redacted] | |

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled) | | | [redacted] | FLUID AFT | [redacted] | | | |
| A | [redacted] | Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled) | | | [redacted] | FLUID AFT | [redacted] | | | |
| A | [redacted] | Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled) | | | [redacted] | WIRING | [redacted] | | | |
| A | [redacted] | Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled) | | | [redacted] | [redacted] | [redacted] | | | |
| A | [redacted] | Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled) | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled) | | | [redacted] | BOLT | [redacted] | | | |
| [redacted] | | Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation. | | | [redacted] | BODY ASSY | 1 | | [redacted] | |
| [redacted] | | Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation. | | | [redacted] | GASKET | [redacted] | | | [redacted] |
| [redacted] | | Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation. | | | [redacted] | FLUID AFT | [redacted] | | | [redacted] |
| [redacted] | | Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation. | | | [redacted] | FLUID AFT | 1 | | [redacted] | |
| [redacted] | | Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation. | | | [redacted] | WIRING | [redacted] | | | [redacted] |
| [redacted] | | Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation. | | | [redacted] | [redacted] | [redacted] | | | [redacted] |
| [redacted] | | Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation. | | | [redacted] | TRANSMISS | 1 | X | [redacted] | [redacted] |
| [redacted] | | Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation. | | | [redacted] | BOLT | [redacted] | | | [redacted] |
| [redacted] | | Stop Lamp/Trailer Tow/Electric Brake | 1T | TERMINAL(S) BENT | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

CUSTOMER STATES TRANSMISSION WILL NOT GO FORWARD. NOW CHECK ENGINE LAMP ON AND IN LIMP IN. ADVISE CHECK OUT AND SCAN SYSTEMS FOR FAULTS, FOUND FAULT [redacted]S [redacted], & [redacted]. VERIFIED WILL NOT MOVE FORWARD. PERFORM DIAGNOSTIC FLOW CHART TESTS FOR FAULT [redacted] [redacted]. CLEAR [redacted]S AND [redacted] CAME BACK RIGHT AWAY. PERFORM WIRING TESTS PER FLOW CHART. DISCONNECT [redacted] CONNECTOR AND TEST CIRCUIT [redacted], [redacted], [redacted] RESISTANCE. SOLENOIDS [redacted] ALL HAVE [redacted] TEST [redacted] CIRCUIT FOR OPEN ON TRANSMISSION SIDE HARNESS [redacted] PASSED. CONTINUED [redacted] ([redacted]-) CUSTOMER STATES TRAILER BRAKES NOT WORKING, SAY NOT HOOKED UP? ADVISE CHECK OUT AND VERIFIED ISSUE, CHECK WIRING POWER AND GROUND. NOT GETTING POWER TO CONNECTOR. INSPECT CONNECTOR TERMINALS AND FOUND 2 TERMINALS BENT OVER CAUSING ISSUE REPAIRED TERMINALS, WORKING AS DESIGNE NOW ([redacted]-) ([redacted]) GENERAL INSPECTION CONTINUED FROM JOB 1 TEST [redacted] CIRCUIT FOR SHORT TO GROUND AND OPEN ON TRANSMISSION SIDE OF HARNESS [redacted] PASSED. TEST [redacted] FOR SHORT TO ANY OTHER CIRCUIT, NO SHORT PASSED. TEST [redacted] CIRCUIT FOR OPEN OR HIGH RESISTANCE ON TRANSMISSION SIDE OF HARNESS [redacted] PASSED. TEST [redacted] CIRCUIT FOR SHORT TO GROUND AND SHRT TO ANY OTHER CIRCUIT. TEST [redacted] AND [redacted] CIRCUITS [redacted] [redacted] PASSED AND TEST FOR SHORT TO ANY OTHER CIRCUITS. PASSED. PERFORM TESTS FOR CIRCUITS [redacted], [redacted], [redacted] FOR OPEN ([redacted]-) CONTINUED FROM [redacted] ALL WIRING TESTING GOOD, REPLACE VALVE BODY AND WIRING

HARNESS PER DIAGNOSTIC FLOW CHART R&R TRANSMISSION PAN TO ACCESS AND TOP OFF FLUID LEVEL TO FACTORY. CONTACT AREA TA [redacted] WAS TOLD TO REPLACE TCM, REPLACE TCM. STILL SETTING FAULT CODE [redacted]. CONTACT STAR CASE[redacted] TO REPLACE TRANSMISSION ASSY. R&R AND REPLACE TRANSMISSION ASSEMBLY AND TOP OFF FLUID LEVELS TO FACTORY SPECS AND PERFORM ALL SYSTEM CALIBRATIONS. ROAD TEST ALL SYSTEM OPERATING AS DESIGNED. NOTE: PART WHERE ON BACK ORDER VORS ATTATCHED ([redacted])

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

TRANSMISSION WILL NOT GO FORWARD

## GCS Narratives

**(Claim) Customer Concern:**

TRAILER BRAKE LIGHTS NOT WORKING TRANSMISSION WILL NOT GO FORWARD AND CEL IS ON.

**(Claim) Cause:**

NUMBER [redacted] OVER THE TRANSMISSION

**(Claim) Correction:**

REPAIR WIRING AND NOW TRAILER BRAKES ARE WORKING AS DESIGNED WE FOUND [redacted] AND [redacted] , PERFORMED DIAGNOSTIC FLOW CHART TESTS FOR [redacted]. C LEAR CODES BUT THEY CAME BACK RIGHT AWAY. PERFORMED WIRING TEST AS PER DIAGN OSTIC FLOW CHART AND THEY ALL PASSED GOOD. REPLACED VALVE BODY AND WIRING AS PER DIAGNOSTIC FLOW CHART. [redacted] SERVICE MANAGER ( [redacted] S ) TOLD UD TO REPLACE THE TCM . STILL SETTING [redacted]. STAR THEN TOLD US TO R EPLACE THE TRANSMISSION. ERASE CODES AND ROAD TEST. NO MORE CEL AND NO MORE CODES. TRANSMISSION IS NOW WORKING AS DESIGNED.

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | **Year** | [redacted] | **Body** | [redacted] LIMITED [redacted] CAB [redacted] |
| **Build Date** | [redacted] | **Plant** | [redacted] TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | W - Warranty | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | [redacted] | **Part** | [redacted] | **Total Paid** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] |
| **Address** | [redacted] | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Transmission ; DEF equipped [redacted] 4x4 pick-up only | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission ; DEF equipped [redacted] 4x4 pick-up only | | | [redacted] | BOLT | 6 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | BOLT | 6 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; Skid plate equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; Skid plate equipped | | | [redacted] | BOLT | 6 | | [redacted] | |
| A | 21002766 | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | 21002766 | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | BOLT | 6 | | [redacted] | |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

### (Claim) Customer Concern:

[redacted] MECHANICAL CONCERN [CUST. STATES "4WD DISABLED" SHOWED ON DASH WHILE DR IVING AND THEN LOST THROTTLE RESPONSE-CHECK AND ADVISE]

### (Claim) Cause:

[redacted], [redacted]

### (Claim) Correction:

INSPECT AND VERIFIED FAULT CODES STORED IN PCM/TCM AND TRANSMISSION WON'T MOVE IN GEAR, FAULT CODES SET: [redacted] GEAR RATIO ERROR IN [redacted] [redacted] GEAR RATIO ERROR IN [redacted], FOLLOWED DIAGNOSTIC PROCEDURE AND FOUND INTERNAL TRANSMISSION FAILURE, REMOVE AND REPLACE TRANSMISSION IN ACCORDANCE WITH SERVICE INFORMA TION, ROADTEST AND VEHICLE SHIFTING PER DESIGN AT THIS TIME

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | **Year** | [redacted] | **Body** | [redacted] CREW CAB CHASSIS |
| **Build Date** | [redacted] | **Plant** | [redacted] TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | T - Transportation | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | 17 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | [redacted] | **Part** | [redacted] | **Total Paid** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] IN | [redacted] | |
| **Address** | [redacted] | | | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Molding/Applique, wheel opening flare ; Front-Right or left | | | | | | | | [redacted] |
| A | [redacted] | Basic paint preparation ; paint preparation | UC | UNCODABLE (NARRATIVE REQUIRED) | | | | | | [redacted] |
| A | [redacted] | Molding, wheel opening flare ; Front-Right or left | | | | | | | | [redacted] |
| A | [redacted] | Sublet Repair | | | | | | | | [redacted] |

# RO Narratives

**(RO) Customer Concern:**

VEHICLE WAS DAMAGED ON THE FRONT PASSENGER AND DRIVERS SIDE FENDS. PASSENGER SIDE FENDER FLARE WILL NEED TO BE REPLACED. OTHER PLACES WILL TRY AND BUFF OUT

**(RO) Cause:**

TRANSPORTAION DAMAGE ON RIGHT RONT FENDER

**(RO) Correction:**

SUBLET TO SMITH BODY TO REFINISH FLARE

**(RO) Technical Notes:**

NA

# GCS Narratives

**(Claim) Customer Concern:**

DEF FILL

**(Claim) Cause:**

DEF FILL

**(Claim) Correction:**

DEF FILL

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] REG CAB CHASSIS |
| ***Build Date*** | [redacted] | ***Plant*** | SALTILLO TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | ([redacted]) | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | ([redacted]) |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***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 | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | ([redacted]) |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | ([redacted]) |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | ([redacted]) |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] LONGHORN CREW CAB 4X4 |
| ***Build Date*** | [redacted] | ***Plant*** | SALTILLO TRUCK ASSEMBLY PLANT | ***Coverage*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Ready ([redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | [redacted] | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| [redacted] | [redacted] | ***Name*** | [redacted] | [redacted] | |
| ***Address*** | [redacted] | | | | |

*Condition Information*

| ***Condition*** [redacted] | [redacted] | [redacted] ***Desc*** | ***Failure*** [redacted] | ***Failure Desc*** | [redacted] ***Number*** | [redacted] ***Name*** | [redacted] ***Quantity*** | [redacted] ***Failed*** | [redacted] ***Expense*** | [redacted] ***Expense*** |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Rear Wheel Flares - [redacted] | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | [redacted] | [redacted] | **Body** | [redacted] CAB CHASSIS |
| **Build Date** | [redacted] | **Plant** | SALTILLO TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| **Claim #** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | [redacted] Ready ([redacted] | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | [redacted] | **Part** | [redacted] | **Total Paid** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] |
| **Address** | , , | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| [redacted] | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| [redacted] | | Road Ready ; 6.7 liter diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | [redacted] | [redacted] | ***Body*** | [redacted] CREW CAB CHASSIS |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Ready ([redacted]) | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] | [redacted] | [redacted] |
| ***Address*** | [redacted] | | | | |

*Condition Information*

| *Condition Code* | *LOP* | *LOP Desc* | *Failure Code* | *Failure Desc* | *Part Number* | *Part Name* | *Part Quantity* | *Part Failed* | *Part Expense* | *LOP Expense* |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***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 | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| [redacted] | | Road Ready ; 6.7 liter diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] BIG [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Ready ([redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| ***Condition Code*** | [redacted] | [redacted] ***Desc*** | ***Failure Code*** | ***Failure Desc*** | ***Part Number*** | ***Part Name*** | ***Part Quantity*** | ***Part Failed*** | ***Part Expense*** | [redacted] ***Expense*** |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

# Warranty Claim Report

## Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | **Year** | [redacted] | **Body** | [redacted] - [redacted] CREW CAB CHASSIS [redacted] |
| **Build Date** | [redacted] | **Plant** | [redacted] TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

## Claim Information

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | W - Warranty | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | [redacted] | **Part** | [redacted] | **Total Paid** | [redacted] |

## Dealer Information

| | | | |
|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] |
| **Address** | [redacted] | | |

## Condition Information

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | TRANSMISS | 1 | X | [redacted] | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | COOLER | 1 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | TOC ASSY | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; Skid plate equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; Skid plate equipped | | | [redacted] | COOLER | 1 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; Skid plate equipped | | | [redacted] | TOC ASSY | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | COOLER | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | TOC ASSY | 1 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | COOLER | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | TOC ASSY | [redacted] | | | |
| A | [redacted] | Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] (1 - Semi-Skilled) | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] (1 - Semi-Skilled) | | | [redacted] | COOLER | 1 | | [redacted] | |
| A | [redacted] | Lines, transmission and torque converter oil | | | [redacted] | TOC ASSY | [redacted] | | | |

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | | cooler ; [redacted] or [redacted] (1 - Semi-Skilled) | | | | | | | | |
| A | [redacted] | Oil cooler, external / auxiliary ; Cooler (2 - Skilled) | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Oil cooler, external / auxiliary ; Cooler (2 - Skilled) | | | [redacted] | COOLER | 1 | | [redacted] | |
| A | [redacted] | Oil cooler, external / auxiliary ; Cooler (2 - Skilled) | | | [redacted] | TOC ASSY | 1 | | [redacted] | |

## RO Narratives

### (RO) Customer Concern:

Multi-point inspection (according to maintenance interval) CUSTOMER [redacted] CEL is on. Customer states was driving on interstate and vehicle derated to [redacted]. Customer tried to give truck gas and vehicle went to [redacted]. Customer states vehicle will start but not go into gear correctly. When putting vehicle in gear, harsh clunk sound is heard please check and advise

### (RO) Cause:

x

### (RO) Correction:

PERFORM [redacted] INSPECTION REPLACED THE TRANSMISSION [redacted], COOLER AND THERMO BLOCK. LOP [redacted] [redacted] LOP [redacted] [redacted] [redacted] 0.4LOP [redacted] 0.2LOP [redacted] 0.7LOP [redacted] 1.4

### (RO) Technical Notes:

NA

## GCS Narratives

### (Claim) Customer Concern:

CUSTOMER [redacted] CEL IS ON. CUSTOMER [redacted] WAS DRIVING ON INTERSTATE AND VEHIC LE DERATED TO [redacted]. CUSTOMER TRIED TO GIVE TRUCK GAS AND VEHICLE WENT TO [redacted] CUSTOMER [redacted] VEHICLE WILL START BUT NOT GO INTO GEAR CORRECTLY. WHEN PUTTING VEHICLE IN GEAR, HARSH CLUNK SOUND IS HEARD PLEASE CHECK AND ADVISE

### (Claim) Cause:

UPON INSPECTION FOUND THE VEHICLE SLAMMING INTO GEAR AND IN LIMP HOME MODE. IN SPECTED FLUID AND FOUND MEATLLIC DEBRIS. REMOVED PAN FOR FURTHER INSPECTION AND FOUND METAL DEBRIS. CONTACTED POWERTRAIN, POWERTRAIN APPROVED THE TRANSM ISSION, COOLER AND THERMO BLOCK FOR REPLACMENT.

### (Claim) Correction:

REPLACED THE TRANSMISSION [redacted] COOLER AND THERMO BLOCK. LOP [redacted] [redacted] LOP [redacted] [redacted] LOP [redacted] 0.4 LOP [redacted] 0.2 LOP [redacted] [redacted] LOP [redacted] [redacted]

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | W - Warranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 5 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | |
|---|---|
| ***Code*** | [redacted] |
| ***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 | [redacted] | DEF Fluid Top Off ; Vehicle Delivery Fill - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | [redacted] | FLUID | [redacted] | | [redacted] | [redacted] |

## RO Narratives

### (RO) Customer Concern:

PERFORM NEW VEHICLE PREDELIVERY INSPECTION PER CHECKLIST. REMOVE VEHICLE OUT OF SHIP MODE, CHECK AND TOP OFF NEED FLUIDS. ENSURE ALL VEHICLE OPTIONS WORK AS DESIGNED IN STALL AND ON ROAD TEST. PERFORM [redacted] INSPECTION VEHICLE INFORMATION PLUS IS ATTACHED

### (RO) Cause:

Battery is good - Charge state is 80% or greater.

### (RO) Correction:

[redacted] added DEF Inspection Passed Sticker [redacted] Tires [redacted] Brakes F-14[redacted] R-14[redacted]

### (RO) Technical Notes:

NA

## GCS Narratives

### (Claim) Customer Concern:

NA

### (Claim) Cause:

NA

### (Claim) Correction:

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | [redacted] | | ***Body*** | [redacted] CAB CHASSIS |
| ***Build Date*** | [redacted] | ***Plant*** | SALTILLO TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Ready ([redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] | [redacted] | |
| ***Address*** | [redacted] | | | | |

*Condition Information*

| *Condition Code* | *LOP* | *LOP Desc* | *Failure Code* | *Failure Desc* | *Part Number* | *Part Name* | *Part Quantity* | *Part Failed* | *Part Expense* | *LOP Expense* |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | [redacted] | [redacted] | ***Body*** | [redacted] - [redacted] CAB [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | T - Transportation | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 17 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] | [redacted] | |
| ***Address*** | [redacted] | | | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Bumper, front ; [redacted] | UC | UNCODABLE (NARRATIVE REQUIRED) | [redacted] | BUMPER | 1 | X | [redacted] | [redacted] |
| A | [redacted] | Bumper, front ; Tow Hook Equipped | | | [redacted] | BUMPER | 1 | X | [redacted] | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

AT TRANSPORT CHECK IN DAMAGE WAS NOTED ON THE FRONT BUMPER AND BOTH TOW HOOKS. [redacted]. ARRIVED [redacted]

**(RO) Cause:**

NA

**(RO) Correction:**

Bumper, front - Replace [redacted] (1 - Semi-Skilled) FRONT TOW HOOKS BODYSHOP INVOICE [redacted] BUMPER, FRONT-Replace (C)FRONT TOW HOOKS SUBLET REPAIRS

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] CREW CAB CHASSIS |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | W - Warranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| *Condition Code* | *LOP* | *LOP Desc* | *Failure Code* | *Failure Desc* | *Part Number* | *Part Name* | *Part Quantity* | *Part Failed* | *Part Expense* | *LOP Expense* |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | TRANS | [redacted] | | | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | FLUID AFT | [redacted] | | | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | TRANS | [redacted] | | | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | FLUID AFT | [redacted] | | | [redacted] |

# RO Narratives

### (RO) Customer Concern:

Multi-point inspection (according to maintenance interval) Diagnose Manual Transmission Concern [Customer States transmission is having an issues, [redacted] was replaced in [redacted] dealership back on [redacted]. Vehicle won't go forward.]

### (RO) Cause:

.

### (RO) Correction:

Multi-point inspection (according to maintenanceinterval) COMPLETE VISUAL MULTI-POINT INSPECTION [redacted] Verified concern. Attempted to takevehicle on a test drive. Found that it wasnot possible as it would not engage intodrive at all. Pulled codes and found that thevehicle has active codes, in the TCM, forGear Ratio Error in [redacted] and in Forth.Reached out to STAR (case number=[redacted])to see what the next course of action wouldbe. From talking with the agent, it isrecommended that the transmission bereplaced, again, due to an internal error tothe unit itself. Took diag [redacted] furtherand found that the shift solenoids areoperating as they are intended to with noissues. Inspected CVI's, however, and foundthat the UD clutch assembly is out-of-specper the guidelines of the manufacturer.Inspected fluid level and condition. Foundlevel to be perfect, and the condition tohave metal contamination. From inspecting theinternals of the transmission, it is foundthat there is a thrust washer that has comeapart. This has cause inadequate clearanceswithin the internals of the transmission.This will not allow free spinning of criticalcomponents needed for forward movement. Thisexplains the reason as to why thetransmission would not go into drive and onlyhave reverse. Replaced the transmissionassembly and flushed out the oil cooler. Putthe new transmission into drive and foundthat the vehicle will now move forward withno issues. Test drove vehicle [redacted] andverified that the new transmissions isshifting and operating as it should with noissues at this time. ([redacted]) ([redacted])([redacted]) ([redacted]) ([redacted]) (0.2) CUSTOMER STATES

### (RO) Technical Notes:

NA

## GCS Narratives

**(Claim) Customer Concern:**

CUST STATES TRANSMISSION IS HAVING AN ISSUE. REPLACED AT ANOTHER DEALER IN AU G

**(Claim) Cause:**

[redacted]. [redacted] FLUID LEVEL OK BUT WITH METAL CONTAMINATION. THRUST [redacted] COME APART. STAR CASE [redacted].

**(Claim) Correction:**

REPLACE TRANSMISSION AND FLUSHED OUT COOLER. TEST DRIVE NORMAL SHIFTING.

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | [redacted] | [redacted] | ***Body*** | [redacted] - [redacted] CAB [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 3 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***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 | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Rear Wheel Flares - [redacted] | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | **Year** | [redacted] | **Body** | [redacted] CREW CAB [redacted] |
| **Build Date** | [redacted] | **Plant** | SALTILLO TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | W - Warranty | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | 5 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | [redacted] | **Part** | [redacted] | **Total Paid** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] DODGE | [redacted] | [redacted] |
| **Address** | [redacted] | | | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Washer fluid, ; Top off only | [redacted] | FLUID HIGH OR LOW | [redacted] | SOLVENT | 1 | X | [redacted] | [redacted] |
| B | [redacted] | DEF Fluid Top Off ; Vehicle Delivery Fill - See LOP note for vehicle specific allowances. | [redacted] | FLUID HIGH OR LOW | [redacted] | FLUID | 2 | X | [redacted] | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
PERFORM PDI REFILL WASHER FLUID

**(Claim) Cause:**
NA

**(Claim) Correction:**
filled washer fluid

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] CAB [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | SALTILLO TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Ready ([redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| *Condition Code* | *LOP* | *LOP Desc* | *Failure Code* | *Failure Desc* | *Part Number* | *Part Name* | *Part Quantity* | *Part Failed* | *Part Expense* | *LOP Expense* |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] LONGHORN [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | SALTILLO TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Ready ([redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | [redacted] | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | ALL [redacted] OF | [redacted] | [redacted] |
| ***Address*** | [redacted] | | | | |

*Condition Information*

| ***Condition Code*** | [redacted] | [redacted] ***Desc*** | ***Failure Code*** | ***Failure Desc*** | [redacted] ***Number*** | [redacted] ***Name*** | [redacted] ***Quantity*** | [redacted] ***Failed*** | [redacted] ***Expense*** | [redacted] ***Expense*** |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Rear Wheel Flares - [redacted] | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] BIG [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Ready ([redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| ***Condition Code*** | [redacted] | [redacted] ***Desc*** | ***Failure Code*** | ***Failure Desc*** | ***Part Number*** | ***Part Name*** | ***Part Quantity*** | ***Part Failed*** | ***Part Expense*** | [redacted] ***Expense*** |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] - [redacted] [redacted] [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Ready ([redacted]) | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] [redacted] | [redacted] | [redacted] |
| ***Address*** | [redacted] | | | | |

*Condition Information*

| *Condition Code* | *LOP* | *LOP Desc* | *Failure Code* | *Failure Desc* | *Part Number* | *Part Name* | *Part Quantity* | *Part Failed* | *Part Expense* | *LOP Expense* |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] LIMITED CREW CAB 4X4 |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | W - Warranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 6 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] | [redacted] | |
| ***Address*** | [redacted] | | | | |

*Condition Information*

| *Condition Code* | *LOP* | *LOP Desc* | *Failure Code* | *Failure Desc* | *Part Number* | *Part Name* | *Part Quantity* | *Part Failed* | *Part Expense* | *LOP Expense* |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | DEF Fluid Top Off ; Vehicle Delivery Fill - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | [redacted] | FLUID | 2 | X | [redacted] | |

## RO Narratives

**(RO) Customer Concern:**

PRE-DELIVERY INSPECTION - CHRYSLER TOP OFF DIESEL EXHAUST FLUID CHRYSLER VEHICLE

**(RO) Cause:**

pdi def

**(RO) Correction:**

11 [redacted] performed PDI PRE-DELIVERY INSPECTION -CHRYSLER [redacted] topped off def fluid [redacted]. TOP OFF DIESEL EXHAUST FLUID CHRYSLER VEHICLE

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | **Year** | [redacted] | **Body** | [redacted] CREW CAB CHASSIS |
| **Build Date** | [redacted] | **Plant** | [redacted] TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | W - Warranty | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | 11 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | [redacted] | **Part** | [redacted] | **Total Paid** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] |
| **Address** | [redacted] | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | DEF Fluid Top Off ; Vehicle Delivery Fill - Cab Chassis Models Only - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | [redacted] | FLUID | [redacted] | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
DEF FLUID TOP OFF

**(RO) Cause:**
NA

**(RO) Correction:**
DEF FLUID TOP OFF

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | W - Warranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 7 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| *Condition Code* | *LOP* | *LOP Desc* | *Failure Code* | *Failure Desc* | *Part Number* | *Part Name* | *Part Quantity* | *Part Failed* | *Part Expense* | *LOP Expense* |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | DEF Fluid Top Off ; Vehicle Delivery Fill - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | [redacted] | FLUID | 2 | X | [redacted] | |

# RO Narratives

**(RO) Customer Concern:**

PRE-DELIVERY INSPECTION - CHRYSLER TOP OFF DIESEL EXHAUST FLUID CHRYSLER VEHICLE

**(RO) Cause:**

PERFORMED PDI ADDED DEF AS PART OFPDI PROCESS

**(RO) Correction:**

11 [redacted] TIME PRE-DELIVERY INSPECTION -CHRYSLER [redacted] TIME [redacted] TOTALTIME TOP OFF DIESEL EXHAUST FLUID CHRYSLER VEHICLE

**(RO) Technical Notes:**

NA

# GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] - [redacted] [redacted] [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | W - Warranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] OF [redacted] | [redacted] | |
| ***Address*** | [redacted] | | | | |

*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 | [redacted] | FLUID | 2 | X | [redacted] | |

# RO Narratives

**(RO) Customer Concern:**

DEF Fluid Top Off Vehicle Delivery Fill - See LOP note for vehicle specific allowances.

**(RO) Cause:**

LOW FLUIDS

**(RO) Correction:**

DEF Fluid Top Off VehicleDelivery Fill - See LOP note for vehicle specificallowances.

**(RO) Technical Notes:**

NA

# GCS Narratives

**(Claim) Customer Concern:**

CS FILL DEF FOR DELIVERY

**(Claim) Cause:**

LOW FLUID LEVEL

**(Claim) Correction:**

FILLED DEF FOR DELIVERY

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | **Year** | [redacted] | **Body** | [redacted] CAB 4X4 |
| **Build Date** | [redacted] | **Plant** | SALTILLO TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | W - Warranty | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | [redacted] | **Part** | [redacted] | **Total Paid** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] |
| **Address** | [redacted] | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| [redacted] | | Sensor, wheel speed-Anti-lock brakes ; front-right | 2C | CONNECTOR BROKEN/FRACTURED | [redacted] | SENSOR | [redacted] | | | [redacted] |

# RO Narratives

### (RO) Customer Concern:

customer states abs traction light brake light on please che ck and advise (IndicatorWarning Lights Concern) AT EVERY VISIT A FREE MULTI-POINT VEHICLE INSPECTION IS PERFORMED AND YOU WILL BE ADVISED OF ANY IMMEDIATE OR FUTURE VEHICLE NEEDS. THIS INSPECTION INCLUDES A FREE BATTERY TEST, BRAKE INSPECTION AND TIRE CONDITION REPORT CARD. AT TIME OF PICK UP YOU WILL RECIEVE YOUR VEHICLES REPORT CARD. IN COMPLIANCE WITH THE [redacted] BOARD RULE (CARB), AUTOMOTIVE SERVICE PROVIDERS MUST: CHECK & INFLATE TIRES TO THE RECOMMENDED TIRE PRESSURE RATE USING THE MANUFACTURER'S RECOMMENDED TIRE PRESSURE RATING LOCATED ON THE VEHICLE'S DOOR PLACARD OR THE TIRE INFLATION REFERENCE. PREFORMED MULTI POINT INSPECTION AND TIRE PRESSURE INSPECTION WITH TIRE PRESSURE GAUGE. I HEREBY AGREE THAT MOSS [redacted]. IS [redacted] EXEMPT FROM ALL LIABLILTY OF REPAIRS AND INSPECTIONS AND WILL NOT BE RESPONSIBLE FOR ANY PARTS OR MATERIALS THAT ARE LOOSE, ROTTED, RUSTED, CRACKED, PREVIOUSLY DAMAGED PARTS OR PRE EXISTING LOOSE BODY PARTS, EXISTING BODY OR PARTS DAMAGE AND ANY NON FACTORY INSTALLED ITEMS. IF DAMAGES OCCUR FROM REPAIRS, MOSS [redacted]. IS NOT LIABLE. ALSO IF PARTS ARE NOT AVAILABLE, MOSS [redacted]. WILL NOT PROVIDE A RENTAL VEHICLE OR BE RESPONSIBLE FOR ANY DOWNTIME THE VEHICLE EXPERIENCES. CUSTOMER AUTHORIZED TO DRIVE THEIR VEHICLE THROUGH A TOUCHLESS ALIGNMENT CHECK INSPECTION TO GATHER PRE ALIGNMENT AND TIRE TREAD DEPTH MEASUREMENTS. PLEASE SEE YOUR SERVICE ADVISOR FOR DETAILS.

### (RO) Cause:

VERIFIED CHECK ENGINE LIGHT, ABS AND TRACTION CONTROL LIGHTS ON-SCANNED FOR CODES AND FOUND [redacted]-1D-INSPECTED RE CHASSIS AND FOUND CALIPER BRAKE LINE TWISTED AND ABS SENSOR NOT ROUTED OR SECURED PROPERLY AND WHEEL RUBBED THROUGH HARNESS-REC. REPLACE ABS SENSOR AND REROUTE HARNESS AND PROPERLY INSTALL CALIPER PERFORMED MULTI POINT INSPECTION. PERFORMED TIRE PRESSURE TEST USING TIRE PRESSURE GAUGE AND SET TO REQUIRED TIRE PRESSURE SETTINGS: TECHNICIAN SET THE LEFT FRONT TIRE PRESSURE TO: TECHNICIAN SET THE RIGHT FRONT TIRE P

### (RO) Correction:

NA

### (RO) Technical Notes:

NA

## [redacted] Narratives

**(Claim) Customer Concern:**

CUSTOMER STATES NO START NO POWER AND START STOP LIGHT ON PL EASE CHECK CHARG ING SYSTEM AND ADVISE TOWED IN (BATTERY CONC ERN)

**(Claim) Cause:**

CONCERN OBERSERVED AND TECHNICIAN [redacted] TESTED [redacted] MAIN AND AUX BATTERIES AND FOUND [redacted] BATTERIES WERE SEVERLEY DISCHARGED AND FAILED [redacted] TEST BATTERIES UNDER WARRANY

**(Claim) Correction:**

TECHCNAIN REMOVED NAD REPLACED [redacted] MAIN AND AUX BATTERIES VEHICLE STARTING A S INTENDED AND START/STOP LIGHT OF AND WORKING AS INTENDED AT THIS TIME

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | **Year** | [redacted] | **Body** | [redacted] - [redacted] |
| **Build Date** | [redacted] | **Plant** | [redacted] TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | W - Warranty | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | [redacted] | **Part** | [redacted] | **Total Paid** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] |
| **Address** | [redacted] | | |

*Condition Information*

| Condition Code | [redacted] | [redacted] Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | [redacted] Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Transmission ; DEF equipped [redacted] 4x4 pick-up only | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission ; DEF equipped [redacted] 4x4 pick-up only | | | [redacted] | BOLT | 6 | | [redacted] | |
| A | [redacted] | Transmission ; DEF equipped [redacted] 4x4 pick-up only | | | [redacted] | FLUID AFT | 7 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | TRANSMISS | 1 | X | [redacted] | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | BOLT | 6 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | FLUID AFT | 7 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | BOLT | 6 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | FLUID AFT | 7 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] equipped | | | [redacted] | BOLT | 6 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] equipped | | | [redacted] | FLUID AFT | 7 | | [redacted] | |

## RO Narratives

### (RO) Customer Concern:

Car Automatic Transmission Concern [Customer States vehicle does not go into drive and does not accelerate check and advise] Multi-Point Inspection Note [tow in]

### (RO) Cause:

NA

### (RO) Correction:

[redacted] VEHICLE HAS NO FORWARD GEAR. [redacted]. FLUID LEVEL CHECKED OK. FLUIDBURNT. REMOVE TRANSMISSION PAN AND FOUNDCLUTCH MATERIAL AND METAL IN PAN. INTERNALFAILURE PARTS FAILURE. SUN GEAR FAILURE.METAL IN VALVE BODY AND PUMP. REPLACETRANSMISSION. TEST DRIVE VEHCILE CHECKED OK Car Automatic Transmission Concern [Customer States vehicle does not go into drive and does not accelerate check and advise] CAR AUTOMATIC TRANSMISSION. CUSTOMER STATES: Multi-Point Inspection CUSTOMER STATES; PERFORM CAR FREE MULTI POINT INSPECTION Note [tow in] NOTED LINE FOR RO COMMENTS

### (RO) Technical Notes:

NA

## GCS Narratives

### (Claim) Customer Concern:

C/S TRANSMISSION DOES NOT GO INTO DRIVE AND DOES NOT ACCELERATE C/S TRANSMISSION DOES NOT GO INTO DRIVE AND DOES NOT ACCELERATE

### (Claim) Cause:

VEHICLE HAS NO FORWARD GEAR. [redacted]. FLUID LEVEL CHECKED OK. FLUID BU RNT. REMOVE TRANSMISSION PAN AND FOUND CLUTCH MATERIAL AND METAL IN PAN. INT ERNAL FAILURE PARTS FAILURE. TORE DOWN TRANSMISSION TO FIND SUN GEAR FAILURE . METAL IN VALVE BODY AND PUMP. VEHICLE HAS NO FORWARD GEAR. [redacted]. FLUID LEVEL CHECKED OK. FLUID BU RNT. REMOVE TRANSMISSION PAN AND FOUND CLUTCH MATERIAL AND METAL IN PAN. INT ERNAL FAILURE PARTS FAILURE. SUN GEAR FAILURE. METAL IN VALVE BODY AND PUMP.

### (Claim) Correction:

REPLACED TRANSMISSION AND TEST DROVE TO CONFIRM VEHICLE NOW ACCELERATES REPLACED TRANSMISSION AND TEST DROVE TO CONFIRM VEHICLE NOW ACCELERATES

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | [redacted] | [redacted] | **Body** | [redacted] CREW CAB CHASSIS |
| **Build Date** | [redacted] | **Plant** | [redacted] TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | W - Warranty | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | [redacted] | **Part** | [redacted] | **Total Paid** | [redacted] |

*Dealer Information*

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Code** | [redacted] | **Name** | THE [redacted] | [redacted] | | | |
| **Address** | [redacted] | | | | | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Tank | ML | CHECK [redacted]/SERVICE [redacted] SO | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

service def system on dash wants to drate

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

INTERNAL FAILURE

## GCS Narratives

**(Claim) Customer Concern:**

SERVICE [redacted] SYSTEM ON DASH WANTS TO DRATE

**(Claim) Cause:**

COULD NOT DUPLICATE

**(Claim) Correction:**

[redacted] [redacted] [redacted] LEVEL SENSOR ERRATIC-ACTIVE. CU RRENT [redacted] GAUGE LEVEL READS JUST UNDER [redacted] A TANK . PCM DISPLAYS [redacted] LEVEL AT 67%. RAN DIAG FOR [redacted]. I NSP THE [redacted] SYSTEM FOR LEAKS, NONE FOUND. INSP THE [redacted] PUMP AND DCU WIRING AND CONNECTORS, NO PROBLEM FOUND. NO SOFTWARE UPDATES PRESENT.DRAINED THE [redacted] TANK AND REFILLED WITH [redacted] OF [redacted] TEST DROVE [redacted]. NO [redacted]S RETURNED AND [redacted] WARNING IS NO LONGER PRESENT. [redacted] FLUID MAY HAVE BEEN FROZEN AT SOME POINT CAUSING THIS DT C BUT NO PROBLEM IS PRESENT AT THIS TIME.

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | **Year** | [redacted] | **Body** | [redacted] CREW CAB CHASSIS |
| **Build Date** | [redacted] | **Plant** | [redacted] TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | W - Warranty | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | [redacted] | **Part** | [redacted] | **Total Paid** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] |
| **Address** | [redacted] | | |

*Condition Information*

| Condition Code | [redacted] | [redacted] Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | [redacted] Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Transmission, Replace - automatic | | | [redacted] | [redacted] | 1 | X | [redacted] | [redacted] |
| A | [redacted] | Transmission, Replace - automatic | | | [redacted] | FLUID AFT | 2 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK ENGINE/SERVICE ENGINE SO | [redacted] | [redacted] | 1 | X | [redacted] | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK ENGINE/SERVICE ENGINE SO | [redacted] | FLUID AFT | 2 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | [redacted] | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | FLUID AFT | 2 | | [redacted] | |

## RO Narratives

### (RO) Customer Concern:

BODY EXTERIOR TRIM [redacted] INSPECTION TOWING

### (RO) Cause:

FOUND [redacted] AND [redacted] ACTIVE. FOLLOWED DIAG

### (RO) Correction:

[redacted] - DIAG. TIME TO TEST FOR REPLACEMENT; [redacted] - R & R; [redacted] - [redacted] PROPELLER SHAFT; [redacted] - [redacted] - [redacted]

### (RO) Technical Notes:

EXTENSIVE DIAG TIME SPENT ON [redacted] WIRING/CIRCUITS/CHECKING RESISTAN MIT VIA RA STATUS DUE TO STAR AUTHORIZATION ON THE REPLACEMENT OF THIS [redacted] MISSION - DM NOTES ARE IN - LB3-DIAG TIME WAS VERY EXTENSIVE FOR FOLLOWING FLOW CHART , CHECKING RESISTANCE,LINEAR SOLENOI AND SHIFT SOLENOID, RESIST FROM CONNECTOR TO TCM, CHECKING CIRCUITS AND WIRING AND COMMUNICATION AND UPLOADS WITH STAR

## GCS Narratives

### (Claim) Customer Concern:

C/STATES ALL SAFETY INDICATOR LIGHTS ARE LIT UPON THE DASH

### (Claim) Cause:

FOUND [redacted] AND [redacted] ACTIVE. FOLLOWED DIAG FLOW C HART CHECKING RESISTANCE FROM CONNECTOR [redacted] TO TRANS, LINEAR SOLENOID [redacted] AND SHIFT SOLENOID. RESI STANCE WITH IN SPECS [redacted]. CHECKED RESISTANCE FROM CONNECTOR [redacted] TO [redacted]. SAME RESULTS. CHECKED A LL ABOVE CIRCUITS FOR SHORT TO GROUND, SHORT TO PO SITIVE AND SHORT TOGETHER. ALL WIRING CHECKS OUT GOOD. COTACTED STAR, STAR RECOMMENDS REPLACING TRANS PER STAR

### (Claim) Correction:

REMOVED AND REPLACED TRANSMISSION IN VEHICLE WITH [redacted] DRIVE SHAFT. VERIFIE D TRANSMISSION LEVEL AND TEST DROVE. TOPPED OFF OIL LEVEL AFTER TEST DRIVE. VEHICLE IS OPERATING AS DESIGNED

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | **Year** | [redacted] | **Body** | [redacted] - [redacted] |
| **Build Date** | [redacted] | **Plant** | [redacted] TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | W - Warranty | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | [redacted] |

**Expense**

| | | | | | |
|---|---|---|---|---|---|
| **Labor** | ([redacted]) | **Sublet** | ([redacted]) | **Total Paid** | ([redacted]) |

*Dealer Information*

| | | | |
|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] |
| **Address** | [redacted] | | |

*[redacted] Information*

| [redacted] Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Transmission ; [redacted] equipped [redacted] 4x4 pick-up only | | | [redacted] | TRANSMISS | 1 | X | [redacted] | ([redacted]) |
| A | [redacted] | Transmission ; [redacted] equipped [redacted] 4x4 pick-up only | | | [redacted] | BOLT | [redacted] | | | ([redacted]) |
| A | [redacted] | Transmission ; [redacted] equipped [redacted] 4x4 pick-up only | | | [redacted] | | | | | ([redacted]) |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | TRANSMISS | 1 | X | [redacted] | ([redacted]) |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | BOLT | [redacted] | | | ([redacted]) |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | | | | | ([redacted]) |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | BOLT | [redacted] | | | ([redacted]) |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | | | | | ([redacted]) |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | ([redacted]) |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | BOLT | [redacted] | | | ([redacted]) |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | | | | | ([redacted]) |

## RO Narratives

### (RO) Customer Concern:

Car Automatic Transmission Concern [Customer States vehicle does not go into drive and does not accelerate check and advise] Multi-Point Inspection Note [tow in]

### (RO) Cause:

NA

### (RO) Correction:

[redacted] VEHICLE HAS NO FORWARD GEAR. [redacted]. FLUID LEVEL CHECKED OK. FLUIDBURNT. REMOVE TRANSMISSION PAN AND FOUNDCLUTCH MATERIAL AND METAL IN PAN. INTERNALFAILURE PARTS FAILURE. SUN GEAR FAILURE.METAL IN VALVE BODY AND PUMP. REPLACETRANSMISSION. TEST DRIVE VEHCILE CHECKED OK Car Automatic Transmission Concern [Customer States vehicle does not go into drive and does not accelerate check and advise] CAR AUTOMATIC TRANSMISSION. CUSTOMER STATES: Multi-Point Inspection CUSTOMER STATES; PERFORM CAR FREE MULTI POINT INSPECTION Note [tow in] NOTED LINE FOR RO COMMENTS

### (RO) Technical Notes:

NA

## GCS Narratives

### (Claim) Customer Concern:

C/S TRANSMISSION DOES NOT GO INTO DRIVE AND DOES NOT ACCELERATE C/S TRANSMISSION DOES NOT GO INTO DRIVE AND DOES NOT ACCELERATE

### (Claim) Cause:

VEHICLE HAS NO FORWARD GEAR. [redacted]. FLUID LEVEL CHECKED OK. FLUID BU RNT. REMOVE TRANSMISSION PAN AND FOUND CLUTCH MATERIAL AND METAL IN PAN. INT ERNAL FAILURE PARTS FAILURE. TORE DOWN TRANSMISSION TO FIND SUN GEAR FAILURE . METAL IN VALVE BODY AND PUMP. VEHICLE HAS NO FORWARD GEAR. [redacted]. FLUID LEVEL CHECKED OK. FLUID BU RNT. REMOVE TRANSMISSION PAN AND FOUND CLUTCH MATERIAL AND METAL IN PAN. INT ERNAL FAILURE PARTS FAILURE. SUN GEAR FAILURE. METAL IN VALVE BODY AND PUMP.

### (Claim) Correction:

REPLACED TRANSMISSION AND TEST DROVE TO CONFIRM VEHICLE NOW ACCELERATES REPLACED TRANSMISSION AND TEST DROVE TO CONFIRM VEHICLE NOW ACCELERATES

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] LONGHORN [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | SALTILLO TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Ready ([redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | ([redacted]) | ***Sublet*** | [redacted] | [redacted] | [redacted] | ***Total Paid*** | ([redacted]) |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | ALL [redacted] [redacted]-DODGE OF | [redacted] | [redacted] |
| ***Address*** | [redacted] | | | | |

*Condition Information*

| ***Condition Code*** | ***LOP*** | ***LOP Desc*** | ***Failure Code*** | ***Failure Desc*** | ***[redacted] Number*** | ***[redacted] Name*** | ***[redacted] Quantity*** | ***[redacted] Failed*** | ***[redacted] Expense*** | ***LOP Expense*** |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | ([redacted]) |
| A | [redacted] | Road Ready ; Rear Wheel Flares - [redacted] | | | | | | | | ([redacted]) |
| [redacted] | | Road Ready ; Road Test | | | | | | | | ([redacted]) |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | ([redacted]) |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | **Year** | [redacted] | **Body** | [redacted] - [redacted] |
| **Build Date** | [redacted] | **Plant** | [redacted] TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | W - Warranty | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | [redacted] | **Part** | [redacted] | **Total Paid** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] |
| **Address** | [redacted] | | |

*Condition Information*

| Condition Code | [redacted] | [redacted] Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | [redacted] Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Transmission ; DEF equipped [redacted] 4x4 pick-up only | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission ; DEF equipped [redacted] 4x4 pick-up only | | | [redacted] | BOLT | 6 | | [redacted] | |
| A | [redacted] | Transmission ; DEF equipped [redacted] 4x4 pick-up only | | | [redacted] | FLUID AFT | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | TRANSMISS | 1 | X | [redacted] | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | BOLT | 6 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | FLUID AFT | 7 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | BOLT | 6 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | FLUID AFT | 7 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | BOLT | 6 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | FLUID AFT | [redacted] | | | |

## RO Narratives

### (RO) Customer Concern:

Car Automatic Transmission Concern [Customer States vehicle does not go into drive and does not accelerate check and advise] Multi-Point Inspection Note [tow in]

### (RO) Cause:

NA

### (RO) Correction:

[redacted] VEHICLE HAS NO FORWARD GEAR. [redacted]. FLUID LEVEL CHECKED OK. FLUIDBURNT. REMOVE TRANSMISSION PAN AND FOUNDCLUTCH MATERIAL AND METAL IN PAN. INTERNALFAILURE PARTS FAILURE. SUN GEAR FAILURE.METAL IN VALVE BODY AND PUMP. REPLACETRANSMISSION. TEST DRIVE VEHCILE CHECKED OK Car Automatic Transmission Concern [Customer States vehicle does not go into drive and does not accelerate check and advise] CAR AUTOMATIC TRANSMISSION. CUSTOMER STATES: Multi-Point Inspection CUSTOMER STATES; PERFORM CAR FREE MULTI POINT INSPECTION Note [tow in] NOTED LINE FOR RO COMMENTS

### (RO) Technical Notes:

NA

## GCS Narratives

### (Claim) Customer Concern:

C/S TRANSMISSION DOES NOT GO INTO DRIVE AND DOES NOT ACCELERATE C/S TRANSMISSION DOES NOT GO INTO DRIVE AND DOES NOT ACCELERATE

### (Claim) Cause:

VEHICLE HAS NO FORWARD GEAR. [redacted]. FLUID LEVEL CHECKED OK. FLUID BU RNT. REMOVE TRANSMISSION PAN AND FOUND CLUTCH MATERIAL AND METAL IN PAN. INT ERNAL FAILURE PARTS FAILURE. TORE DOWN TRANSMISSION TO FIND SUN GEAR FAILURE . METAL IN VALVE BODY AND PUMP. VEHICLE HAS NO FORWARD GEAR. [redacted]. FLUID LEVEL CHECKED OK. FLUID BU RNT. REMOVE TRANSMISSION PAN AND FOUND CLUTCH MATERIAL AND METAL IN PAN. INT ERNAL FAILURE PARTS FAILURE. SUN GEAR FAILURE. METAL IN VALVE BODY AND PUMP.

### (Claim) Correction:

REPLACED TRANSMISSION AND TEST DROVE TO CONFIRM VEHICLE NOW ACCELERATES REPLACED TRANSMISSION AND TEST DROVE TO CONFIRM VEHICLE NOW ACCELERATES

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] REG CAB CHASSIS |
| ***Build Date*** | [redacted] | ***Plant*** | SALTILLO TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Ready ([redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] | [redacted] | |
| ***Address*** | [redacted] | | | | |

*Condition Information*

| *Condition Code* | *LOP* | *LOP Desc* | *Failure Code* | *Failure Desc* | *Part Number* | *Part Name* | *Part Quantity* | *Part Failed* | *Part Expense* | *LOP Expense* |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | [redacted] | [redacted] | ***Body*** | [redacted] CAB CHASSIS [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | SALTILLO TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Ready ([redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | [redacted] | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| *Condition Code* | *LOP* | *LOP Desc* | *Failure Code* | *Failure Desc* | *[redacted] Number* | *[redacted] Name* | *[redacted] Quantity* | *[redacted] Failed* | *[redacted] Expense* | *LOP Expense* |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | [redacted] | [redacted] | ***Body*** | [redacted] CAB CHASSIS [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | T - Transportation | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 20 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| ***Condition Code*** | [redacted] | [redacted] ***Desc*** | ***Failure Code*** | ***Failure Desc*** | ***Part Number*** | ***Part Name*** | ***Part Quantity*** | ***Part Failed*** | ***Part Expense*** | [redacted] ***Expense*** |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Bumper, front ; [redacted] | UC | UNCODABLE (NARRATIVE REQUIRED) | [redacted] | BUMPER | 1 | X | [redacted] | [redacted] |
| A | [redacted] | Bumper, front ; [redacted] | UC | UNCODABLE (NARRATIVE REQUIRED) | [redacted] | GRILLE | [redacted] | | | [redacted] |
| A | [redacted] | Bumper, front ; Tow [redacted] Equipped | | | [redacted] | BUMPER | 1 | X | [redacted] | [redacted] |
| A | [redacted] | Bumper, front ; Tow [redacted] Equipped | | | [redacted] | GRILLE | [redacted] | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

THE FRONT BUMPER IS DAMAGED ALONG WITH THE PASSENGER SIDE TAIL LAMP BENT

**(RO) Cause:**

TRANSPORTATION DAMAGE

**(RO) Correction:**

REPLACED FRONT BUMPER AND BUMPER INSERT

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

FRONT BUMPER DENTED

**(Claim) Cause:**

TRANSPORTATION DAMAGE

**(Claim) Correction:**
REPLACED FRONT BUMPER AND BUMPER INSERT

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | **Year** | [redacted] | **Body** | [redacted] REG CAB CHASSIS |
| **Build Date** | [redacted] | **Plant** | [redacted] TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | W - Warranty | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | [redacted] | **Part** | [redacted] | **Total Paid** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] |
| **Address** | [redacted] | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Glass, windshield ; All others | 81 | POOR FIT | [redacted] | W/SHIELD | 1 | X | [redacted] | |
| A | [redacted] | Glass, windshield ; DASM/ADAS Equipped | | | [redacted] | W/SHIELD | 1 | X | [redacted] | |
| A | [redacted] | Sublet processing allowance | | | [redacted] | W/SHIELD | 1 | X | [redacted] | |
| A | [redacted] | Sublet Repair | | | [redacted] | W/SHIELD | 1 | X | [redacted] | |

# RO Narratives

### (RO) Customer Concern:

CUSTOMER STATES WATER LEAKING INTO CAB ON DRIVERS SIDE FROM WINDSHIELDAREA, ADVISE CUSTOMER STATES RADIO SCREEN IS INOP, ADVISE CUSTOMER STATES LOW TIRE LIGHT IS ON, ADVISE CUSTOMER STATES BATTERIES WONT HOLDA CHARGE, HAS TO BE JUMP STARTED, ADVISE CUSTOMER STATES DRIVERS MIRROR RATTLES BADLY WHEN DRIVING, ADVISE

### (RO) Cause:

. .

### (RO) Correction:

[redacted] verified concern last visit, foundlarge gap in top of windshield gasket andglue found to be leaking from top of glassand running out of headliner and door pillartrim, sublet windshield replacement towindshield connection BODY AND ELECTRICAL SUBLET TO WINDSHIELD CONNECTION SUBLET TO HI FI FOR WINDSHIELD STRIP BODY AND ELECTRICAL SUBLET REPAIRS SUBLET REPAIRS [redacted] I searched and found star [redacted] A this star case indicatesthat [redacted] is aware of this concern and aradio updated it scheduled to be released inthe [redacted] installed anew radio and programmed. BODY AND ELECTRICAL [redacted] I inspected and found that thepassenger side inner dually tire pressuresensor is not reading and will need to bereplaced to correct this concern. removedpass side inner dually sensor and replacedsensor, programmed and cleared codes. BODY AND ELECTRICAL [redacted] I attempted to crank the vehicle andfound that that the engine will not crank. Itested [redacted] and found that [redacted] failed the [redacted] test. I recommendreplacing [redacted] to correct thisconcern. I generated a warranty code for thisvehicle and installed new batteries. I testedand verified that the charging system isoperating as designed. after repair thevehicle is now operating as designed and nofurther action is required for this concern. BODY AND ELECTRICAL [redacted] I inspected and found that thedrivers rear view mirror is loose at thepivot joint and rattles badly when driving Irecommend that the drivers rear view mirrorbe replaced to correct this concern. PARTSORDERED [redacted] BODY AND ELECTRICAL

### (RO) Technical Notes:

NA

## GCS Narratives

**(Claim) Customer Concern:**

CUSTOMER STATES WATER LEAKING INTO CAB ON DRIVERS SIDE FROM WINDSHIELD AREA

**(Claim) Cause:**

VERIFIED CONCERN LAST VISIT, FOUND LARGE GAP IN TOP OF WINDSHIELD GASKET AND GLUE FOUND TO BE LEAKING FROM TOP OF GLASS AND RUNNING OUT OF HEADLINER AND D OOR PILLAR TRIM

**(Claim) Correction:**

SUBLET WINDSHIELD REPLACEMENT TO WINDSHIELD CONNECTION

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | **Year** | [redacted] | **Body** | [redacted] REG CAB CHASSIS |
| **Build Date** | [redacted] | **Plant** | SALTILLO TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | W - Warranty | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | [redacted] | **Part** | [redacted] | **Total Paid** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] | [redacted] | [redacted] |
| **Address** | [redacted] | | | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Sensor, low tire pressure ; One | 48 | GROUNDED OR SHORTED | [redacted] | SENSOR | 1 | X | [redacted] | [redacted] |
| [redacted] | | Battery ; [redacted] | B4 | BATTERY FAILED TEST | [redacted] | BATTERY | 2 | X | [redacted] | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

CUSTOMER STATES BATTERIES WONT HOLD A CHARGE, HAS TO BE JUMP STARTED CUSTOMER STATES LOW TIRE LIGHT IS ON

**(Claim) Cause:**

I ATTEMPTED TO CRANK THE VEHICLE AND FOUND THAT THAT THE ENGINE WILL NOT CRAN I INSPECTED AND FOUND THAT THE PASSENGER SIDE INNER DUALLY TIRE PRESSURE SENS K. I TESTED [redacted] BATTERIES AND FOUND THAT [redacted] BATTERIES FAILED THE GR8 TEST. OR IS NOT READING AND WILL NEED TO BE REPLACED TO CORRECT THIS CONCERN I RECOMMEND REPLACING [redacted] BATTERIES TO CORRECT THIS CONCERN

**(Claim) Correction:**

REMOVED PASS SIDE INNER DUALLY SENSOR AND REPLACED SENSOR, PROGRAMMED AND CLE ARED CODES I GENERATED A WARRANTY CODE FOR THIS VEHICLE AND INSTALLED NEW BATTERIES. I T ESTED AND VERIFIED THAT THE CHARGING SYSTEM

IS OPERATING AS DESIGNED. AFTER R EPAIR THE VEHICLE IS NOW OPERATING AS DESIGNED AND NO FURTHER ACTION IS REQUI RED FOR THIS CONCERN.

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] - [redacted] CAB 4X4 |
| ***Build Date*** | [redacted] | ***Plant*** | SALTILLO TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 1 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***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 | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Rear Wheel Flares - [redacted] | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] BIG [redacted] CAB [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | SALTILLO TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Ready ([redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| *Condition Code* | *LOP* | *LOP Desc* | *Failure Code* | *Failure Desc* | *Part Number* | *Part Name* | *Part Quantity* | *Part Failed* | *Part Expense* | *LOP Expense* |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | [redacted] | [redacted] | ***Body*** | [redacted] CREW CAB CHASSIS |
| ***Build Date*** | [redacted] | ***Plant*** | SALTILLO TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | [redacted] | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| *Condition Code* | *LOP* | *LOP Desc* | *Failure Code* | *Failure Desc* | *[redacted] Number* | *[redacted] Name* | *[redacted] Quantity* | *[redacted] Failed* | *[redacted] Expense* | *LOP Expense* |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | [redacted] | [redacted] | ***Body*** | [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] - [redacted] Ready ([redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | [redacted] | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] | [redacted] | [redacted] |
| ***Address*** | [redacted] | | | | |

*Condition Information*

| ***Condition Code*** | ***LOP*** | ***LOP Desc*** | ***Failure Code*** | ***Failure Desc*** | [redacted] ***Number*** | [redacted] ***Name*** | [redacted] ***Quantity*** | [redacted] ***Failed*** | [redacted] ***Expense*** | ***LOP Expense*** |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | [redacted] Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | [redacted] Ready ; Rear Wheel Flares - [redacted] | | | | | | | | [redacted] |
| A | [redacted] | [redacted] Ready ; [redacted] Test | | | | | | | | [redacted] |
| A | [redacted] | [redacted] Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | [redacted] | [redacted] | ***Body*** | [redacted] CREW CAB CHASSIS [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Ready ([redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] | [redacted] | |
| ***Address*** | [redacted] | | | | |

*Condition Information*

| ***Condition Code*** | [redacted] | [redacted] ***Desc*** | ***Failure Code*** | ***Failure Desc*** | ***Part Number*** | ***Part Name*** | ***Part Quantity*** | ***Part Failed*** | ***Part Expense*** | [redacted] ***Expense*** |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | [redacted] | [redacted] | ***Body*** | [redacted] CAB CHASSIS |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Ready ([redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] | [redacted] | |
| ***Address*** | [redacted] | | | | |

*Condition Information*

| *Condition Code* | *LOP* | *LOP Desc* | *Failure Code* | *Failure Desc* | *Part Number* | *Part Name* | *Part Quantity* | *Part Failed* | *Part Expense* | *LOP Expense* |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | [redacted] | [redacted] | ***Body*** | [redacted] CREW CAB CHASSIS |
| ***Build Date*** | [redacted] | ***Plant*** | SALTILLO TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Ready ([redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | AUTOWEST CHRYSLER [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| *Condition Code* | *LOP* | *LOP Desc* | *Failure Code* | *Failure Desc* | *Part Number* | *Part Name* | *Part Quantity* | *Part Failed* | *Part Expense* | *LOP Expense* |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] CAB [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Ready ([redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***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 | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Rear Wheel Flares - [redacted] | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] CAB [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | SALTILLO TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Ready ([redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***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 | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Rear Wheel Flares - [redacted] | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | [redacted] | [redacted] | ***Body*** | [redacted] CREW CAB CHASSIS |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***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 | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| [redacted] | | Road Ready ; 6.7 liter diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] - [redacted] [redacted] [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Ready ([redacted]) | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| *Condition Code* | *LOP* | *LOP Desc* | *Failure Code* | *Failure Desc* | *Part Number* | *Part Name* | *Part Quantity* | *Part Failed* | *Part Expense* | *LOP Expense* |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | [redacted] | [redacted] | ***Body*** | [redacted] REG CAB CHASSIS |
| ***Build Date*** | [redacted] | ***Plant*** | SALTILLO TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Ready ([redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] | [redacted] | |
| ***Address*** | [redacted] | | | | |

*Condition Information*

| *Condition Code* | *LOP* | *LOP Desc* | *Failure Code* | *Failure Desc* | *Part Number* | *Part Name* | *Part Quantity* | *Part Failed* | *Part Expense* | *LOP Expense* |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | SALTILLO TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] | [redacted] | |
| ***Address*** | [redacted] | | | | |

*Condition Information*

| ***Condition Code*** | [redacted] | [redacted] ***Desc*** | ***Failure Code*** | ***Failure Desc*** | ***Part Number*** | ***Part Name*** | ***Part Quantity*** | ***Part Failed*** | ***Part Expense*** | [redacted] ***Expense*** |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | [redacted] | [redacted] | ***Body*** | [redacted] CREW CAB CHASSIS [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | SALTILLO TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Ready ([redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| ***Condition Code*** | [redacted] | [redacted] ***Desc*** | ***Failure Code*** | ***Failure Desc*** | ***Part Number*** | ***Part Name*** | ***Part Quantity*** | ***Part Failed*** | ***Part Expense*** | [redacted] ***Expense*** |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

# Warranty Claim Report

## Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | **Year** | [redacted] | **Body** | [redacted] CREW CAB CHASSIS |
| **Build Date** | [redacted] | **Plant** | [redacted] TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

## Claim Information

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | W - Warranty | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | [redacted] | **Part** | [redacted] | **Total Paid** | [redacted] |

## Dealer Information

| | | | |
|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] |
| **Address** | [redacted] | | |

## Condition Information

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | BOLT | 6 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | COOLER | [redacted] | | | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | BOLT | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | COOLER | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Oil cooler, external / auxiliary ; Cooler (2 - Skilled) | | | [redacted] | BOLT | [redacted] | | | |
| A | [redacted] | Oil cooler, external / auxiliary ; Cooler (2 - Skilled) | | | [redacted] | COOLER | [redacted] | | | |
| A | [redacted] | Oil cooler, external / auxiliary ; Cooler (2 - Skilled) | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | 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 | | | [redacted] | BOLT | 6 | | [redacted] | |
| A | [redacted] | 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 | | | [redacted] | COOLER | [redacted] | | | |

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| [redacted] | | 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 | | | [redacted] | TRANSMISS | 1 | X | [redacted] | [redacted] |
| A | [redacted] | Digital Imaging ; Process time | | | [redacted] | BOLT | 6 | | [redacted] | |
| A | [redacted] | Digital Imaging ; Process time | | | [redacted] | COOLER | [redacted] | | | [redacted] |
| A | [redacted] | Digital Imaging ; Process time | | | [redacted] | TRANSMISS | 1 | X | [redacted] | [redacted] |

## RO Narratives

### (RO) Customer Concern:

C/S WILL NOT GO INTO DRIVE, ONLY REVERSE, CHECK AND ADVISE Perform a thorough inspection of your vehicle and provide a detailed Vehicle Report Card. Inspect Diesel Engine Maintenance Items, Check Fluid Levels, Inspect Wiper Blades, Test Battery, Inspect Tires and Brake Wear, Inspect safety systems and components for leaks and damage.

### (RO) Cause:

[redacted] GEAR [redacted] INCORRECT RATIO THE TRANSMISSION IS ONLY GOING IN REVERSE. IT ACTS LIKE IT IS IN NEUTRAL WHEN IT IS IN DRIVE. REMOVED TRANSMISSION OIL PAN AND FOUND HEAVY METAL DEBRIS IN THE PAN. SO THE TRANSMISSION HAS FAILED INTERNALLY AND NEEDS REPLACED PER CHRYSLER.

### (RO) Correction:

SO REPLACED THE TRANSMISSION, DRAINED THE COOLANT, EVACUATED THE AC SYSTEM, REMOVED THE RADIATOR, REPLACED THE TRANSMISSION OIL COOLER, REINSTALLED THE RADIATOR, CHARGED THE AC SYSTEM, FILLED THE TRANSMISSION WITH FLUID, CLEARED CODES, PERFORMED QUICKLEARN, AND TEST DROVE. VEHICLE IS OPERATING PROPERLY. Perform Diesel multi-point vehicle inspection and record results on Vehicle Report Card.

### (RO) Technical Notes:

NA

## GCS Narratives

### (Claim) Customer Concern:

C/S WILL NOT GO INTO DRIVE, ONLY REVERSE, CHECK AND ADVISE C/S WILL NOT GO INTO DRIVE, ONLY REVERSE, CHECK AND ADVISE C/S WILL NOT GO INTO DRIVE, ONLY REVERSE, CHECK AND ADVISE C/S WILL NOT GO INTO DRIVE, ONLY REVERSE, CHECK AND ADVISE

### (Claim) Cause:

[redacted] GEAR [redacted] INCORRECT RATIO THE TRANSMISSION IS ONLY GOING IN REVERS [redacted] GEAR [redacted] INCORRECT RATIO THE TRANSMISSION IS ONLY GOING IN REVERS [redacted] GEAR [redacted] INCORRECT RATIO THE TRANSMISSION IS ONLY GOING IN REVERS [redacted] GEAR [redacted] INCORRECT RATIO THE TRANSMISSION IS ONLY GOING IN REVERS

### (Claim) Correction:

REPLACED THE TRANSMISSION, DRAINED THE COOLANT, EVACUATED THE AC SYSTEM, REMOV REPLACED THE TRANSMISSION, DRAINED THE COOLANT, EVACUATED THE AC SYSTEM, REMOV REPLACED THE TRANSMISSION, DRAINED THE COOLANT, EVACUATED THE AC SYSTEM, REMOV REPLACED THE TRANSMISSION, DRAINED THE COOLANT, EVACUATED THE AC SYSTEM, REMOV

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | **Year** | [redacted] | **Body** | [redacted] BIG [redacted] |
| **Build Date** | [redacted] | **Plant** | [redacted] TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | W - Warranty | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | [redacted] | **Part** | [redacted] | **Total Paid** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] |
| **Address** | [redacted] | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| [redacted] | [redacted] | Radio/Telematics Gateway Module | 61 | INTERMITTENT OPERATION | | | | | | [redacted] |

## RO Narratives

### (RO) Customer Concern:

Radio/Nav/Telematics Concern [CUSTOMER STATES WHEN PRESSING THE HOME BUTTON ON THE RADIO ALL IT WILL SHOW LOADING PLEASE WAIT MESSAGE AND SPINS. NOTHING HAPPENS]

### (RO) Cause:

.

### (RO) Correction:

[redacted] VERIFIED CUSTOMER CONCERN PERFORMED [redacted] AND LET THE BUSS GO TO SLEEPWORKING AS DESIGNED NOW RADIO RESET

### (RO) Technical Notes:

PERFORMED RADIO RESETS FOR HOME SCREEN ONLY SHOWING LOADING

## GCS Narratives

### (Claim) Customer Concern:

CUSTOMER STATES WHEN PRESSING THE HOME BUTTON ON THE RADIO ALL IT WILL SHOW L OADING PLEASE WAIT MESSAGE AND SPINS. NOTHING HAPPENS]

### (Claim) Cause:

VERIFIED CUSTOMER CONCERN PERFORMED FOUND HOME SCREEN ONLY DISPLAYING LOADING . CHECKED RADIO SOFTWARE LEVEL AND FOUND IT IS UP TO DATE CHECKED SERVICE BUL LETINS AND FOUND NONE APPLIED CHECKED FOR CODES NONE SET

### (Claim) Correction:

PERFORMED TO RADIO RESETS IN WI-TECH AND LET THE BUSS GO TO SLEEP TESTED AND FOUND RADIO IS NOW LOADING HOME SCREEN AS DESIGNED

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | [redacted] | [redacted] | **Body** | [redacted] CREW CAB CHASSIS |
| **Build Date** | [redacted] | **Plant** | [redacted] TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | W - Warranty | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | [redacted] | **Part** | [redacted] | **Total Paid** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] | [redacted] | [redacted] |
| **Address** | [redacted] | | | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | UC | UNCODABLE (NARRATIVE REQUIRED) | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | UC | UNCODABLE (NARRATIVE REQUIRED) | [redacted] | BOLT | 6 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | BOLT | 6 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | BOLT | 6 | | [redacted] | |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

C1 CLUTCH PACK SNAP RING NOT RETAINING C1 CLUTCHES OR MIKE PACHTER AUTHORIZING REPLACEMENT OF AISIN TRANS.

## GCS Narratives

**(Claim) Customer Concern:**

TRUCK TOWED IN WILL NOT PULL IN DRIVE AT ALL, WILL PULL IN REVERSE ON

**(Claim) Cause:**

[redacted] FIELD TECH ADVISOR STATES ISSUE WITH AISIN C1 SNAP RING IS BROKE OR N OT SEATED CAUSING C1 CLUTCHES NOT TO ALLOW ENGAGEMENT

**(Claim) Correction:**

PLEASE SEE ATTACHED NARRATIVE FROM TECH ADVISOR AUTHORIZING REPLACEMENT OF [redacted] IN TRANS-REPLACED TRANS AND [redacted] USE BOLTS, PROGRAMMED, VERIFIED FLUID LEV EL AND TEST DROVE

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | [redacted] | [redacted] | ***Body*** | [redacted] CREW CAB CHASSIS |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | W - Warranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 11 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | [redacted] | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| ***Condition Code*** | ***LOP*** | ***LOP Desc*** | ***Failure Code*** | ***Failure Desc*** | [redacted] ***Number*** | [redacted] ***Name*** | [redacted] ***Quantity*** | [redacted] ***Failed*** | [redacted] ***Expense*** | ***LOP Expense*** |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | DEF Fluid Top Off ; Vehicle Delivery Fill - Cab Chassis Models Only - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | [redacted] | FLUID | 2 | X | 89.54 | [redacted] |
| A | [redacted] | Tank | | | [redacted] | FLUID | 2 | X | 89.54 | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

CHECK TANK FOR LEAKS

## GCS Narratives

**(Claim) Customer Concern:**

CUSTOMER STATES DEF FLUID CHECK

**(Claim) Cause:**

CHECK DEF

**(Claim) Correction:**

ADDED DEF

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | [redacted] | [redacted] | ***Body*** | [redacted] - [redacted] CAB [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 12 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | [redacted] | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] | [redacted] | [redacted] |
| ***Address*** | [redacted] | | | | |

*Condition Information*

| ***Condition Code*** | ***LOP*** | ***LOP Desc*** | ***Failure Code*** | ***Failure Desc*** | ***[redacted] Number*** | ***[redacted] Name*** | ***[redacted] Quantity*** | ***[redacted] Failed*** | ***[redacted] Expense*** | ***LOP Expense*** |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Rear Wheel Flares - [redacted] | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] REG CAB CHASSIS |
| ***Build Date*** | [redacted] | ***Plant*** | SALTILLO TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | |
|---|---|
| ***Code*** | [redacted] |
| ***Address*** | , , |

*Condition Information*

| *Condition Code* | *LOP* | *LOP Desc* | *Failure Code* | *Failure Desc* | *Part Number* | *Part Name* | *Part Quantity* | *Part Failed* | *Part Expense* | *LOP Expense* |
|---|---|---|---|---|---|---|---|---|---|---|
| [redacted] | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| [redacted] | | Road Ready ; 6.7 liter diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] - [redacted] CAB [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Ready ([redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | SUNSET CHRYSLER DODGE & JEEP | [redacted] | [redacted] | [redacted] | |
| ***Address*** | [redacted] | | | | | | |

*Condition Information*

| *Condition Code* | *LOP* | *LOP Desc* | *Failure Code* | *Failure Desc* | *Part Number* | *Part Name* | *Part Quantity* | *Part Failed* | *Part Expense* | *LOP Expense* |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Rear Wheel Flares - [redacted] | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] - [redacted] 4X4 |
| ***Build Date*** | [redacted] | ***Plant*** | SALTILLO TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Ready ([redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | [redacted] | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| ***Condition Code*** | ***LOP*** | ***LOP Desc*** | ***Failure Code*** | ***Failure Desc*** | [redacted] ***Number*** | [redacted] ***Name*** | [redacted] ***Quantity*** | [redacted] ***Failed*** | [redacted] ***Expense*** | ***LOP Expense*** |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Rear Wheel Flares - [redacted] | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | [redacted] | [redacted] | ***Body*** | [redacted] CAB CHASSIS [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | SALTILLO TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Ready ([redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] | [redacted] | [redacted] |
| ***Address*** | [redacted] | | | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] - [redacted] CREW CAB [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Ready ([redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | [redacted] | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| ***Condition Code*** | ***LOP*** | ***LOP Desc*** | ***Failure Code*** | ***Failure Desc*** | ***[redacted] Number*** | ***[redacted] Name*** | ***[redacted] Quantity*** | ***[redacted] Failed*** | ***[redacted] Expense*** | ***LOP Expense*** |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Rear Wheel Flares - [redacted] | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] BIG [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Ready ([redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | [redacted] | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] | [redacted] | [redacted] |
| ***Address*** | [redacted] | | | | |

*Condition Information*

| ***Condition Code*** | ***LOP*** | ***LOP Desc*** | ***Failure Code*** | ***Failure Desc*** | [redacted] ***Number*** | [redacted] ***Name*** | [redacted] ***Quantity*** | [redacted] ***Failed*** | [redacted] ***Expense*** | ***LOP Expense*** |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] BIG [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Ready ([redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| *Condition Code* | *LOP* | *LOP Desc* | *Failure Code* | *Failure Desc* | *Part Number* | *Part Name* | *Part Quantity* | *Part Failed* | *Part Expense* | *LOP Expense* |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] CAB [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***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 | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

# Warranty Claim Report

## Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | [redacted] | [redacted] | **Body** | [redacted] [redacted] CAB CHASSIS [redacted] |
| **Build Date** | [redacted] | **Plant** | [redacted] TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

## Claim Information

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | W - Warranty | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | [redacted] | **Part** | [redacted] | **Total Paid** | [redacted] |

## Dealer Information

| | | | |
|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] |
| **Address** | , , | | |

## Condition Information

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| [redacted] | [redacted] | Module, Transmission Control ; [redacted] diesel w/ [redacted] Auto Trans | | | [redacted] | MODULE | [redacted] | | [redacted] | [redacted] |
| [redacted] | [redacted] | Module, Transmission Control ; [redacted] diesel w/ [redacted] Auto Trans | | | [redacted] | TRANSMISS | 1 | X | [redacted] | [redacted] |
| [redacted] | [redacted] | Module, Transmission Control ; [redacted] diesel w/ [redacted] Auto Trans | | | [redacted] | FLUID AFT | [redacted] | | [redacted] | [redacted] |
| [redacted] | [redacted] | Module, Transmission Control ; [redacted] diesel w/ [redacted] Auto Trans | | | [redacted] | FLUID AFT | [redacted] | | [redacted] | [redacted] |
| [redacted] | [redacted] | Module, Transmission Control ; [redacted] diesel w/ [redacted] Auto Trans | | | [redacted] | BOLT | [redacted] | | [redacted] | [redacted] |
| A | [redacted] | Transmission ; DEF equipped [redacted] 4x4 pick-up only | | | [redacted] | MODULE | [redacted] | | [redacted] | [redacted] |
| A | [redacted] | Transmission ; DEF equipped [redacted] 4x4 pick-up only | | | [redacted] | TRANSMISS | 1 | X | [redacted] | [redacted] |
| A | [redacted] | Transmission ; DEF equipped [redacted] 4x4 pick-up only | | | [redacted] | FLUID AFT | [redacted] | | [redacted] | [redacted] |
| A | [redacted] | Transmission ; DEF equipped [redacted] 4x4 pick-up only | | | [redacted] | FLUID AFT | [redacted] | | [redacted] | [redacted] |
| A | [redacted] | Transmission ; DEF equipped [redacted] 4x4 pick-up only | | | [redacted] | BOLT | [redacted] | | [redacted] | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | UC | UNCODABLE (NARRATIVE REQUIRED) | [redacted] | MODULE | [redacted] | | [redacted] | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | UC | UNCODABLE (NARRATIVE REQUIRED) | [redacted] | TRANSMISS | 1 | X | [redacted] | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | UC | UNCODABLE (NARRATIVE REQUIRED) | [redacted] | FLUID AFT | [redacted] | | [redacted] | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | UC | UNCODABLE (NARRATIVE REQUIRED) | [redacted] | FLUID AFT | [redacted] | | [redacted] | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | UC | UNCODABLE (NARRATIVE REQUIRED) | [redacted] | BOLT | 1 | | [redacted] | [redacted] |

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| [redacted] | | Transmission, Replace - automatic ; Skid plate equipped | | | [redacted] | MODULE | [redacted] | | | |
| [redacted] | | Transmission, Replace - automatic ; Skid plate equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| [redacted] | | Transmission, Replace - automatic ; Skid plate equipped | | | [redacted] | FLUID AFT | [redacted] | | | |
| [redacted] | | Transmission, Replace - automatic ; Skid plate equipped | | | [redacted] | FLUID AFT | [redacted] | | | |
| [redacted] | | Transmission, Replace - automatic ; Skid plate equipped | | | [redacted] | BOLT | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | MODULE | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | FLUID AFT | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | FLUID AFT | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | BOLT | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | MODULE | 1 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | FLUID AFT | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | FLUID AFT | [redacted] | | | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | BOLT | 1 | | [redacted] | |

## RO Narratives

### (RO) Customer Concern:

Indicator/Warning Lights - Check Engine Light On [CUSTOMER STATES THAT CHECK ENGINE LIGHT IS ON, HAS A HARD TIME GOING INTO GEAR AND IT SAYS IT'S NOT IN PARK WHEN IT IS. PLEASE CHECK AND ADVISE] Multi-point inspection (according to maintenance interval)

### (RO) Cause:

F

### (RO) Correction:

[redacted] verify customer concern vehicle do notengage into any gear, inspect fluid , fluidis clean at proper level, open star [redacted], per star center replacetransmission assembly and transmissionmodule, remove and replace transmission andtransmission module, verify proper fluidlevel, quick learn new trans module, verifythe vehicle shift as design. the fail partsare transmission and transmission module Indicator/Warning Lights - Check Engine Light On [CUSTOMER STATES THAT CHECK ENGINE LIGHT IS ON,HAS A HARD TIME GOING INTO GEAR AND IT SAYS IT'S NOT IN PARK WHEN IT IS. PLEASE CHECK AND ADVISE] CUSTOMER STATES CHECK ENGINE LIGHT IS ON - - - Multi-point inspection (according to maintenanceinterval) MOPAR EXPRESS LANE INSPECTION - - -

### (RO) Technical Notes:

VEHICLE WONT ENGAGE INTO GEAR. STAR CASE [redacted] PPROVED TO REPLACE TRANSMISSION. THANK YOU, MARINASALAS LITHIA.COM

## GCS Narratives

### (Claim) Customer Concern:

INDICATOR/WARNING LIGHTS - CHECK ENGINE LIGHT ON [CUSTOMER STATES THAT CHECK E NGINE LIGHT IS ON, HAS A HARD TIME GOING INTO GEAR AND IT SAYS IT'S NOT IN P ARK WHEN IT IS. PLEASE CHECK AND ADVISE]

### (Claim) Cause:

VERIFY CUSTOMER CONCERN VEHICLE DO NOT ENGAGE INTO ANY GEAR, INSPECT FLUID , F LUID IS CLEAN AT PROPER LEVEL, OPEN STAR CASE [redacted], PER STAR CENTER REP LACE TRANSMISSION ASSEMBLY AND TRANSMISSION MODULE,

### (Claim) Correction:

REMOVE AND REPLACE TRANSMISSION AND TRANSMISSION MODULE, VERIFY PROPER FLUID L EVEL, QUICK LEARN NEW TRANS MODULE, VERIFY THE VEHICLE SHIFT AS DESIGN. THE FAIL PARTS ARE TRANSMISSION AND TRANSMISSION MODULE

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] REG CAB CHASSIS |
| ***Build Date*** | [redacted] | ***Plant*** | SALTILLO TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | ([redacted]) | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | ([redacted]) |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***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 | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | ([redacted]) |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | ([redacted]) |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | ([redacted]) |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] - [redacted] LONGHORN CREW CAB [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Ready ([redacted]) | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | ([redacted]) | ***Sublet*** | [redacted] | [redacted] | [redacted] | ***Total Paid*** | ([redacted]) |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| ***Condition Code*** | ***LOP*** | ***LOP Desc*** | ***Failure Code*** | ***Failure Desc*** | ***[redacted] Number*** | ***[redacted] Name*** | ***[redacted] Quantity*** | ***[redacted] Failed*** | ***[redacted] Expense*** | ***LOP Expense*** |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | ([redacted]) |
| A | [redacted] | Road Ready ; Rear Wheel Flares - [redacted] | | | | | | | | ([redacted]) |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | ([redacted]) |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | ([redacted]) |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] CREW CAB CHASSIS |
| ***Build Date*** | [redacted] | ***Plant*** | SALTILLO TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | W - Warranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 11 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| *Condition Code* | *LOP* | *LOP Desc* | *Failure Code* | *Failure Desc* | *Part Number* | *Part Name* | *Part Quantity* | *Part Failed* | *Part Expense* | *LOP Expense* |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | DEF Fluid Top Off ; Vehicle Delivery Fill - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | [redacted] | FLUID | 4 | X | [redacted] | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
REFILL DEF FLUID AS NEEDED

**(RO) Cause:**
E

**(RO) Correction:**
REFILL DEF FLUID AS NEEDED

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] - [redacted] CREW CAB [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | F - Service Contract | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***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 | [redacted] | Maintenance Interval - [redacted]; To be used [redacted] | MC | MAINTENANCE CARE | | | | | | [redacted] |
| A | [redacted] | Maintenance Allowance ; Fixed Cost Maintenance | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

MULTI POINT INSPECTION/EMAIL ADDRESS ([redacted]-) OIL,FILTER,LUBE MULTIPOINT INSPECTION RESET OIL REMINDER ([redacted]-) ROTATE TIRES-NO BALANCE NOTE: [redacted] WHEELS MUST BE RETORQUED AFTER [redacted] SERVICE. POLICY SALES ([redacted]-) NEW VEHICLE PACKAGE ([redacted]-) ****LEAVE ELECTRONIC LOG UNPLUGED***** ([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*** | [redacted] | [redacted] | [redacted] | ***Body*** | [redacted] REG CAB CHASSIS |
| ***Build Date*** | [redacted] | ***Plant*** | SALTILLO TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 9 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***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 | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| [redacted] | | Road Ready ; 6.7 liter diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

NEW VEHICLE PREP WITH WI TECH CHECKLIST SOLD UNIT CHECK DIESEL EXHAUST FLUID (def) AND REFILL AS REQUIRED FLUID EXTRA INTERIOR AND EXTERIOR DETAIL

**(RO) Cause:**

NEW VEHICLE PREP WITH WI TECH CHECK LIST F perform interior andexterior detail of the vehicle

**(RO) Correction:**

[redacted] SERVICE REQUESTED PERFORMED PDISERVICE. NEW VEHICLE PREP WITH WI TECH CHECK LIST CUSTOMER STATES THAT [redacted] DEF TANK FOR SOLD UNIT. FILLED DEFTANK. FLUID TOP OFF-CAB CHASSIS-VEHICLE DELIVERY INTERIOR AND EXTERIOR DETAIL DETAIL MATERIALS INTERIOR AND EXTERIOR DETAIL MISC. SHOP CHARGES

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

CHECK DIESEL EXHAUST FLUID (DEF) AND REFILL AS REQUIRED FLUID EXTRA

**(Claim) Cause:**

FILL DEF TANK FOR SOLD UNIT.

**(Claim) Correction:**

FILLED DEF TANK.

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | **Year** | [redacted] | **Body** | [redacted] REG CAB CHASSIS |
| **Build Date** | [redacted] | **Plant** | [redacted] TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | W - Warranty | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | 9 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | [redacted] | **Part** | [redacted] | **Total Paid** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] |
| **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 | [redacted] | DEF Fluid Top Off ; Vehicle Delivery Fill - Cab Chassis Models Only - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | [redacted] | FLUID | 4 | X | [redacted] | [redacted] |

# RO Narratives

### (RO) Customer Concern:

NEW VEHICLE PREP WITH WI TECH CHECKLIST SOLD UNIT CHECK DIESEL EXHAUST FLUID (def) AND REFILL AS REQUIRED FLUID EXTRA INTERIOR AND EXTERIOR DETAIL

### (RO) Cause:

NEW VEHICLE PREP WITH WI TECH CHECK LIST F perform interior andexterior detail of the vehicle

### (RO) Correction:

[redacted] SERVICE REQUESTED PERFORMED PDISERVICE. NEW VEHICLE PREP WITH WI TECH CHECK LIST CUSTOMER STATES THAT [redacted] TANK FOR SOLD UNIT. FILLED DEFTANK. FLUID TOP OFF-CAB CHASSIS-VEHICLE DELIVERY INTERIOR AND EXTERIOR DETAIL DETAIL MATERIALS INTERIOR AND EXTERIOR DETAIL MISC. SHOP CHARGES

### (RO) Technical Notes:

NA

# GCS Narratives

### (Claim) Customer Concern:

CHECK DIESEL EXHAUST FLUID (DEF) AND REFILL AS REQUIRED FLUID EXTRA

### (Claim) Cause:

FILL DEF TANK FOR SOLD UNIT.

### (Claim) Correction:

FILLED DEF TANK.

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | W - Warranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (*** | [redacted] |

**Expense**

| | | | | | |
|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| *Condition Code* | *LOP* | *LOP Desc* | *Failure Code* | *Failure Desc* | *Part Number* | *Part Name* | *Part Quantity* | *Part Failed* | *Part Expense* | *LOP Expense* |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Stop Lamp/Trailer Tow/Electric Brake | 3C | WIRES CROSSED IN CONNECTOR | [redacted] | [redacted] | 1 | X | [redacted] | |
| A | [redacted] | Stop Lamp/Trailer Tow/Electric Brake | 3C | WIRES CROSSED IN CONNECTOR | [redacted] | [redacted] | [redacted] | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

TRAILER WIRING PROBLEMS WIRES CROSSED IN CONNECTOR DIAGNOSIS AND SWITCHED WIRES ([redacted])

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

TRAILER WIRING PROBLEMS

**(Claim) Cause:**

WIRES CROSSED IN CONNECTOR

**(Claim) Correction:**

DIAGNOSIS AND SWITCHED WIRES

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] CREW CAB CHASSIS [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | W - Warranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 10 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] | [redacted] | |
| ***Address*** | [redacted] | | | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | DEF Fluid Top Off ; Vehicle Delivery Fill - Cab Chassis Models Only - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | [redacted] | FLUID | [redacted] | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

PERFORM MULTI-POINT INSP C/R FILL DEF FLUID TANK.

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

C/R FILL DEF FLUID TANK.

**(Claim) Cause:**

[redacted] FILL NEEDED

**(Claim) Correction:**

COMPLETED [redacted] FILL

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | [redacted] | [redacted] | ***Body*** | [redacted] REG CAB CHASSIS |
| ***Build Date*** | [redacted] | ***Plant*** | SALTILLO TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 9 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | ([redacted]) | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | ([redacted]) |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***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 | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | ([redacted]) |
| [redacted] | | Road Ready ; Road Test | | | | | | | | ([redacted]) |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | ([redacted]) |

# RO Narratives

### (RO) Customer Concern:

NEW VEHICLE PREP WITH WI TECH CHECKLIST SOLD UNIT CHECK DIESEL EXHAUST FLUID (def) AND REFILL AS REQUIRED FLUID EXTRA INTERIOR AND EXTERIOR DETAIL

### (RO) Cause:

NEW VEHICLE PREP WITH WI TECH CHECK LIST F perform interior andexterior detail of the vehicle

### (RO) Correction:

[redacted] SERVICE REQUESTED PERFORMED PDISERVICE. NEW VEHICLE PREP WITH WI TECH CHECK LIST CUSTOMER STATES THAT [redacted] FILL DEF TANK FOR SOLD UNIT. FILLED DEFTANK. FLUID TOP OFF-CAB CHASSIS-VEHICLE DELIVERY INTERIOR AND EXTERIOR DETAIL DETAIL MATERIALS INTERIOR AND EXTERIOR DETAIL MISC. SHOP CHARGES

### (RO) Technical Notes:

NA

# GCS Narratives

### (Claim) Customer Concern:

CHECK DIESEL EXHAUST FLUID (DEF) AND REFILL AS REQUIRED FLUID EXTRA

### (Claim) Cause:

FILL DEF TANK FOR SOLD UNIT.

### (Claim) Correction:

FILLED DEF TANK.

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | **Year** | [redacted] | **Body** | [redacted] LONGHORN CREW CAB 4X4 |
| **Build Date** | [redacted] | **Plant** | SALTILLO TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | W - Warranty | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | 13 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | [redacted] | **Part** | [redacted] | **Total Paid** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] |
| **Address** | [redacted] | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | DEF Fluid Top Off ; Vehicle Delivery Fill - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | [redacted] | FLUID | 2 | X | [redacted] | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

[redacted] OF DEF FLUID WITH NEW VEHICLE PURCHASE NO ASR

**(RO) Cause:**

NA

**(RO) Correction:**

[redacted]

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

[redacted] OF DEF FLUID WITH NEW VEHICLE PURCHASE

**(Claim) Cause:**

[redacted] OF DEF FLUID WITH NEW VEHICLE PURCHASE

**(Claim) Correction:**

[redacted] OF DEF FLUID WITH NEW VEHICLE PURCHASE

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | **Year** | [redacted] | **Body** | [redacted] CREW CAB CHASSIS |
| **Build Date** | [redacted] | **Plant** | [redacted] TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | W - Warranty | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | 19 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | [redacted] | **Part** | [redacted] | **Total Paid** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] |
| **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 | [redacted] | DEF Fluid Top Off ; Vehicle Delivery Fill - Cab Chassis Models Only - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | [redacted] | FLUID | 2 | X | [redacted] | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
DEF TOP OFF

**(Claim) Cause:**
DEF TOP OFF

**(Claim) Correction:**
DEF TOP OFF

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] BIG [redacted] CREW CAB [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Ready ([redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***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 | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | [redacted] | [redacted] | ***Body*** | [redacted] CAB CHASSIS [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Ready ([redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | [redacted] | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] | [redacted] | [redacted] |
| ***Address*** | [redacted] | | | | |

*Condition Information*

| ***Condition Code*** | ***LOP*** | ***LOP Desc*** | ***Failure Code*** | ***Failure Desc*** | [redacted] ***Number*** | [redacted] ***Name*** | [redacted] ***Quantity*** | [redacted] ***Failed*** | [redacted] ***Expense*** | ***LOP Expense*** |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] CAB [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Ready ([redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] | [redacted] | [redacted] |
| ***Address*** | [redacted] | | | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Rear Wheel Flares - [redacted] | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] REG CAB CHASSIS |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***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 | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| [redacted] | | Road Ready ; 6.7 liter diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | [redacted] | [redacted] | ***Body*** | [redacted] CAB CHASSIS |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | , , | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| [redacted] | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; 6.7 liter diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Ready ([redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | [redacted] | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] | [redacted] | [redacted] |
| ***Address*** | [redacted] | | | | |

*Condition Information*

| ***Condition Code*** | ***LOP*** | ***LOP Desc*** | ***Failure Code*** | ***Failure Desc*** | [redacted] ***Number*** | [redacted] ***Name*** | [redacted] ***Quantity*** | [redacted] ***Failed*** | [redacted] ***Expense*** | ***LOP Expense*** |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | [redacted] | [redacted] | ***Body*** | [redacted] CREW CAB CHASSIS |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | W - Warranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | DEF Fluid Top Off ; Vehicle Delivery Fill - Cab Chassis Models Only - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | [redacted] | FLUID | 4 | X | [redacted] | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

CUSTOMER REQUESTS FILL DIESEL EXHAUST FLUID

**(Claim) Cause:**

FILLED DEF [redacted]

**(Claim) Correction:**

FILLED DEF [redacted]

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | W - Warranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 14 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| [redacted] | [redacted] | Battery ; Check Battery Voltage and Charge Battery - [redacted] Only | XX | SERVICE ADJUSTMENTS | | | | | | [redacted] |
| A | [redacted] | State Labor Allowance | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

PERFORM BATTERY SERVICE & TEST CHARGING SYSTEM CAUSE: PERFORM BATTERY SERVICE & TEST CHARGING SYSTEM

**(Claim) Cause:**

PERFORM BATTERY SERVICE & TEST CHARGING SYSTEM CAUSE: PERFORM BATTERY SERVICE & TEST CHARGING SYSTEM

**(Claim) Correction:**

PERFORM BATTERY SERVICE & TEST CHARGING SYSTEM CAUSE: PERFORM BATTERY SERVICE & TEST CHARGING SYSTEM

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] - [redacted] CAB [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Ready ([redacted]) | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | ([redacted]) | ***Sublet*** | [redacted] | [redacted] | [redacted] | ***Total Paid*** | ([redacted]) |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| ***Condition Code*** | ***LOP*** | ***LOP Desc*** | ***Failure Code*** | ***Failure Desc*** | ***[redacted] Number*** | ***[redacted] Name*** | ***[redacted] Quantity*** | ***[redacted] Failed*** | ***[redacted] Expense*** | ***LOP Expense*** |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | ([redacted]) |
| A | [redacted] | Road Ready ; Rear Wheel Flares - [redacted] | | | | | | | | ([redacted]) |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | ([redacted]) |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | ([redacted]) |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] - [redacted] 4X4 |
| ***Build Date*** | [redacted] | ***Plant*** | SALTILLO TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | W - Warranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 10 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | DEF Fluid Top Off ; Vehicle Delivery Fill - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | [redacted] | FLUID | 2 | X | [redacted] | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

TOP OFF DEF

**(Claim) Cause:**

TOP OFF DEF

**(Claim) Correction:**

TOP OFF DEF

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | [redacted] | [redacted] | ***Body*** | [redacted] CAB [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | SALTILLO TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Ready ([redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | [redacted] | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| ***Condition Code*** | ***LOP*** | ***LOP Desc*** | ***Failure Code*** | ***Failure Desc*** | ***[redacted] Number*** | ***[redacted] Name*** | ***[redacted] Quantity*** | ***[redacted] Failed*** | ***[redacted] Expense*** | ***LOP Expense*** |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | [redacted] | [redacted] | ***Body*** | [redacted] CREW CAB CHASSIS |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | |
|---|---|
| ***Code*** | [redacted] |
| ***Address*** | , , |

*Condition Information*

| *Condition Code* | *LOP* | *LOP Desc* | *Failure Code* | *Failure Desc* | *Part Number* | *Part Name* | *Part Quantity* | *Part Failed* | *Part Expense* | *LOP Expense* |
|---|---|---|---|---|---|---|---|---|---|---|
| [redacted] | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| [redacted] | | Road Ready ; 6.7 liter diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | **Year** | [redacted] | **Body** | [redacted] BIG [redacted] CREW CAB [redacted] |
| **Build Date** | [redacted] | **Plant** | SALTILLO TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| **Claim #** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | [redacted] Ready ([redacted] | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | [redacted] | **Part** | [redacted] | **Total Paid** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] | [redacted] | |
| **Address** | [redacted] | | | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] - [redacted] BIG [redacted] 4X4 |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Ready ([redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] | [redacted] | |
| ***Address*** | [redacted] | | | | |

*Condition Information*

| *Condition Code* | *LOP* | *LOP Desc* | *Failure Code* | *Failure Desc* | *Part Number* | *Part Name* | *Part Quantity* | *Part Failed* | *Part Expense* | *LOP Expense* |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] BIG [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | [redacted] | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] | [redacted] | [redacted] |
| ***Address*** | [redacted] | | | | |

*Condition Information*

| *Condition Code* | *LOP* | *LOP Desc* | *Failure Code* | *Failure Desc* | *[redacted] Number* | *[redacted] Name* | *[redacted] Quantity* | *[redacted] Failed* | *[redacted] Expense* | *LOP Expense* |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | [redacted] | [redacted] | ***Body*** | [redacted] CAB CHASSIS [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Ready ([redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] | [redacted] | |
| ***Address*** | [redacted] | | | | |

*Condition Information*

| ***Condition Code*** | [redacted] | [redacted] ***Desc*** | ***Failure Code*** | ***Failure Desc*** | ***Part Number*** | ***Part Name*** | ***Part Quantity*** | ***Part Failed*** | ***Part Expense*** | [redacted] ***Expense*** |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | [redacted] Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | [redacted] Ready ; [redacted] Test | | | | | | | | [redacted] |
| A | [redacted] | [redacted] Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] CAB [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | SALTILLO TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Ready ([redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] | [redacted] | |
| ***Address*** | [redacted] | | | | |

*[redacted] Information*

| [redacted] ***Code*** | ***LOP*** | ***LOP Desc*** | ***Failure Code*** | ***Failure Desc*** | ***Part Number*** | ***Part Name*** | ***Part Quantity*** | ***Part Failed*** | ***Part Expense*** | ***LOP Expense*** |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Rear Wheel Flares - [redacted] | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | [redacted] | [redacted] | ***Body*** | [redacted] CREW CAB [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | SALTILLO TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Ready ([redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | [redacted] | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] | [redacted] | [redacted] |
| ***Address*** | [redacted] | | | | |

*Condition Information*

| ***Condition Code*** | ***LOP*** | ***LOP Desc*** | ***Failure Code*** | ***Failure Desc*** | [redacted] ***Number*** | [redacted] ***Name*** | [redacted] ***Quantity*** | [redacted] ***Failed*** | [redacted] ***Expense*** | ***LOP Expense*** |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] - [redacted] [redacted] [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | W - Warranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 13 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] | [redacted] | [redacted] | [redacted] | |
| ***Address*** | [redacted] | | | | | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | DEF Fluid Top Off ; Vehicle Delivery Fill - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | [redacted] | FLUID | 2 | X | [redacted] | [redacted] |

# RO Narratives

**(RO) Customer Concern:**

Add DEF

**(RO) Cause:**

add [redacted] def fluid for new truck sale

**(RO) Correction:**

DEF Fluid Top Off Vehicle Delivery Fill - See LOP note for vehicle specific allowances.

**(RO) Technical Notes:**

NA

# GCS Narratives

**(Claim) Customer Concern:**

ADD DEF

**(Claim) Cause:**

[redacted] FLUID FOR NEW TRUCK SALE

**(Claim) Correction:**

DEF FLUID TOP OFF VEHICLE DELIVERY FILL - SEE LOP NOTE FOR VEHICLE SPECIFIC AL LOWANCES.

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | [redacted] | [redacted] | **Body** | [redacted] CREW CAB [redacted] |
| **Build Date** | [redacted] | **Plant** | [redacted] TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | F - Service Contract | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | [redacted] | **Part** | [redacted] | **Total Paid** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] |
| **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 | [redacted] | Maintenance Interval - Schedule B ; To be used every 3,000 Intervals | MC | MAINTENANCE CARE | | | | | | [redacted] |
| A | [redacted] | Maintenance Allowance ; Fixed Cost Maintenance | | | | | | | | [redacted] |
| A | [redacted] | Maintenance Allowance ; TIRE ROTATION | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

DIESEL - LUBE, OIL AND FILTER CHANGE PERFORM TIRE ROTATION PERFORM MULTI-POINT INSPECTION

**(RO) Cause:**

COMPLETED SERVICE PERFORMED TIRE ROTATION

**(RO) Correction:**

DIESEL - LUBE, OIL AND FILTER CHANGE PERFORM TIRE ROTATION PERFORM MULTI-POINT INSPECTION

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | [redacted] | [redacted] | ***Body*** | [redacted] CREW CAB CHASSIS |
| ***Build Date*** | [redacted] | ***Plant*** | SALTILLO TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | ([redacted]) | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | ([redacted]) |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***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 | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | ([redacted]) |
| [redacted] | | Road Ready ; Road Test | | | | | | | | ([redacted]) |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | ([redacted]) |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] - [redacted] BIG [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Re[redacted] | | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | ([redacted]) | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | ([redacted]) |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| *Condition Code* | *LOP* | *LOP Desc* | *Failure Code* | *Failure Desc* | *Part Number* | *Part Name* | *Part Quantity* | *Part Failed* | *Part Expense* | *LOP Expense* |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | ([redacted]) |
| [redacted] | | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | **Year** | [redacted] | **Body** | [redacted] CAB [redacted] |
| **Build Date** | [redacted] | **Plant** | [redacted] TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | W - Warranty | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | [redacted] | [redacted] | [redacted] | **Total Paid** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] |
| **Address** | [redacted] | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | [redacted] Number | [redacted] Name | [redacted] Quantity | [redacted] Failed | [redacted] Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Module, Engine Control (ECM) ; Module, Engine Control (ECM) - Reprogram (Aisin Transmission) | CC | SENDING UNITS/SENSORS | | | | | | [redacted] |
| B | [redacted] | Module, Transmission Control ([redacted]) ; Module, Transmission Control ([redacted]) - Reprogram, Includes Quicklearn Routine | CC | SENDING UNITS/SENSORS | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

SOFTWARE UPDATE FOR PCM SOFTWARE UPDATE NEEDED FOR [redacted]

**(Claim) Cause:**

FOUND PCM NOT UP TO DATE FOUND TSB FOR UPDATE FOR [redacted]

**(Claim) Correction:**

UPDATED PCM FROM TO [redacted] TO [redacted] UPDATED [redacted] FROM TO [redacted]

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | **Year** | [redacted] | **Body** | [redacted] CREW CAB CHASSIS |
| **Build Date** | [redacted] | **Plant** | SALTILLO TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | W - Warranty | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | 27 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | [redacted] | **Part** | [redacted] | **Total Paid** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] |
| **Address** | [redacted] | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | DEF Fluid Top Off ; Vehicle Delivery Fill - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | [redacted] | FLUID | [redacted] | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

DEF

**(RO) Cause:**

.

**(RO) Correction:**

Body & Accessories

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] - [redacted] [redacted] [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] ([redacted]) | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] RAM | [redacted] | [redacted] |
| ***Address*** | [redacted] | | | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] CREW CAB CHASSIS |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Ready ([redacted]) | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | [redacted] | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] | [redacted] | [redacted] |
| ***Address*** | [redacted] | | | | |

*Condition Information*

| ***Condition Code*** | ***LOP*** | ***LOP Desc*** | ***Failure Code*** | ***Failure Desc*** | [redacted] ***Number*** | [redacted] ***Name*** | [redacted] ***Quantity*** | [redacted] ***Failed*** | [redacted] ***Expense*** | ***LOP Expense*** |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | [redacted] | | ***Body*** | [redacted] REG CAB CHASSIS |
| ***Build Date*** | [redacted] | ***Plant*** | SALTILLO TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***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 | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| [redacted] | | Road Ready ; 6.7 liter diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] CAB [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Ready ([redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | [redacted] | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| ***Condition Code*** | ***LOP*** | ***LOP Desc*** | ***Failure Code*** | ***Failure Desc*** | [redacted] ***Number*** | [redacted] ***Name*** | [redacted] ***Quantity*** | [redacted] ***Failed*** | [redacted] ***Expense*** | ***LOP Expense*** |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Rear Wheel Flares - [redacted] | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | [redacted] | [redacted] | ***Body*** | [redacted] CREW CAB CHASSIS |
| ***Build Date*** | [redacted] | ***Plant*** | SALTILLO TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Ready ([redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| *Condition Code* | *LOP* | *LOP Desc* | *Failure Code* | *Failure Desc* | *Part Number* | *Part Name* | *Part Quantity* | *Part Failed* | *Part Expense* | *LOP Expense* |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | [redacted] | [redacted] | ***Body*** | [redacted] CAB CHASSIS |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Ready ([redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] | [redacted] | |
| ***Address*** | [redacted] | | | | |

*Condition Information*

| *Condition Code* | *LOP* | *LOP Desc* | *Failure Code* | *Failure Desc* | *Part Number* | *Part Name* | *Part Quantity* | *Part Failed* | *Part Expense* | *LOP Expense* |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] CAB CHASSIS [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | SALTILLO TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Ready ([redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***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 | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| [redacted] | | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] LIMITED CREW CAB 4X4 |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Ready ([redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] | [redacted] | |
| ***Address*** | [redacted] | | | | |

*Condition Information*

| *Condition Code* | *LOP* | *LOP Desc* | *Failure Code* | *Failure Desc* | *Part Number* | *Part Name* | *Part Quantity* | *Part Failed* | *Part Expense* | *LOP Expense* |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Rear Wheel Flares - [redacted] | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | W - Warranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 12 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | DEF Fluid Top Off ; Vehicle Delivery Fill - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | [redacted] | FLUID | 2 | X | [redacted] | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NEEDS DEF

**(Claim) Cause:**
SOLD VEHICLE

**(Claim) Correction:**
FILL WITH DEF

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | **Year** | [redacted] | **Body** | [redacted] CAB [redacted] |
| **Build Date** | [redacted] | **Plant** | [redacted] TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | W - Warranty | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | 5 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | [redacted] | **Part** | [redacted] | **Total Paid** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] |
| **Address** | [redacted] | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | DEF Fluid Top Off ; Vehicle Delivery Fill - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | [redacted] | FLUID | [redacted] | | [redacted] | [redacted] |

# RO Narratives

### (RO) Customer Concern:

NEW CAR PREP VERIFY [redacted] GAS Fill diesel exhaust fluid reservoirto manufacturer specifications INSTALL MUD FLAPS COMPLETE NEW CAR DETAIL INTERNAL PERFORM PERMAPLATE [redacted] PROTECTION (LEATHERGUARD, FABRICGUARD, AND PAINTGUARD) AT TIME OF NEW CAR PDI & DETAIL. INSTALL STEPS

### (RO) Cause:

. .

### (RO) Correction:

5 PERFORMED NVP NEW CAR PREP 5 VERIFIED [redacted] VERIFY [redacted] GAS [redacted] DEF TANK Fill diesel exhaust fluidreservoir to manufacturerspecifications Fill diesel exhaust fluidreservoir to manufacturer specifications 5 INSTALLED MUD FLAPS INSTALL MUD FLAPS 5 COMPLETED [redacted] NEW CAR DETAIL INTERNAL DETAIL MATERIALS COMPLETE NEW CAR DETAIL INTERNAL [redacted] COMPLETED [redacted] PERMAPLATE [redacted] PROTECTION (LEATHERGUARD, FABRICGUARD, AND PAINTGUARD) AT TIME OF NEW CAR PDI & DETAIL. PERMAPLATE PRODUCTS PERFORM PERMAPLATE [redacted] PROTECTION (LEATHERGUARD, FABRICGUARD, AND PAINTGUARD) AT TIME OF NEW CAR PDI & DETAIL. [redacted] INSTALLED STEPS INSTALLED STEPS BODY MISC.

### (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*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] - [redacted] 4X4 |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | W - Warranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 8 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] | [redacted] | |
| ***Address*** | [redacted] | | | | |

*Condition Information*

| *Condition Code* | *LOP* | *LOP Desc* | *Failure Code* | *Failure Desc* | *Part Number* | *Part Name* | *Part Quantity* | *Part Failed* | *Part Expense* | *LOP Expense* |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | DEF Fluid Top Off ; Vehicle Delivery Fill - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | [redacted] | FLUID | 2 | X | [redacted] | |

# RO Narratives

**(RO) Customer Concern:**

PRE-DELIVERY INSPECTION - CHRYSLER TOP OFF DIESEL EXHAUST FLUID CHRYSLER VEHICLE

**(RO) Cause:**

PERFORMED PDI ADDED DEF AS PART OFPDI PROCESS

**(RO) Correction:**

[redacted] TIME PRE-DELIVERY INSPECTION -CHRYSLER [redacted] TIME [redacted] TOTALTIME TOP OFF DIESEL EXHAUST FLUID CHRYSLER VEHICLE

**(RO) Technical Notes:**

NA

# GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | [redacted] | [redacted] | ***Body*** | [redacted] CREW CAB CHASSIS |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | W - Warranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | , , | | |

*Condition Information*

| ***Condition Code*** | [redacted] | [redacted] ***Desc*** | ***Failure Code*** | ***Failure Desc*** | ***Part Number*** | ***Part Name*** | ***Part Quantity*** | ***Part Failed*** | ***Part Expense*** | [redacted] ***Expense*** |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | DEF Fluid Top Off ; Vehicle Delivery Fill - See [redacted] note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | [redacted] | FLUID | [redacted] | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | **Year** | [redacted] | **Body** | [redacted] - [redacted] CAB [redacted] |
| **Build Date** | [redacted] | **Plant** | [redacted] TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | W - Warranty | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | [redacted] | **Part** | [redacted] | **Total Paid** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] |
| **Address** | [redacted] | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Transmission ; DEF equipped [redacted] 4x4 pick-up only | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission ; DEF equipped [redacted] 4x4 pick-up only | | | [redacted] | [redacted] | | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | TRANSMISS | 1 | X | [redacted] | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | [redacted] | | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; Skid plate equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; Skid plate equipped | | | [redacted] | [redacted] | | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | [redacted] | | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] equipped | | | [redacted] | [redacted] | | | [redacted] | |
| A | 85LOAN00 | Loaner Car ; Loaner Car | | | [redacted] | TRANSMISS | 1 | X | [redacted] | [redacted] |
| A | 85LOAN00 | Loaner Car ; Loaner Car | | | [redacted] | [redacted] | | | 181.59 | [redacted] |
| A | [redacted] | Loaner Car ; High Line Vehicles | | | [redacted] | TRANSMISS | 1 | X | [redacted] | [redacted] |
| A | [redacted] | Loaner Car ; High Line Vehicles | | | [redacted] | [redacted] | | | 181.59 | [redacted] |

## RO Narratives

### (RO) Customer Concern:

CUSTOMER STATES VEHICLE WILL GO IN REVERSE, BUT NOT IN FORWARD [redacted]. PLEASE CHECK AND ADVISE. MULTI POINT INSPECTION PERFORMED TIRE INSPECTION TOWING FROM [redacted] SERVICE LOANER [redacted] SOFTWARE UPDATE FOR THE P.C.M. SOFTWARE UPDATE FOR THE T.C.M.

### (RO) Cause:

E E E

### (RO) Correction:

[redacted] NO FORWARD [redacted], [redacted], [redacted], [redacted] 540CONTACTED STAR CENTER FOR AUTHORIZATION FORTRANSMISSION REPLACEMENT ([redacted]) REPLACEDTRANSMISSION WITH A REMAN UNIT, FLUSHEDCOOLER LINES. INTERNAL ISSUES WITH INTRANSMISSION. [redacted] AUTO TRANSMISSION [redacted] TECH PERFORMED COURTESY VISUALMULTI-POINT SAFETY INSPECTION... CHECKED ALLSAFETY ITEMS & RELATED CONDITIONS + TOPPEDOFF FLUIDS AS NECESSARY MULTI POINT INSPECTION [redacted] TECH PERFORMED VISUAL SAFETYINSPECTION OF TIRES...********** LT-FRT____14__/32"------DOT___2022____*******RT-FRT__14____/32" -------DOT__2022_____******* LT-RR__14____/32"-------DOT__1822_____******* RT-RR__14____/32" -------[redacted] YOUR VEHICLES TIRES HAVE BEEN INSPECTED BY OUR SERVICE STAFF. [redacted] DODGE RECOMMENDSTHAT YOUR TIRES SHOULD BEREPLACED WHEN THE TIRE AGE REACHES OR EXCEEDS [redacted] REGARDLESS OF TREADDEPTH OR APPEARANCE. YOUR VEHICLES TIRES HAVE BEEN INSPECTED BY OUR SERVICE STAFF. [redacted] DODGE RECOMMENDS THAT YOUR TIRES SHOULD BE REPLACED WHEN THE TIRE AGE REACHES OR EXCEEDS [redacted] REGARDLESS OF TREAD DEPTH OR APPEARANCE. TOWING TOWING TOWING SUBLET REPAIRS RENTAL CAR bbloaner RENTAL CAR MISC. SHOP CHARGES [redacted] Technical Service Bulletin (TSB)[redacted] [redacted] [redacted] INSTALLFLASH PROGRAM IN PCM AS PER Technical ServiceBulletin (TSB) [redacted] [redacted] FOR [redacted] TRANSMISSION SHIFTS. OLD PCM[redacted] [redacted]. ENGINE DIESEL [redacted] Technical Service Bulletin (TSB)[redacted] [redacted] INSTALL FLASHPROGRAM IN TCM AS PER Technical ServiceBulletin (TSB) [redacted] FOR [redacted] SHIFTS.OLD TCM#[redacted] to [redacted] AUTO TRANSMISSION

### (RO) Technical Notes:

[redacted] [redacted] S OR RENTA L BY ADDING LOANER LOP ([redacted]) ; BACK ORDER PART INFORMATION IN NARRATIVE S (PART NUMBER, ORDER NUMBER AND ORDER TYPE) & FINAL RENTAL INVOICE TO SUPPOR T RENTAL CLAIMED IF DUE TO PART BACKORDER SITUATION OR REDUCE TO [redacted] PER PO LICY (2 FOR DIAG & 2 FOR REPAIR) OR ADVISE. REFERENCE WARRANTY BULLETIN [redacted] FOR RENTAL POLICIES THANK YOU FROM THE [redacted] WARRANTY CONTACT CENTER. IF FURT HER ASSISTANCE IS NECESSARY, PLEASE CONTACT THE [redacted] AGENT [redacted]. INCLUDE VIN & CONCERN.

## GCS Narratives

### (Claim) Customer Concern:

CUSTOMER STATES VEHICLE WILL GO IN REVERSE BUT NOT IN FORWARD [redacted]

### (Claim) Cause:

CONTACTED STAR CENTER FOR AUTHORIZATION FOR TRANSMISSION REPLACEMENT ([redacted]) REPLACED TRANSMISSION WITH A REMAN UNIT, FLUSHED COOLER LINES. INTERNAL ISSUES WITH IN TRANSMISSION. [redacted]

### (Claim) Correction:

CONTACTED STAR CENTER FOR AUTHORIZATION FOR TRANSMISSION REPLACEMENT ([redacted]) REPLACED TRANSMISSION WITH A REMAN UNIT, FLUSHED COOLER LINES. INTERNAL ISSUES WITH IN TRANSMISSION. [redacted]

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | [redacted] | [redacted] | ***Body*** | [redacted] CREW CAB CHASSIS |
| ***Build Date*** | [redacted] | ***Plant*** | SALTILLO TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Ready ([redacted]) | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | ([redacted]) | ***Sublet*** | [redacted] | [redacted] | [redacted] | ***Total Paid*** | ([redacted]) |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| ***Condition Code*** | [redacted] | [redacted] ***Desc*** | ***Failure Code*** | ***Failure Desc*** | [redacted] ***Number*** | [redacted] ***Name*** | [redacted] ***Quantity*** | [redacted] ***Failed*** | [redacted] ***Expense*** | [redacted] ***Expense*** |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | ([redacted]) |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | ([redacted]) |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | ([redacted]) |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | [redacted] | | ***Body*** | [redacted] REG CAB CHASSIS |
| ***Build Date*** | [redacted] | ***Plant*** | SALTILLO TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | ([redacted]) | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | ([redacted]) |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***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 | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | ([redacted]) |
| [redacted] | | Road Ready ; Road Test | | | | | | | | ([redacted]) |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | ([redacted]) |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] BIG [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | W - Warranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 10 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] | [redacted] | |
| ***Address*** | [redacted] | | | | |

*Condition Information*

| *Condition Code* | *LOP* | *LOP Desc* | *Failure Code* | *Failure Desc* | *Part Number* | *Part Name* | *Part Quantity* | *Part Failed* | *Part Expense* | *LOP Expense* |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | DEF Fluid Top Off ; Vehicle Delivery Fill - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | [redacted] | FLUID | [redacted] | | [redacted] | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

.TOP OFF DEF FLUID (DIESEL ONLY)

**(RO) Cause:**

INSTALL DEF

**(RO) Correction:**

.TOP OFF DEF FLUID (DIESEL ONLY)

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

TOP OFF DEF FLUID

**(Claim) Cause:**

LOW

**(Claim) Correction:**

TOP OFF DEF FLUID

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] - [redacted] [redacted] [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | W - Warranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 11 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] | [redacted] | [redacted] |
| ***Address*** | [redacted] | | | | |

*Condition Information*

| *Condition Code* | *LOP* | *LOP Desc* | *Failure Code* | *Failure Desc* | *Part Number* | *Part Name* | *Part Quantity* | *Part Failed* | *Part Expense* | *LOP Expense* |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | DEF Fluid Top Off ; Vehicle Delivery Fill - See LOP note for vehicle specific allowances. | [redacted] | FLUID HIGH OR LOW | [redacted] | FLUID | 2 | X | [redacted] | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
FILL DEF

**(Claim) Cause:**
FILL TO SPECS

**(Claim) Correction:**
DEF FILLED

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | [redacted] | [redacted] | ***Body*** | [redacted] - [redacted] CAB CHASSIS [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Ready ([redacted]) | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | [redacted] | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] | [redacted] | [redacted] |
| ***Address*** | [redacted] | | | | |

*Condition Information*

| *Condition Code* | *LOP* | *LOP Desc* | *Failure Code* | *Failure Desc* | *[redacted] Number* | *[redacted] Name* | *[redacted] Quantity* | *[redacted] Failed* | *[redacted] Expense* | *LOP Expense* |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | [redacted] | [redacted] | ***Body*** | [redacted] CREW CAB CHASSIS |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] | [redacted] | [redacted] |
| ***Address*** | [redacted] | | | | |

*Condition Information*

| *Condition Code* | *LOP* | *LOP Desc* | *Failure Code* | *Failure Desc* | *Part Number* | *Part Name* | *Part Quantity* | *Part Failed* | *Part Expense* | *LOP Expense* |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] REG CAB [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***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 | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| [redacted] | | Road Ready ; 6.7 liter diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | [redacted] | ***Body*** | [redacted] - [redacted] CAB [redacted] | |
| ***Build Date*** | [redacted] | ***Plant*** | SALTILLO TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Ready ([redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] | [redacted] | [redacted] |
| ***Address*** | [redacted] | | | | |

*Condition Information*

| ***Condition Code*** | [redacted] | [redacted] ***Desc*** | ***Failure Code*** | ***Failure Desc*** | ***Part Number*** | ***Part Name*** | ***Part Quantity*** | ***Part Failed*** | ***Part Expense*** | [redacted] ***Expense*** |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] CAB [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | W - Warranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***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 | [redacted] | DEF Fluid Top Off ; Vehicle Delivery Fill - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | [redacted] | FLUID | 2 | X | [redacted] | |

## RO Narratives

**(RO) Customer Concern:**

PERFORM MULTI-POINT INSPECTION CUST PREFERRED METHOD OF CONTACT CALL TEXT [redacted] DEF FLUID

**(RO) Cause:**

NA

**(RO) Correction:**

COMPLETED MULTI-POINT INSPECTION FILL VEHICLE WITH DEF FLUID

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

FILL VEHICLE WITH DEF FLUID

**(Claim) Cause:**

FILL VEHICLE WITH DEF FLUID

**(Claim) Correction:**

FILL VEHICLE WITH DEF FLUID

# Warranty Claim Report

## Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | **Year** | [redacted] | **Body** | [redacted] - [redacted] |
| **Build Date** | [redacted] | **Plant** | [redacted] TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

## Claim Information

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | W - Warranty | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | [redacted] | **Part** | [redacted] | **Total Paid** | [redacted] |

## Dealer Information

| | | | |
|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] |
| **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 | [redacted] | Transmission ; [redacted] equipped [redacted] 4x4 pick-up only | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission ; [redacted] equipped [redacted] 4x4 pick-up only | | | [redacted] | [redacted] | [redacted] | | | |
| A | [redacted] | Transmission ; [redacted] equipped [redacted] 4x4 pick-up only | | | [redacted] | [redacted] | [redacted] | | | |
| A | [redacted] | Transmission ; [redacted] equipped [redacted] 4x4 pick-up only | | | [redacted] | TOC ASSY | [redacted] | | | |
| A | [redacted] | Transmission ; [redacted] equipped [redacted] 4x4 pick-up only | | | [redacted] | FLUID AFT | 3 | | [redacted] | |
| A | [redacted] | Transmission ; [redacted] equipped [redacted] 4x4 pick-up only | | | [redacted] | BOLT | 6 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | [redacted] | 1 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | [redacted] | 1 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | TOC ASSY | 1 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | FLUID AFT | 3 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | BOLT | 6 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | [redacted] | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | [redacted] | [redacted] | | | |

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| [redacted] | | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | TOC ASSY | 1 | | [redacted] | |
| [redacted] | | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | FLUID AFT | 3 | | [redacted] | |
| [redacted] | | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | BOLT | 6 | | [redacted] | |

## RO Narratives

### (RO) Customer Concern:

CUSTOMER STATES WAS DRIVING VEHICLE AND LOST ACCELERATION C/S VEHICLE FELT LIKE IT HAD NO GEARS. C/S VEHICLE WILL GO IN REVERSE BUT WILL NOT DRIVE FORWARD INSPECT AND ADVISE CHECK TIRE PRESSURE AND TREAD DEPTH

### (RO) Cause:

VERIFYED CONCERN,INSP,CHECKED CODES,[redacted],[redacted],RAISED VECH,CHECKED FLUID,METAL IN FLUID,INTERNAL DAMAGE,REC TRANS

### (RO) Correction:

Flashing from current part number [redacted] to targeted part number [redacted], replaced transmission and cooler lines road tested vehicle. [redacted] set tires to spec

### (RO) Technical Notes:

NA

## GCS Narratives

### (Claim) Customer Concern:

CUSTOMER STATES WAS DRIVING VEHICLE AND LOST ACCELERATION C/S VEHICLE FELT LI KE IT HAD NO GEARS. C/S VEHICLE WILL GO IN REVERSE BUT WILL NOT DRIVE FORWARD INSPECT AND ADVISE

### (Claim) Cause:

VERIFYED CONCERN,INSP,CHECKED CODES,[redacted],[redacted],RAISED VECH,CHECKED FLUID,MET AL IN FLUID,INTERNAL DAMAGE,REC TRANS

### (Claim) Correction:

FLASHING FROM CURRENT PART NUMBER [redacted] TO TARGETED PART NUMBER [redacted] AB. REPLACED TRANSMISSION AND COOLER LINES ROAD TESTED VEHICLE. [redacted]

# Warranty Claim Report

## Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | **Year** | [redacted] | **Body** | [redacted] - [redacted] CAB CHASSIS [redacted] |
| **Build Date** | [redacted] | **Plant** | [redacted] TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

## Claim Information

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | W - Warranty | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | [redacted] | **Part** | [redacted] | **Total Paid** | [redacted] |

## Dealer Information

| | | | | | |
|---|---|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] | [redacted] | [redacted] |
| **Address** | [redacted] | | | | |

## Condition Information

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Transmission ; DEF equipped [redacted] 4x4 pick-up only | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission ; DEF equipped [redacted] 4x4 pick-up only | | | [redacted] | BOLT | 1 | | [redacted] | |
| A | [redacted] | Transmission ; DEF equipped [redacted] 4x4 pick-up only | | | [redacted] | FLUID | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | UC | UNCODABLE (NARRATIVE REQUIRED) | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | UC | UNCODABLE (NARRATIVE REQUIRED) | [redacted] | BOLT | 1 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | UC | UNCODABLE (NARRATIVE REQUIRED) | [redacted] | FLUID | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; Skid plate equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; Skid plate equipped | | | [redacted] | BOLT | 1 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; Skid plate equipped | | | [redacted] | FLUID | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | BOLT | 1 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | FLUID | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | BOLT | 1 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | FLUID | [redacted] | | | |
| A | 97756555 | Sublet Repair | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Sublet Repair | | | [redacted] | BOLT | 1 | | [redacted] |
| A | [redacted] | Sublet Repair | | | [redacted] | FLUID AFT | 2 | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

TRANSMISSION WILL NOT PULL GOES INTO REVERSE THOUGH CHECK AND ADVISE

**(RO) Cause:**

[redacted] [redacted] TRANSMISSION FLUID LEVEL CORRECT, CONDITION NORMAL. VEHICLE DOES NOT ENGAGE IN FORWARD GEAR. INTERNAL TRANSMISSION FAILURE, REPLACEMENT OF ASSEMBLY RECOMMENDED.

**(RO) Correction:**

REMOVE AND INSTALL TRANSMISSION ASSEMBLY. CONFIRMED PROPER FLUID LEVEL. PERFORMED QUICKLEARN PROCEDURE. PERFORMED VERIFICATION DRIVE, VEHICLE OPERATION NORMAL.

**(RO) Technical Notes:**

DOES NOT ENGAGE IN FORWARD GEAR AND AVOIDING BUY-BACK. ALSO APPROVED EXCESSIVE. CUSTOMER WAS STUCK OUT OF TOWN AND THERE WERE NO RENTALS AVAILABLE DUE TO AN EVENT GOING ON. THANKS.

## GCS Narratives

**(Claim) Customer Concern:**

TRANSMISSION WILL NOT PULL GOES INTO REVERSE THOUGH CHECK AND ADVISE

**(Claim) Cause:**

[redacted] [redacted] TRANSMISSION FLUID LEVEL CORRECT, CONDITION NORMAL. VEHICLE DOES NOT ENGAGE IN FORWARD GEAR. INTERNAL TRANSMISSION FAILURE, REPLACEMENT OF AS SEMBLY RECOMMENDED.

**(Claim) Correction:**

REMOVE AND INSTALL TRANSMISSION ASSEMBLY. CONFIRMED PROPER FLUID LEVEL. PERFO RMED QUICKLEARN PROCEDURE. PERFORMED VERIFICATION DRIVE, VEHICLE OPERATION NO RMAL.

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | [redacted] | [redacted] | ***Body*** | [redacted] CREW CAB CHASSIS |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | W - Warranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] | [redacted] | [redacted] |
| ***Address*** | [redacted] | | | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | DEF Fluid Top Off ; Vehicle Delivery Fill - Cab Chassis Models Only - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | [redacted] | FLUID | [redacted] | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
WARRANTY DIESEL EXHAUST FLUID

**(RO) Cause:**
DEF NEEDED FOR DELIVERY TO CUSTOMER

**(RO) Correction:**
ADDED DEF

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] - [redacted] CAB [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | W - Warranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 12 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| *Condition Code* | *LOP* | *LOP Desc* | *Failure Code* | *Failure Desc* | *Part Number* | *Part Name* | *Part Quantity* | *Part Failed* | *Part Expense* | *LOP Expense* |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | DEF Fluid Top Off ; Vehicle Delivery Fill - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | [redacted] | FLUID | 1 | X | [redacted] | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

FILL DEF FLUID FOR PDI

**(Claim) Cause:**

FILL DEF FLUID FOR PDI

**(Claim) Correction:**

FILL DEF FLUID FOR PDI

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] - [redacted] CAB [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | SALTILLO TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 12 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | [redacted] | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| *Condition Code* | *LOP* | *LOP Desc* | *Failure Code* | *Failure Desc* | *[redacted] Number* | *[redacted] Name* | *[redacted] Quantity* | *[redacted] Failed* | *[redacted] Expense* | *LOP Expense* |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Rear Wheel Flares - [redacted] | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

# Warranty Claim Report

## Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | **Year** | [redacted] | **Body** | [redacted] |
| **Build Date** | [redacted] | **Plant** | [redacted] TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

## Claim Information

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | W - Warranty | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | [redacted] | **Part** | [redacted] | **Total Paid** | [redacted] |

## Dealer Information

| | | | | | |
|---|---|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] | [redacted] | |
| **Address** | [redacted] | | | | |

## Condition Information

| Condition Code | [redacted] | [redacted] Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | [redacted] Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Transmission ; DEF equipped [redacted] 4x4 pick-up only | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission ; DEF equipped [redacted] 4x4 pick-up only | | | [redacted] | COOLER | [redacted] | | | |
| A | [redacted] | Transmission ; DEF equipped [redacted] 4x4 pick-up only | | | [redacted] | TOC ASSY | 1 | | [redacted] | |
| A | [redacted] | Transmission ; DEF equipped [redacted] 4x4 pick-up only | | | [redacted] | AFT | 1 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | COOLER | [redacted] | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | TOC ASSY | 1 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | AFT | 1 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | COOLER | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | TOC ASSY | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | AFT | 1 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | COOLER | [redacted] | | | |

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| [redacted] | | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | TOC ASSY | 1 | | [redacted] |
| [redacted] | | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | FLUID [redacted] | | | [redacted] |
| A | [redacted] | [redacted], thermal cooler bypass | | | [redacted] | TRANSMISS | 1 | X | [redacted] |
| A | [redacted] | [redacted], thermal cooler bypass | | | [redacted] | COOLER | 1 | | [redacted] |
| A | [redacted] | [redacted], thermal cooler bypass | | | [redacted] | TOC ASSY | 1 | | [redacted] |
| A | [redacted] | [redacted], thermal cooler bypass | | | [redacted] | FLUID [redacted] | | | [redacted] |
| A | [redacted] | Oil cooler, external / auxiliary ; Cooler (2 - Skilled) | | | [redacted] | TRANSMISS | 1 | X | [redacted] |
| A | [redacted] | Oil cooler, external / auxiliary ; Cooler (2 - Skilled) | | | [redacted] | COOLER | 1 | | [redacted] |
| A | [redacted] | Oil cooler, external / auxiliary ; Cooler (2 - Skilled) | | | [redacted] | TOC ASSY | [redacted] | | |
| A | [redacted] | Oil cooler, external / auxiliary ; Cooler (2 - Skilled) | | | [redacted] | FLUID [redacted] | | | [redacted] |
| A | [redacted] | Digital Imaging ; Process time | | | [redacted] | TRANSMISS | 1 | X | [redacted] |
| A | [redacted] | Digital Imaging ; Process time | | | [redacted] | COOLER | 1 | | [redacted] |
| A | [redacted] | Digital Imaging ; Process time | | | [redacted] | TOC ASSY | 1 | | [redacted] |
| A | [redacted] | Digital Imaging ; Process time | | | [redacted] | FLUID [redacted] | | | [redacted] |

## RO Narratives

### (RO) Customer Concern:

CUSTOMER STATES TRANSMISSION CONCER. TRUCK WILL NOT PULL. PLEASE CHECK AND ADVISE. Multi-point inspection (according to maintenance interval)

### (RO) Cause:

x

### (RO) Correction:

REPLACE TRANSMISSION, COOLER, AND BYPASS VALVE. [redacted] DRIVE SHAFT EQUIPPED, SKID PLATE EQUIPPED, DEF EQUIPPED, 4X4 EQUIPPED, ADMIN. VEHILCE EXPERIENCED HARSH SHIFT AFTER TRANSMISSION INSTALLATION. UPDATED TCM SOFTWARE FROM [redacted] TO [redacted]. TRANSMISSION FUNCTIONS NORMALLY. ([redacted] [redacted]) ([redacted]) ([redacted]) ([redacted]) ([redacted]) ([redacted]) ([redacted]) ([redacted]) PERFORM [redacted] INSPECTION

### (RO) Technical Notes:

NA

## GCS Narratives

### (Claim) Customer Concern:

CUSTOMER STATES TRANSMISSION CONCER. TRUCK WILL NOT PULL. PLEASE CHECK AND ADV ISE.

### (Claim) Cause:

[redacted] (INCORRECT GEAR RATIO) [redacted] (INCORRECT GEAR RATIO) VEHCILE WILL NOT M OVE IN EITHER DIRECTION

### (Claim) Correction:

TRANSMISSION INSTALLATION. UPDATED [redacted] SOFTWARE FROM [redacted] TO [redacted]. TRANSMISSION FUNCTIONS NORMALLY. ([redacted]RT, [redacted]) ([redacted]) ([redacted]) ([redacted]) ([redacted]) ([redacted]) ([redacted]) ([redacted]) ([redacted])

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] - [redacted] [redacted] [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | W - Warranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] [redacted] | [redacted] | [redacted] |
| ***Address*** | [redacted] | | | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Module, [redacted] ([redacted]) ; Module, Transmission Control ([redacted]) - Reprogram, Includes Quicklearn Routine | CC | SENDING UNITS/SENSORS | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

CUSTOMER STATES TRANSMISSION CONCER. TRUCK WILL NOT PULL. PLEASE CHECK AND ADV ISE.

**(Claim) Cause:**

[redacted] (INCORRECT GEAR RATIO) [redacted] (INCORRECT GEAR RATIO) VEHCILE WILL NOT M OVE IN EITHER DIRECTION

**(Claim) Correction:**

REPLACE TRANSMISSION, COOLER, AND BYPASS VALVE. [redacted] DRIVE SHAFT EQUIPPED, SKID PLATE EQUIPPED, DEF EQUIPPED, [redacted] EQUIPPED, ADMIN. VEHILCE EXPERIENCED HARSH SHIFT AFTER TRANSMISSION INSTALLATION. UPDATED [redacted] SOFTWARE FROM [redacted] TO [redacted]. TRANSMISSION FUNCTIONS NORMALLY. ([redacted]-RT, [redacted]) ([redacted] [redacted]) ([redacted]) ([redacted]) ([redacted]) ([redacted]) ([redacted]) ([redacted]) ([redacted])

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | [redacted] | [redacted] | ***Body*** | [redacted] CAB [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | SALTILLO TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | [redacted] | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| ***Condition Code*** | ***LOP*** | ***LOP Desc*** | ***Failure Code*** | ***Failure Desc*** | ***[redacted] Number*** | ***[redacted] Name*** | ***[redacted] Quantity*** | ***[redacted] Failed*** | ***[redacted] Expense*** | ***LOP Expense*** |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] - [redacted] [redacted] [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Ready ([redacted]) | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| ***Condition Code*** | [redacted] | [redacted] ***Desc*** | ***Failure Code*** | ***Failure Desc*** | ***Part Number*** | ***Part Name*** | ***Part Quantity*** | ***Part Failed*** | ***Part Expense*** | [redacted] ***Expense*** |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | [redacted] | [redacted] | ***Body*** | [redacted] - [redacted] CAB [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***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 | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Rear Wheel Flares - [redacted] | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] - [redacted] [redacted] [redacted] CAB [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Ready ([redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted], [redacted] | [redacted] | [redacted] [redacted] |
| ***Address*** | [redacted] | | | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | [redacted] | [redacted] | ***Body*** | [redacted] CAB [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***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 | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Rear Wheel Flares - [redacted] | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | [redacted] | | ***Body*** | [redacted] CREW CAB CHASSIS |
| ***Build Date*** | [redacted] | ***Plant*** | SALTILLO TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Ready ([redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | [redacted] | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] | [redacted] | [redacted] |
| ***Address*** | [redacted] | | | | |

*Condition Information*

| ***Condition Code*** | ***LOP*** | ***LOP Desc*** | ***Failure Code*** | ***Failure Desc*** | [redacted] ***Number*** | [redacted] ***Name*** | [redacted] ***Quantity*** | [redacted] ***Failed*** | [redacted] ***Expense*** | ***LOP Expense*** |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Ready ([redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| *Condition Code* | *LOP* | *LOP Desc* | *Failure Code* | *Failure Desc* | *Part Number* | *Part Name* | *Part Quantity* | *Part Failed* | *Part Expense* | *LOP Expense* |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] CAB CHASSIS |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | W - Warranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 7 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***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 | [redacted] | DEF Fluid Top Off ; Vehicle Delivery Fill - Cab Chassis Models Only - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | [redacted] | FLUID | 2 | X | [redacted] | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

RAM PICKUP DS/DD/DJ/DP/D2 PLATFORMS INSTALL CERAMIC COATING PACKAGE AND RENTAL; DID NOT INSTALL WHEEL LOCKS OR [redacted] INSTALLATION OF LOJACK SYSTEM DURING NEW VEHICLE PREP, FOUND DEF SYSTEM VERY LOW

**(RO) Cause:**

PERFORM PACKAGE A VEHICLE IS LOW ON FLUID FOR DEF SYSTEM

**(RO) Correction:**

PERFORMED PREP DID NOT REMOVE LUGNUTS OR INSTALL WHEEL LOCKS, DID NOT REMOVE AIR FROM [redacted] TO INSTALL [redacted], WASH VEHICLE AND INSTALL KUNES CERAMIC COATING, RENTAL INSTALLED LOJACK SYSTEM FILLED DEF SYSTEM [redacted] TO [redacted] PER NEW VEHICLE PREP

**(RO) Technical Notes:**

[redacted]

## GCS Narratives

**(Claim) Customer Concern:**

[redacted]

**(Claim) Cause:**

[redacted]

**(Claim) Correction:**

[redacted]

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] CAB CHASSIS |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | W - Warranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 16 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] | [redacted] | |
| ***Address*** | [redacted] | | | | |

*Condition Information*

| *Condition Code* | *LOP* | *LOP Desc* | *Failure Code* | *Failure Desc* | *Part Number* | *Part Name* | *Part Quantity* | *Part Failed* | *Part Expense* | *LOP Expense* |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | DEF Fluid Top Off ; Vehicle Delivery Fill - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | [redacted] | FLUID | 2 | X | [redacted] | |

# RO Narratives

### (RO) Customer Concern:

PRE-DELIVERY INSPECTION - CHRYSLER TOP OFF DIESEL EXHAUST FLUID CHRYSLER VEHICLE INSTALL MUD FLAPS FOR TEST DRIVE/FUEL

### (RO) Cause:

PERFORMED PDI ADDED DEF AS PART OFPDI PROCESS

### (RO) Correction:

[redacted] for flaps=[redacted] PRE-DELIVERY INSPECTION -CHRYSLER [redacted] TOP OFF DIESEL EXHAUST FLUID CHRYSLER VEHICLE [redacted] for flaps=[redacted] INSTALL MUD FLAPS FOR TEST DRIVE/FUEL

### (RO) Technical Notes:

NA

# GCS Narratives

### (Claim) Customer Concern:

NA

### (Claim) Cause:

NA

### (Claim) Correction:

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] - [redacted] BIG [redacted] 4X4 |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | W - Warranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] OF [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Generator/Alternator ; 6.7 liter diesel engine | E3 | FRONT BEARING DEFECT | [redacted] | ALTERNATR | 1 | X | [redacted] | |
| A | [redacted] | Generator/Alternator ; 6.7 liter diesel engine | E3 | FRONT BEARING DEFECT | [redacted] | BATTERY | 2 | | [redacted] | |
| A | [redacted] | Battery ; [redacted] | | | [redacted] | ALTERNATR | 1 | X | [redacted] | |
| A | [redacted] | Battery ; [redacted] | | | [redacted] | BATTERY | 2 | | [redacted] | |
| A | 851STATE | State Labor Allowance | | | [redacted] | ALTERNATR | 1 | X | [redacted] | |
| A | 851STATE | State Labor Allowance | | | [redacted] | BATTERY | [redacted] | | | |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

CUSTOMER STATES THE BATTERY LIGHT CAME ON AND IT SAYS SERVICE BATTERY AND THE RADIO SHUT OFF AND BATTERY LIGHT CAME ON

**(Claim) Cause:**

ALTERNATOR AND BATTERIES

**(Claim) Correction:**

VERIFIED THE CUSTOMER'S CONCERN OF BATTERY LIGHT ON AND NO START. PERFORMED A NETWORK TEST USING A MULTIMETER TESTING THE CHARGING SYSTEM CHECKING THE VOL TAGE FINDING AN ACTUAL VALUE OF [redacted]. FOUND THE ALTERNATOR IS THE POINT O F CONCERN. FURTHER EXAMINATION FOUND THE ALTERNATOR THE ALTERNATOR POSITIVE WIRE WAS LOOSE. ACCESSED, REMOVED AND REPLACED THE ALTERNATOR. DUE TO CONSEQ UENTIAL DAMAGE, ALSO ACCESSED, REMOVED AND REPLACED [redacted] BATTERIES. THE SYST EM IS NOW OPERATING AS DESIGNED.

# Warranty Claim Report

## Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | **Year** | [redacted] | **Body** | [redacted] - [redacted] |
| **Build Date** | [redacted] | **Plant** | [redacted] TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

## Claim Information

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | W - Warranty | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | [redacted] | **Part** | [redacted] | **Total Paid** | [redacted] |

## Dealer Information

| | | | |
|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] |
| **Address** | [redacted] | | |

## Condition Information

| Condition Code | [redacted] | [redacted] Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | [redacted] Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Transmission ; DEF equipped [redacted] 4x4 pick-up only | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission ; DEF equipped [redacted] 4x4 pick-up only | | | [redacted] | COOLER | [redacted] | | | |
| A | [redacted] | Transmission ; DEF equipped [redacted] 4x4 pick-up only | | | [redacted] | [redacted] ASSY | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | TRANSMISS | 1 | X | [redacted] | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | COOLER | [redacted] | | | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | [redacted] ASSY | 1 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | COOLER | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | [redacted] ASSY | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | COOLER | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | [redacted] ASSY | [redacted] | | | |
| A | [redacted] | Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] (1 - Semi-Skilled) | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] (1 - Semi-Skilled) | | | [redacted] | COOLER | [redacted] | | | |
| A | [redacted] | Lines, transmission and torque converter oil | | | [redacted] | [redacted] ASSY | [redacted] | | | |

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | | cooler ; [redacted] or [redacted] (1 - Semi-Skilled) | | | | | | | | |
| A | 21252050 | Oil cooler, external / auxiliary ; Cooler (2 - Skilled) | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | 21252050 | Oil cooler, external / auxiliary ; Cooler (2 - Skilled) | | | [redacted] | COOLER | 1 | | [redacted] | |
| A | 21252050 | Oil cooler, external / auxiliary ; Cooler (2 - Skilled) | | | [redacted] | TOC ASSY | 1 | | [redacted] | |
| A | [redacted] | Digital Imaging ; Process time | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Digital Imaging ; Process time | | | [redacted] | COOLER | 1 | | [redacted] | |
| A | [redacted] | Digital Imaging ; Process time | | | [redacted] | TOC ASSY | 1 | | [redacted] | |

## RO Narratives

### (RO) Customer Concern:

CUSTOMER STATES ADD FUEL. Multi-point inspection (according to maintenance interval) CUSTOMER STATES CEL LIGHT ON. PLEASE CHECK AND ADVISE.

### (RO) Cause:

x

### (RO) Correction:

PERFORM [redacted] INSPECTION REPLACED TRANSMISSION, COOLER AND THERMOSTAT BYPASS VALVE [redacted], 2100 [redacted] 0.7, 21252050 [redacted], 21000169 0.6, 21002766 0.6, 8570001 0.8

### (RO) Technical Notes:

NA

## GCS Narratives

### (Claim) Customer Concern:

CUSTOMER STATES CEL LIGHT ON. PLEASE CHECK AND ADVISE.

### (Claim) Cause:

FOUND CEL ON FOR FAULT CODES [redacted], [redacted] FOUND LARGE AMOUNTS OF METALIC DEBRI IN THE PAN

### (Claim) Correction:

REPLACED TRANSMISSION, COOLER AND THERMOSTAT BYPASS VALVE [redacted], 2100 [redacted] 0.7, 21252050 [redacted], 21000169 0.6, 21002766 0.6, 8570001 0.8

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | **Year** | [redacted] | **Body** | [redacted] CAB CHASSIS |
| **Build Date** | [redacted] | **Plant** | SALTILLO TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| **Claim #** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | [redacted] Ready ([redacted] | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | [redacted] | **Part** | [redacted] | **Total Paid** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] | [redacted] | |
| **Address** | [redacted] | | | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | **Year** | [redacted] | **Body** | [redacted] CREW CAB 4X4 |
| **Build Date** | [redacted] | **Plant** | [redacted] TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | W - Warranty | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | 5 |

**Expense**

| | | | | | |
|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | [redacted] | **Total Paid** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] |
| **Address** | [redacted] | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | DEF Fluid Top Off ; Vehicle Delivery Fill - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | [redacted] | FLUID | 2 | X | [redacted] | |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

[redacted]

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | [redacted] | [redacted] | ***Body*** | [redacted] - [redacted] CAB CHASSIS [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | W - Warranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 555 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] | [redacted] | [redacted] |
| ***Address*** | [redacted] | | | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | DEF Fluid Top Off ; Vehicle Delivery Fill - Cab Chassis Models Only - See LOP note for vehicle specific allowances. | [redacted] | FLUID HIGH OR LOW | [redacted] | FLUID | [redacted] | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
FILL DEF FOR SOLD DELIVERY

**(Claim) Cause:**
SOLD UNIT

**(Claim) Correction:**
TOPPED OFF DEF

# Warranty Claim Report

## Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | [redacted] | [redacted] | **Body** | [redacted] CAB CHASSIS |
| **Build Date** | [redacted] | **Plant** | [redacted] ASSEMBLY PLANT | **Coverage Code** | [redacted] |

## Claim Information

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | W - Warranty | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | [redacted] | **Part** | [redacted] | **Total Paid** | [redacted] |

## Dealer Information

| | | | |
|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] |
| **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 | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | COOLER | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | TOC ASSY | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | BOLT | 6 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; Skid plate equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; Skid plate equipped | | | [redacted] | COOLER | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; Skid plate equipped | | | [redacted] | TOC ASSY | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; Skid plate equipped | | | [redacted] | BOLT | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | COOLER | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | TOC ASSY | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | BOLT | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | COOLER | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | TOC ASSY | 1 | | [redacted] | |

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | BOLT | [redacted] | | | |
| A | [redacted] | Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled) | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled) | | | [redacted] | COOLER | [redacted] | | | |
| A | [redacted] | Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled) | | | [redacted] | TOC ASSY | [redacted] | | | |
| A | [redacted] | Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled) | | | [redacted] | BOLT | 6 | | [redacted] | |
| A | [redacted] | Oil cooler, external / auxiliary ; Cooler (2 - Skilled) | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Oil cooler, external / auxiliary ; Cooler (2 - Skilled) | | | [redacted] | COOLER | 1 | | [redacted] | |
| A | [redacted] | Oil cooler, external / auxiliary ; Cooler (2 - Skilled) | | | [redacted] | TOC ASSY | [redacted] | | | |
| A | [redacted] | Oil cooler, external / auxiliary ; Cooler (2 - Skilled) | | | [redacted] | BOLT | 6 | | [redacted] | |
| A | [redacted] | Digital Imaging ; Process time | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Digital Imaging ; Process time | | | [redacted] | COOLER | 1 | | [redacted] | |
| A | [redacted] | Digital Imaging ; Process time | | | [redacted] | TOC ASSY | 1 | | [redacted] | |
| A | [redacted] | Digital Imaging ; Process time | | | [redacted] | BOLT | 6 | | [redacted] | |

## RO Narratives

### (RO) Customer Concern:

General Concern #1 [CUSTOMER STATES CLUNKING NOISE WHEN PUTTING VEHICLE INTO GEAR ] [redacted] INSPECTION CUSTOMER AGREES TO LET SEWELL CJDR OF ANDREWS [redacted] DRIVE THEIR VEHICLE [redacted] TO [redacted] IF NECESSARY FOR DIAGNOSTICS.

### (RO) Cause:

. .

### (RO) Correction:

replaced transmission, and transmission cooler. performed evac and recharge to replace transmission cooler. cleared codes and performed quick learn. roadtested to verify proper operation. [redacted] Transmission, Replace - automatic - Replace AS68RC/AS69RC, [redacted] Transmission, Replace - automatic 4x4/AWD equipped, [redacted] Transmission, Replace - automatic Skid plate equipped, [redacted] Transmission, Replace - automatic [redacted] propeller shaft equipped, [redacted] Lines, transmission and torque converter oil cooler [redacted] or [redacted], [redacted] Oil cooler, external / auxiliary Cooler, [redacted] A/C Performance Test, recovery and recharge - With Repair 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, dministration Lop [redacted] for .8 to your claim for PTPA submitta Completed .

### (RO) Technical Notes:

NA

## GCS Narratives

**(Claim) Customer Concern:**

CUSTOMER STATES CLUNKING NOISE WHEN PUTTING VEHICLE INTO GEAR.

**(Claim) Cause:**

TRANSMISSION DOES NOT ENGAGE IN FORWARD RANGE. HAS CODE [redacted] FOR GEAR RATIO I N [redacted] REMOVED TRANSMISSION PAN AND HAS EXCESSIVE FINE METAL.

**(Claim) Correction:**

REPLACED TRANSMISSION AND TRANSMISSION COOLER, PERFORMED EVAC AND RECHARGE TO REPLACE TRANSMISSION COOLER. CLEARED CODES AND PERFORMED QUICK LEARN. ROADTE STED TO VERIFY PROPER OPERATION.

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | **Year** | [redacted] | **Body** | [redacted] CREW CAB CHASSIS |
| **Build Date** | [redacted] | **Plant** | [redacted] TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | W - Warranty | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | [redacted] | **Part** | [redacted] | **Total Paid** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] |
| **Address** | [redacted] | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | BOLT | 6 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | TRANSMISS | 1 | X | [redacted] | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | COOLER | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | BOLT | 6 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | COOLER | [redacted] | | | |
| A | [redacted] | Oil cooler, external / auxiliary ; Cooler (2 - Skilled) | | | [redacted] | BOLT | 6 | | [redacted] | |
| A | [redacted] | Oil cooler, external / auxiliary ; Cooler (2 - Skilled) | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Oil cooler, external / auxiliary ; Cooler (2 - Skilled) | | | [redacted] | COOLER | [redacted] | | | |
| A | [redacted] | Digital Imaging ; Process time | | | [redacted] | BOLT | 6 | | [redacted] | |
| A | [redacted] | Digital Imaging ; Process time | | | [redacted] | TRANSMISS | 1 | X | [redacted] | [redacted] |
| A | [redacted] | Digital Imaging ; Process time | | | [redacted] | COOLER | 1 | | [redacted] | |

# RO Narratives

### (RO) Customer Concern:

C/S TRUCK WILL ONLY GO IN REVERSE, CHECK AND ADVISE Perform a thorough inspection of your vehicle and provide a detailed Vehicle Report Card. Inspect Diesel Engine Maintenance Items, Check Fluid Levels, Inspect Wiper Blades, Test Battery, Inspect Tires and

Brake Wear, Inspect safety systems and components for leaks and damage. TOWED FROM [redacted] INVOICE [redacted]

### (RO) Cause:

[redacted] GEAR RATIO ERROR IN REVERSE [redacted] GEAR [redacted] INCORRECT RATIO [redacted] GEAR [redacted] INCORRECT RATIO THE TRANSMISSION WILL NOT ENGAGE IN ANY FORWARD GEARS. CHECKED THE TRANSMISSION FLUID LEVEL AND IT IS IN SPECS. REMOVED THE TRANSMISSION FLUID PAN AND FOUND SIGNIFICANT METAL DEBRIS IN THE PAN AND THE FLUID. SO THE TRANSMISSION NEEDS TO BE REPLACED DUE TO INTERNAL TRANSMISSION FAILURE.

### (RO) Correction:

REPLACED THE TRANSMISSION, DRAINED THE COOLING SYSTEM, EVACUATED THE AC SYSTEM, REMOVED THE RADIATOR, REPLACED THE TRANSMISSION COOLER, REINSTALLED THE RADIATOR, FILLED THE COOLING SYSTEM WITH COOLANT, CHARGED THE AC SYSTEM, SET TRANSMISSION FLUID TO SPEC, CLEARED CODES, PERFORMED QUICK LEARN, AND TEST DROVE. VEHICLE IS OPERATING PROPERLY. Perform Diesel multi-point vehicle inspection and record results on Vehicle Report Card.

### (RO) Technical Notes:

NA

## GCS Narratives

### (Claim) Customer Concern:

C/S TRUCK WILL ONLY GO IN REVERSE, CHECK AND ADVISE C/S TRUCK WILL ONLY GO IN REVERSE, CHECK AND ADVISE C/S TRUCK WILL ONLY GO IN REVERSE, CHECK AND ADVISE C/S TRUCK WILL ONLY GO IN REVERSE, CHECK AND ADVISE

### (Claim) Cause:

[redacted] GEAR RATIO ERROR IN REVERSE [redacted] GEAR [redacted] INCORRECT RATIO [redacted] GEAR RATIO ERROR IN REVERSE [redacted] GEAR [redacted] INCORRECT RATIO [redacted] GEAR RATIO ERROR IN REVERSE [redacted] GEAR [redacted] INCORRECT RATIO [redacted] GEAR RATIO ERROR IN REVERSE [redacted] GEAR [redacted] INCORRECT RATIO [redacted]

### (Claim) Correction:

REPLACED THE TRANSMISSION, DRAINED THE COOLING SYSTEM, EVACUATED THE AC SYSTEM REPLACED THE TRANSMISSION, DRAINED THE COOLING SYSTEM, EVACUATED THE AC SYSTEM REPLACED THE TRANSMISSION, DRAINED THE COOLING SYSTEM, EVACUATED THE AC SYSTEM REPLACED THE TRANSMISSION, DRAINED THE COOLING SYSTEM, EVACUATED THE AC SYSTEM

# Warranty Claim Report

## Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | **Year** | [redacted] | **Body** | [redacted] - [redacted] |
| **Build Date** | [redacted] | **Plant** | [redacted] TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

## Claim Information

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | W - Warranty | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | [redacted] | **Part** | [redacted] | **Total Paid** | [redacted] |

## Dealer Information

| | | | |
|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] |
| **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 | [redacted] | Transmission ; DEF equipped [redacted] 4x4 pick-up only | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission ; DEF equipped [redacted] 4x4 pick-up only | | | [redacted] | BOLT | [redacted] | | | |
| A | [redacted] | Transmission ; DEF equipped [redacted] 4x4 pick-up only | | | [redacted] | COOLER | [redacted] | | | |
| A | [redacted] | Transmission ; DEF equipped [redacted] 4x4 pick-up only | | | [redacted] | FLUID AFT | 1 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | TRANSMISS | 1 | X | [redacted] | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | BOLT | 6 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | COOLER | 1 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | FLUID AFT | 1 | | [redacted] | |
| A | 21002766 | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | 21002766 | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | BOLT | [redacted] | | | |
| A | 21002766 | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | COOLER | [redacted] | | | |
| A | 21002766 | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | FLUID AFT | 1 | | [redacted] | |
| A | [redacted] | Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] (1 - Semi-Skilled) | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] (1 - Semi-Skilled) | | | [redacted] | BOLT | 6 | | [redacted] | |
| A | [redacted] | Lines, transmission and torque converter oil | | | [redacted] | COOLER | [redacted] | | | |

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | | cooler ; [redacted] or [redacted] (1 - Semi-Skilled) | | | | | | | | |
| A | 21251050 | Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] (1 - Semi-Skilled) | | | [redacted] | FLUID AFT | [redacted] | | | |
| A | [redacted] | Oil cooler, external / auxiliary ; Cooler (2 - Skilled) | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Oil cooler, external / auxiliary ; Cooler (2 - Skilled) | | | [redacted] | BOLT | 6 | | [redacted] | |
| A | [redacted] | Oil cooler, external / auxiliary ; Cooler (2 - Skilled) | | | [redacted] | COOLER | [redacted] | | | |
| A | [redacted] | Oil cooler, external / auxiliary ; Cooler (2 - Skilled) | | | [redacted] | FLUID AFT | 1 | | [redacted] | |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

[redacted] ----tk [redacted]. [redacted]

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

CS TRANSMISSION DOES NOT GO INTO FORWARD GEARS ADVISE

**(Claim) Cause:**

FOUND VEHICLE WOULD NOT MOVE IN [redacted] AND [redacted] SET ,,,,IN TCM FOUND METAL IN PAN DISS. ASSM. AND FOUND [redacted] BURNT AND [redacted] NOT ,,,,HOLDING. REPLACED TRANSMISSION AND COOLER AND TEST DROVE OK.

**(Claim) Correction:**

FOUND VEHICLE WOULD NOT MOVE IN [redacted] AND [redacted] SET ,,,,IN TCM FOUND METAL IN PAN DISS. ASSM. AND FOUND [redacted] BURNT AND [redacted] NOT ,,,,HOLDING. REPLACED TRANSMISSION AND COOLER AND TEST DROVE OK.

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] - [redacted] [redacted] [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | W - Warranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 3 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Washer fluid, ; Top off only | 40 | FLUID HIGH OR LOW | [redacted] | SOLVENT | 1 | X | [redacted] | |
| A | [redacted] | DEF Fluid Top Off ; Vehicle Delivery Fill - See LOP note for vehicle specific allowances. | | | [redacted] | SOLVENT | 1 | X | [redacted] | |

# RO Narratives

### (RO) Customer Concern:

PREP FOR DELIVERY MAKE SURE MONRONEY STICKER ON VEHICLE -- INSTALL ADDENDIUM STICKER -- INSTALL LCD TAG and TAG BRACKET ON REAR -- REMOVE PLASTIC AND TRASH FROM INTERIOR -- REMOVE EXTERIOR STICKERS -- INSTALL LCD OIL CHANGE STICKER ON IS UPPER LEFTOF WSHIELD -- TEST DRIVE [redacted], CHECK ALL OPERATIONS, SQUEAKS, RATTLES -- ATTACH BATTERY TEST SLIPTO RO ++++++

## [redacted] Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] - [redacted] [redacted] [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | W - Warranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 3 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | DEF Fluid Top Off ; Vehicle Delivery Fill - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | [redacted] | FLUID | [redacted] | | [redacted] | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] - [redacted] [redacted] [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Ready ([redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] | [redacted] | [redacted] |
| ***Address*** | [redacted] | | | | |

*Condition Information*

| ***Condition Code*** | [redacted] | [redacted] ***Desc*** | ***Failure Code*** | ***Failure Desc*** | ***Part Number*** | ***Part Name*** | ***Part Quantity*** | ***Part Failed*** | ***Part Expense*** | [redacted] ***Expense*** |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | SALTILLO TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Ready ([redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| *Condition Code* | *LOP* | *LOP Desc* | *Failure Code* | *Failure Desc* | *Part Number* | *Part Name* | *Part Quantity* | *Part Failed* | *Part Expense* | *LOP Expense* |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] CAB [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | S - Safety (Recalls) | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***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 | [redacted] | Safety Recall [redacted] - Tailgate Latch Alignment ; Inspect Tailgate Strikers for Alignment | UC | UNCODABLE (NARRATIVE REQUIRED) | | | | | | [redacted] |

# RO Narratives

### (RO) Customer Concern:

Recall / Customer Satisfaction Notification [redacted] Safety Recall - Tailgate Latch Alignment ** Change diesel engine oil and filter (synthetic oil may be required based on geographic location) [redacted] [redacted] Multi-point inspection (according to maintenance interval) Mount & balance [redacted] Replace crankcase ventilation filter Radio/Nav/Telematics Concern update if applicable

### (RO) Cause:

CHG OIL + FILT DIESEL M&B [redacted]

### (RO) Correction:

inspect the tailgate is opening normal. CHANGED DIESEL OIL AND FILTER AND PERFORMED MULTIPOINT INSPECTION MOUNT AND BALANCED [redacted] replace the pcv filter No updates availible. Clear data. reset the radio [redacted] with the scan tool. Now the sirrus radio is working.

### (RO) Technical Notes:

NA

# GCS Narratives

### (Claim) Customer Concern:

NA

### (Claim) Cause:

NA

### (Claim) Correction:

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] - [redacted] [redacted] [redacted] CAB [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | W - Warranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| ***Condition Code*** | [redacted] | [redacted] ***Desc*** | ***Failure Code*** | ***Failure Desc*** | ***Part Number*** | ***Part Name*** | ***Part Quantity*** | ***Part Failed*** | ***Part Expense*** | [redacted] ***Expense*** |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Transmission ; DEF equipped [redacted] 4x4 pick-up only | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; AS68RC/AS69RC | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | TRANSMISS | 1 | X | [redacted] | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; Skid plate equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; Two piece propeller shaft equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation. | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |

# RO Narratives

### (RO) Customer Concern:

General Concern #1 [Customer StatesTRUCK DOES NOT DRIVE AND ONLY GOES IN REVERSE SOMETIMES] REAR BUMPER HAS BLEMISH ON REAR BUMPER

### (RO) Cause:

CUSTOMER STATES TRUCK DOES NOT DRIVE ANDONLY GOES IN REVERSE

### (RO) Correction:

[redacted] STATES TRUCK DOES NOT DRIVE ANDONLY GOES IN REVERSE VERIFIED CUSTOMERCONCERN, WITECH FOUND [redacted] GEAR RATIO ERRORIN [redacted] AND [redacted] GEAR RATIO ERROR IN [redacted] TRANSMISSION FLUID AND TRANSMISSIONPAN FOR DEBRIS AND FLUID WAS NOT BURNT AND NODEBRIS IN PAN. CHECKED WIRING FOR LINEARSOLENOID 1, [redacted] FOR A SHORT TO GROUND, SHORTTO POWER OR SHORT TO OTHER CIRCUIT AND WIRINGIS OK. CHECKED SHIFT SOLENOID [redacted] FORSAME AND NO PROBLEM WAS FOUND. DIAGOSTIC INFOREQUIRES REPLACEMENT OF VALVE BODY BUT THISSEEMED LIKE INTERNAL FAILURE OF A [redacted] OR SPRAG. SO OPENED STAR CASE([redacted]) AND WAS ADVISED TO REPLACE THETRANSMISSION. FLUSHED COOLER AND REPLACEDTRANSMISSION. PERFORMED QUICKLEARN AND TESTDROVE TRUCK. TRUCK SHIFTS AS DESIGNED NO DTCRETURNED. REPLACED TRANSMISSION DEF EQUIPED 4x4 Equipped Skid Plate Equipped [redacted] Propeller ShaftDIAGNOSTIC ALLOWNCE .

### (RO) Technical Notes:

NA

## GCS Narratives

**(Claim) Customer Concern:**

CUSTOMER STATES TRUCK DOES NOT DRIVE AND ONLY GOES IN REVERSE SOMETIMES

**(Claim) Cause:**

CUSTOMER STATES TRUCK DOES NOT DRIVE AND ONLY GOES IN REVERSE

**(Claim) Correction:**

CUSTOMER STATES TRUCK DOES NOT DRIVE AND ONLY GOES IN REVERSE VERIFIED CUSTOME R CONCERN, WITECH FOUND [redacted] GEAR RATIO ERROR IN [redacted] AND [redacted] GEAR RATI O ERROR IN [redacted]. CHECKED TRANSMISSION FLUID AND TRANSMISSION PAN FOR DEBRIS AND FLUID WAS NOT BURNT AND NO DEBRIS IN PAN. CHECKED WIRING FOR LINEAR SOLEN OID [redacted] FOR A SHORT TO GROUND, SHORT TO POWER OR SHORT TO OTHER CIRCUIT AN D WIRING IS OK. CHECKED SHIFT SOLENOID [redacted] FOR SAME AND NO PROBLEM WAS FO UND. DIAGOSTIC INFO REQUIRES REPLACEMENT OF VALVE BODY BUT THIS SEEMED LIKE I NTERNAL FAILURE OF A [redacted] CLUTCH OR SPRAG. SO OPENED STAR CASE ([redacted]) AND WAS ADVISED TO REPLACE THE TRANSMISSION. FLUSHED COOLER AND REPLACED TR ANSMISSION. PERFORMED QUICKLEARN AND TEST DROVE TRUCK. TRUCK SHIFTS AS DESIGN ED NO DTC RETURNED.

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] BIG [redacted] CREW CAB [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Ready ([redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 5 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | [redacted] | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] | [redacted] | [redacted] |
| ***Address*** | [redacted] | | | | |

*Condition Information*

| *Condition Code* | *LOP* | *LOP Desc* | *Failure Code* | *Failure Desc* | *[redacted] Number* | *[redacted] Name* | *[redacted] Quantity* | *[redacted] Failed* | *[redacted] Expense* | *LOP Expense* |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| [redacted] | | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] - [redacted] CAB [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 7 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***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 | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Rear Wheel Flares - [redacted] | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | SALTILLO TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Ready ([redacted]) | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | ([redacted]) | ***Sublet*** | [redacted] | [redacted] | [redacted] | ***Total Paid*** | ([redacted]) |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| *Condition Code* | *LOP* | *LOP Desc* | *Failure Code* | *Failure Desc* | *[redacted] Number* | *[redacted] Name* | *[redacted] Quantity* | *[redacted] Failed* | *[redacted] Expense* | *LOP Expense* |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | ([redacted]) |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | ([redacted]) |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | ([redacted]) |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] - [redacted] CAB [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 7 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | ([redacted]) | ***Sublet*** | [redacted] | [redacted] | [redacted] | ***Total Paid*** | ([redacted]) |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | , , | | |

*Condition Information*

| ***Condition Code*** | ***LOP*** | ***LOP Desc*** | ***Failure Code*** | ***Failure Desc*** | ***[redacted] Number*** | ***[redacted] Name*** | ***[redacted] Quantity*** | ***[redacted] Failed*** | ***[redacted] Expense*** | ***LOP Expense*** |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | ([redacted]) |
| A | [redacted] | Road Ready ; Rear Wheel Flares - [redacted] | | | | | | | | ([redacted]) |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | ([redacted]) |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | ([redacted]) |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] CREW CAB CHASSIS |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | W - Warranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 25 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | [redacted] | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] IN | [redacted] | |
| ***Address*** | [redacted] | | | | |

*Condition Information*

| ***Condition Code*** | ***LOP*** | ***LOP Desc*** | ***Failure Code*** | ***Failure Desc*** | [redacted] ***Number*** | [redacted] ***Name*** | [redacted] ***Quantity*** | [redacted] ***Failed*** | [redacted] ***Expense*** | ***LOP Expense*** |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | DEF Fluid Top Off ; Vehicle Delivery Fill - Cab Chassis Models Only - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | [redacted] | FLUID | [redacted] | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

VEHICLE WAS DAMAGED ON THE FRONT PASSENGER AND DRIVERS SIDE FENDS. PASSENGER SIDE FENDER FLARE WILL NEED TO BE REPLACED. OTHER PLACES WILL TRY AND BUFF OUT

**(RO) Cause:**

TRANSPORTAION DAMAGE ON RIGHT RONT FENDER

**(RO) Correction:**

SUBLET TO SMITH BODY TO REFINISH FLARE

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

DEF FILL

**(Claim) Cause:**

DEF FILL

**(Claim) Correction:**

DEF FILL

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] - [redacted] REG CAB [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | W - Warranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 22 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] | [redacted] | [redacted] |
| ***Address*** | [redacted] | | | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | DEF Fluid Top Off ; Vehicle Delivery Fill - Cab Chassis Models Only - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | [redacted] | FLUID | 2 | X | [redacted] | |
| [redacted] | | Battery ; Check Battery Voltage and Charge Battery - North America Only | BV | Battery Discharged | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

CUSTOMER STATES DEF FLUID\FILL DEF FLUID\WARRANTY TO PAY FOR FLUID ONLY ON VEH CUSTOMER STATES FINAL INSPECTION BATTERY BELOW 80% CHARGE BATTERY ICLE PREP FOPR DELIVERY ONLY

**(Claim) Cause:**

CHARGE BATTERY IT WAS LOW

**(Claim) Correction:**

CHARGE FINALLY [redacted] AND FINAL INSPECTION IS DONE DEF FLUID\FILL DEF FLUID\WARRANTY TO PAY FOR FLUID ONLY FOR WARRANTY DELIVERY ONLY. NO LABOR CHARGE PARTS ONLY

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | [redacted] | [redacted] | ***Body*** | [redacted] REG CAB CHASSIS |
| ***Build Date*** | [redacted] | ***Plant*** | SALTILLO TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Ready ([redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| ***Condition Code*** | [redacted] | [redacted] ***Desc*** | ***Failure Code*** | ***Failure Desc*** | ***Part Number*** | ***Part Name*** | ***Part Quantity*** | ***Part Failed*** | ***Part Expense*** | [redacted] ***Expense*** |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | [redacted] | [redacted] | ***Body*** | [redacted] CREW CAB CHASSIS [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | SALTILLO TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | K - Road Ready ([redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | [redacted] | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| *Condition Code* | *LOP* | *LOP Desc* | *Failure Code* | *Failure Desc* | *[redacted] Number* | *[redacted] Name* | *[redacted] Quantity* | *[redacted] Failed* | *[redacted] Expense* | *LOP Expense* |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | [redacted] | [redacted] | ***Body*** | [redacted] - [redacted] CAB CHASSIS [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | W - Warranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | HOLZHAUER AUTO&TRK SLS IN | [redacted] | |
| ***Address*** | [redacted] | | | | |

*Condition Information*

| *Condition Code* | *LOP* | *LOP Desc* | *Failure Code* | *Failure Desc* | *Part Number* | *Part Name* | *Part Quantity* | *Part Failed* | *Part Expense* | *LOP Expense* |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Hose, pump/reservoir return | 71 | OIL LEAK | [redacted] | FLUID | [redacted] | [redacted] | [redacted] | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

CUSTOMER REQUEST CHECK OF ENGINE FOR LEAKS

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

CHECK AND REINSTALL HOSE WITH NEW CLAMP

## GCS Narratives

**(Claim) Customer Concern:**

VEHICLE LEAKING FLUID

**(Claim) Cause:**

POWER STEERING RESERVOIR HOSE CAME OFF

**(Claim) Correction:**

CONFIRM CONCERN AND FOUND HOSE OFF OF STEERING RESERVOIR. REINSTALL HOSE AND F ILL FLUID AND ADD NEW HOSE CLAMP. VERIFY OPERATION AND RETURN TO CUSTOMER

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] CREW CAB CHASSIS |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | W - Warranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 15 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | , , | | |

*Condition Information*

| ***Condition Code*** | [redacted] | [redacted] ***Desc*** | ***Failure Code*** | ***Failure Desc*** | ***Part Number*** | ***Part Name*** | ***Part Quantity*** | ***Part Failed*** | ***Part Expense*** | [redacted] ***Expense*** |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | DEF Fluid Top Off ; Vehicle Delivery Fill - See [redacted] note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | [redacted] | FLUID | 2 | X | [redacted] | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

PERFORM MULTI-POINT INSPECTION CUST PREFERRED METHOD OF CONTACT CALL TEXT [redacted] DEF FLUID

**(RO) Cause:**

NA

**(RO) Correction:**

COMPLETED MULTI-POINT INSPECTION FILL VEHICLE WITH DEF FLUID

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] CAB [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | W - Warranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 20 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] | [redacted] | [redacted] |
| ***Address*** | [redacted] | | | | |

*Condition Information*

| *Condition Code* | *LOP* | *LOP Desc* | *Failure Code* | *Failure Desc* | *Part Number* | *Part Name* | *Part Quantity* | *Part Failed* | *Part Expense* | *LOP Expense* |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | DEF Fluid Top Off ; Vehicle Delivery Fill - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | [redacted] | FLUID | 2 | X | [redacted] | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
CUSTOMER REQUESTS FILL DEF FLUID

**(RO) Cause:**
F

**(RO) Correction:**
CUSTOMER REQUESTS FILL DEF FLUID

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | **Year** | [redacted] | **Body** | [redacted] CREW CAB CHASSIS |
| **Build Date** | [redacted] | **Plant** | SALTILLO TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | [redacted] (PREPNV) | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | [redacted] | **Part** | [redacted] | **Total Paid** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] | [redacted] | [redacted] |
| **Address** | [redacted] | | | | |

*Condition Information*

| Condition Code | [redacted] | [redacted] Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | [redacted] Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | **Year** | [redacted] | **Body** | [redacted] - [redacted] LIMITED CREW CAB 4X4 |
| **Build Date** | [redacted] | **Plant** | SALTILLO TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | W - Warranty | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | [redacted] | **Part** | [redacted] | **Total Paid** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] |
| **Address** | [redacted] | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | TRANSMISS | 1 | X | [redacted] | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | BOLT | [redacted] | | | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | FLUID AFT | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | BOLT | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | FLUID AFT | [redacted] | | | |
| A | 85LOAN00 | Loaner Car ; Loaner Car | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | 85LOAN00 | Loaner Car ; Loaner Car | | | [redacted] | BOLT | [redacted] | | | |
| A | 85LOAN00 | Loaner Car ; Loaner Car | | | [redacted] | FLUID AFT | [redacted] | | | [redacted] |
| A | [redacted] | Loaner Car ; Standard Line Vehicles | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Loaner Car ; Standard Line Vehicles | | | [redacted] | BOLT | [redacted] | | | |
| A | [redacted] | Loaner Car ; Standard Line Vehicles | | | [redacted] | FLUID AFT | [redacted] | | | [redacted] |

# RO Narratives

### (RO) Customer Concern:

CUSTOMER STATES CEL CAME ON AND TRUCK WENT IN TO LIMP MODE WHILE DRIVING, NO THROTTLE AT ALL, CK AND ADVISE PERFORM COMPLEMENTARY MULTI [redacted] INSPECTION CHECK AND RECORD TIRE PRESSURES PER CALIFORNIA AIR RESOURCE BOARD. PERFORM REACLL ZB8 TAILGATE ALIGNMENT

### (RO) Cause:

VERIFIED TRUCK DOES NOT MOVE IN FORWARD GEARS, WILL MOVE IN REVERSE, MADE SCAN REPORT, FOUND [redacted] FAULT [redacted] RATIO ERROR IN [redacted], [redacted] RATIO ERROR IN [redacted], INSPECTED TRANS FLUID LEVEL, FOUND TO BE FULL AND CLEAN,

REVIEWED VEHICLE HISTORY AND FOUND IDENTICAL CONCERN ON PREVIOUS REPAIR ORDER [redacted] WITH DATE [redacted] AT [redacted] [redacted] RESULTED IN REPLACEMENT OF TRANSMISSION ASSEMBLY, DIAG INTERNAL FAILURE OF TRANSMISSION, A SERVICE PART FAILURE HAS OCCURRED, REC NEW TRANSMISSION ASSEMBLY,

### (RO) Correction:

REMOVED AND REPLACED THE TRANSMISSION FOLLOWING THE PROCEDURE OUTLINED IN THE SERVICE INFORMATION, FILLED TRANS FLUID LEVEL TO SPEC, FLASHED TCM FROM [redacted] TO [redacted], PERFORMED QUICK LEARN THEN CLEARED ALL CODES, PERFORMED A REPAIR VERIFICATION ROAD TEST, VEHICLE OPERATING AS DESIGNED PERFOMRED MULTI-POINT INSPECTION PER ATTACHED CHECK LIST. SET TIRE PRESSURE TO MANUFACTURER SPECIFICATION ALLOWED TAILGATE TO FREEFALL [redacted] FOR INSPECTION OF OPERATION PER RECALL [redacted], FOUND NO BINDING PRESENT, VERIFIED STRIKERS/LATCH PROPERLY ADJUSTED, RECK OK RECALL COMPLETE

### (RO) Technical Notes:

PART ORDERED [redacted], RECEIVED [redacted], [redacted] EET. 2) PLEASE USE THE CORRECT RENTAL LOP PER THE SR3 MESSAGE CODE SETTING . THANK YO U FROM THE [redacted] WARRANTY CONTACT CENTER. IF FURTHER ASSISTANCE IS NECESSARY, PL EASE CONTACT THE [redacted] [redacted], INCLUDE VIN & CONCERN.

## GCS Narratives

### (Claim) Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT CAME ON AND TRUCK WNET IN TO LIMP MODE WHIL E DRIVING. NO THROTTLE AT ALL. CHECK AND ADVISE. ZB8

### (Claim) Cause:

VERIFIED TRUCK DOES NOT MOVE IN FORWARD GEARS, WILL MOVE IN REVERSE, MADE SCA N REPORT, FOUND TCM FAULT [redacted] RATIO ERROR IN [redacted] [redacted] RATIO ERROR IN [redacted]. INSPECTED TRANSMISSION FLUID LEVEL, FOUND TO BE FULL AND CLEAN, HAD SIMILA R VEHICLE WITH VERY LOW MILEAGE, WAS ADVISED BY STAR THAT ENGINEERING IS AWA RE OF AN ISSUE, WAS TOLD TO REPLACE TRANSMISSION. REVIEWED VEHICLE HISTORY A ND FOUND IDENTICAL CONCERN ON PREVIOUS REPAIR ORDER [redacted] WITH DATE [redacted] AT [redacted]. DIAG INTERNAL FAILURE OF TRANSMISSION. ZB8

### (Claim) Correction:

REMOVED AND REPLACED TRANSMISSION FOLLOWING THE PROCEDURE OUTLINED IN THE SERV ICE INFORMATION. FILLED TRANSMISSION FLUID LEVEL TO SPEC. FLASHED TCM FROM [redacted] TO [redacted]. PERFORMED QUICK LEARN THEN CLEARED ALL CODES. PERFO RMED REPAIR VERIFICATION ROAD TEST ALLOWED TAIL GATE TO FREE FALL [redacted] FOR INSPECTION OF OPERATION. FOUND NO B INDING PRESENT. VERIFIED STRIKERS/LATCH PROPERLY ADJUSTED. RE CHECK OK.

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | **Year** | [redacted] | **Body** | [redacted] - [redacted] LIMITED CREW CAB 4X4 |
| **Build Date** | [redacted] | **Plant** | [redacted] TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | S - Safety (Recalls) | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | [redacted] | **Part** | [redacted] | **Total Paid** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] |
| **Address** | [redacted] | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Safety Recall [redacted] - Tailgate Latch Alignment ; Inspect Tailgate Strikers for Alignment | UC | UNCODABLE (NARRATIVE REQUIRED) | | | | | | [redacted] |

# RO Narratives

### (RO) Customer Concern:

CUSTOMER STATES CEL CAME ON AND TRUCK WENT IN TO LIMP MODE WHILE DRIVING, NO THROTTLE AT ALL, CK AND ADVISE PERFORM COMPLEMENTARY MULTI POINT INSPECTION CHECK AND RECORD TIRE PRESSURES PER [redacted] AIR RESOURCE BOARD. PERFORM REACLL [redacted] TAILGATE ALIGNMENT

### (RO) Cause:

VERIFIED TRUCK DOES NOT MOVE IN FORWARD GEARS, WILL MOVE IN REVERSE, MADE SCAN REPORT, FOUND [redacted] FAULT [redacted] RATIO ERROR IN [redacted], [redacted] RATIO ERROR IN [redacted], INSPECTED TRANS FLUID LEVEL, FOUND TO BE FULL AND CLEAN, REVIEWED VEHICLE HISTORY AND FOUND IDENTICAL CONCERN ON PREVIOUS REPAIR ORDER [redacted] WITH DATE [redacted] AT [redacted] [redacted] RESULTED IN REPLACEMENT OF TRANSMISSION ASSEMBLY, DIAG INTERNAL FAILURE OF TRANSMISSION, A SERVICE PART FAILURE HAS OCCURRED, REC NEW TRANSMISSION ASSEMBLY.

### (RO) Correction:

REMOVED AND REPLACED THE TRANSMISSION FOLLOWING THE PROCEDURE OUTLINED IN THE SERVICE INFORMATION, FILLED TRANS FLUID LEVEL TO SPEC, FLASHED [redacted] FROM [redacted] TO [redacted], PERFORMED QUICK LEARN THEN CLEARED ALL CODES, PERFORMED A REPAIR VERIFICATION ROAD TEST, VEHICLE OPERATING AS DESIGNED PERFOMRED MULTI-POINT INSPECTION PER ATTACHED CHECK LIST. SET TIRE PRESSURE TO MANUFACTURER SPECIFICATION ALLOWED TAILGATE TO FREEFALL [redacted] FOR INSPECTION OF OPERATION PER RECALL [redacted], FOUND NO BINDING PRESENT, VERIFIED STRIKERS/LATCH PROPERLY ADJUSTED, RECK OK RECALL COMPLETE

### (RO) Technical Notes:

PART ORDERED [redacted], RECEIVED [redacted], [redacted] EET. 2) PLEASE USE THE CORRECT RENTAL LOP PER THE [redacted] MESSAGE CODE SETTING . THANK YO U FROM THE [redacted] WARRANTY CONTACT CENTER. IF FURTHER ASSISTANCE IS NECESSARY, PL EASE CONTACT THE [redacted] AGENT [redacted], INCLUDE VIN & CONCERN.

# GCS Narratives

### (Claim) Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT CAME ON AND TRUCK WNET IN TO LIMP MODE WHIL E DRIVING. NO THROTTLE AT ALL. CHECK AND ADVISE. ZB8

**(Claim) Cause:**

VERIFIED TRUCK DOES NOT MOVE IN FORWARD GEARS, WILL MOVE IN REVERSE, MADE SCA N REPORT, FOUND [redacted] FAULT [redacted] RATIO ERROR IN [redacted] [redacted] RATIO ERROR IN [redacted]. INSPECTED TRANSMISSION FLUID LEVEL, FOUND TO BE FULL AND CLEAN, HAD SIMILA R VEHICLE WITH VERY LOW MILEAGE, WAS ADVISED BY STAR THAT ENGINEERING IS AWA RE OF AN ISSUE, WAS TOLD TO REPLACE TRANSMISSION. REVIEWED VEHICLE HISTORY A ND FOUND IDENTICAL CONCERN ON PREVIOUS REPAIR ORDER [redacted] WITH DATE [redacted] AT [redacted]. DIAG INTERNAL FAILURE OF TRANSMISSION. ZB8

**(Claim) Correction:**

REMOVED AND REPLACED TRANSMISSION FOLLOWING THE PROCEDURE OUTLINED IN THE SERV ICE INFORMATION. FILLED TRANSMISSION FLUID LEVEL TO SPEC. FLASHED [redacted] FROM [redacted] TO [redacted]. PERFORMED QUICK LEARN THEN CLEARED ALL CODES. PERFO RMED REPAIR VERIFICATION ROAD TEST ALLOWED TAIL GATE TO FREE FALL [redacted] FOR INSPECTION OF OPERATION. FOUND NO B INDING PRESENT. VERIFIED STRIKERS/LATCH PROPERLY ADJUSTED. RE CHECK OK.

# Warranty Claim Report

## Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | **Year** | [redacted] | **Body** | [redacted] - [redacted] [redacted] [redacted] |
| **Build Date** | [redacted] | **Plant** | [redacted] TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

## Claim Information

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | W - Warranty | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | [redacted] | **Part** | [redacted] | **Total Paid** | [redacted] |

## Dealer Information

| | | | | | |
|---|---|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] | [redacted] | |
| **Address** | [redacted] | | | | |

## Condition Information

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Module, Engine Control (ECM) ; Module, Engine Control (ECM) - Reprogram (Aisin Transmission) | | | [redacted] | FLUID AFT | [redacted] | | | [redacted] |
| A | [redacted] | Module, Engine Control (ECM) ; Module, Engine Control (ECM) - Reprogram (Aisin Transmission) | | | [redacted] | BOLT | [redacted] | | | |
| A | [redacted] | Module, Engine Control (ECM) ; Module, Engine Control (ECM) - Reprogram (Aisin Transmission) | | | [redacted] | COOLER | 1 | | [redacted] | |
| A | [redacted] | Module, Engine Control (ECM) ; Module, Engine Control (ECM) - Reprogram (Aisin Transmission) | | | [redacted] | TOC ASSY | 1 | | [redacted] | |
| A | [redacted] | Module, Engine Control (ECM) ; Module, Engine Control (ECM) - Reprogram (Aisin Transmission) | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission ; [redacted] equipped [redacted] 4x4 pick-up only | | | [redacted] | FLUID AFT | [redacted] | | | |
| A | [redacted] | Transmission ; [redacted] equipped [redacted] 4x4 pick-up only | | | [redacted] | BOLT | [redacted] | | | |
| A | [redacted] | Transmission ; [redacted] equipped [redacted] 4x4 pick-up only | | | [redacted] | COOLER | 1 | | [redacted] | |
| A | [redacted] | Transmission ; [redacted] equipped [redacted] 4x4 pick-up only | | | [redacted] | TOC ASSY | [redacted] | | | |
| A | [redacted] | Transmission ; [redacted] equipped [redacted] 4x4 pick-up only | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | FLUID AFT | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | BOLT | [redacted] | | [redacted] | [redacted] |

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted]/SERVICE [redacted] SO | [redacted] | COOLER | 1 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted]/SERVICE [redacted] SO | [redacted] | TOC ASSY | 1 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted]/SERVICE [redacted] SO | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; Skid plate equipped | | | [redacted] | FLUID AFT | 5 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; Skid plate equipped | | | [redacted] | BOLT | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; Skid plate equipped | | | [redacted] | COOLER | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; Skid plate equipped | | | [redacted] | TOC ASSY | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; Skid plate equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | FLUID AFT | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | BOLT | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | COOLER | 1 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | TOC ASSY | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | FLUID AFT | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | BOLT | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | COOLER | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | TOC ASSY | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] (1 - Semi-Skilled) | | | [redacted] | FLUID AFT | 5 | | [redacted] | |
| A | [redacted] | Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] (1 - Semi-Skilled) | | | [redacted] | BOLT | 6 | | [redacted] | |
| A | [redacted] | Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] (1 - Semi-Skilled) | | | [redacted] | COOLER | 1 | | [redacted] | |
| A | [redacted] | Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] (1 - Semi-Skilled) | | | [redacted] | TOC ASSY | 1 | | [redacted] | |
| A | [redacted] | Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] (1 - Semi-Skilled) | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| [redacted] | [redacted] | Oil cooler, external / auxiliary ; Cooler (2 - [redacted]) | | | [redacted] | FLUID AFT | 5 | | [redacted] | [redacted] |
| [redacted] | [redacted] | Oil cooler, external / auxiliary ; Cooler (2 - [redacted]) | | | [redacted] | BOLT | [redacted] | | | |
| [redacted] | [redacted] | Oil cooler, external / auxiliary ; Cooler (2 - [redacted]) | | | [redacted] | [redacted] | 1 | | [redacted] | [redacted] |
| [redacted] | [redacted] | Oil cooler, external / auxiliary ; Cooler (2 - [redacted]) | | | [redacted] | TOC ASSY | 1 | | [redacted] | [redacted] |
| [redacted] | [redacted] | Oil cooler, external / auxiliary ; Cooler (2 - [redacted]) | | | [redacted] | [redacted]MISS | 1 | X | [redacted] | [redacted] |

## RO Narratives

### (RO) Customer Concern:

CS that the vehicle stopped accelerating while driving and h ad to pull over ([redacted]MISSION) CS ABS light and traction control light are on (BRAKES) QUALITY CONTROL CHECK

### (RO) Cause:

FAULT [redacted] [redacted] AND [redacted] SET IN TCM DIAG INSPECTION REVEALS INTERNAL [redacted] FAILURE. PAN R&R SHOWS EXCESS DEBRIS. CONTACTED STAR, STAR SUGGEST UNIT REPLACEMENT WITH [redacted] AND TOC ASSEMBLY, REF CASE [redacted] QUALITY CONTROL TEST DRIVE

### (RO) Correction:

R&R AS69RC FOR REPLACEMENT REPLACED [redacted] [redacted] AND TOC ASSEMBLY VERIFY FLUID LEVEL, UPDATED PCM FOR SHIFTING IMPROVEMENTS. CLEARED [redacted]S, PERFORM QUICK LEARN PROCEDURE AND ROAD TEST VEHICLE TO VERIFY OPERATION NO WORK PERFORMED SEE LINE [redacted] TESTED VEHICLE [redacted] WITH NO ISSUES

### (RO) Technical Notes:

NA

## GCS Narratives

### (Claim) Customer Concern:

CS that the vehicle stopped accelerating while driving and h ad to pull over ( CS that the vehicle stopped accelerating while driving and h ad to pull over ( CS that the vehicle stopped accelerating while driving and h ad to pull over ( CS that the vehicle stopped accelerating while driving and h ad to pull over (

### (Claim) Cause:

FAULT [redacted] [redacted] AND [redacted] SET IN TCM DIAG INSPECTION REVEALS INTERNAL [redacted] [redacted] AND [redacted] SET IN TCM DIAG INSPECTION REVEALS INTERNAL [redacted] [redacted] AND [redacted] SET IN TCM DIAG INSPECTION REVEALS INTERNAL [redacted] [redacted] AND [redacted] SET IN TCM DIAG INSPECTION REVEALS INTERNAL [redacted] F

### (Claim) Correction:

R&R AS69RC FOR REPLACEMENT REPLACED [redacted] [redacted] AND TOC ASSEMBLY DUE TO METAL R&R AS69RC FOR REPLACEMENT REPLACED [redacted] [redacted] AND TOC ASSEMBLY DUE TO METAL R&R AS69RC FOR REPLACEMENT REPLACED [redacted] [redacted] AND TOC ASSEMBLY DUE TO METAL R&R AS69RC FOR REPLACEMENT REPLACED [redacted] [redacted] AND TOC ASSEMBLY DUE TO METAL

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] - [redacted] CREW CAB 4X4 |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | T - Transportation | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 11 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] | [redacted] | |
| ***Address*** | [redacted] | | | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Basic paint preparation ; paint preparation | UC | UNCODABLE (NARRATIVE REQUIRED) | [redacted] | | | X | [redacted] | |
| A | 23704001 | Bumper, front or rear ; Bumper-front | | | [redacted] | | | X | [redacted] | |
| A | [redacted] | Panel, fascia/rear bumper ; Front Park Sensors - Remove and Install | | | [redacted] | | | X | [redacted] | |
| A | [redacted] | Sublet Repair | | | [redacted] | | | X | [redacted] | |
| B | 23675101 | Panel, Fender ; [redacted] Fender | | | [redacted] | | | X | [redacted] | |
| B | 23675101 | Panel, Fender ; [redacted] Fender | UC | UNCODABLE (NARRATIVE REQUIRED) | [redacted] | | | X | [redacted] | |
| B | 23705103 | Panel, fender ; Complete-Right or left-Monotone | | | [redacted] | | | X | [redacted] | |
| B | [redacted] | Sublet Repair | | | [redacted] | | | X | [redacted] | |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

DRIVER SIDE BOX SIDE - LONG SCRATCH IN PAINT, WILL NEED PAINT CORRECTION AND T OUCH-UP. & FRONT BUMPER, PASSENGER SIDE - PAINT GOUGE / DEEP SCRATCH, WILL R EQUIRE REPAINTING AND REFINISHING.

**(Claim) Cause:**

SUBLET TO [redacted] TO REPAIR DRIVER SIDE BOX SIDE AND FRONT BUMPER ON P ASSENGER SIDE.

**(Claim) Correction:**

SUBLET TO [redacted] TO REPAIR DRIVER SIDE BOX SIDE AND FRONT BUMPER ON P ASSENGER SIDE.

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] CREW CAB CHASSIS |
| ***Build Date*** | [redacted] | ***Plant*** | SALTILLO TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | [redacted] | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| ***Condition Code*** | ***LOP*** | ***LOP Desc*** | ***Failure Code*** | ***Failure Desc*** | [redacted] ***Number*** | [redacted] ***Name*** | [redacted] ***Quantity*** | [redacted] ***Failed*** | [redacted] ***Expense*** | ***LOP Expense*** |
|---|---|---|---|---|---|---|---|---|---|---|
| [redacted] | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] CAB [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | W - Warranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Clutch, fan ; [redacted] diesel engine | [redacted] | LEAKS | [redacted] | CLUTCH | 1 | X | [redacted] | |
| B | 19501026 | Hose, pump pressure ; Hydro booster to gear | 71 | OIL LEAK | [redacted] | LINE | 1 | X | [redacted] | |
| B | 19501026 | Hose, pump pressure ; Hydro booster to gear | 71 | OIL LEAK | [redacted] | FLUID | [redacted] | | | |

# RO Narratives

### (RO) Customer Concern:

GENERAL INSPECTION CUSTOMER STATES: FUILD LEAK INSIDE THE [redacted] PLEASE CHECK AND ADVISE. CHECK FOR OPEN RECALLS & NO OPEN RECALLS AT THIS TIME ALRO

### (RO) Cause:

CONFIRMED CUSTOMER CONCERN. FOUND [redacted] PRESENT [redacted] BEING THE POWER STEERINGLINE FROM BOOSTER TO STEERING GEAR. ALSO FOUND THE VISCOUS FAN CLUTCH LEAKING. WILL NEED TO REPLACEBOTH AND BLEED SYSTEM.

### (RO) Correction:

GENERAL INSPECTION [redacted] Confirmed customer concern. Found [redacted] present [redacted] being the power steeringline from booster to steering gear. There wasnear undetectable pin hole leak at the bendof the line that could only be seen whenvehicle is running under load. Also found theviscous fan clutch leaking from the housing.Will need to replace [redacted] and bleed system.Removed and replaced line successfully beforetopping off fluid and bleeding according toservice information. Removed air intake andairbox before removing upper fan shroud andremoved the fan and clutch. Transferred fanto new clutch assembly before reassemblingvehicle and successfully test driving. REPLACE FAN CLUCTH [redacted] Hose, pump pressure - Replace Hydro booster to gear (2 - [redacted]) REPLACE FAN CLUCTH [redacted], PUMP PRESSURE-Replace (B) CHECK FOR OPEN RECALLS & NO OPEN RECALLS AT THIS TIME Check for Open Recalls & no open recalls at this time ALRO

### (RO) Technical Notes:

NA

# GCS Narratives

### (Claim) Customer Concern:

CUSTOMER STATES: FUILD LEAK INSIDE THE [redacted] PLEASE CHECK AND ADVISE.

**(Claim) Cause:**

CONFIRMED CUSTOMER CONCERN. FOUND [redacted] BEING THE POWER STEERI NG LINE FROM BOOSTER TO STEERING GEAR. ALSO FOUND THE VISCOUS FAN CLUTCH LEA KING. WILL NEED TO REPLACE [redacted] AND BLEED SYSTEM.

**(Claim) Correction:**

CONFIRMED CUSTOMER CONCERN. FOUND [redacted] BEING THE POWER STEERI NG LINE FROM BOOSTER TO STEERING GEAR. THERE WAS NEAR UNDETECTABLE PIN HOLE LEAK AT THE BEND OF THE LINE THAT COULD ONLY BE SEEN WHEN VEHICLE IS RUNNING UNDER LOAD. ALSO FOUND THE VISCOUS FAN CLUTCH LEAKING FROM THE HOUSING. WILL NEED TO REPLACE [redacted] AND BLEED SYSTEM. REMOVED AND REPLACED LINE SUCCESSFULL Y BEFORE TOPPING OFF FLUID AND BLEEDING ACCORDING TO SERVICE INFORMATION. RE MOVED AIR INTAKE AND AIRBOX BEFORE REMOVING UPPER FAN SHROUD AND REMOVED THE F AN AND CLUTCH. TRANSFERRED FAN TO NEW CLUTCH ASSEMBLY BEFORE REASSEMBLING VE HICLE AND SUCCESSFULLY TEST DRIVING.

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] CAB CHASSIS [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | W - Warranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 12 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | , , | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| [redacted] | | DEF Fluid Top Off ; Vehicle Delivery Fill - Cab Chassis Models Only - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | [redacted] | FLUID | [redacted] | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | [redacted] | [redacted] | ***Body*** | [redacted] CAB CHASSIS [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | W - Warranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 21 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] | [redacted] | [redacted] |
| ***Address*** | [redacted] | | | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | DEF Fluid Top Off ; Vehicle Delivery Fill - Cab Chassis Models Only - See LOP note for vehicle specific allowances. | [redacted] | FLUID HIGH OR LOW | [redacted] | FLUID | 2 | X | [redacted] | |

## RO Narratives

**(RO) Customer Concern:**

FILL DEF FLUID AT DELIVERY

**(RO) Cause:**

LOW FLUID FROM FACTORY

**(RO) Correction:**

TOP OFF DEF FLUID AT DELIVERY OPERATION [redacted]

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

FILL DEF FLUID AT DELIVERY

**(Claim) Cause:**

LOW FLUID FROM FACTORY

**(Claim) Correction:**

TOP OFF DEF FLUID AT DELIVERY OPERATION [redacted]

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | **Year** | [redacted] | **Body** | [redacted] CREW CAB CHASSIS |
| **Build Date** | [redacted] | **Plant** | [redacted] TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | W - Warranty | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | 12 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | [redacted] | **Part** | [redacted] | **Total Paid** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] | [redacted] | |
| **Address** | [redacted] | | | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | DEF Fluid Top Off ; Vehicle Delivery Fill - Cab Chassis Models Only - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | [redacted] | FLUID | [redacted] | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
DEF FLUID TOP OFF

**(RO) Cause:**
COMPLETED

**(RO) Correction:**
DEF FLUID TOP OFF

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] CREW CAB CHASSIS [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | W - Warranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| ***Condition Code*** | [redacted] | [redacted] ***Desc*** | ***Failure Code*** | ***Failure Desc*** | ***Part Number*** | ***Part Name*** | ***Part Quantity*** | ***Part Failed*** | ***Part Expense*** | [redacted] ***Expense*** |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Module, [redacted] ([redacted]) ; Module, Transmission Control ([redacted]) - Reprogram, Includes Quicklearn Routine | CC | SENDING UNITS/SENSORS | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

AUTOMATIC TRANSMISSION

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

VEHICLE WONT SHIFT

**(Claim) Cause:**

CUSTOMER STATES THAT TRANSMISSION WILL NOT SHIFT, TE STED AND VERIFIED CONCERN. CHECKED FOR DTCS- FOUN D [redacted] (GEAR RATIO ERROR IN [redacted]) AND [redacted] (GEAR RATIO ERROR IN [redacted]) ACTIVE IN [redacted]. NO TSBS OR STAR CASES PERTAINING TO THIS CONCERN. FOUND FLUID LEVE L OVERFILLED, BUT DOES NOT SMELL OR APPEAR BURNT . FLASHED [redacted] FROM [redacted] [redacted] PER TSB [redacted] REV. A

**(Claim) Correction:**

UPDATE [redacted]/OK

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | **Year** | [redacted] | **Body** | [redacted] REG CAB CHASSIS |
| **Build Date** | [redacted] | **Plant** | SALTILLO TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | [redacted] | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | 6 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | [redacted] | **Part** | [redacted] | **Total Paid** | [redacted] |

*Dealer Information*

| | |
|---|---|
| **Code** | [redacted] |
| **Address** | , , |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| [redacted] | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; 6.7 liter diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | [redacted] | [redacted] | ***Body*** | [redacted] CREW CAB CHASSIS |
| ***Build Date*** | [redacted] | ***Plant*** | SALTILLO TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Ready ([redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| ***Condition Code*** | [redacted] | [redacted] ***Desc*** | ***Failure Code*** | ***Failure Desc*** | ***Part Number*** | ***Part Name*** | ***Part Quantity*** | ***Part Failed*** | ***Part Expense*** | [redacted] ***Expense*** |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] CAB CHASSIS [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | SALTILLO TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Ready ([redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***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 | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| [redacted] | | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] CREW CAB CHASSIS |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | , , | | |

*Condition Information*

| *Condition Code* | *LOP* | *LOP Desc* | *Failure Code* | *Failure Desc* | *Part Number* | *Part Name* | *Part Quantity* | *Part Failed* | *Part Expense* | *LOP Expense* |
|---|---|---|---|---|---|---|---|---|---|---|
| [redacted] | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| [redacted] | | Road Ready ; Road Test | | | | | | | | [redacted] |
| [redacted] | | Road Ready ; 6.7 liter diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***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 | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Rear Wheel Flares - [redacted] | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
PERFORM PRE DELIVERY INSPECTION

**(RO) Cause:**
NA

**(RO) Correction:**
ROAD READY BASIC PREP

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

# Warranty Claim Report

## Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | **Year** | [redacted] | **Body** | [redacted] CREW CAB CHASSIS [redacted] |
| **Build Date** | [redacted] | **Plant** | [redacted] TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

## Claim Information

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | W - Warranty | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | [redacted] | **Part** | [redacted] | **Total Paid** | [redacted] |

## Dealer Information

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] | [redacted] | [redacted] | [redacted] | [redacted] |
| **Address** | [redacted] | | | | | | |

## Condition Information

| Condition Code | [redacted] | [redacted] Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | [redacted] Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Transmission ; DEF equipped [redacted] 4x4 pick-up only | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission ; DEF equipped [redacted] 4x4 pick-up only | | | [redacted] | FLUID AFT | [redacted] | | | |
| A | [redacted] | Transmission ; DEF equipped [redacted] 4x4 pick-up only | | | [redacted] | FLUID AFT | 1 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | FLUID AFT | [redacted] | | | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | FLUID AFT | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | FLUID AFT | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | FLUID AFT | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | FLUID AFT | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | FLUID AFT | 1 | | [redacted] | |
| A | [redacted] | Digital Imaging ; Process time | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Digital Imaging ; Process time | | | [redacted] | FLUID AFT | [redacted] | | | |
| A | [redacted] | Digital Imaging ; Process time | | | [redacted] | FLUID AFT | 1 | | [redacted] | |

## RO Narratives

**(RO) Customer Concern:**

AUTOMATIC TRANSMISSIONS CONCERN [redacted] INSPECTION

**(RO) Cause:**

verified concern. found cel on for [redacted] and

**(RO) Correction:**

[redacted] - R & R; [redacted]; [redacted] EQUIPPED; [redacted] - DIGITAL IMAGING; [redacted] - [redacted] PROPELLER SHAFT

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NO DRIVE ONLY HAS REVERSE

**(Claim) Cause:**

VERIFIED CONCERN. FOUND CEL ON FOR [redacted] AND [redacted]. VERIFIED GOOD WIRING TO TR ANSMISSION. OPENED STAR CASE# [redacted] AND AGENT APPROVED REPLACEMENT OF TR ANSMISSION DUE TO INTERNAL DEFECTS FROM FACTORY.

**(Claim) Correction:**

REPLACED TRANSMISSION ASSEMBLY. FILLED SYSTEM TO CAPACITY AND TEST DROVE TO VE RIFY REPAIR.

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | **Year** | [redacted] | **Body** | [redacted] CREW CAB CHASSIS [redacted] |
| **Build Date** | [redacted] | **Plant** | SALTILLO TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | W - Warranty | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | [redacted] | **Part** | [redacted] | **Total Paid** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| **Code** | [redacted] | **Name** | CROWN DODGE | [redacted] | [redacted] |
| **Address** | [redacted] | | | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | DEF Fluid Top Off ; Vehicle Delivery Fill - Cab Chassis Models Only - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | [redacted] | FLUID | [redacted] | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

TOP OFF DEF

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

FILLED TO SPECK

**(Claim) Cause:**

FILLED TO SPECK

**(Claim) Correction:**

FILLED TO SPEC

# Warranty Claim Report

## Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | **Year** | [redacted] | **Body** | [redacted] - [redacted] CAB CHASSIS [redacted] |
| **Build Date** | [redacted] | **Plant** | [redacted] TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

## Claim Information

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | W - Warranty | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | [redacted] | **Part** | [redacted] | **Total Paid** | [redacted] |

## Dealer Information

| | | | | | |
|---|---|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] | [redacted] | |
| **Address** | [redacted] | | | | |

## Condition Information

| Condition Code | [redacted] | [redacted] Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | [redacted] Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | TRANSMISS | 1 | X | [redacted] | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | COOLER | [redacted] | | | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | TOC ASSY | 1 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | BOLT | 6 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | COOLER | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | TOC ASSY | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | BOLT | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] equipped | | | [redacted] | COOLER | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] equipped | | | [redacted] | TOC ASSY | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] equipped | | | [redacted] | BOLT | [redacted] | | | |
| A | [redacted] | [redacted], thermal cooler bypass | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | [redacted], thermal cooler bypass | | | [redacted] | COOLER | [redacted] | | | |
| A | [redacted] | [redacted], thermal cooler bypass | | | [redacted] | TOC ASSY | [redacted] | | | |

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| [redacted] | | [redacted], thermal cooler bypass | | | [redacted] | BOLT | 6 | | [redacted] | |
| A | [redacted] | Oil cooler, external / auxiliary ; Cooler (2 - Skilled) | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Oil cooler, external / auxiliary ; Cooler (2 - Skilled) | | | [redacted] | COOLER | 1 | | [redacted] | |
| A | [redacted] | Oil cooler, external / auxiliary ; Cooler (2 - Skilled) | | | [redacted] | TOC ASSY | [redacted] | | | |
| A | [redacted] | Oil cooler, external / auxiliary ; Cooler (2 - Skilled) | | | [redacted] | BOLT | 6 | | [redacted] | |

## RO Narratives

**(RO) Customer Concern:**

Automatic Transmission Concern [CUSTOMER STATES THAT THE TRANSMISSION WILL NOT PULL PLEASE ADVISE]

**(RO) Cause:**

.

**(RO) Correction:**

[redacted] PERFORMED DIAGNOSTICS, FOUND [redacted] AND [redacted] IN [redacted]. CHECKED TRANSMISSIONFLUID LEVEL AND CONDITION. FOUND FLUID TO BEFULL, BURNT AND METAL DEBRIS. REMOVEDTRANSMISSION PAN AND FOUND EXCESSIVE METALDEBRIS IN PAN. REMOVED AND REPLACEDTRANSMISSION [redacted], COOLER AND BYPASS VALVE.PERFORMED QUICKLEARN AND VEHICLE IS OPERATINGAS DESIGNED AT THIS TIME. R&R TRANS/COOLER GENERAL CONCERN # 1

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

CUSTOMER STATES TRANSMISSION WILL NOT PULL

**(Claim) Cause:**

PERFORMED DIAGNOSTICS, FOUND CODES [redacted] AND [redacted] IN [redacted]. CHECKED TRANSMISSIO N FLUID LEVEL AND CONDITION. FOUND FLUID TO BE FULL, BURNT AND METAL DEBRIS.

**(Claim) Correction:**

REMOVED AND REPLACED TRANSMISSION [redacted] COOLER AND BYPASS VALVE. PERFORMED QUI CKLEARN AND VEHICLE IS OPERATING AS DESIGNED AT THIS TIME.

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | [redacted] | [redacted] | ***Body*** | [redacted] CREW CAB CHASSIS |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 4 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***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 | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; 6.7 liter diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | [redacted] | [redacted] | ***Body*** | [redacted] CREW CAB CHASSIS |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | W - Warranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 10 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] RAM | ***Zone*** | [redacted] DETROIT |
| ***Address*** | [redacted] | | | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | DEF Fluid Top Off ; Vehicle Delivery Fill - Cab Chassis Models Only - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | [redacted] | FLUID | 1 | X | [redacted] | |

## RO Narratives

**(RO) Customer Concern:**

PERFORM NEW CAR PDI ROAD READY TOPPED OFF DEF ([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*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] CREW CAB CHASSIS |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | W - Warranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 2 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] | [redacted] | |
| ***Address*** | [redacted] | | | | |

*Condition Information*

| *Condition Code* | *LOP* | *LOP Desc* | *Failure Code* | *Failure Desc* | *Part Number* | *Part Name* | *Part Quantity* | *Part Failed* | *Part Expense* | *LOP Expense* |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | DEF Fluid Top Off ; Vehicle Delivery Fill - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | [redacted] | FLUID | 5 | X | [redacted] | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

SALES DEPT. REQUESTS THAT THE PRE-DELIVERY INSPECTION BE COMPLETED AS REQUIRED BY MANUFACTURE, INCLUDING AFFIXING AN EMISSIONS EXEMPTION STICKER. DEF

**(RO) Cause:**

PDI

**(RO) Correction:**

[redacted] PERFORM PDI SALES DEPT. REQUESTS THATTHE PRE-DELIVERY INSPECTION BE COMPLETED AS REQUIRED BY MANUFACTURE, INCLUDING AFFIXING AN EMISSIONS EXEMPTION STICKER. EXHAUST CONCERN

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | [redacted] | | ***Body*** | [redacted] CREW CAB CHASSIS |
| ***Build Date*** | [redacted] | ***Plant*** | SALTILLO TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| *Condition Code* | *LOP* | *LOP Desc* | *Failure Code* | *Failure Desc* | *Part Number* | *Part Name* | *Part Quantity* | *Part Failed* | *Part Expense* | *LOP Expense* |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] REG CAB CHASSIS |
| ***Build Date*** | [redacted] | ***Plant*** | SALTILLO TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Ready ([redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] | [redacted] | | [redacted] | |
| ***Address*** | [redacted] | | | | | | |

*Condition Information*

| *Condition Code* | *LOP* | *LOP Desc* | *Failure Code* | *Failure Desc* | *Part Number* | *Part Name* | *Part Quantity* | *Part Failed* | *Part Expense* | *LOP Expense* |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] BIG [redacted] CREW CAB [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | W - Warranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 5 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] | [redacted] | [redacted] |
| ***Address*** | [redacted] | | | | |

*Condition Information*

| *Condition Code* | *LOP* | *LOP Desc* | *Failure Code* | *Failure Desc* | *Part Number* | *Part Name* | *Part Quantity* | *Part Failed* | *Part Expense* | *LOP Expense* |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | DEF Fluid Top Off ; Vehicle Delivery Fill - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | [redacted] | FLUID | 2 | X | [redacted] | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

MAKE READY [redacted] State Inspection CHECK AND TOP OFF DEF FLUID

**(RO) Cause:**

[redacted] INSPECTION DEF

**(RO) Correction:**

11 PERFORMED MAKE READY MAKE READY 11 PERFORMED [redacted] State Inspection 11 TOPPED OFF DEF TOP OFF DEF FLUID

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | **Year** | [redacted] | **Body** | [redacted] |
| **Build Date** | [redacted] | **Plant** | [redacted] TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | W - Warranty | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | [redacted] | **Part** | [redacted] | **Total Paid** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] |
| **Address** | [redacted] | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Transmission ; DEF equipped [redacted] 4x4 pick-up only | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission ; DEF equipped [redacted] 4x4 pick-up only | | | [redacted] | BOLT | 6 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; AS68RC/AS69RC | ML | CHECK ENGINE/SERVICE ENGINE SO | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; AS68RC/AS69RC | ML | CHECK ENGINE/SERVICE ENGINE SO | [redacted] | BOLT | 6 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | BOLT | 6 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] equipped | | | [redacted] | BOLT | 6 | | [redacted] | |
| B | [redacted] | Module, Transmission Control ([redacted]) ; Module, Transmission Control ([redacted]) - Reprogram | CC | SENDING UNITS/SENSORS | | | | | | [redacted] |
| C | [redacted] | Module, Transmission Control ([redacted]) ; Module, Transmission Control ([redacted]) - Reprogram, Includes Quicklearn Routine | CC | SENDING UNITS/SENSORS | | | | | | [redacted] |

# RO Narratives

### (RO) Customer Concern:

Automatic Transmission Concern [Customer States TURNS ON BUT WONT GO IN GEAR] Multi-point inspection (according to maintenance interval)

### (RO) Cause:

[redacted] - [redacted] GEAR [redacted] INCORRECT RATIO / WON'T MOVE. INTERNAL TRANSMISSION FAILURE

**(RO) Correction:**

[redacted] SLIPPING FORWARD GEARS THEM GO LINPIN MODE - PERFORM THROUBLESHOOTING PROCEDURESFOUND INTERNAL TRANSMISSION FAILURE - STARTCASE[redacted] - REPLACE TRANSMISSION ASSBLY, CHECK FLUID LEVEL - UPDATE TCM[redacted] TCM[redacted] & VERIFY UPDATEPCM[redacted] TO PCM[redacted] PERFORM TCMAS69RC QUICKLEARM PROCEDURES AND ROAD TESTED- SHIFTING NORMALY - OUT [redacted] . Automatic Transmission Concern [Customer States TURNS ON BUT WONT GO IN GEAR] DRIVABILITY AUTO TRANSMISSION DRIVABILITY [redacted] MULTI-POINT INSPECTION Multi-point inspection (according to maintenanceinterval) MULTI-POINT INSPECTION

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

AUTOMATIC TRANSMISSION CONCERN [CUSTOMER STATES TURNS ON BUT WONT GO IN GEAR]

**(Claim) Cause:**

[redacted] - [redacted] GEAR [redacted] INCORRECT RATIO / WON'T MOVE. INTER NAL TRANSMISSION FAILURE

**(Claim) Correction:**

SLIPPING FORWARD GEARS THEM GO LINP IN MODE - PERFORM THROUBLESHOOTING PROCEDU RES FOUND INTERNAL TRANSMISSION FAILURE - START CASE[redacted] - REPLACE TRA NSMISSION ASSBLY , CHECK FLUID LEVEL - UPDATE TCM[redacted] TO TCM[redacted] AB & VERIFY UPDATE PCM[redacted] TO PCM[redacted] PERFORM TCM AS69RC QUICK LEARM PROCEDURES AND ROAD TESTED - SHIFTING NORMALY

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | W - Warranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted]/SERVICE [redacted] SO | | | | | | [redacted] |
| A | [redacted] | Goodwill Authorization ; Goodwill Authorization | | | | | | | | [redacted] |
| A | [redacted] | Loaner Car ; Loaner Car | | | | | | | | [redacted] |
| A | [redacted] | Loaner Car ; High Line Vehicles | | | | | | | | [redacted] |

# RO Narratives

### (RO) Customer Concern:

[redacted] RENTAL PER SERVICE MANAGEMENT FOR [redacted]

### (RO) Cause:

.

### (RO) Correction:

[redacted] RENTAL PER SERVICE MANAGEMENT FOR [redacted] RENTAL PER SERVICE MANAGEMENTFOR RO. SUBLET REPAIRS SUBLET REPAIRS

### (RO) Technical Notes:

[redacted] WC OF VEHICLE WILL TURN ON BUT WONT GO IN GEAR. SLIPPING FORWARD GEARS THEN GO INTO LIMP MODE, PERFORM TROUBLESHOOTING PROCEDURES, FOUND INTERNAL TRANSMISSION FAILURE, STAR CASE [redacted] REPLACE TRANSMISSION ASSEMBLY, UPDATE TCM AND PCM QUICK LEARN PROCEDURES AND ROAD TESTED, TIME WAITING ON PARTS

# GCS Narratives

### (Claim) Customer Concern:

RENTAL FOR [redacted]

### (Claim) Cause:

RENTAL AGREEMENT [redacted]

**(Claim) Correction:**

[redacted] GOODWILL PER SERVICE MANAGEMENT FOR DIAG OF CUSTOMER CONCERN OF VEHIC LE WILL TURN ON BUT WONT GO IN GEAR. SLIPPING FORWARD GEARS THEN GO INTO LIM P MODE, PERFORM TROUBLESHOOTING PROCEDURES, FOUND INTERNAL TRANSMISSION FAIL URE, STAR CASE [redacted] REPLACE TRANSMISSION ASSEMBLY, UPDATE TCM AND PCM QU ICK LEARN PROCEDURES AND ROAD TESTED, TIME WAITING ON PARTS

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | W - Warranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] | [redacted] | | | |
| ***Address*** | [redacted] | | | | | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted]/SERVICE [redacted] SO | | | | | | [redacted] |
| A | [redacted] | Goodwill Authorization ; Goodwill Authorization | | | | | | | | [redacted] |
| A | [redacted] | Loaner Car ; Loaner Car | | | | | | | | [redacted] |
| A | [redacted] | Loaner Car ; High Line Vehicles | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

[redacted] WC

## GCS Narratives

**(Claim) Customer Concern:**

RENTAL FOR RO [redacted]

**(Claim) Cause:**

RENTAL AGREEMENT [redacted]

**(Claim) Correction:**

TRANSMISSION REPLACEMENT, [redacted] PAID ON CLAIM [redacted]. THIS CLAIM IS FOR THE [redacted] OF RENTAL LEFT OFF BY MISTAKE. THANK YOU

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | [redacted] | | ***Body*** | [redacted] CREW CAB CHASSIS |
| ***Build Date*** | [redacted] | ***Plant*** | SALTILLO TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Ready ([redacted]) | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | ([redacted]) | ***Sublet*** | [redacted] | [redacted] | [redacted] | ***Total Paid*** | ([redacted]) |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| *Condition Code* | *LOP* | *LOP Desc* | *Failure Code* | *Failure Desc* | *[redacted] Number* | *[redacted] Name* | *[redacted] Quantity* | *[redacted] Failed* | *[redacted] Expense* | *LOP Expense* |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | ([redacted]) |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | ([redacted]) |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | ([redacted]) |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] REG CAB CHASSIS |
| ***Build Date*** | [redacted] | ***Plant*** | SALTILLO TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Ready ([redacted]) | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | ([redacted]) | ***Sublet*** | [redacted] | [redacted] | [redacted] | ***Total Paid*** | ([redacted]) |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| ***Condition Code*** | [redacted] | [redacted] ***Desc*** | ***Failure Code*** | ***Failure Desc*** | [redacted] ***Number*** | [redacted] ***Name*** | [redacted] ***Quantity*** | [redacted] ***Failed*** | [redacted] ***Expense*** | [redacted] ***Expense*** |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | ([redacted]) |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | ([redacted]) |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | ([redacted]) |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] BIG [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | W - Warranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] | [redacted] | [redacted] |
| ***Address*** | [redacted] | | | | |

*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 | [redacted] | FLUID | 2 | X | [redacted] | [redacted] |

# RO Narratives

### (RO) Customer Concern:

FILL DEF FOR DELIVERY TAKE TO DETAIL WHEN DONE TIRE PRESSURE LOW SET TIRE PRESSURE FOR FINAL INSPECTION SOLD NEED ASAP CUSTOMER WAITING

### (RO) Cause:

FILLED DEF FOR DELIVERY PRESSURE SET

### (RO) Correction:

DEF Fluid Top Off VehicleDelivery Fill - See LOP note for vehicle specificallowances. MAINTENANCE WHEELS BEARINGS/TIRE MAINTENANCE

### (RO) Technical Notes:

NA

# GCS Narratives

### (Claim) Customer Concern:

ADD DEF FOR DELIVERY

### (Claim) Cause:

ADD DEF FOR DELIVERY

### (Claim) Correction:

ADD DEF FOR DELIVERY

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | W - Warranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 22 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | [redacted] | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| ***Condition Code*** | ***LOP*** | ***LOP Desc*** | ***Failure Code*** | ***Failure Desc*** | [redacted] ***Number*** | [redacted] ***Name*** | [redacted] ***Quantity*** | [redacted] ***Failed*** | [redacted] ***Expense*** | ***LOP Expense*** |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | DEF Fluid Top Off ; Vehicle Delivery Fill - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | [redacted] | FLUID | 2 | X | [redacted] | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
def fill up for delivery

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
FILL FOR DELIVERY

**(Claim) Cause:**
FILL FOR DELIVERY

**(Claim) Correction:**
FILL FOR DELIVERY

# Warranty Claim Report

## Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | **Year** | [redacted] | **Body** | [redacted] |
| **Build Date** | [redacted] | **Plant** | [redacted] TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

## Claim Information

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | W - Warranty | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | [redacted] | **Part** | [redacted] | **Total Paid** | [redacted] |

## Dealer Information

| | | | |
|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] |
| **Address** | [redacted] | | |

## Condition Information

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Transmission ; DEF equipped [redacted] 4x4 pick-up only | | | [redacted] | SENSOR | [redacted] | | | |
| A | [redacted] | Transmission ; DEF equipped [redacted] 4x4 pick-up only | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission ; DEF equipped [redacted] 4x4 pick-up only | | | [redacted] | BOLT | 6 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | UC | UNCODABLE (NARRATIVE REQUIRED) | [redacted] | SENSOR | 1 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | UC | UNCODABLE (NARRATIVE REQUIRED) | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | UC | UNCODABLE (NARRATIVE REQUIRED) | [redacted] | BOLT | 6 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | SENSOR | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | BOLT | 6 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] equipped | | | [redacted] | SENSOR | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] equipped | | | [redacted] | BOLT | 6 | | [redacted] | |
| C | [redacted] | Module, Engine [redacted] (ECM) ; Module, Engine [redacted] (ECM) - Reprogram (Aisin Transmission) | CC | SENDING UNITS/SENSORS | | | | | | [redacted] |
| B | [redacted] | Module, Transmission [redacted] ([redacted]) ; Module, Transmission [redacted] ([redacted]) - Reprogram, | CC | SENDING UNITS/SENSORS | | | | | | [redacted] |

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | | Includes Quicklearn Routine | | | | | | | | |

## RO Narratives

### (RO) Customer Concern:

CUSTOMER STATES TRANSMISSION IS SLAMMING INTO GEAR AND WILL NOT PULL. CK ENGINE LAMP IS ON. INSP/ADVISE. PERFORM FREE MULTI-POINT INSPECTION

### (RO) Cause:

Transmission will slam hard into drive. Lack of power. Most of the time drive is completely inop, but sometimes can limp along. Inspected transmission fluid. Level is good, but fluid smells slightly burnt. Inspected gear shifter, lever, and linkage, ok. Although this code only appears when putting in drive and attempting to move (not a hard electrical fault) I verified integrity of wiring per [redacted]. Circuits [redacted], do not have any open circuit, short to power or ground, or other faults. Connectors clean and tight. Flashed PCM and TCM to latest software versions. Replaced output speed sensor and no change was noted. Created STAR case [redacted] and was instructed to replace the transmission. MULTI-POINT INSPECTION

### (RO) Correction:

Replaced transmission and test drove, ok. MULTI-POINT INSPECTION PERFORMED

### (RO) Technical Notes:

TRANSMISSION SLAMMING INTO GEAR

## GCS Narratives

### (Claim) Customer Concern:

C/S TRANSMISSION IS SLAMMING INTO GEAR AND WILL NOT PULL. CHECK ENGINE LAMP IS SEE [redacted] ON.

### (Claim) Cause:

SEE [redacted] TRANSMISSION WILL SLAM HARD INTO DRIVE. LACK OF POWER. [redacted] DRIVE IS COMPLETELY INOP. BUT SOMETIMES CAN LIMP ALONG. INSPECTED TRANSMISSION FLU ID. LEVEL IS GOOD, BUT FLUID SMELLS SLIGHTLY BURNT. INSPECTED GEAR SHIFTER, LEVER AND LINKAGE, OK. ALTHOUGH THIS CODE ONLY APPEARS WHEN PUTTING IN DRIVE AND ATTEMPTING TO MOVE (NOT A HARD ELECTRICAL FAULT) I VERIFIED INTEGRITY O F WIRING PER [redacted]. CIRCUITS [redacted]. DO NOT HAVE ANY OPEN CIRCUIT,SHORT TO POWER OR GROUND OR OTHER FAULTS. CONNECT ORS CLEAN AND TIGHT. FLASHED TCM AND PCM TO LATEST SOFTWARE VERISONS. REPLAC ED OUTPUT SENSOR AND NO CHANGE NOTED.

### (Claim) Correction:

SEE [redacted] CREATED STAR CASE [redacted] AND WAS INSTRUCTED TO REPLACE THE TRANSMISSION. RE PLACED TRANSMISSION AND TEST DROVE

# Warranty Claim Report

## Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | **Year** | [redacted] | **Body** | [redacted] CAB [redacted] |
| **Build Date** | [redacted] | **Plant** | [redacted] TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

## Claim Information

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | W - Warranty | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | 58 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | [redacted] | **Part** | [redacted] | **Total Paid** | [redacted] |

## Dealer Information

| | | | |
|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] |
| **Address** | , , | | |

## Condition Information

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| [redacted] | [redacted] | Module, [redacted]mission Control ; [redacted] diesel w/ [redacted] [redacted] Auto [redacted] | | | [redacted] | BODY ASSY | 1 | | [redacted] | |
| [redacted] | [redacted] | Module, [redacted]mission Control ; [redacted] diesel w/ [redacted] [redacted] Auto [redacted] | | | [redacted] | WIRING | 1 | | [redacted] | |
| [redacted] | [redacted] | Module, [redacted]mission Control ; [redacted] diesel w/ [redacted] [redacted] Auto [redacted] | | | [redacted] | FLUID AFT | 8 | | [redacted] | |
| [redacted] | [redacted] | Module, [redacted]mission Control ; [redacted] diesel w/ [redacted] [redacted] Auto [redacted] | | | [redacted] | MODULE | [redacted] | | | |
| [redacted] | [redacted] | Module, [redacted]mission Control ; [redacted] diesel w/ [redacted] [redacted] Auto [redacted] | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| [redacted] | [redacted] | Module, [redacted]mission Control ; [redacted] diesel w/ [redacted] [redacted] Auto [redacted] | | | [redacted] | BOLT | [redacted] | | | |
| A | [redacted] | [redacted]mission ; [redacted] equipped [redacted] [redacted] pick-up only | | | [redacted] | BODY ASSY | [redacted] | | | |
| A | [redacted] | [redacted]mission ; [redacted] equipped [redacted] [redacted] pick-up only | | | [redacted] | WIRING | [redacted] | | | |
| A | [redacted] | [redacted]mission ; [redacted] equipped [redacted] [redacted] pick-up only | | | [redacted] | FLUID AFT | [redacted] | | | |
| A | [redacted] | [redacted]mission ; [redacted] equipped [redacted] [redacted] pick-up only | | | [redacted] | MODULE | 1 | | [redacted] | |
| A | [redacted] | [redacted]mission ; [redacted] equipped [redacted] [redacted] pick-up only | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | [redacted]mission ; [redacted] equipped [redacted] [redacted] pick-up only | | | [redacted] | BOLT | 6 | | [redacted] | |
| A | 21002712 | [redacted]mission, Replace - automatic ; [redacted]/AS69RC | ML | CHECK [redacted]/SERVICE [redacted] SO | [redacted] | BODY ASSY | 1 | | [redacted] | |

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted]/SERVICE [redacted] SO | [redacted] | WIRING | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted]/SERVICE [redacted] SO | [redacted] | FLUID AFT | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted]/SERVICE [redacted] SO | [redacted] | MODULE | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted]/SERVICE [redacted] SO | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted]/SERVICE [redacted] SO | [redacted] | BOLT | 6 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | BODY ASSY | 1 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | WIRING | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | FLUID AFT | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | MODULE | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | BOLT | [redacted] | | | |
| A | [redacted] | Pan, Oil - Related Repairs | | | [redacted] | BODY ASSY | 1 | | [redacted] | |
| A | [redacted] | Pan, Oil - Related Repairs | | | [redacted] | WIRING | [redacted] | | | |
| A | [redacted] | Pan, Oil - Related Repairs | | | [redacted] | FLUID AFT | [redacted] | | | |
| A | [redacted] | Pan, Oil - Related Repairs | | | [redacted] | MODULE | [redacted] | | | |
| A | [redacted] | Pan, Oil - Related Repairs | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Pan, Oil - Related Repairs | | | [redacted] | BOLT | 6 | | [redacted] | |
| A | [redacted] | TCM Quick Learn ; [redacted], [redacted], [redacted], [redacted], [redacted], [redacted] Transmissions only | | | [redacted] | BODY ASSY | 1 | | [redacted] | |
| A | [redacted] | TCM Quick Learn ; [redacted], [redacted], [redacted], [redacted], [redacted], [redacted] Transmissions only | | | [redacted] | WIRING | [redacted] | | | |
| A | [redacted] | TCM Quick Learn ; [redacted], [redacted], [redacted], [redacted], [redacted], [redacted] Transmissions only | | | [redacted] | FLUID AFT | [redacted] | | | |
| A | [redacted] | TCM Quick Learn ; [redacted], [redacted], [redacted], [redacted], [redacted], [redacted] Transmissions only | | | [redacted] | MODULE | [redacted] | | | |
| A | [redacted] | TCM Quick Learn ; [redacted], [redacted], [redacted], [redacted], [redacted], [redacted] Transmissions only | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | TCM Quick Learn ; [redacted], [redacted], [redacted], [redacted], [redacted], [redacted], | | | [redacted] | BOLT | 6 | | [redacted] | |

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | | [redacted] Transmissions only | | | | | | | | |
| A | [redacted] | Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation. | | | [redacted] | BODY ASSY | [redacted] | | | [redacted] |
| A | [redacted] | Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation. | | | [redacted] | WIRING | [redacted] | | | [redacted] |
| A | [redacted] | Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation. | | | [redacted] | FLUID AFT | [redacted] | | | [redacted] |
| A | [redacted] | Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation. | | | [redacted] | [redacted] | [redacted] | | | [redacted] |
| A | [redacted] | Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation. | | | [redacted] | TRANSMISS | 1 | X | [redacted] | [redacted] |
| A | [redacted] | Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation. | | | [redacted] | BOLT | 6 | | [redacted] | |

## RO Narratives

### (RO) Customer Concern:

CS THE TRUCK ON START PLEASE CHECK AND ADVISE

### (RO) Cause:

.

### (RO) Correction:

[redacted] Customer states vehicle will not moveVerified concern DTC [redacted] Gear 1 Shiftincorrect ratio ACTIVE Performed diagnosticsfor DTC Erased DTC--DTC returned activeChecked resistance between linear solenoid's1,5,7 at XY1`07A connector Resistance iswithin specs 6 ohms Checked for continuitybetween circuits and for shorts to power orground None found Needs transmission valvebody and internal transmission wire harnessreplaced Valve body on BO Harness [redacted] daysOrdered parts Transmission unit IS NOTAVAILABLE Replaced valve body and internalwire harness Performed a quicklearn Performeda transmission verification test failed testTransmission still has no forward gears andDTC returned Contd with diagnostics Ver Batim( If DTC returns after replacing the valvebody and internal wire harness,---> Replacethe TCM and the transmission assemblyReplaced transmission assembly filled fluidto proper level Replaced TCM and programmedPerformed a Transmission quicklearn Roadtested Verified transmission operates asdesigned\ Replace transmission valve bodyLOP---[redacted]--FC ML---> [redacted] Replacevalve body wire harness LOP---[redacted]--FCML---> [redacted] Replace transmissionLOP---[redacted]---FC ML---> [redacted] Trans DEFequipped LOP---[redacted]---> [redacted] Transreplaced 4X4 equipped LOP---[redacted]---> [redacted] Replaced TCM and programmed LOP---[redacted]---> [redacted] Performed a quick learnLOP---[redacted]---> [redacted] ( [redacted] totalplus [redacted] time for diagnostics ) PLease flag memy time ! DIAGNOSED ISSUE TOW BILL DIAGNOSED ISSUE SUBLET REPAIRS

### (RO) Technical Notes:

NA

## GCS Narratives

### (Claim) Customer Concern:

CUSTOMER CONCERN OF THE TRUCK WON'T START.

**(Claim) Cause:**

CUSTOMER STATES VEHICLE WILL NOT MOVE VERIFIED CONCERN [redacted] 1 [redacted] INCORRECT RATIO ACTIVE PERFORMED DIAGNOSTICS FOR [redacted] ERASED [redacted]--[redacted] RE TURNED ACTIVE CHECKED RESISTANCE BETWEEN LINEAR SOLENOID'S [redacted] AT [redacted] CONNECTOR RESISTANCE IS WITHIN SPECS [redacted] CHECKED FOR CONTINUITY BETWEEN C IRCUITS AND FOR SHORTS TO POWER OR GROUND NONE FOUND NEEDS TRANSMISSION VALV E BODY AND INTERNAL TRANSMISSION WIRE HARNESS REPLACED VALVE BODY ON BO

**(Claim) Correction:**

REPLACED VALVE BODY AND INTERNAL WIRE HARNESS PERFORMED A QUICKLEARN PERFORM ED A TRANSMISSION VERIFICATION TEST FAILED TEST TRANSMISSION STILL HAS NO FOR [redacted] AND [redacted] RETURNED CONTD WITH DIAGNOSTICS VER BATIM ( IF [redacted] RETURN S AFTER REPLACING THE VALVE BODY AND INTERNAL WIRE HARNESS,---> REPLACE THE T CM AND THE TRANSMISSION ASSEMBLY REPLACED TRANSMISSION ASSEMBLY FILLED FLUID TO PROPER LEVEL REPLACED TCM AND PROGRAMMED PERFORMED A TRANSMISSION QUICKL EARN ROAD TESTED VERIFIED TRANSMISSION OPERATES AS DESIGNED.

# Warranty Claim Report

## Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | **Year** | [redacted] | **Body** | [redacted] CREW CAB CHASSIS |
| **Build Date** | [redacted] | **Plant** | SALTILLO TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

## Claim Information

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | W - Warranty | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | [redacted] | **Part** | [redacted] | **Total Paid** | [redacted] |

## Dealer Information

| | | | |
|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] |
| **Address** | [redacted] | | |

## Condition Information

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Module, transfer case/drivetrain control | | | [redacted] | ACTUATOR | 1 | | [redacted] | |
| A | [redacted] | Module, transfer case/drivetrain control | | | [redacted] | [redacted] | 1 | | [redacted] | |
| A | [redacted] | Module, transfer case/drivetrain control | | | [redacted] | [redacted] | [redacted] | | | |
| A | [redacted] | Module, transfer case/drivetrain control | | | [redacted] | ACTUATOR | [redacted] | | | |
| A | [redacted] | Module, transfer case/drivetrain control | | | [redacted] | TRANSFER | 1 | X | [redacted] | |
| A | [redacted] | Actuator, Front Axle Disconnect ; HD Trucks | | | [redacted] | ACTUATOR | 1 | | [redacted] | |
| A | [redacted] | Actuator, Front Axle Disconnect ; HD Trucks | | | [redacted] | [redacted] | 1 | | [redacted] | |
| A | [redacted] | Actuator, Front Axle Disconnect ; HD Trucks | | | [redacted] | [redacted] | [redacted] | | | |
| A | [redacted] | Actuator, Front Axle Disconnect ; HD Trucks | | | [redacted] | ACTUATOR | [redacted] | | | |
| A | [redacted] | Actuator, Front Axle Disconnect ; HD Trucks | | | [redacted] | TRANSFER | 1 | X | [redacted] | |
| A | [redacted] | Transfer Case ; assembly | 58 | INTERNAL DEFECT | [redacted] | ACTUATOR | 1 | | [redacted] | |
| A | [redacted] | Transfer Case ; assembly | 58 | INTERNAL DEFECT | [redacted] | [redacted] | 1 | | [redacted] | |
| A | [redacted] | Transfer Case ; assembly | 58 | INTERNAL DEFECT | [redacted] | [redacted] | [redacted] | | | |
| A | [redacted] | Transfer Case ; assembly | 58 | INTERNAL DEFECT | [redacted] | ACTUATOR | [redacted] | | | [redacted] |
| A | [redacted] | Transfer Case ; assembly | 58 | INTERNAL DEFECT | [redacted] | TRANSFER | 1 | X | [redacted] | |
| A | [redacted] | Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation. | | | [redacted] | ACTUATOR | 1 | | [redacted] | |
| A | [redacted] | Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation. | | | [redacted] | [redacted] | 1 | | [redacted] | |
| A | [redacted] | Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation. | | | [redacted] | [redacted] | [redacted] | | | [redacted] |
| A | [redacted] | Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation. | | | [redacted] | ACTUATOR | [redacted] | | | [redacted] |

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| [redacted] | [redacted] | Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation. | | | [redacted] | TRANSFER | 1 | X | [redacted] | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

CUSTOMER STATES VEHICLE FEELS SLUGGISH AND HAS HARSH SHIFT

**(Claim) Cause:**

1. VERIFIED CONCERN. [redacted] ACTIVE FOR IMPLAUSIBLE DATA RECEIVED FROM TR ANSFER CASE. CHECKED POWER, GROUND AND CAN SIGNAL. GOOD COMMUNICATION AND SI GNALS. RECOMMENDED TO REPLACE DRIVETRAIN CONTROL MODULE. INSTALLED MODULE AN D ISSUE REMAINED. PER CASE NUMBER [redacted] IT IS RECOMMENDED TO REPLACE [redacted] CASE MOTOR. INSTALLED NEW TRANSFER CASE MOTOR AND ISSUE REMAINED. PER CO NTINUATION OF DIAGNOSTIC IT WAS RECOMMENDED TO REPLACE FRONT AXLE DISCONNECT . REMOVED AND REPLACED FRONT AXLE DISCONNECT. ISSUE REMAINED. PER [redacted] SUPPORT IT IS RECOMMENDED TO REPLACE TRANSFER CASE ASSEMBLY

**(Claim) Correction:**

REPLACED TRANS ACTUATOR, TRANSFER CASE, TRANS MODULE, AXLE ACTUATOR

# Warranty Claim Report

## Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | **Year** | [redacted] | **Body** | [redacted] - [redacted] CAB [redacted] |
| **Build Date** | [redacted] | **Plant** | [redacted] TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

## Claim Information

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | W - Warranty | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | [redacted] | **Part** | [redacted] | **Total Paid** | [redacted] |

## Dealer Information

| | | | |
|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] |
| **Address** | [redacted] | | |

## Condition Information

| Condition Code | [redacted] | [redacted] Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | [redacted] Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Transmission ; DEF equipped [redacted] 4x4 pick-up only | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission ; DEF equipped [redacted] 4x4 pick-up only | | | [redacted] | BOLT | 6 | | [redacted] | |
| A | [redacted] | Transmission ; DEF equipped [redacted] 4x4 pick-up only | | | [redacted] | FLUID AFT | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | TRANSMISS | 1 | X | [redacted] | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | BOLT | 6 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | FLUID AFT | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | BOLT | 6 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | FLUID AFT | [redacted] | | | |
| A | 21002766 | Transmission, Replace - automatic ; [redacted] equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | 21002766 | Transmission, Replace - automatic ; [redacted] equipped | | | [redacted] | BOLT | 6 | | [redacted] | |
| A | 21002766 | Transmission, Replace - automatic ; [redacted] equipped | | | [redacted] | FLUID AFT | [redacted] | | | |
| A | [redacted] | Digital Imaging ; Process time | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Digital Imaging ; Process time | | | [redacted] | BOLT | 6 | | [redacted] | |
| A | [redacted] | Digital Imaging ; Process time | | | [redacted] | FLUID AFT | [redacted] | | | |

## RO Narratives

**(RO) Customer Concern:**

[redacted] MECHANICAL CONCERNS [redacted] INSPECTION

**(RO) Cause:**

found vehicle has active [redacted] and [redacted] gear

**(RO) Correction:**

[redacted] - R & R; [redacted]; [redacted] EQUIPPED; [redacted] - [redacted] PROPELLER SHAFT; [redacted] - DIGITAL IMAGING

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

CHECK [redacted] LIGHT IS ON

**(Claim) Cause:**

FOUND VEHICLE HAS ACTIVE [redacted] AND [redacted] GEAR RATIO ERROR IN [redacted] AND [redacted]. FOUN D SOFTWARE UPDATE AVAILABLE AND UPDATE [redacted] AND NO CHANGE CODES STILL ACTIVE. REMOVED TRANSMISSION PAN AND FOUND NO DEBRIS IN PAN. TRANSMIS SION INTERNALLY DAMAGED.

**(Claim) Correction:**

REMOVED AND REPLACED TRANSMISSION IN VEHICLE. FILLED WITH FLUID. REPLACED [redacted] PERFORMED QUICK LEARN ON TRANSMISSION AND TEST DROVE. VEHICLE OPERA TING AS DESIGNED AT HIS TIME. VERIFIED FLUID LEVEL IS CORRECT.

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] CREW CAB [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | W - Warranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 21 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | | |
|---|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] | ***Zone*** | 42 | DETROIT |
| ***Address*** | [redacted] | | | | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Module, Engine Control ([redacted]) ; Module, Engine Control ([redacted]) - Reprogram (Aisin Transmission) | CC | SENDING UNITS/SENSORS | | | | | | [redacted] |
| B | [redacted] | Module, Transmission Control ([redacted]) ; Module, Transmission Control ([redacted]) - Reprogram, Includes Quicklearn Routine | CC | SENDING UNITS/SENSORS | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

[redacted] prep new car, submit nvp, road testass required, perform software updates topcma nd tcm, top off def fluid.

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

CUSTOMER STATES THERE IS A PCM FLASH UPDATE CUSTOMER STATES THERE IS A [redacted] UPDATES

**(Claim) Cause:**

TECH VERIFIED PCM UPDATE AVAILABLE TECH VERIFIED [redacted] FLASH UPDATE AVAILABLE

**(Claim) Correction:**

TECH PERFORMED PCM UPDATE. OPERATING AS DESIGNED. TECH PERFORMED [redacted] FLASH UPDATE. OPERATING AS DESIGNED.

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] - [redacted] CAB [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Ready ([redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] | [redacted] | |
| ***Address*** | [redacted] | | | | |

*Condition Information*

| *Condition Code* | *LOP* | *LOP Desc* | *Failure Code* | *Failure Desc* | *Part Number* | *Part Name* | *Part Quantity* | *Part Failed* | *Part Expense* | *LOP Expense* |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] BIG [redacted] CREW CAB [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Ready ([redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] | [redacted] | [redacted] |
| ***Address*** | [redacted] | | | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] BIG [redacted] CREW CAB [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | SALTILLO TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***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 | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| [redacted] | | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | **Year** | [redacted] | **Body** | [redacted] - [redacted] CAB [redacted] |
| **Build Date** | [redacted] | **Plant** | [redacted] TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | T - Transportation | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | 11 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | [redacted] | **Part** | [redacted] | **Total Paid** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] | [redacted] | [redacted] |
| **Address** | [redacted] | | | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Bumper, front ; [redacted] | UC | UNCODABLE (NARRATIVE REQUIRED) | [redacted] | BUMPER | 1 | X | [redacted] | |
| A | [redacted] | Bumper, front ; Tow Hook Equipped | | | [redacted] | BUMPER | 1 | X | [redacted] | |
| A | [redacted] | Sublet Repair | | | [redacted] | BUMPER | 1 | X | [redacted] | |

## RO Narratives

**(RO) Customer Concern:**

BODY SHOP SUBLET;transportation damage

**(RO) Cause:**

transportation damage

**(RO) Correction:**

replaced and painted front bumper per estimate

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

# Warranty Claim Report

## Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | **Year** | [redacted] | **Body** | [redacted] - [redacted] CAB CHASSIS [redacted] |
| **Build Date** | [redacted] | **Plant** | [redacted] TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

## Claim Information

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | W - Warranty | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | [redacted] | **Part** | [redacted] | **Total Paid** | [redacted] |

## Dealer Information

| | | | |
|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] |
| **Address** | [redacted] | | |

## Condition Information

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Transmission ; DEF equipped [redacted] 4x4 pick-up only | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission ; DEF equipped [redacted] 4x4 pick-up only | | | [redacted] | BOLT | 6 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | UC | UNCODABLE (NARRATIVE REQUIRED) | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | UC | UNCODABLE (NARRATIVE REQUIRED) | [redacted] | BOLT | 6 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; Skid plate equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; Skid plate equipped | | | [redacted] | BOLT | 6 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | BOLT | 6 | | [redacted] | |
| A | [redacted] | Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation. | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation. | | | [redacted] | BOLT | 6 | | [redacted] | |
| A | [redacted] | Digital Imaging ; Process time | | | [redacted] | TRANSMISS | 1 | X | [redacted] | [redacted] |
| A | [redacted] | Digital Imaging ; Process time | | | [redacted] | BOLT | 6 | | [redacted] | |
| A | 85LOAN00 | Loaner Car ; Loaner Car | | | [redacted] | TRANSMISS | 1 | X | [redacted] | [redacted] |
| A | 85LOAN00 | Loaner Car ; Loaner Car | | | [redacted] | BOLT | 6 | | [redacted] | |
| A | [redacted] | Loaner Car ; High Line Vehicles | | | [redacted] | TRANSMISS | 1 | X | [redacted] | [redacted] |
| A | [redacted] | Loaner Car ; High Line Vehicles | | | [redacted] | BOLT | 6 | | [redacted] | |

## RO Narratives

### (RO) Customer Concern:

MISCELLENOUS CONCERNS CHECK ENGINE LIGHT IS ON DIAG Multi Point Vehicle Inspection RENTAL VEHICLE RENTAL VEHICLE MISCELLENOUS CONCERNS

### (RO) Cause:

NA

### (RO) Correction:

DEF quality sensor wire repair harness installed,

### (RO) Technical Notes:

[redacted], ORDER # [redacted], ORDER TYPE S RNAL DOC UMENT SUPPORTING PART DELIVERY DATE . THANK YOU FROM THE [redacted] WARRANTY CONTACT CENTER. IF FURTHER ASSISTANCE IS NECESSARY, PLEASE CONTACT THE [redacted] AGENT [redacted], INCLUDE VIN & CONCERN. INTERNAL TRANSMISSION FAILURE T FOR RENTAL AND FOR DIAG. THERE WILL ALSO BE A [redacted] FOR A DIFFERENT RENTAL VEHICLE

## GCS Narratives

### (Claim) Customer Concern:

TRANS DOES NOT ENGAGE IN DRIVE [redacted]

### (Claim) Cause:

TRANS DOES NOT ENGAGE, GEAR RATIO ERROR [redacted], THE TURBINE SPEED I S MATCHED TO ENGINE RPM BUT THE TRANS OUTPUT IS 0, THE FLUID LEVEL IS UP A ND NOT BURNED, SUGGEST REMOVE TRANS AND TEAR DOWN FOR INSPECTION

### (Claim) Correction:

THE TRANS WAS REMOVED AND DISASSEMBLED WITH THE [redacted] [redacted] ROLLED A ND NO LONGER HOLDING PRESSURE WHILE [redacted] IS ENGAGED AND NOT APPLYING T HE [redacted], THE TRANS WAS REPLACED AS PARTS ARE NOT AVAILABLE, AFTER INSTA LLATION THE FLUID LEVEL WAS VERIFIED AND A QUICK LEARN WAS PERFORMED, OVER MUL TIPLE TEST DRIVES [redacted] WERE VERIFIED AND NO LEAKS PRESENT

# Warranty Claim Report

## Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | **Year** | [redacted] | **Body** | [redacted] CAB CHASSIS |
| **Build Date** | [redacted] | **Plant** | [redacted] TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

## Claim Information

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | W - Warranty | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | [redacted] | **Part** | [redacted] | **Total Paid** | [redacted] |

## Dealer Information

| | | | |
|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] |
| **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 | [redacted] | Transmission, Remove and install for recondition - [redacted] ; Remove and install for recondition | | | [redacted] | BODY ASSY | 1 | X | [redacted] | [redacted] |
| A | [redacted] | Transmission, Remove and install for recondition - [redacted] ; Remove and install for recondition | | | [redacted] | WIRING | [redacted] | | | [redacted] |
| A | [redacted] | Transmission, Remove and install for recondition - [redacted] ; Remove and install for recondition | | | [redacted] | FLUID AFT | 2 | | [redacted] | |
| A | [redacted] | Transmission, Remove and install for recondition - [redacted] ; Remove and install for recondition | | | [redacted] | [redacted] | 4 | | [redacted] | |
| A | [redacted] | Transmission, Remove and install for recondition - [redacted] ; Remove and install for recondition | | | [redacted] | [redacted] | | | | [redacted] |
| A | [redacted] | Transmission, Remove and install for recondition - [redacted] ; Remove and install for recondition | | | [redacted] | | 1 | | [redacted] | |
| A | [redacted] | Transmission, Remove and install for recondition - [redacted] ; Remove and install for recondition | | | [redacted] | | | | [redacted] | |
| A | [redacted] | Transmission, Remove and install for recondition - [redacted] ; Complete Reconditioning of Transmission (3 - Highly Skilled) | | | [redacted] | BODY ASSY | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Remove and install for recondition - [redacted] ; Complete Reconditioning of Transmission (3 - Highly Skilled) | | | [redacted] | WIRING | [redacted] | | | [redacted] |
| A | [redacted] | Transmission, Remove and install for recondition - [redacted] ; Complete Reconditioning of Transmission (3 - Highly Skilled) | | | [redacted] | FLUID AFT | 2 | | [redacted] | |

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | | Transmission, Remove and install for recondition - [redacted]; Complete Reconditioning of Transmission (3 - Highly Skilled) | | | [redacted] | LUBRICANT | [redacted] | | | |
| | | Transmission, Remove and install for recondition - [redacted]; Complete Reconditioning of Transmission (3 - Highly Skilled) | | | [redacted] | [redacted] | [redacted] | | | |
| | | Transmission, Remove and install for recondition - [redacted]; Complete Reconditioning of Transmission (3 - Highly Skilled) | | | [redacted] | [redacted] | [redacted] | | | |
| | | Transmission, Remove and install for recondition - [redacted]; Complete Reconditioning of Transmission (3 - Highly Skilled) | | | [redacted] | [redacted] | [redacted] | | | |
| | | Transmission, Remove and install for recondition - [redacted]; 4X4 equipped | | | [redacted] | BODY ASSY | 1 | X | [redacted] | |
| | | Transmission, Remove and install for recondition - [redacted]; 4X4 equipped | | | [redacted] | WIRING | [redacted] | | | |
| | | Transmission, Remove and install for recondition - [redacted]; 4X4 equipped | | | [redacted] | FLUID AFT | 2 | | [redacted] | |
| | | Transmission, Remove and install for recondition - [redacted]; 4X4 equipped | | | [redacted] | LUBRICANT | [redacted] | | | |
| | | Transmission, Remove and install for recondition - [redacted]; 4X4 equipped | | | [redacted] | [redacted] | [redacted] | | | |
| | | Transmission, Remove and install for recondition - [redacted]; 4X4 equipped | | | [redacted] | [redacted] | [redacted] | | | |
| | | Transmission, Remove and install for recondition - [redacted]; 4X4 equipped | | | [redacted] | [redacted] | 1 | | [redacted] | |
| | | Transmission, Remove and install for recondition - [redacted]; Two piece propeller shaft equipped | | | [redacted] | BODY ASSY | 1 | X | [redacted] | |
| | | Transmission, Remove and install for recondition - [redacted]; Two piece propeller shaft equipped | | | [redacted] | WIRING | [redacted] | | | |
| | | Transmission, Remove and install for recondition - [redacted]; Two piece propeller shaft equipped | | | [redacted] | FLUID AFT | 2 | | [redacted] | |
| | | Transmission, Remove and install for recondition - [redacted]; Two piece propeller shaft equipped | | | [redacted] | LUBRICANT | 4 | | [redacted] | |
| | | Transmission, Remove and install for recondition - [redacted]; Two | | | [redacted] | [redacted] | [redacted] | | | |

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | | [redacted] propeller shaft equipped | | | | | | | | |
| A | [redacted] | Transmission, Remove and install for recondition - [redacted] ; Two [redacted] propeller shaft equipped | | | [redacted] | | | | | |
| A | [redacted] | Transmission, Remove and install for recondition - [redacted] ; Two [redacted] propeller shaft equipped | | | [redacted] | | | | | |
| A | [redacted] | Pan, Oil - Related Repairs ; [redacted] Transmission | | | [redacted] | BODY ASSY | 1 | X | [redacted] | [redacted] |
| A | [redacted] | Pan, Oil - Related Repairs ; [redacted] Transmission | | | [redacted] | WIRING | [redacted] | | | [redacted] |
| A | [redacted] | Pan, Oil - Related Repairs ; [redacted] Transmission | | | [redacted] | FLUID AFT | [redacted] | | | |
| A | [redacted] | Pan, Oil - Related Repairs ; [redacted] Transmission | | | [redacted] | LUBRICANT | 4 | | [redacted] | |
| A | [redacted] | Pan, Oil - Related Repairs ; [redacted] Transmission | | | [redacted] | | | | | [redacted] |
| A | [redacted] | Pan, Oil - Related Repairs ; [redacted] Transmission | | | [redacted] | | [redacted] | | | |
| A | [redacted] | Pan, Oil - Related Repairs ; [redacted] Transmission | | | [redacted] | | [redacted] | | | |
| A | [redacted] | [redacted] Body ; [redacted] body - Replace - [redacted] (3 - Highly Skilled) | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | BODY ASSY | 1 | X | [redacted] | [redacted] |
| A | [redacted] | [redacted] Body ; [redacted] body - Replace - [redacted] (3 - Highly Skilled) | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | WIRING | [redacted] | | | [redacted] |
| A | [redacted] | [redacted] Body ; [redacted] body - Replace - [redacted] (3 - Highly Skilled) | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | FLUID AFT | [redacted] | | | [redacted] |
| A | [redacted] | [redacted] Body ; [redacted] body - Replace - [redacted] (3 - Highly Skilled) | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | LUBRICANT | 4 | | [redacted] | |
| A | [redacted] | [redacted] Body ; [redacted] body - Replace - [redacted] (3 - Highly Skilled) | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | | | | | |
| A | [redacted] | [redacted] Body ; [redacted] body - Replace - [redacted] (3 - Highly Skilled) | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | | [redacted] | | | [redacted] |
| A | [redacted] | [redacted] Body ; [redacted] body - Replace - [redacted] (3 - Highly Skilled) | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | | [redacted] | | | [redacted] |
| A | [redacted] | Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled) | | | [redacted] | BODY ASSY | 1 | X | [redacted] | [redacted] |
| A | [redacted] | Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled) | | | [redacted] | WIRING | [redacted] | | | [redacted] |
| A | [redacted] | Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled) | | | [redacted] | FLUID AFT | [redacted] | | | [redacted] |
| A | [redacted] | Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled) | | | [redacted] | LUBRICANT | 4 | | [redacted] | |
| A | [redacted] | Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled) | | | [redacted] | | | | | [redacted] |

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled) | | | [redacted] | | | | | [redacted] |
| A | [redacted] | Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled) | | | [redacted] | [redacted] | | | | |
| A | [redacted] | Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation. | | | [redacted] | BODY ASSY | 1 | X | [redacted] | [redacted] |
| A | [redacted] | Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation. | | | [redacted] | WIRING | [redacted] | | | |
| A | [redacted] | Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation. | | | [redacted] | FLUID AFT | [redacted] | | | |
| A | [redacted] | Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation. | | | [redacted] | LUBRICANT | 4 | | [redacted] | |
| A | [redacted] | Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation. | | | [redacted] | [redacted] | [redacted] | | | |
| A | [redacted] | Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation. | | | [redacted] | | | | | |
| A | [redacted] | Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation. | | | [redacted] | [redacted] | | | | |

## RO Narratives

**(RO) Customer Concern:**

Indicator/Warning Lights Concern [CLIENT STATES THERE ARE MULTIPLE WARNING LIGHTS ON, CHECK ENGINE LIGHT;4WD LOW LIGHT;BRAKE LIGHT ANDESP LIGHT]

**(RO) Cause:**

VALVE BODY FAILURE

**(RO) Correction:**

[redacted] 0.2 [redacted] 5.8 [redacted] TESTED TO FIND VEH WOULD NOT PULLFORWARD UNTIL TRANS WENT INTO LIMP MODE.PERFORMED DIAG FOR GEAR RATIO CODES WHICHINVOLVED TESTING COMMON LINEAR CIRUITS ANDSOLENOIDS FOR SOLENOIDS 1 AND 7. CIRCUITS NOTSHORTED TOGETHER, OPEN OR HIGH RESISTANCE ANDSOLENOIDS WITHIN SPECS. DIAG CHART INDICATEDTO REPLACE VALVE BODY. REMOVED VALVE BODY ANDWHEN REMOVED, AIR CHECKED TRANS TO FIND K1CLUTCH NOT SEALING. REMOVED TRANS ASSEMBLYAND DISASSEMBLED TO FIND SNAP RING THAT HOLDSREACTION PLATE FOR [redacted] CLUTCH NOT INSTALLEDCAUSING PISTON TO OVER TRAVEL AND DAMAGESEALS. FOUND [redacted] DRUM DAMAGED FROM SNAP RINGNOT INSTALLED CORRECTLY AS WELL AS REACTIONPLATE. NECC TO REPLACE [redacted] DRUM, SNAP RING,REACTION PLATE, VALVE BODY AND DISASSEMBLEAND INSPECT REMAINDER OF TRANS AND CLEAN.REASSEMBLED, FILLED WITH FLUID. QUICKLEARNEDAND VEH OPERATING PROPERLY AFTER REPAIRS. Transmission, Remove and install for recondition -[redacted] Remove and install for recondition (3 - Highly Skilled)

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

INDICATOR/WARNING LIGHTS CONCERN [CLIENT STATES THERE ARE MULTIPLE WARNING LI GHTS ON, CHECK ENGINE LIGHT;4WD LOW LIGHT;BRAKE LIGHT AND ESP LIGHT]

**(Claim) Cause:**

VALVEBODY / REPAIR TRANS

**(Claim) Correction:**

[redacted] TESTED TO FIND VEH WOULD NOT PULL FORWARD UNTIL TRANS WENT INTO LI MP MODE. PERFORMED DIAG FOR GEAR RATIO CODES WHICH INVOLVED TESTING COMMON L INEAR CIRUITS AND SOLENOIDS FOR SOLENOIDS 1 AND 7. CIRCUITS NOT SHORTED TOGET HER, OPEN OR HIGH RESISTANCE AND SOLENOIDS WITHIN SPECS. DIAG CHART INDICATED TO REPLACE VALVE BODY. REMOVED VALVE BODY AND WHEN REMOVED, AIR CHECKED TRA NS TO FIND [redacted] CLUTCH NOT SEALING. REMOVED TRANS ASSEMBLY AND DISASSEMBLED TO FIND SNAP RING THAT HOLDS REACTION PLATE FOR [redacted] CLUTCH NOT INSTALLED CAUSING PISTON TO OVER TRAVEL AND DAMAGE SEALS. FOUND [redacted] DRUM DAMAGED FROM SNAP RING NOT INSTALLED CORRECTLY AS WELL AS REACTION PLATE. NECC TO REPLACE [redacted] DRUM, SNAP RING, REACTION PLATE, VALVE BODY AND DISASSEMBLE AND INSPECT REMAINDER O F TRANS AND CLEAN. REASSEMBLED, FILLED WITH FLUID. QUICKLEARNED AND VEH OPER ATING PROPERLY AFTER REPAIRS

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] CREW CAB CHASSIS |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | W - Warranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***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 | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | [redacted] MISS | 1 | X | [redacted] | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | BOLT | 6 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | [redacted] MISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | BOLT | [redacted] | | | |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

[redacted] VERIFIED [redacted] HAS NO [redacted]. CHECK [redacted] LIGHT IS ON. HOOKED

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

CUSTOMER STATES [redacted] MISSION NOT SHIFTING CORRECTLY

**(Claim) Cause:**

VERIFIED [redacted] HAS NO [redacted]. CHECK [redacted] LIGHT IS ON. HOOKED UP WI-TECH . [redacted] GEAR [redacted] INCORRECT RATIO. [redacted] HAS INTERNAL FAILURE. [redacted] IS NO T TAKEN APART FOR INSPECTION. REPLACEMENT ONLY. REMOVED [redacted]

AND INSTALLED R [redacted] [redacted]. CHECKED FLUID LEVEL AND PERFORMED QUICK LEARN. VERIFIED PROPER OP ERATION AFTER REPAIR.

**(Claim) Correction:**

VERIFIED [redacted] HAS NO [redacted]. CHECK ENGINE LIGHT IS ON. HOOKED UP WI-TECH . [redacted] GEAR [redacted] INCORRECT RATIO. [redacted] HAS INTERNAL FAILURE. [redacted] IS NO T TAKEN APART FOR INSPECTION. REPLACEMENT ONLY. REMOVED [redacted] AND INSTALLED R [redacted] [redacted]. CHECKED FLUID LEVEL AND PERFORMED QUICK LEARN. VERIFIED PROPER OP ERATION AFTER REPAIR.

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] - [redacted] CAB CHASSIS [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | W - Warranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] | [redacted] | [redacted] |
| ***Address*** | [redacted] | | | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | UC | UNCODABLE (NARRATIVE REQUIRED) | | | | | | [redacted] |
| A | 85LOAN00 | Loaner Car ; Loaner Car | | | | | | | | [redacted] |
| [redacted] | | Loaner Car ; High Line Vehicles | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

[redacted], ORDER # [redacted] ORDER TYPE S INTERNAL TRANSMISSION FAILURE

## GCS Narratives

**(Claim) Customer Concern:**

RENTAL CONTINUATION FROM [redacted]

**(Claim) Cause:**

RENTAL CONTINUATION FROM [redacted]

**(Claim) Correction:**

RENTAL CONTINUATION FROM [redacted]

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] BIG [redacted] CREW CAB [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | SALTILLO TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Ready ([redacted]) | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | ([redacted]) | ***Sublet*** | [redacted] | [redacted] | [redacted] | ***Total Paid*** | ([redacted]) |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] | [redacted] | [redacted] |
| ***Address*** | [redacted] | | | | |

*Condition Information*

| *Condition Code* | *LOP* | *LOP Desc* | *Failure Code* | *Failure Desc* | *[redacted] Number* | *[redacted] Name* | *[redacted] Quantity* | *[redacted] Failed* | *[redacted] Expense* | *LOP Expense* |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | ([redacted]) |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | ([redacted]) |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | ([redacted]) |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] CAB [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Re[redacted] | | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Rear Wheel Flares - [redacted] | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] LIMITED CREW CAB [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | SALTILLO TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***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 | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Rear Wheel Flares - [redacted] | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | **Year** | [redacted] | **Body** | [redacted] - [redacted] [redacted] [redacted] |
| **Build Date** | [redacted] | **Plant** | [redacted] TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | W - Warranty | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | [redacted] | **Part** | [redacted] | **Total Paid** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] | [redacted] | |
| **Address** | [redacted] | | | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Transmission ; DEF equipped [redacted] 4x4 pick-up only | | | [redacted] | BOLT | 6 | | [redacted] | |
| A | [redacted] | Transmission ; DEF equipped [redacted] 4x4 pick-up only | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | BOLT | 6 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | BOLT | 6 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | BOLT | 6 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Digital Imaging ; Process time | | | [redacted] | BOLT | 6 | | [redacted] | |
| A | [redacted] | Digital Imaging ; Process time | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Loaner Car ; Standard Line Vehicles | | | [redacted] | BOLT | 6 | | [redacted] | |
| A | [redacted] | Loaner Car ; Standard Line Vehicles | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |

## RO Narratives

**(RO) Customer Concern:**

GENERAL CONCERN MULTI POINT [redacted] PERFORM MULTI POINT [redacted] ECTION RENTAL

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

CUSTOMER STATES VEHICLE IN [redacted] LOW,AFTER VEHICLE LOST FORWARD GEARS PLEASE CHECK AND ADVISE

**(Claim) Cause:**

TECH NOTED [redacted] PERFORMED DIAG AND STARTED STAR CASE WAS NOTED TO REPLAC E TRANS ASSY DUE TO INTERNAL SNAP RING MISSING FROM FACTORY

**(Claim) Correction:**

REPLACED TRANS ASSY ALL PERFORMED AS DESIGNED

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] CREW CAB CHASSIS |
| ***Build Date*** | [redacted] | ***Plant*** | SALTILLO TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | W - Warranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | DEF Fluid Top Off ; Vehicle Delivery Fill - Cab Chassis Models Only - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | [redacted] | FLUID | [redacted] | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | **Year** | [redacted] | **Body** | [redacted] REG CAB CHASSIS |
| **Build Date** | [redacted] | **Plant** | SALTILLO TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | W - Warranty | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | 3 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | [redacted] | **Part** | [redacted] | **Total Paid** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] |
| **Address** | [redacted] | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | DEF Fluid Top Off ; Vehicle Delivery Fill - Cab Chassis Models Only - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | [redacted] | FLUID | [redacted] | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] CAB CHASSIS |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | W - Warranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***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 | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | TRANSMISS | 1 | X | [redacted] | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | BOLT | [redacted] | | | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; Two piece propeller shaft equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; Two piece propeller shaft equipped | | | [redacted] | BOLT | [redacted] | | | |
| A | [redacted] | State Labor Allowance | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | State Labor Allowance | | | [redacted] | BOLT | [redacted] | | | |
| A | [redacted] | Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation. | | | [redacted] | TRANSMISS | 1 | X | [redacted] | [redacted] |
| A | [redacted] | Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation. | | | [redacted] | BOLT | [redacted] | | | |
| A | [redacted] | Loaner Car ; Standard Line Vehicles | | | [redacted] | TRANSMISS | 1 | X | [redacted] | [redacted] |
| A | [redacted] | Loaner Car ; Standard Line Vehicles | | | [redacted] | BOLT | [redacted] | | | |

# RO Narratives

### (RO) Customer Concern:

General Concern 1 HR [Customer States Check Engine Light is on, Vehicle goes into limp mode. Reverse works fine] PROVIDE CUSTOMER WITH CASTLE AUTOMOTIVE LOANER VEHICLE

### (RO) Cause:

. .

### (RO) Correction:

[redacted] VERIFIED THE CUSTOMER'S CONCERN OF NOFORWARD GEAR. ACCESSED THE DIAGNOSTIC PORTAND PERFORMED A SCAN TO FIND ACTIVE [redacted] AND TO FIND STORED CODE(S) [redacted] WHICHIS RELATED TO GEARSHIFT 1 INCORRECT

RATIO ANDGEAR SHIFT 4 INCORRECT RATIO. CHECKED FOR ANYSOFTWARE UPDATES TO FIND NO RELEVANT SOFTWAREUPDATES DUE. CHECKED TRANSMISSION FLUID [redacted] CONDITION TO FIND THE TRANSMISSION FLUIDLEVEL IS FULL AND CLEAN. REMOVED [redacted] DRAIN PLUG AND REMOVED [redacted] BOTTOM PAN FOR INSPECTION TOFIND NO FOREIGN MATERIAL OR INDICATION OFCLUTCH OR COMPONENT FAILURES. CONTACTEDSERVICE TECHNICAL ASSISTANCE RESOURCE - STARFOR HELP WITH THE CUSTOMERS CONCERN SERVICETECHNICAL ASSISTANCE RESOURCE CASE [redacted] AND SPOKE WITH [redacted] ON [redacted] WAS ADVISED TO REPLACE TRANS ASSEMBLY.FOUND THE TRANSAXLE TRANSMISSION ASSEMBLY ISTHE POINT OF CONCERN. FURTHER EXAMINATIONFOUND THE TRANSAXLE TRANSMISSION ASSEMBLYWON'T MOVE. VERIFIED THE CUSTOMER'S CONCERNOF NO FORWARD GEAR. ACCESSED THE DIAGNOSTICPORT AND PERFORMED A SCAN TO FIND ACTIVECODE [redacted] AND TO FIND STORED CODE [redacted] WHICH IS RELATED TO GEARSHIFT 1INCORRECT RATIO AND GEAR SHIFT 4 INCORRECTRATIO. CHECKED FOR ANY SOFTWARE UPDATES TOFIND NO RELEVANT SOFTWARE UPDATES DUE.CHECKED TRANSMISSION FLUID LEVEL ANDCONDITION TO FIND THE TRANSMISSION FLUIDLEVEL IS FULL AND CLEAN. REMOVED [redacted] DRAIN PLUG AND REMOVED [redacted] BOTTOM PAN FOR INSPECTION TOFIND NO FOREIGN MATERIAL OR INDICATION OFCLUTCH OR COMPONENT FAILURES. CONTACTEDSERVICE TECHNICAL ASSISTANCE RESOURCE - STARFOR HELP WITH THE CUSTOMERS CONCERN SERVICETECHNICAL ASSISTANCE RESOURCE CASE [redacted] AND SPOKE WITH [redacted] ON [redacted] WAS ADVISED TO REPLACE TRANS ASSEMBLY.FOUND THE TRANSAXLE TRANSMISSION ASSEMBLY ISTHE POINT OF CONCERN. FURTHER EXAMINATIONFOUND THE T

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

CUSTOMER STATES CHECK ENGINE LIGHT ON, VEHICLE GOES INTO LIMP MODE, REVERSE [redacted] FINE

**(Claim) Cause:**

PERFORMED DIAG FOUND CODES [redacted], CHECKED FOR UPDATES NONE RELEVANT, CHE CKED FLUID FOUND TO BE FULL AND CLEAN, CONTACTED STAR CASE [redacted] ADVIS ED TO REPLACE TRANS

**(Claim) Correction:**

REPLACED TRANSMISSION

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] CAB [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | SALTILLO TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Ready ([redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | ([redacted]) | ***Sublet*** | [redacted] | [redacted] | [redacted] | ***Total Paid*** | ([redacted]) |

*Dealer Information*

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] | [redacted] | [redacted] | [redacted] | [redacted] |
| ***Address*** | [redacted] | | | | | | |

*Condition Information*

| ***Condition Code*** | ***LOP*** | ***LOP Desc*** | ***Failure Code*** | ***Failure Desc*** | [redacted] ***Number*** | [redacted] ***Name*** | [redacted] ***Quantity*** | [redacted] ***Failed*** | [redacted] ***Expense*** | ***LOP Expense*** |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | ([redacted]) |
| A | [redacted] | Road Ready ; Rear Wheel Flares - [redacted] | | | | | | | | ([redacted]) |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | ([redacted]) |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | ([redacted]) |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | SALTILLO TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | W - Warranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 5 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] JEEP |
| ***Address*** | [redacted] | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | DEF Fluid Top Off ; Vehicle Delivery Fill - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | [redacted] | FLUID | 2 | X | [redacted] | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

PERFORM PRE-DELIVERY VEHICLE INSPECTION INSTALL WHEEL LOCK

**(RO) Cause:**

.

**(RO) Correction:**

5 perform pdi PERFORM PRE-DELIVERY VEHICLE INSPECTION ADD DEF PERFORM PRE-DELIVERY VEHICLE INSPECTION INFORMATION ONLY [redacted] wheel locsks INSTALL WHEEL LOCK

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] BIG [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | W - Warranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (*** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| ***Condition Code*** | [redacted] | [redacted] ***Desc*** | ***Failure Code*** | ***Failure Desc*** | ***Part Number*** | ***Part Name*** | ***Part Quantity*** | ***Part Failed*** | ***Part Expense*** | [redacted] ***Expense*** |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Transmission ; DEF equipped [redacted] 4x4 pick-up only | | | [redacted] | [redacted] PART | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; AS68RC/AS69RC | UC | UNCODABLE (NARRATIVE REQUIRED) | [redacted] | [redacted] PART | 1 | X | [redacted] | [redacted] |
| A | 21002762 | Transmission, Replace - automatic ; Two piece propeller shaft equipped | | | [redacted] | [redacted] PART | 1 | X | [redacted] | |
| A | 21002766 | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | [redacted] PART | 1 | X | [redacted] | |

## RO Narratives

**(RO) Customer Concern:**

CUST STATES VEHICLE WILL NOT ACCELERATE, WILL SHIFT INTO GEAR BUT WILL NOT MOVE. STATES WILL ONLY DRIVE INTO REVERSE CUSTOMER REQUEST MULTI [redacted] INSPECTION AND VITAL FLUID ANALYSIS

**(RO) Cause:**

CONFIRMED CUSTOMER CONCERN, VEHICLE HAS NO FORWARD GEARS INTERNAL FAILURE OF TRANSMISSION, WILL REQUIRE REPLACEMENT

**(RO) Correction:**

REPLACED TRANSMISSION, PROGRAMMED TCM, TEST DROVE, WORKING AS DESIGNED COMPLETED-SEE ATTACHED COPY

**(RO) Technical Notes:**

INTERNAL FAILURE

## GCS Narratives

**(Claim) Customer Concern:**

CUST STATES VEHICLE WILL NOT ACCELERATE, WILL SHIFT INTO | | GEAR BUT WILL NOT MOVE.

**(Claim) Cause:**

CONFIRMED CUSTOMER CONCERN, VEHICLE HAS NO FORWARD GEARS | | INTERNAL FAILURE OF TRANSMISSION, WILL REQUIRE REPLACEMENT

**(Claim) Correction:**

REPLACED TRANSMISSION, PROGRAMMED TCM, TEST DROVE, WORKING | AS DESIGNED

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | [redacted] | [redacted] | ***Body*** | [redacted] CREW CAB CHASSIS [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | F - Service Contract | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | [redacted] | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] | [redacted] | [redacted] |
| ***Address*** | [redacted] | | | | |

*Condition Information*

| ***Condition Code*** | [redacted] | [redacted] ***Desc*** | ***Failure Code*** | ***Failure Desc*** | [redacted] ***Number*** | [redacted] ***Name*** | [redacted] ***Quantity*** | [redacted] ***Failed*** | [redacted] ***Expense*** | [redacted] ***Expense*** |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Maintenance Interval - [redacted] ; To be used every [redacted] | MC | MAINTENANCE CARE | | | | | | [redacted] |
| A | [redacted] | Maintenance Allowance ; Fixed Cost Maintenance | | | | | | | | [redacted] |

# RO Narratives

### (RO) Customer Concern:

Recall / Customer Satisfaction Notification 1 [Emissions Recall [redacted] Matter Sensor **] Change diesel engine oil and filter(synthetic oil may be required based on geographic location) [[redacted] [redacted]] Front-Wheel Alignment Mopar Express Lane Inspection DEFERRED REPAIR UNTIL FUTURE VISIT

### (RO) Cause:

NA

### (RO) Correction:

PART ON ORDER 'RECALL Change diesel engine oil and filter (synthetic oilmay be required based on geographic location) [[redacted] [redacted]] DIESEL LUBE,OIL AND FILTER CHANGE-WITH ROTELLA [redacted] SYNTHETIC OIL Front-Wheel Alignment FRONT END ALIGN Mopar Express Lane Inspection [redacted] FRONT BRAKE PADS AND BRAKEROTORS=[redacted], REAR BRAKE PADS AND REARBRAKE ROTORS=[redacted] TRUCK NEEDS NEW BRAKES DEFERRED REPAIR UNTIL FUTURE VISIT

### (RO) Technical Notes:

NA

# GCS Narratives

### (Claim) Customer Concern:

NA

### (Claim) Cause:

NA

### (Claim) Correction:

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] CAB [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 11 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***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 | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| [redacted] | | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] - [redacted] CREW CAB 4X4 |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | W - Warranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 13 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | [redacted] | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] | [redacted] | [redacted] |
| ***Address*** | [redacted] | | | | |

*Condition Information*

| ***Condition Code*** | ***LOP*** | ***LOP Desc*** | ***Failure Code*** | ***Failure Desc*** | [redacted] ***Number*** | [redacted] ***Name*** | [redacted] ***Quantity*** | [redacted] ***Failed*** | [redacted] ***Expense*** | ***LOP Expense*** |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Battery ; Check Battery Voltage and Charge Battery - [redacted] [redacted] Only | BV | Battery Discharged | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

SOLD UNIT-REMAINING CAPACITY (AMP HOURS) IS TOO LOW AND THE [redacted] CANNOT BE COMPLETED UNTIL THE BATTERY IS AT SUFFICIENT LEVEL

**(RO) Cause:**

.

**(RO) Correction:**

[redacted] CHARGED BATTERY FOR [redacted] SOLD UNIT-REMAINING CAPACITY (AMP HOURS) IS TOO LOW AND THE [redacted] CANNOT BE COMPLETED UNTILTHE BATTERY IS AT SUFFICIENT LEVEL MAINTENANCE

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

BATTERY VOLTAGE LOW DURING PDI

**(Claim) Cause:**

LOW VOLTAGE

**(Claim) Correction:**

CHARGED AND COMPLETED PDI

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] CAB CHASSIS [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | W - Warranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 45 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] | [redacted] | [redacted] |
| ***Address*** | [redacted] | | | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | DEF Fluid Top Off ; Vehicle Delivery Fill - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | [redacted] | FLUID | 2 | X | [redacted] | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

FLEET DETAIL - FINAL WASH, VACUUM, CLEAN WINDOWS, WIPE INTERIOR. / SOLD B-LINK PER [redacted] FOR [redacted] DELIVERY / FSI COMPLETED [redacted] / [redacted] INV[redacted] DEF LABOR INTERNAL DEF FLUID WARRANTY - OP CODE [redacted]

**(RO) Cause:**

WASH-VACUUM-CLEAN WINDOWS-WIPE DOWN INTERIOR. FILL / TOPOFF DEF FLUID PRIOR TO DELIVERY TOP OFF DEF FLUID FOR NEW DELIVERYLABOR OP CODE [redacted] ONLY BE USED ONCEFOR THE DEF FILL/TOPOFF PRIOR TO DELIVERY.

**(RO) Correction:**

FLEET DETAIL - FINAL WASH, VACUUM, CLEAN WINDOWS, WIPE INTERIOR. [redacted]/FLEET CLEAN/[redacted] FLEET DETAIL - FINAL WASH, VACUUM, CLEAN WINDOWS, WIPE INTERIOR. SUBLET REPAIRS DEF LABOR INTERNAL DEF FLUID WARRANTY - OP CODE [redacted]

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

ADDED DEF FLUID DURING PDI/SALES

**(Claim) Cause:**

ADDED DEF FLUID DURING PDI/SALES

**(Claim) Correction:**

ADDED DEF FLUID DURING PDI/SALES

# Warranty Claim Report

## Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | **Year** | [redacted] | **Body** | [redacted] REG CAB CHASSIS |
| **Build Date** | [redacted] | **Plant** | [redacted] ASSEMBLY PLANT | **Coverage Code** | [redacted] |

## Claim Information

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | W - Warranty | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | [redacted] | **Part** | [redacted] | **Total Paid** | [redacted] |

## Dealer Information

| | | | |
|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] |
| **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 | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | BOLT | 6 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | COOLER | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | TOC ASSY | 1 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | FLUID AFT | 8 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | BOLT | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | COOLER | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | TOC ASSY | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | FLUID AFT | [redacted] | | | |
| A | [redacted] | Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] (1 - Semi-Skilled) | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] (1 - Semi-Skilled) | | | [redacted] | BOLT | [redacted] | | | |
| A | [redacted] | Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] (1 - Semi-Skilled) | | | [redacted] | COOLER | [redacted] | | | |
| A | [redacted] | Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] (1 - Semi-Skilled) | | | [redacted] | TOC ASSY | [redacted] | | | |

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] (1 - Semi-Skilled) | | | [redacted] | FLUID AFT | [redacted] | | | |
| A | [redacted] | Oil cooler, external / auxiliary ; Cooler (2 - Skilled) | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Oil cooler, external / auxiliary ; Cooler (2 - Skilled) | | | [redacted] | BOLT | 6 | | [redacted] | |
| A | [redacted] | Oil cooler, external / auxiliary ; Cooler (2 - Skilled) | | | [redacted] | COOLER | 1 | | [redacted] | |
| A | [redacted] | Oil cooler, external / auxiliary ; Cooler (2 - Skilled) | | | [redacted] | TOC ASSY | 1 | | [redacted] | |
| A | [redacted] | Oil cooler, external / auxiliary ; Cooler (2 - Skilled) | | | [redacted] | FLUID AFT | [redacted] | | | |
| A | [redacted] | Digital Imaging ; Process time | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Digital Imaging ; Process time | | | [redacted] | BOLT | [redacted] | | | |
| A | [redacted] | Digital Imaging ; Process time | | | [redacted] | COOLER | 1 | | [redacted] | |
| A | [redacted] | Digital Imaging ; Process time | | | [redacted] | TOC ASSY | 1 | | [redacted] | |
| A | [redacted] | Digital Imaging ; Process time | | | [redacted] | FLUID AFT | [redacted] | | | |

## RO Narratives

### (RO) Customer Concern:

General Concern #1 [Customer states that seems to have transmission issue when taking off it goes really slow ] Diesel Oil Change 23 POINT INSPECTION CUSTOMER AGREES TO LET SEWELL CJDR OF [redacted] DRIVE THEIR VEHICLE [redacted] TO [redacted] IF NECESSARY FOR DIAGNOSTICS.

### (RO) Cause:

PERFORM DIESEL OIL CHANGE . .

### (RO) Correction:

REPLACED TRANSMISSION, COOLER AND LINESTEST DROVE AND VERIFIED [redacted] .7[redacted] .8 COMPLETE Completed .

### (RO) Technical Notes:

NA

## GCS Narratives

### (Claim) Customer Concern:

CUSTOMER STATES THAT SEEMS TO HAVE TRANSMISSION ISSUE WHEN TAKING OFF IT GOES REALLY SLOW.

### (Claim) Cause:

VERIFIED CONCERN, TRANSMISSION IN LIMP MODE AND SLIPPING. FOUND CODES [redacted] AND [redacted] GEAR RATIO ERRORS. REMOVED PAN AND FOUND METAL DEBRIS CONTAMINATION. TRANSMISSION REPLACEMENT APPROVED BY POWERTRAIN CENTER.

### (Claim) Correction:

REPLACED TRANSMISSION, COOLER AND LINES, TEST DROVE AND VERIFIED PROPER OPERAT ION.

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | SALTILLO TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Ready ([redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | [redacted] | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] JEEP |
| ***Address*** | [redacted] | | |

*Condition Information*

| ***Condition Code*** | ***LOP*** | ***LOP Desc*** | ***Failure Code*** | ***Failure Desc*** | [redacted] ***Number*** | [redacted] ***Name*** | [redacted] ***Quantity*** | [redacted] ***Failed*** | [redacted] ***Expense*** | ***LOP Expense*** |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Rear Wheel Flares - [redacted] | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | **Year** | [redacted] | **Body** | [redacted] - [redacted] CAB [redacted] |
| **Build Date** | [redacted] | **Plant** | SALTILLO TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | S - Safety (Recalls) | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | [redacted] | **Part** | [redacted] | **Total Paid** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] OF [redacted] |
| **Address** | [redacted] | | |

*Condition Information*

| Condition Code | [redacted] | [redacted] Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | [redacted] Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Safety Recall [redacted] - Tailgate Latch Alignment ; Inspect Tailgate Strikers for Alignment | UC | UNCODABLE (NARRATIVE REQUIRED) | | | | | | [redacted] |

# RO Narratives

### (RO) Customer Concern:

1-Lube, Oil, Filter, and Tire Rotation General Concern #1 [Smell coolant burn when running heat] General Concern #2 [Keep getting a notification for a engine indicatorlight malfunction] Multi-point inspection (according to maintenance interval) Recall / Customer Satisfaction Notification 1 [Safety Recall - Tailgate Latch Alignment **] General Concern #3 [Oil change] fuel filter change

### (RO) Cause:

. . .

### (RO) Correction:

[redacted] changed the engine oil and filterand reset the filter minder on the dash. no work performed see line e NO WORK PERFORMED [redacted] customer states that they smelledcoolant when the heat was on. pressure testedthe cooling system cold and no leaks or dropin pressure was found. drove the truck to getup to operating temp and pressure testedagain. found that the coolant bottle to [redacted] was leaking at the bottle when hot andpressurized. ordered and replaced the hosefilled the cooling system. got up tooperating temp again and pressure testedafter the repair and no leaks are found. REPLACE COOLANT HOSE DIAGNOSTIC TIME [redacted] updated the PCM and TCM to addressthis communication. c/s getting messages fromapp; updated the PCM and TCM for issue GENERAL CONCERN Multi-point inspection (according to maintenanceinterval) PERFORM MULTI-POINT INSPECTION [redacted] PERFORMED RECALL AS PERMANUFACTURER INSTRUCTIONS inspected thetailgate latch no adjustment is needed. Recall / Customer Satisfaction Notification1 PERFORM RECALL [redacted] changed the engine oil and filterand reset the filter minder in the dash. PERFORM DIESEL OIL CHANGE, REPLACE OIL FILTER, TOP OFF ALL FLUIDS, PERFORM INSPECTION PERFORM DIESEL OIL CHANGE, REPLACE OIL FILTER, TOPOFF ALL FLUIDS, PERFORM INSPECTION [redacted] changed [redacted] andreset the filter minder on the dash. Fuel Filter - Replace [redacted] OFF SUBLET REPAIRS

### (RO) Technical Notes:

NA

# GCS Narratives

### (Claim) Customer Concern:

SMELL COOLANT BURN WHEN RUNNING HEAT

**(Claim) Cause:**

SMELL COOALNT WHEN THE HEAT WAS ON PRESSURE TEST SYS COLD AND NO LEAKS GET TO OPERATING TEMP PRESSURE TEST AGAIN - FOUND LEAK FROM HOSE FROM BOTTLE TO EGR

**(Claim) Correction:**

REPLACE HOSE AND FILL COOLANT AND GOT TO OPERATING TEMP PRESSURE TEST OK NOW

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | **Year** | [redacted] | **Body** | [redacted] CAB [redacted] |
| **Build Date** | [redacted] | **Plant** | [redacted] TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | W - Warranty | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | [redacted] | **Part** | [redacted] | **Total Paid** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] OF [redacted] |
| **Address** | [redacted] | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Hose / tube, recovery tank ; Recovery bottle return - [redacted] diesel engine | [redacted] | LEAKS | [redacted] | [redacted] | 1 | X | [redacted] | |
| A | [redacted] | Hose / tube, recovery tank ; Recovery bottle return - [redacted] diesel engine | [redacted] | LEAKS | [redacted] | [redacted] | [redacted] | | | [redacted] |
| A | [redacted] | Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation. | | | [redacted] | [redacted] | 1 | X | [redacted] | [redacted] |
| A | [redacted] | Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation. | | | [redacted] | [redacted] | [redacted] | | | [redacted] |

# RO Narratives

### (RO) Customer Concern:

1-Lube, Oil, Filter, and Tire Rotation General Concern #1 [Smell coolant burn when running heat] General Concern #2 [Keep getting a notification for a engine indicatorlight malfunction] Multi-point inspection (according to maintenance interval) Recall / Customer Satisfaction Notification 1 [Safety Recall - Tailgate Latch Alignment **] General Concern #3 [Oil change] fuel filter change

### (RO) Cause:

. . .

### (RO) Correction:

[redacted] changed the engine oil and filterand reset the filter minder on the dash. no work performed see line e NO WORK PERFORMED [redacted] customer states that they smelledcoolant when the heat was on. pressure testedthe cooling system cold and no leaks or dropin pressure was found. drove the truck to getup to operating temp and pressure testedagain. found that the coolant bottle to EGRhose was leaking at the bottle when hot andpressurized. ordered and replaced the hosefilled the cooling system. got up tooperating temp again and pressure testedafter the repair and no leaks are found. REPLACE COOLANT [redacted] DIAGNOSTIC TIME [redacted] updated the PCM and TCM to addressthis communication. c/s getting messages fromapp; updated the PCM and TCM for issue GENERAL CONCERN Multi-point inspection (according to maintenanceinterval) PERFORM MULTI-POINT INSPECTION [redacted] PERFORMED RECALL AS PERMANUFACTURER INSTRUCTIONS inspected thetailgate latch no adjustment is needed. Recall / Customer Satisfaction Notification1 PERFORM RECALL [redacted] changed the engine oil and filterand reset the filter minder in the dash. PERFORM DIESEL OIL CHANGE, REPLACE OIL FILTER, TOP OFF ALL FLUIDS, PERFORM INSPECTION PERFORM DIESEL OIL CHANGE, REPLACE OIL FILTER, TOPOFF ALL FLUIDS, PERFORM INSPECTION [redacted] changed [redacted] andreset the filter minder on the dash. Fuel Filter - Replace [redacted] OFF SUBLET REPAIRS

### (RO) Technical Notes:

NA

## GCS Narratives

**(Claim) Customer Concern:**

SMELL COOLANT BURN WHEN RUNNING HEAT

**(Claim) Cause:**

SMELL COOALNT WHEN THE HEAT WAS ON PRESSURE TEST SYS COLD AND NO LEAKS GET TO OPERATING TEMP PRESSURE TEST AGAIN - FOUND LEAK FROM HOSE FROM BOTTLE TO EGR

**(Claim) Correction:**

REPLACE HOSE AND FILL COOLANT AND GOT TO OPERATING TEMP PRESSURE TEST OK NOW

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] CREW CAB CHASSIS |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | W - Warranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 13 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| *Condition Code* | *LOP* | *LOP Desc* | *Failure Code* | *Failure Desc* | *Part Number* | *Part Name* | *Part Quantity* | *Part Failed* | *Part Expense* | *LOP Expense* |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | DEF Fluid Top Off ; Vehicle Delivery Fill - Cab Chassis Models Only - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | [redacted] | FLUID | [redacted] | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
DEF FLUID TOP OFF

**(RO) Cause:**
TOPPED OFF

**(RO) Correction:**
DEF FLUID TOP OFF

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | [redacted] | | ***Body*** | [redacted] CAB CHASSIS |
| ***Build Date*** | [redacted] | ***Plant*** | SALTILLO TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | S - Safety (Recalls) | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| *Condition Code* | *LOP* | *LOP Desc* | *Failure Code* | *Failure Desc* | *Part Number* | *Part Name* | *Part Quantity* | *Part Failed* | *Part Expense* | *LOP Expense* |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Safety Recall [redacted] - Powertrain Control Module ; Replace Powertrain Control Module (PCM) Includes Software Reprogram (Aisin Transmission Equipped) | UC | UNCODABLE (NARRATIVE REQUIRED) | [redacted] | MODULE | 1 | [redacted] | [redacted] | [redacted] |
| [redacted] | | State Labor Allowance | | | [redacted] | MODULE | 1 | [redacted] | [redacted] | [redacted] |

# RO Narratives

### (RO) Customer Concern:

(Multi-point inspection according to maintenance interval) (Change diesel engine oil and filter synthetic oil may be re quired based on geographic location [redacted]) Customer States alternator message displayed as well as batt ery light (General Concern 1) Recall Customer Satisfaction Notification 1 [redacted] Engine Control Module ECM (Recall Customer Satisfactio n Notification 1) (Replace [redacted]) Customer States he could not get vehicle to move as well as hard shifts was only able to go in reverse (Automatic Transm ission Concern) Customer States he has an injection system failure message o n u connect app (General Concern 2) REMOVAL OF UP FITTED PTO TO REPLACE TRANSMISSION [redacted] IS BEING CHARGED TO SALES ENGINE CONCERN REMOVAL OF PTO

### (RO) Cause:

INSPECTION MAINTANCE DIAGNOSED AND RAN TEST VIA WI TECH NO PROBLEM FOUND SEE LINE 4 SAFETY RECALL MAINT DTC PRESENT [redacted] FOUND INTERNAL FAILURE IN TRANSMISSION , WAS ADVISED TO REPLACE TRANSMISSION FOUND OVER THE AIR UPDATE AVAILABLE FOR CONCERN TRANSMISSION FAILURE TRANSMISSION FAILURE

### (RO) Correction:

PERFORMED WORLD CLASS INSPECTION TO VEHICLE BRAKE INSPECTION PERFORMED ONLY WITH TIRE ROTATION PERFORMED DIESEL OIL & FILTER CHANGE.ADJUSED TIRE PRESSURE TO SPECS PERFORMED MULIPOINT INSPECTION & TOPPED OFF FLUIDS INSPECTION PERFORMED RECALL PER CHRYSLERS REQUEST REMOVED AND REPLACED THE FRONT AND REAR FUEL FILTERS. REPLACED TRANSMISSION , TOPPED OFF FLUIDS AND TEST DROVE ALL OKAY PERFORMED OVER THE AIR UPDATE ALL OKAY REPLACED PTO REPLACED PTO

### (RO) Technical Notes:

NA

# GCS Narratives

### (Claim) Customer Concern:

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

# Warranty Claim Report

## Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | [redacted] | | **Body** | [redacted] CAB CHASSIS |
| **Build Date** | [redacted] | **Plant** | SALTILLO TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

## Claim Information

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | W - Warranty | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | [redacted] | **Part** | [redacted] | **Total Paid** | [redacted] |

## Dealer Information

| | | | |
|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] |
| **Address** | [redacted] | | |

## Condition Information

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | BOLT | 6 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | TRANSMISS | 1 | X | [redacted] | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | GASKET | 1 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | GASKET | 1 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; Skid plate equipped | | | [redacted] | BOLT | 6 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; Skid plate equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; Skid plate equipped | | | [redacted] | GASKET | 1 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; Skid plate equipped | | | [redacted] | GASKET | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | BOLT | 6 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | GASKET | 1 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | GASKET | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | BOLT | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | GASKET | 1 | | [redacted] | |

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | GASKET | [redacted] | | | |
| A | [redacted] | TCM Quick Learn ; [redacted] Transmissions only | | | [redacted] | BOLT | 6 | | [redacted] | |
| A | [redacted] | TCM Quick Learn ; [redacted] Transmissions only | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | TCM Quick Learn ; [redacted] Transmissions only | | | [redacted] | GASKET | 1 | | [redacted] | |
| A | [redacted] | TCM Quick Learn ; [redacted] Transmissions only | | | [redacted] | GASKET | 1 | | [redacted] | |
| A | [redacted] | State Labor Allowance | | | [redacted] | BOLT | 6 | | [redacted] | |
| A | [redacted] | State Labor Allowance | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | State Labor Allowance | | | [redacted] | GASKET | 1 | | [redacted] | |
| A | [redacted] | State Labor Allowance | | | [redacted] | GASKET | 1 | | [redacted] | |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

CUSTOMER STATES HE COULD NOT GET VEHICLE TO MOVE AS WELL AS HARD SHIFTS WAS ON LY ABLE TO GO IN REVERSE

**(Claim) Cause:**

HOOK UP WITECH AND FOUND [redacted] FOUND INTERNAL FAILURE IN TRANS CONTACTED STAR WAS ADVISED TO REPLACE TRANSMISSION

**(Claim) Correction:**

REPLACED TRANSMISSION PERFORMED QUICKLEARN AND CHECKED FLUID LEVEL

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | [redacted] | [redacted] | ***Body*** | [redacted] - [redacted] REG CAB CHASSIS |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | S - Safety (Recalls) | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | SUPERIOR AUTO MALL | [redacted] | [redacted] |
| ***Address*** | [redacted] | | | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Emissions Recall [redacted] - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label ( Aisin Transmission Only) | UC | UNCODABLE (NARRATIVE REQUIRED) | [redacted] | SENSOR | 1 | X | [redacted] | [redacted] |
| A | [redacted] | Emissions Recall [redacted] - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label ( Aisin Transmission Only) | UC | UNCODABLE (NARRATIVE REQUIRED) | [redacted] | | | | | [redacted] |
| A | [redacted] | Emissions Recall [redacted] - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label ( Aisin Transmission Only) | UC | UNCODABLE (NARRATIVE REQUIRED) | [redacted] | | [redacted] | | | [redacted] |

# RO Narratives

### (RO) Customer Concern:

Multi-point inspection (according to maintenance interval) Recall / Customer Satisfaction Notification 1 [Emissions Recall [redacted] - Particulate Matter Sensor **] Engine Performance Concern (Diesel)[Customer States THAT HE HAS A SERVICE DEF SYSTEM MESSAGE ON THE DASH THAT STATES THAT THE VEHICLE WILL SHUT DOWN TO [redacted]. CHECK ANDADVISE]

### (RO) Cause:

NA

### (RO) Correction:

Multi-point inspection (according to maintenanceinterval) Perform Courtesy Vehicle Check (FORM) [redacted] Install PM sensor and reprogram PCM25[redacted] [redacted] Install AuthorizedModifications Label (Aisin TransmissionEquipped). SUCCESSFULLY FLASHED THE PCM [redacted] OLD TO [redacted] NEW Recall / Customer Satisfaction Notification1 [Emissions Recall [redacted] -Particulate Matter Sensor**] [redacted] VERIFIED CUSTOMER CONCERN CHECKEDFOR DTC'S AND UPDATES FOUND [redacted] LEVEL TOO LOW AND [redacted] REDUCTANTLEVEL SENSOR 1 CIRCUITINTERMITTENT/ERRATIC.TANK FUEL OF GOODUNCONTAMINATED FLUID AND NOT OVER FULL.EMPTIED THE TANK AND REFILLED TANK AND GAUGEMOVED BUT CODE STILL ACTIVE. CLEARED MESSAGEOFF SCREEN AND CODE WOULD NOT CLEAR. CHECKEDDEF TANK LEVEL SENSOR [redacted] FOR OPEN OR HIGHRESISTANCE. RESISTANCE BELOW [redacted] TANK LEVEL SENSOR [redacted] SIGNAL CIRCUIT FOROPEN AND HIGH RESITANCE. RESISTANCE BELOW [redacted]. SAME RESULTS ON [redacted] RETURN CIRCUIT FORTHE DEF TANK LEVEL SENSOR.

REPLACED THE DEFPUMP AND DEF TUBE ALSO TOP OFF THE DEF.CLEARED CODES AND NO FURTHER ACTIVE DEF CODES REPLACE PUMP UNIT

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

ENGINE PERFORMANCE CONCERN (DIESEL) [CUSTOMER STATES THAT HE HAS A SERVICE DE F SYSTEM MESSAGE ON THE DASH THAT STATES THAT THE VEHICLE WILL SHUT DOWN TO [redacted]. CHECK AND ADVISE]

**(Claim) Cause:**

ENGINE PERFORMANCE CONCERN (DIESEL) [CUSTOMER STATES THAT HE HAS A SERVICE DE F SYSTEM MESSAGE ON THE DASH THAT STATES THAT THE VEHICLE WILL SHUT DOWN TO [redacted]. CHECK AND ADVISE]

**(Claim) Correction:**

VERIFIED CUSTOMER CONCERN CHECKED FOR DTC'S AND UPDATES FOUND [redacted] REDUCT ANT LEVEL TOO LOW AND [redacted] REDUCTANT LEVEL SENSOR [redacted] INTERMITTENT/E RRATIC.TANK FUEL OF GOOD UNCONTAMINATED FLUID AND NOT OVER FULL. EMPTIED THE TANK AND REFILLED TANK AND GAUGE MOVED BUT CODE STILL ACTIVE. CLEARED MESSAG E OFF SCREEN AND CODE WOULD NOT CLEAR. CHECKED DEF TANK LEVEL SENSOR [redacted] FOR OPEN OR HIGH RESISTANCE. RESISTANCE BELOW [redacted] DEF TANK LEVEL SEN SOR [redacted] SIGNAL CIRCUIT FOR OPEN AND HIGH RESITANCE. RESISTANCE BELOW [redacted]. SAME RESULTS ON [redacted] RETURN CIRCUIT FOR THE DEF TANK LEVEL SENSOR. REPLACED THE DEF PUMP AND DEF TUBE ALSO TOP OFF THE DEF. CLEARED CODES AND NO FURTHER ACTIVE DEF CODES

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] - [redacted] REG CAB CHASSIS |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | W - Warranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | SUPERIOR AUTO MALL | [redacted] | | | |
| ***Address*** | [redacted] | | | | | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Pump, Unit ; [redacted] Diesel - Cab Chassis Only | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | MODULE | [redacted] | | | [redacted] |
| A | [redacted] | Pump, Unit ; [redacted] Diesel - Cab Chassis Only | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | O RING | [redacted] | | | [redacted] |
| A | [redacted] | Pump, Unit ; [redacted] Diesel - Cab Chassis Only | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | FLUID | [redacted] | | | [redacted] |
| A | [redacted] | Pump, Unit ; [redacted] Diesel - Cab Chassis Only | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | TUBE | [redacted] | | | [redacted] |

# RO Narratives

### (RO) Customer Concern:

Multi-point inspection (according to maintenance interval) Recall / Customer Satisfaction Notification 1 [Emissions Recall [redacted] - Particulate Matter Sensor **] Engine Performance Concern (Diesel)[Customer States THAT HE HAS A SERVICE DEF SYSTEM MESSAGE ON THE DASH THAT STATES THAT THE VEHICLE WILL SHUT DOWN TO [redacted]. CHECK ANDADVISE]

### (RO) Cause:

NA

### (RO) Correction:

Multi-point inspection (according to maintenanceinterval) Perform Courtesy Vehicle Check (FORM) [redacted] Install PM sensor and reprogram PCM25[redacted] [redacted] Install AuthorizedModifications Label (Aisin TransmissionEquipped). SUCCESSFULLY FLASHED THE PCM [redacted] OLD TO [redacted] NEW Recall / Customer Satisfaction Notification1 [Emissions Recall [redacted] -Particulate Matter Sensor**] [redacted] VERIFIED CUSTOMER CONCERN CHECKEDFOR DTC'S AND UPDATES FOUND [redacted] LEVEL TOO LOW AND [redacted] REDUCTANTLEVEL SENSOR 1 CIRCUITINTERMITTENT/ERRATIC.TANK FUEL OF GOODUNCONTAMINATED FLUID AND NOT OVER FULL.EMPTIED THE TANK AND REFILLED TANK AND GAUGEMOVED BUT CODE STILL ACTIVE. CLEARED MESSAGEOFF SCREEN AND CODE WOULD NOT CLEAR. CHECKEDDEF TANK LEVEL SENSOR [redacted] FOR OPEN OR HIGHRESISTANCE. RESISTANCE BELOW [redacted] TANK LEVEL SENSOR [redacted] SIGNAL CIRCUIT FOROPEN AND HIGH RESITANCE. RESISTANCE BELOW [redacted]. SAME RESULTS ON [redacted] RETURN CIRCUIT FORTHE DEF TANK LEVEL SENSOR. REPLACED THE DEFPUMP AND DEF TUBE ALSO TOP OFF THE DEF.CLEARED CODES AND NO FURTHER ACTIVE DEF CODES REPLACE PUMP UNIT

### (RO) Technical Notes:

NA

# GCS Narratives

### (Claim) Customer Concern:

ENGINE PERFORMANCE CONCERN (DIESEL) [CUSTOMER STATES THAT HE HAS A SERVICE DE F SYSTEM MESSAGE ON THE DASH THAT STATES THAT THE VEHICLE WILL SHUT DOWN TO [redacted]. CHECK AND ADVISE]

### (Claim) Cause:

ENGINE PERFORMANCE CONCERN (DIESEL) [CUSTOMER STATES THAT HE HAS A SERVICE DE F SYSTEM MESSAGE ON THE DASH THAT STATES THAT THE VEHICLE WILL SHUT DOWN TO [redacted]. CHECK AND ADVISE]

### (Claim) Correction:

VERIFIED CUSTOMER CONCERN CHECKED FOR DTC'S AND UPDATES FOUND [redacted] REDUCT ANT LEVEL TOO LOW AND [redacted] REDUCTANT LEVEL SENSOR [redacted] INTERMITTENT/E RRATIC.TANK FUEL OF GOOD UNCONTAMINATED FLUID AND NOT OVER FULL. EMPTIED THE TANK AND REFILLED TANK AND GAUGE MOVED BUT CODE STILL ACTIVE. CLEARED MESSAG E OFF SCREEN AND CODE WOULD NOT CLEAR. CHECKED DEF TANK LEVEL SENSOR [redacted] FOR OPEN OR HIGH RESISTANCE. RESISTANCE BELOW [redacted] DEF TANK LEVEL SEN SOR [redacted] SIGNAL CIRCUIT FOR OPEN AND HIGH RESITANCE. RESISTANCE BELOW [redacted]. SAME RESULTS ON [redacted] RETURN CIRCUIT FOR THE DEF TANK LEVEL SENSOR. REPLACED THE DEF PUMP AND DEF TUBE ALSO TOP OFF THE DEF. CLEARED CODES AND NO FURTHER ACTIVE DEF CODES

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | SALTILLO TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Ready ([redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | ([redacted]) | ***Sublet*** | [redacted] | [redacted] | [redacted] | ***Total Paid*** | ([redacted]) |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*[redacted] Information*

| [redacted] ***Code*** | ***LOP*** | ***LOP Desc*** | ***Failure Code*** | ***Failure Desc*** | [redacted] ***Number*** | [redacted] ***Name*** | [redacted] ***Quantity*** | [redacted] ***Failed*** | [redacted] ***Expense*** | ***LOP Expense*** |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | ([redacted]) |
| A | [redacted] | Road Ready ; Rear Wheel Flares - [redacted] | | | | | | | | ([redacted]) |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | ([redacted]) |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | ([redacted]) |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] - [redacted] [redacted] [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | W - Warranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] | [redacted] | [redacted] |
| ***Address*** | [redacted] | | | | |

*Condition Information*

| *Condition Code* | *LOP* | *LOP Desc* | *Failure Code* | *Failure Desc* | *Part Number* | *Part Name* | *Part Quantity* | *Part Failed* | *Part Expense* | *LOP Expense* |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Bearing, propeller shaft center | 37 | EXCESSIVE WEAR | [redacted] | BEARING | 1 | X | [redacted] | [redacted] |
| A | [redacted] | Bearing, propeller shaft center | 37 | EXCESSIVE WEAR | [redacted] | SNAP RING | 1 | | 1.12 | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

DIAG

**(RO) Cause:**

carrier bearing failed, wore the bushing out

**(RO) Correction:**

[redacted]

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

CUSTOMER STATES VIBRATION WHILE DRIVING

**(Claim) Cause:**

CARRIER BEARING FAILED, WORE THE BUSHING OUT INSIDE HOUSING.

**(Claim) Correction:**

CARRIER BEARING FAILED, WORE THE BUSHING OUT INSIDE HOUSING. REMOVED DRIVELIN E, SEPARATED THE [redacted] REMOVED FAILED PART REPLACED.

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] - [redacted] CAB CHASSIS [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | W - Warranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Engine Mechanical, Trouble Not Found ; Engine | Y3 | STARTS HARD | | | | | | [redacted] |

# RO Narratives

**(RO) Customer Concern:**

Perform DTC Inspection [CUSTOMER STATES CEL IS ON. WOULD LIKE DIAG FOR TRAVEL BACK HOME]

**(RO) Cause:**

.

**(RO) Correction:**

COULD NOT DUPLICATE CUSTOMER CONCERN AT THIS TIME

**(RO) Technical Notes:**

COULD NOT DUPLICATE CUSTOMER CONCERN AT THIS TIME

# GCS Narratives

**(Claim) Customer Concern:**

CUSTOMER STATES VEHICLE HAS HARD START

**(Claim) Cause:**

LET VEHICLE SET, STARTED ON COLD AND WARM START. NO DTCS

**(Claim) Correction:**

COULD NOT DUPLICATE CONCERN AT THIS TIME

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] LIMITED CREW CAB 4X4 |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Ready ([redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 5 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| *Condition Code* | *LOP* | *LOP Desc* | *Failure Code* | *Failure Desc* | *Part Number* | *Part Name* | *Part Quantity* | *Part Failed* | *Part Expense* | *LOP Expense* |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

NEW VEHICLE PRE DELIVERY INSPECTION [redacted] KIT: PLATE FRAMES, INSERTS, [redacted] LOGO, [redacted] AUTO CARE DECAL, [redacted].

**(RO) Cause:**

NA

**(RO) Correction:**

[redacted] COMPLETE [redacted] READY, PDI [redacted] READY [redacted] READY [redacted] READY, PDI [redacted] READY [redacted] [redacted] KIT: PLATEFRAMES, INSERTS, [redacted] LOGO, [redacted] AUTO CARE DECAL, [redacted]. PDI-KIT, ETCH, PLATE FRAMES, [redacted] [redacted] KIT: PLATEFRAMES, INSERTS, [redacted] LOGO, [redacted] AUTO CARE DECAL, [redacted] SHOP CHARGES

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] - [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | W - Warranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 11 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***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 | [redacted] | DEF Fluid Top Off ; Vehicle Delivery Fill - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | [redacted] | FLUID | 2 | X | [redacted] | [redacted] |

# RO Narratives

### (RO) Customer Concern:

TINT WINDOW PERFORM PRE-DELIVERY INSPECTION, PLACE OWNER'S MANUALS IN GLOVE BOX, REMOVE PLASTIC FROM SEATS. ROAD TEST AND ADD FUEL PERFORM PRE-DELIVERY INSPECTION, PLACE OWNER'S MANUALS IN GLOVE BOX, REMOVE PLASTIC FROM SEATS. ROAD TEST AND ADD FUEL STAR GUARD DOOR EDGE GUARD AND DOOR CUP PROTECTORS

### (RO) Cause:

PERFORM NEW VEHICLE PDI SERVICE [redacted] PERFORM NEW VEHICLE PDI SERVICE [redacted] INSTALL [redacted] .3

### (RO) Correction:

WINDOW TINT COMPLETED PERFORMED PRE-DELIVERY INSPECTION. ADDED DEF, INSTALLED FENFER FLAIR KIT PERFORMED PRE-DELIVERY INSPECTION. INSTALL WIRING, [redacted], OBSERVE FUNCTION AND REGISTER UNIT (IMEI: [redacted]) DOOR EDGE GUARD & DOOR CUPS INSTALLED

### (RO) Technical Notes:

NA

# GCS Narratives

### (Claim) Customer Concern:

FOUND DEF WAS LOW DURING PDI

### (Claim) Cause:

LOW DEF

### (Claim) Correction:

TOPPED OFF DEF

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] - [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***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 | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Rear Wheel Flares - [redacted] | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***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 | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| [redacted] | | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | **Year** | [redacted] | **Body** | [redacted] CREW CAB CHASSIS |
| **Build Date** | [redacted] | **Plant** | [redacted] TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | W - Warranty | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | [redacted] | **Part** | [redacted] | **Total Paid** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] |
| **Address** | [redacted] | | |

*Condition Information*

| Condition Code | [redacted] | [redacted] Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | [redacted] Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | TRANSMISS | 1 | X | [redacted] | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | FLUID AFT | [redacted] | | | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; Two piece propeller shaft equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; Two piece propeller shaft equipped | | | [redacted] | FLUID AFT | [redacted] | | | |

## RO Narratives

**(RO) Customer Concern:**

AUTOMATIC TRANSMISSIONS CONCERN [redacted] INSPECTION

**(RO) Cause:**

found vehicle is in limp mode. found vehicle has

**(RO) Correction:**

[redacted] - R & R; [redacted] - [redacted] PROPELLER SHAFT

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

C/ STATES TRANSMISSION WILL NOT GOT INTO DRIVE, HAVE TO WORK WITH [redacted] AND [redacted] SHIFTER THEN HEAR A LOUD CLANG NOISE AND IT GOES INTO [redacted] BUT IN LIMP MODE

**(Claim) Cause:**

FOUND VEHICLE IS IN LIMP MODE. FOUND VEHICLE HAS GEAR RATIO CODES IN [redacted] AND [redacted], [redacted] AND [redacted]. VERIFIED FLUID LEVEL ON VEHICLE IS CORRECT. REMOVED T RANSMISSION PAN AND FOUND NO DEBRIS. CONTACTED STAR CENTER AND AGENT SAID TO REPLACE TRANSMISSION IN VEHICLE.

**(Claim) Correction:**

REMOVED AND REPLACED TRANSMISSION IN VEHICLE AND VERIFIED FLUID LEVEL IS IN RA NGE.. PERFORMED QUICK LEARN ON VEHICLE AND TEST DROVE. VERIFIED FLUID LEVE L AT OPERATING TEMP. VEHICLE OPERATING AS DESIGNED AT THIS TIME.

# Warranty Claim Report

## Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | | [redacted] | **Body** | [redacted] CREW CAB CHASSIS |
| **Build Date** | [redacted] | **Plant** | [redacted] TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

## Claim Information

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | W - Warranty | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | [redacted] | **Part** | [redacted] | **Total Paid** | [redacted] |

## Dealer Information

| | | | | | |
|---|---|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] | [redacted] | |
| **Address** | [redacted] | | | | |

## Condition Information

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | TRANSMISS | 1 | X | [redacted] | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | COOLER | [redacted] | | | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | TOC ASSY | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | COOLER | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | TOC ASSY | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | COOLER | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | TOC ASSY | [redacted] | | | |
| A | [redacted] | [redacted], thermal cooler bypass | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | [redacted], thermal cooler bypass | | | [redacted] | COOLER | [redacted] | | | |
| A | [redacted] | [redacted], thermal cooler bypass | | | [redacted] | TOC ASSY | [redacted] | | | |
| A | [redacted] | Oil cooler, external / auxiliary ; Cooler (2 - [redacted]) | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Oil cooler, external / auxiliary ; Cooler (2 - [redacted]) | | | [redacted] | COOLER | [redacted] | | | |
| A | [redacted] | Oil cooler, external / auxiliary ; Cooler (2 - [redacted]) | | | [redacted] | TOC ASSY | 1 | | [redacted] | |

## RO Narratives

### (RO) Customer Concern:

Multi-point inspection (according to maintenance interval) CUSTOMER STATES TRANSMISSION SHIFTING HARD. PLEASE CHECK AND ADVISE.

### (RO) Cause:

x

### (RO) Correction:

PERFORM [redacted] INSPECTION REPLACED TRANSMISSION, TRANS COOLER AND BYPASS VALVE. PERFROMED QUICK LEARN AFTER REPLACEMENT AND TEST DROVE NO FURTHER PROBLEMS FOUND. [redacted]

### (RO) Technical Notes:

NA

## GCS Narratives

### (Claim) Customer Concern:

CUSTOMER STATES TRANSMISSION SHIFTING HARD. PLEASE CHECK AND ADVISE.

### (Claim) Cause:

FOUND FAULT CODES IN THE TCM FOR [redacted] FOR FAULTS IN [redacted] AND [redacted]

### (Claim) Correction:

REPLACED TRANSMISSION, TRANS COOLER AND BYPASS VALVE. PERFROMED QUICK LEARN AF TER REPLACEMENT AND TEST DROVE NO FURTHER PROBLEMS FOUND. [redacted]

# Warranty Claim Report

## Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | **Year** | [redacted] | **Body** | [redacted] - [redacted] CREW CAB CHASSIS [redacted] |
| **Build Date** | [redacted] | **Plant** | [redacted] TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

## Claim Information

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | W - Warranty | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | [redacted] | **Part** | [redacted] | **Total Paid** | [redacted] |

## Dealer Information

| | | | |
|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] |
| **Address** | [redacted] | | |

## Condition Information

| Condition Code | [redacted] | [redacted] Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | [redacted] Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Transmission ; DEF equipped [redacted] 4x4 pick-up only | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission ; DEF equipped [redacted] 4x4 pick-up only | | | [redacted] | BOLT | [redacted] | | | |
| A | [redacted] | Transmission ; DEF equipped [redacted] 4x4 pick-up only | | | [redacted] | BOLT | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | TRANSMISS | 1 | X | [redacted] | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | BOLT | 6 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | BOLT | 8 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; Skid plate equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; Skid plate equipped | | | [redacted] | BOLT | 6 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; Skid plate equipped | | | [redacted] | BOLT | 8 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | BOLT | 6 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | BOLT | 8 | | [redacted] | |
| A | 21002766 | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | 21002766 | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | BOLT | [redacted] | | | |
| A | 21002766 | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | BOLT | [redacted] | | | |

## RO Narratives

### (RO) Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT IS ON AND TRANSMISSION HA S NO FORWARD [redacted] SEE HISTORY (Automatic Transmission Conce rn) (Multi-point inspection according to maintenance interval)

### (RO) Cause:

TRANSMISSION CONCERN VERIFIED. TRANSMISSION HAS NO FORWARD [redacted] ONLY REVERSE AND MULTIPLE TRANSMISSION DTCS [redacted] 1 INCORRECT RATIO AND [redacted] 2 INCORRECT RATIO. INSPECTED TRANSMISSION FOUND FLUID TO BE BURNT WITH BURNT ODOR. TRANSMISSION PREVIOUSLY REPLACED. CONCERN DUE TO AN INTERNAL FAILURE TO TH TRANSMISSION. CORRECTION IS TO MOPAR OUT REPLACE TRANSMISSION. PERFORM INSPECTION

### (RO) Correction:

CORRECTION MOPAR REPLACED TRANSMISSION. CLEARED ALL DTCS AND SET FLUID LEVEL TO SPEC AND PERFORMED ALL PROGRAMMING. PERFORMED ROAD TEST TRANSMISSION IS NOW FUNCTIONING CORRECTLY NO ISSUES AT THIS TIME. MOPAR CLAIM. REFER TO [redacted] SEE YOUR SERVICE ADVISOR FOR DETAILS

### (RO) Technical Notes:

NA

## GCS Narratives

### (Claim) Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT IS ON AND TRANSMISSION HA S NO FORWARD [redacted] RS SEE HISTORY (AUTOMATIC TRANSMISSION CONCE RN)

### (Claim) Cause:

TRANSMISSION CONCERN VERIFIED. TRANSMISSION HAS NO FORWARD [redacted] ONLY REVERSE AND MULTIPLE TRANSMISSION DTCS [redacted] 1 INCORRECT RATIO AND [redacted] 2 INCORRECT RATIO. INSPECTED TRANSMISSION FOUND FLUID TO BE BURNT WITH BURNT ODOR. TRANSMISSION PREVIOUSLY REPLACED. CONCERN DUE TO AN INTERNAL FAILURE TO TH TRANSMISSION. CORRECTION IS TO MOPAR OUT REPLACE TRANSMISSION.

### (Claim) Correction:

CORRECTION MOPAR REPLACED TRANSMISSION. CLEARED ALL DTCS AND SET FLUID LEVEL TO SPEC AND PERFORMED ALL PROGRAMMING. PERFORMED ROAD TEST TRANSMISSION IS NO W FUNCTIONING CORRECTLY NO ISSUES AT THIS TIME. MOPAR CLAIM. REFER TO [redacted]

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | ([redacted]) | ***Sublet*** | [redacted] | [redacted] | [redacted] | ***Total Paid*** | ([redacted]) |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | , , | | |

*Condition Information*

| ***Condition Code*** | ***LOP*** | ***LOP Desc*** | ***Failure Code*** | ***Failure Desc*** | [redacted] ***Number*** | [redacted] ***Name*** | [redacted] ***Quantity*** | [redacted] ***Failed*** | [redacted] ***Expense*** | ***LOP Expense*** |
|---|---|---|---|---|---|---|---|---|---|---|
| [redacted] | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | ([redacted]) |
| [redacted] | | Road Ready ; Road Test | | | | | | | | ([redacted]) |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | ([redacted]) |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

# Warranty Claim Report

## Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | **Year** | [redacted] | **Body** | [redacted] |
| **Build Date** | [redacted] | **Plant** | [redacted] TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

## Claim Information

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | W - Warranty | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | [redacted] | **Part** | [redacted] | **Total Paid** | [redacted] |

## Dealer Information

| | | | |
|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] |
| **Address** | [redacted] | | |

## Condition Information

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Transmission ; DEF equipped [redacted] 4x4 pick-up only | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission ; DEF equipped [redacted] 4x4 pick-up only | | | [redacted] | LUBRICANT | 1 | | [redacted] | |
| A | [redacted] | Transmission ; DEF equipped [redacted] 4x4 pick-up only | | | [redacted] | FLUID AFT | [redacted] | | | |
| A | [redacted] | Transmission ; DEF equipped [redacted] 4x4 pick-up only | | | [redacted] | FLUID | [redacted] | | | |
| A | [redacted] | Transmission ; DEF equipped [redacted] 4x4 pick-up only | | | [redacted] | BODY ASSY | [redacted] | | | |
| A | [redacted] | Transmission ; DEF equipped [redacted] 4x4 pick-up only | | | [redacted] | SENSOR | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | TRANSMISS | 1 | X | [redacted] | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | LUBRICANT | 1 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | FLUID AFT | [redacted] | | | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | FLUID | [redacted] | | | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | BODY ASSY | [redacted] | | | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | SENSOR | [redacted] | | | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | LUBRICANT | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | FLUID AFT | [redacted] | | | |

| | | | | | | |
|---|---|---|---|---|---|---|
| [redacted] | | equipped Transmissio[redacted]e - | [redacted] | | [redacted] | |
| A | | automatic ; 4x4/AWD | | FLUID AFT | 9 | |
| [redacted] | | equipped Transmissio[redacted]e - | [redacted] | | [redacted] | |
| A | | automatic ; 4x4/AWD | | FLUID AFT | 2 | |
| [redacted] | | equipped Transmissio[redacted]e - | [redacted] | | | [redacted] |
| A | | automatic ; 4x4/AWD | | BODY ASSY | 1 | |
| | [redacted] | equipped Transmission, Replace - | [redacted] | | | [redacted] |
| A | | automatic ; 4x4/AWD | | SENSOR | 1 | |
| A | [redacted] | equipped Pan, Oil - Related Repairs ; Aisin Transmission | [redacted] | [redacted] | [redacted] | |
| A | [redacted] | Pan, Oil - Related Repairs ; Aisin Transmission | [redacted] | | | [redacted] |
| A | | Pan, Oil - Related Repairs ; Aisin Transmission | | FLUID AFT | 9 | |
| A | [redacted] | Pan, Oil - Related Repairs ; Aisin Transmission | [redacted] | FLUID AFT | 2 | [redacted] |
| A | [redacted] | Pan, Oil - Related Repairs ; Aisin Transmission | [redacted] | BODY ASSY | 1 | [redacted] |
| A | | Pan, Oil - Related Repairs ; Aisin Transmission | | SENSOR | 1 | |
| | [redacted] | Valve Body ; Valve body - Replace - Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled) | [redacted] | | | [redacted] |
| A | [redacted] | | [redacted] | TRANSMISS | 1 | X |
| | [redacted] | Valve Body ; Valve body - Replace - Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled) | [redacted] | [redacted] | [redacted] | |
| A | [redacted] | | [redacted] | | 1 | [redacted] |
| | [redacted] | Valve Body ; Valve body - Replace - Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled) | [redacted] | | | [redacted] |
| A | [redacted] | | [redacted] | FLUID AFT | | [redacted] |
| | [redacted] | Valve Body ; Valve body - Replace - Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled) | [redacted] | | | [redacted] |
| A | [redacted] | | [redacted] | FLUID AFT | 2 | [redacted] |
| | [redacted] | Valve Body ; Valve body - Replace - Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled) | [redacted] | | | [redacted] |
| A | | | | BODY ASSY | 1 | |
| | [redacted] | Valve Body ; Valve body - Replace - Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled) | [redacted] | [redacted] | | [redacted] |
| A | | | | SENSOR | 1 | |
| | [redacted] | Sensor ; Input Sensor - Aisin Transmission - Replace (3 - Highly Skilled) | [redacted] | | [redacted] | |
| A | | | | TRANSMISS | 1 | X |
| | [redacted] | Sensor ; Input Sensor - Aisin Transmission - Replace (3 - Highly Skilled) | [redacted] | | | [redacted] |
| A | [redacted] | | [redacted] | | 1 | [redacted] |
| | [redacted] | Sensor ; Input Sensor - Aisin Transmission - Replace (3 - Highly Skilled) | [redacted] | | | [redacted] |
| A | [redacted] | | [redacted] | FLUID AFT | 9 | [redacted] |
| A | | Sensor ; Input Sensor - Aisin Transmission - Replace (3 - | | FLUID AFT | 2 | |
| [redacted] | [redacted] | | [redacted] | [redacted] | | [redacted] |
| [redacted] | [redacted] | | [redacted] | | | [redacted] |
| [redacted] | [redacted] | | [redacted] | [redacted] | | [redacted] |
| [redacted] | [redacted] | | [redacted] | | | [redacted] |
| [redacted] | [redacted] | | [redacted] | | | [redacted] |

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | | Highly Skilled) | | | | | | | | |
| A | [redacted] | Sensor ; Input Sensor - Aisin Transmission - Replace (3 - Highly Skilled) | | | [redacted] | BODY ASSY | [redacted] | | | |
| A | [redacted] | Sensor ; Input Sensor - Aisin Transmission - Replace (3 - Highly Skilled) | | | [redacted] | SENSOR | [redacted] | | | |
| A | [redacted] | Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation. | | | [redacted] | TRANSMISS | 1 | X | [redacted] | [redacted] |
| A | [redacted] | Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation. | | | [redacted] | LUBRICANT | 1 | | [redacted] | |
| A | [redacted] | Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation. | | | [redacted] | FLUID AFT | 9 | | [redacted] | |
| A | [redacted] | Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation. | | | [redacted] | FLUID AFT | 2 | | [redacted] | |
| A | [redacted] | Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation. | | | [redacted] | BODY ASSY | [redacted] | | | |
| A | [redacted] | Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation. | | | [redacted] | SENSOR | [redacted] | | | |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

GENERAL CONCERN #1 [ CUSTOMER STATES VEHICLE CUT OUT WHILE DRIVING ONCE THEN LATER SHUT OFF COMPLETELY. AFTER WAITING VEHICLE STARTED BACK UP ]

**(Claim) Cause:**

[redacted] GEAR [redacted] INCORRECT [redacted]. TESTED WIRING AND CONNECTORS ALL GOOD. TEST S SHOW VALVE BODY AS FAILURE PART.

**(Claim) Correction:**

REPLACED VALVE BODY AND CONTACTED STAR, ADJUSTED SHIFT CABLE AND TRS. REMOVED VALVE BODY AND AIR CHECKED, STAR STATES REPLACE TRANSMISSION. REMOVED AND RE PLACED TRANSMISSION

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | **Year** | [redacted] | **Body** | [redacted] - [redacted] |
| **Build Date** | [redacted] | **Plant** | [redacted] TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | W - Warranty | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | [redacted] |

**Expense**

| | | | | | |
|---|---|---|---|---|---|
| **Labor** | ([redacted]) | **Sublet** | ([redacted]) | **Total Paid** | ([redacted]) |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] | [redacted] | [redacted] |
| **Address** | [redacted] | | | | |

*Condition Information*

| Condition Code | [redacted] | [redacted] Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | [redacted] Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Bearing, propeller shaft center | 37 | EXCESSIVE WEAR | [redacted] | BEARING | [redacted] | | | ([redacted]) |
| A | [redacted] | Bearing, propeller shaft center | 37 | EXCESSIVE WEAR | [redacted] | SNAP RING | [redacted] | | | ([redacted]) |

## RO Narratives

**(RO) Customer Concern:**

DIAG

**(RO) Cause:**

carrier bearing failed, wore the bushing out

**(RO) Correction:**

[redacted]

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

CUSTOMER STATES VIBRATION WHILE DRIVING

**(Claim) Cause:**

CARRIER BEARING FAILED, WORE THE BUSHING OUT INSIDE HOUSING.

**(Claim) Correction:**

CARRIER BEARING FAILED, WORE THE BUSHING OUT INSIDE HOUSING. REMOVED DRIVELIN E, SEPARATED THE [redacted] REMOVED FAILED PART REPLACED.

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | [redacted] | [redacted] | ***Body*** | [redacted] CREW CAB CHASSIS |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | W - Warranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| ***Condition Code*** | [redacted] | [redacted] ***Desc*** | ***Failure Code*** | ***Failure Desc*** | ***Part Number*** | ***Part Name*** | ***Part Quantity*** | ***Part Failed*** | ***Part Expense*** | [redacted] ***Expense*** |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Transmission ; DEF equipped [redacted] 4x4 pick-up only | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; AS68RC/AS69RC | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | TRANSMISS | 1 | X | [redacted] | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; Two piece propeller shaft equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | 21002766 | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Digital Imaging ; Process time | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |

## RO Narratives

**(RO) Customer Concern:**

GENERAL CONCERN MULTI POINT INSP PERFORM MULTI POINT INSPECTION RECALL

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

CUSTOMER STATES TRANSMISSION LIGHT CAME ON AND VEHICLE LOST POWER. CHECK AND A DVISE

**(Claim) Cause:**

NOTED HAS INTERNAL TRANS SHIFT ERROR RATIO CODES PER STAR CASE [redacted] REPLACE T RANS ASSY

**(Claim) Correction:**

REPLACED TRANS ASSY PERFORMED TEST DRIVE ALL PERFORMED AS DESIGNED

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] CREW CAB CHASSIS |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | W - Warranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 15 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***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 | [redacted] | DEF Fluid Top Off ; Vehicle Delivery Fill - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | [redacted] | FLUID | 2 | X | [redacted] | |

## RO Narratives

**(RO) Customer Concern:**

PERFORM MULTI-POINT INSPECTION CUST PREFERRED METHOD OF CONTACT CALL TEXT [redacted] DEF FLUID

**(RO) Cause:**

NA

**(RO) Correction:**

COMPLETED MULTI-POINT INSPECTION FILL VEHICLE WITH DEF FLUID

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

FILL VEHICLE WITH DEF FLUID

**(Claim) Cause:**

FILL VEHICLE WITH DEF FLUID

**(Claim) Correction:**

FILL VEHICLE WITH DEF FLUID

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | [redacted] | [redacted] | ***Body*** | [redacted] CREW CAB CHASSIS |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | , , | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| [redacted] | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| [redacted] | | Road Ready ; Road Test | | | | | | | | [redacted] |
| [redacted] | | Road Ready ; 6.7 liter diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] LIMITED [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | SALTILLO TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| *Condition Code* | *LOP* | *LOP Desc* | *Failure Code* | *Failure Desc* | *Part Number* | *Part Name* | *Part Quantity* | *Part Failed* | *Part Expense* | *LOP Expense* |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

# Warranty Claim Report

## Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | **Year** | [redacted] | **Body** | [redacted] CAB CHASSIS |
| **Build Date** | [redacted] | **Plant** | [redacted] TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

## Claim Information

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | W - Warranty | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | [redacted] | **Part** | [redacted] | **Total Paid** | [redacted] |

## Dealer Information

| | | | |
|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] |
| **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 | [redacted] | Module, Transmission Control ; [redacted] diesel w/ [redacted] Auto Trans | | | [redacted] | WIRING | [redacted] | | | |
| A | [redacted] | Module, Transmission Control ; [redacted] diesel w/ [redacted] Auto Trans | | | [redacted] | MODULE | [redacted] | | | |
| A | [redacted] | Module, Transmission Control ; [redacted] diesel w/ [redacted] Auto Trans | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| [redacted] | | Transmission/Transfer Case/DTCM | | | [redacted] | WIRING | [redacted] | | | |
| [redacted] | | Transmission/Transfer Case/DTCM | | | [redacted] | MODULE | 1 | | [redacted] | |
| [redacted] | | Transmission/Transfer Case/DTCM | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] SERVICE [redacted] SO | [redacted] | WIRING | [redacted] | | | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] SERVICE [redacted] SO | [redacted] | MODULE | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] SERVICE [redacted] SO | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; Skid plate equipped | | | [redacted] | WIRING | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; Skid plate equipped | | | [redacted] | MODULE | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; Skid plate equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | WIRING | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | MODULE | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | WIRING | 1 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | MODULE | 1 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | [redacted]MISS | 1 | X | [redacted] | |

## RO Narratives

### (RO) Customer Concern:

Automatic Transmission Concern [CUSTOMER STATES [redacted] WILL NOT PULL, DOES NOT ENGAGE AND WHEN DOESENGAGE SLAMS INTO GEAR] Multi-point inspection (according to maintenance interval) DEALER AGREED TO PAY TOWING FOR CUSTOMER SATISFACTION

### (RO) Cause:

NA

### (RO) Correction:

[redacted] after scanning system i found a [redacted] ratio 1, [redacted] gear ratio. inespectedthe xy107a connector at the driver side underthe cab. i found the connector lock is notstaying in full lock postion and will need toreplace the connector housing. aftercompleteing the repair i still had the twodtc [redacted], [redacted]. contacted star with all thedtc and the scan reports and was instruckedto replace the trans replaced the trans andtopped off the fluid and completed fast learnon the tcm, all dtc are stored and test drovewith no longer any concern found [redacted] EQUIPPED SKID PLATE [redacted] [redacted] PROPELLER SHAFTTEST AND REPLACE TCM WIRING REPAIR Multi-point inspection (according to maintenanceinterval) PERFORM MULTI-POINT INSPECTION TOW BILL SNAGGS SNAGGS WRECKER INV. [redacted] MAINTENANCE and INSP. SUBLET REPAIRS

### (RO) Technical Notes:

NA

## GCS Narratives

### (Claim) Customer Concern:

TOWED IN, CS [redacted] WIL NOT PULL, DOES NOT ENGAGE, AND WHEN DOES ENGAGE SLAMS I NTO GEAR CUSTOMER STATES [redacted] WILL NOT PULL, DOES NOT ENGAGE AND WHEN DOES ENGAGE SLA MS INTO GEAR

### (Claim) Cause:

[redacted] [redacted], [redacted], PERFORMED DIAG, CKD CONNECTOR [redacted] CONNECTOR AT THE DRIVERS SIDE UNDER THE CAB, FUND CONNECTOR LOCK IS NOT STAYING IN FULL LOCK POSITIO N AND REPLACED THE CONNECTOR MODULE AND WIRING, CODES STILL ACTIVE, CONTACTE D [redacted] AFTER SCANNING SYSTEM I FOUND A [redacted] GEAR RATIO 1, [redacted] GEAR RATIO. INSPECTE D THE [redacted] CONNECTOR AT THE DRIVER SIDE UNDER THE CAB. I FOUND THE CONNECT OR LOCK IS NOT STAYING IN FULL LOCK POSITION AND WILL NEED TO REPLACE THE CONN ECTOR HOUSING. AFTER COMPLETING THE REPAIR I STILL HAD THE [redacted] [redacted] [redacted], [redacted]. CONTACTED [redacted] WITH ALL THE [redacted] AND THE SCAN REPORTS AND WAS INSTRUCTED TO REPLACE THE [redacted]MISSION

### (Claim) Correction:

[redacted] ADVISED TO REPLACE [redacted]MISSION, COMPLETED FAST LEARN ON TCM REPLACED [redacted]MISSION MODULE AND WIRING

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | [redacted] | [redacted] | **Body** | [redacted] REG CAB CHASSIS |
| **Build Date** | [redacted] | **Plant** | [redacted] TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | W - Warranty | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | [redacted] | **Part** | [redacted] | **Total Paid** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] | [redacted] | [redacted] |
| **Address** | [redacted] | | | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | TRANSMISS | 1 | X | [redacted] | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | GASKET | 1 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | FLUID AFT | 3 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; Skid plate equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; Skid plate equipped | | | [redacted] | GASKET | 1 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; Skid plate equipped | | | [redacted] | FLUID AFT | 3 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | GASKET | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | FLUID AFT | 3 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | GASKET | 1 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | FLUID AFT | [redacted] | | | |

## RO Narratives

### (RO) Customer Concern:

GENERAL CONCERN #1 [Customer Statescheck engine light is on. Vehicle will not move when in drive. Check and advise.] Multi-point inspection (according to maintenance interval)

### (RO) Cause:

NA

### (RO) Correction:

[redacted] INTERNAL TRANSMISSION FAILURE [redacted] 700TESTED TRANSMISSION OPERATION AND SCANNEDVEHICLE FOR DTC'S. [redacted]GEAR 1 SHIFTINCORRECT RATIO(ACTIVE) [redacted]GEAR [redacted]INCORRECT RATIO(ACTIVE) INSPECTEDTRANSMISSION FLUID LEVEL AND CONDITION(FULL)OPENED STARCASE FOR FURTHER DIAGNOSIS. WASADVISED TO ORDER TRANSMISSION . REPLACEDTRANSMISSION AS PER STAR. VEHICLE EQUIPPEDWITH EXTERNAL PTO. REMOVED PTO AND HOSES TOREMOVE TRANSMISSION. TOPPED OFF FLUIDLEVEL,PERFORMED TRANSMISSIONQUICKLEARN,CLEARED CODES AND ROADTESTEDVEHICLE TO VERIFY REPAIR(PASSED) GENERAL CONCERN #1 MISC DIAG CONCERN Multi-point inspection (according to maintenanceinterval) MOPAR EXPRESS LANE INSPECTION

### (RO) Technical Notes:

NA

## GCS Narratives

### (Claim) Customer Concern:

GENERAL CONCERN #1 [CUSTOMER STATES CHECK ENGINE LIGHT IS ON. VEHICLE WILL NO T MOVE WHEN IN DRIVE. CHECK AND ADVISE.]

### (Claim) Cause:

[redacted] INTERNAL TRANSMISSION FAILURE [redacted] TE STED TRANSMISSION OPERATION AND SCANNED VEHICLE FOR DTC'S. [redacted]GEAR [redacted] INCORRECT RATIO(ACTIVE) [redacted]GEAR [redacted] INCORRECT RATIO(ACTIVE) INS PECTED TRANSMISSION FLUID LEVEL AND CONDITION(FULL) OPENED STARCASE FOR FURTH ER DIAGNOSIS. WAS ADVISED TO ORDER TRANSMISSION . REPLACED TRANSMISSION AS PE R STAR. VEHICLE EQUIPPED WITH EXTERNAL PTO. REMOVED PTO AND HOSES TO REMOVE TRANSMISSION. TOPPED OFF FLUID LEVEL,PERFORMED TRANSMISSION QUICKLEARN,CLEARE D CODES AND ROADTESTED VEHICLE TO VERIFY REPAIR(PASSED)

### (Claim) Correction:

[redacted] INTERNAL TRANSMISSION FAILURE [redacted] TE STED TRANSMISSION OPERATION AND SCANNED VEHICLE FOR DTC'S. [redacted]GEAR [redacted] INCORRECT RATIO(ACTIVE) [redacted]GEAR [redacted] INCORRECT RATIO(ACTIVE) INS PECTED TRANSMISSION FLUID LEVEL AND CONDITION(FULL) OPENED STARCASE FOR FURTH ER DIAGNOSIS. WAS ADVISED TO ORDER TRANSMISSION . REPLACED TRANSMISSION AS PE R STAR. VEHICLE EQUIPPED WITH EXTERNAL PTO. REMOVED PTO AND HOSES TO REMOVE TRANSMISSION. TOPPED OFF FLUID LEVEL,PERFORMED TRANSMISSION QUICKLEARN,CLEARE D CODES AND ROADTESTED VEHICLE TO VERIFY REPAIR(PASSED)

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] [redacted] LIMITED [redacted] CAB [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | SALTILLO TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | W - Warranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| ***Condition Code*** | [redacted] | [redacted] ***Desc*** | ***Failure Code*** | ***Failure Desc*** | ***Part Number*** | ***Part Name*** | ***Part Quantity*** | ***Part Failed*** | ***Part Expense*** | [redacted] ***Expense*** |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Transmission ; DEF equipped [redacted] 4x4 pick-up only | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission ; DEF equipped [redacted] 4x4 pick-up only | | | [redacted] | TOC ASSY | 1 | | [redacted] | |
| A | [redacted] | Transmission ; DEF equipped [redacted] 4x4 pick-up only | | | [redacted] | COOLER | 1 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | TOC ASSY | 1 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | COOLER | 1 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | TOC ASSY | 1 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | COOLER | 1 | | [redacted] | |
| A | 851STATE | State Labor Allowance | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | 851STATE | State Labor Allowance | | | [redacted] | TOC ASSY | 1 | | [redacted] | |
| A | 851STATE | State Labor Allowance | | | [redacted] | COOLER | 1 | | [redacted] | |
| A | 85LOAN00 | Loaner Car ; Loaner Car | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | 85LOAN00 | Loaner Car ; Loaner Car | | | [redacted] | TOC ASSY | 1 | | [redacted] | |
| A | 85LOAN00 | Loaner Car ; Loaner Car | | | [redacted] | COOLER | 1 | | [redacted] | |
| A | [redacted] | Loaner Car ; High Line Vehicles | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Loaner Car ; High Line Vehicles | | | [redacted] | TOC ASSY | 1 | | [redacted] | |
| A | [redacted] | Loaner Car ; High Line Vehicles | | | [redacted] | COOLER | 1 | | [redacted] | |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

[redacted], [redacted] CKORDERE D PART INFORMATION TO NARRATIVE: PART NUMBER(S), ORDER NUMBER(S), AND ORDER TY PE(S). 2)SUBMIT INTERNAL DOCUMENT SUPPORTING PART DELIVERY DATE .THANK YOU FRO M THE [redacted] WARRANTY CONTACT CENTER. IF FURTHER ASSISTANCE IS NECESSARY, PLEASE CONTACT THE [redacted] [redacted], INCLUDE VIN & CONCERN.

## GCS Narratives

**(Claim) Customer Concern:**

Automatic Transmission Concern [CUSTOMER STATES CHECK [redacted] LIGHT ON, WHEN GO ING TO PUT VEHICLE INTO DRIVE IT WILL NOT DO ANYTHING, [redacted] WILL REV FOR ABO UT [redacted] BEFORE GOING INTO GEAR. WHEN GOING [redacted] IT STAYS AT ABOUT [redacted] ]

**(Claim) Cause:**

[redacted] 1 shift incorrect ratio checked level ok removed valve body air che ck clutches k -1 leaking closer look k-1 snap ring is popped out of it groove

**(Claim) Correction:**

replaced trans, cooler and trans themostat valve checked level quick learned t est drove no dtc returned

# Warranty Claim Report

## Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | **Year** | [redacted] | **Body** | [redacted] CREW CAB CHASSIS |
| **Build Date** | [redacted] | **Plant** | [redacted] TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

## Claim Information

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | W - Warranty | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | [redacted] |

**Expense**

| | | | | | |
|---|---|---|---|---|---|
| **Labor** | ([redacted]) | **Sublet** | ([redacted]) | **Total Paid** | ([redacted]) |

## Dealer Information

| | | | |
|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] |
| **Address** | , , | | |

## Condition Information

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| [redacted] | [redacted] | Module, Transmission Control ; [redacted] diesel w/ [redacted] Auto Trans | | | [redacted] | WIRING | [redacted] | | | ([redacted]) |
| [redacted] | [redacted] | Module, Transmission Control ; [redacted] diesel w/ [redacted] Auto Trans | | | [redacted] | MODULE | [redacted] | | | ([redacted]) |
| [redacted] | [redacted] | Module, Transmission Control ; [redacted] diesel w/ [redacted] Auto Trans | | | [redacted] | TRANSMISS | [redacted] | | | ([redacted]) |
| A | [redacted] | Transmission/Transfer Case/DTCM | | | [redacted] | WIRING | [redacted] | | | ([redacted]) |
| A | [redacted] | Transmission/Transfer Case/DTCM | | | [redacted] | MODULE | [redacted] | | | ([redacted]) |
| A | [redacted] | Transmission/Transfer Case/DTCM | | | [redacted] | TRANSMISS | [redacted] | | | ([redacted]) |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK ENGINE/SERVICE ENGINE SO | [redacted] | WIRING | [redacted] | | | ([redacted]) |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK ENGINE/SERVICE ENGINE SO | [redacted] | MODULE | [redacted] | | | ([redacted]) |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK ENGINE/SERVICE ENGINE SO | [redacted] | TRANSMISS | [redacted] | | | ([redacted]) |
| A | [redacted] | Transmission, Replace - automatic ; Skid plate equipped | | | [redacted] | WIRING | [redacted] | | | ([redacted]) |
| A | [redacted] | Transmission, Replace - automatic ; Skid plate equipped | | | [redacted] | MODULE | [redacted] | | | ([redacted]) |
| A | [redacted] | Transmission, Replace - automatic ; Skid plate equipped | | | [redacted] | TRANSMISS | [redacted] | | | ([redacted]) |
| [redacted] | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | WIRING | [redacted] | | | ([redacted]) |
| [redacted] | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | MODULE | [redacted] | | | ([redacted]) |
| [redacted] | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | TRANSMISS | [redacted] | | | [redacted]) |

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | WIRING | 1 | | -[redacted] | ([redacted]) |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | MODULE | 1 | | -[redacted] | ([redacted]) |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | [redacted]MISS | 1 | X | -[redacted]) | |

## RO Narratives

### (RO) Customer Concern:

Automatic Transmission Concern [CUSTOMER STATES [redacted] WILL NOT PULL, DOES NOT ENGAGE AND WHEN DOESENGAGE SLAMS INTO GEAR] Multi-point inspection (according to maintenance interval) DEALER AGREED TO PAY TOWING FOR CUSTOMER SATISFACTION

### (RO) Cause:

NA

### (RO) Correction:

529 after scanning system i found a [redacted] ratio 1, [redacted] gear ratio. inespectedthe xy107a connector at the driver side underthe cab. i found the connector lock is notstaying in full lock postion and will need toreplace the connector housing. aftercompleteing the repair i still had the twodtc [redacted], [redacted]. contacted star with all thedtc and the scan reports and was instruckedto replace the trans replaced the trans andtopped off the fluid and completed fast learnon the tcm, all dtc are stored and test drovewith no longer any concern found [redacted] EQUIPPED [redacted] [redacted] [redacted] PROPELLER SHAFTTEST AND REPLACE [redacted] WIRING REPAIR Multi-point inspection (according to maintenanceinterval) PERFORM MULTI-POINT INSPECTION TOW BILL SNAGGS SNAGGS WRECKER INV. [redacted] MAINTENANCE and INSP. SUBLET REPAIRS

### (RO) Technical Notes:

NA

## GCS Narratives

### (Claim) Customer Concern:

TOWED IN, CS [redacted] WIL NOT PULL, DOES NOT ENGAGE, AND WHEN DOES ENGAGE SLAMS I NTO GEAR CUSTOMER STATES [redacted] WILL NOT PULL, DOES NOT ENGAGE AND WHEN DOES ENGAGE SLA MS INTO GEAR

### (Claim) Cause:

FC [redacted] [redacted], PERFORMED DIAG, CKD CONNECTOR [redacted] CONNECTOR AT THE DRIVERS SIDE UNDER THE CAB, FUND CONNECTOR LOCK IS NOT STAYING IN FULL LOCK POSITIO N AND REPLACED THE CONNECTOR MODULE AND WIRING, CODES STILL ACTIVE, CONTACTE D [redacted] AFTER SCANNING SYSTEM I FOUND A [redacted] GEAR RATIO 1, [redacted] GEAR RATIO. INSPECTE D THE [redacted] CONNECTOR AT THE DRIVER SIDE UNDER THE CAB. I FOUND THE CONNECT OR LOCK IS NOT STAYING IN FULL LOCK POSITION AND WILL NEED TO REPLACE THE CONN ECTOR HOUSING. AFTER COMPLETING THE REPAIR I STILL HAD THE [redacted] [redacted] [redacted]. CONTACTED [redacted] WITH ALL THE DTC AND THE SCAN REPORTS AND WAS INSTRUCTED TO REPLACE THE [redacted]MISSION

### (Claim) Correction:

[redacted] ADVISED TO REPLACE [redacted]MISSION, COMPLETED FAST LEARN ON [redacted] REPLACED [redacted]MISSION MODULE AND WIRING

# Warranty Claim Report

## Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | **Year** | [redacted] | **Body** | [redacted] CAB CHASSIS |
| **Build Date** | [redacted] | **Plant** | [redacted] TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

## Claim Information

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | W - Warranty | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | [redacted] | **Part** | [redacted] | **Total Paid** | [redacted] |

## Dealer Information

| | | | |
|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] |
| **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 | [redacted] | Module, Transmission Control ; [redacted] diesel w/ [redacted] Auto Trans | | | [redacted] | WIRING | [redacted] | | | |
| A | [redacted] | Module, Transmission Control ; [redacted] diesel w/ [redacted] Auto Trans | | | [redacted] | MODULE | [redacted] | | | |
| A | [redacted] | Module, Transmission Control ; [redacted] diesel w/ [redacted] Auto Trans | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| [redacted] | | Transmission/Transfer Case/DTCM | | | [redacted] | WIRING | [redacted] | | | |
| [redacted] | | Transmission/Transfer Case/DTCM | | | [redacted] | MODULE | 1 | | [redacted] | |
| [redacted] | | Transmission/Transfer Case/DTCM | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] SERVICE [redacted] SO | [redacted] | WIRING | [redacted] | | | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] SERVICE [redacted] SO | [redacted] | MODULE | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] SERVICE [redacted] SO | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; Skid plate equipped | | | [redacted] | WIRING | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; Skid plate equipped | | | [redacted] | MODULE | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; Skid plate equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | WIRING | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | MODULE | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | WIRING | 1 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | MODULE | 1 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | [redacted]MISS | 1 | X | [redacted] | |

## RO Narratives

### (RO) Customer Concern:

Automatic Transmission Concern [CUSTOMER STATES [redacted] WILL NOT PULL, DOES NOT ENGAGE AND WHEN DOESENGAGE SLAMS INTO GEAR] Multi-point inspection (according to maintenance interval) DEALER AGREED TO PAY TOWING FOR CUSTOMER SATISFACTION

### (RO) Cause:

NA

### (RO) Correction:

[redacted] after scanning system i found a [redacted] ratio 1, [redacted] gear ratio. inespectedthe xy107a connector at the driver side underthe cab. i found the connector lock is notstaying in full lock postion and will need toreplace the connector housing. aftercompleteing the repair i still had the twodtc [redacted], [redacted]. contacted star with all thedtc and the scan reports and was instruckedto replace the trans replaced the trans andtopped off the fluid and completed fast learnon the tcm, all dtc are stored and test drovewith no longer any concern found [redacted] EQUIPPED SKID PLATE [redacted] [redacted] PROPELLER SHAFTTEST AND REPLACE TCM WIRING REPAIR Multi-point inspection (according to maintenanceinterval) PERFORM MULTI-POINT INSPECTION TOW BILL SNAGGS SNAGGS WRECKER INV. [redacted] MAINTENANCE and INSP. SUBLET REPAIRS

### (RO) Technical Notes:

NA

## GCS Narratives

### (Claim) Customer Concern:

TOWED IN, CS [redacted] WIL NOT PULL, DOES NOT ENGAGE, AND WHEN DOES ENGAGE SLAMS I NTO GEAR CUSTOMER STATES [redacted] WILL NOT PULL, DOES NOT ENGAGE AND WHEN DOES ENGAGE SLA MS INTO GEAR

### (Claim) Cause:

[redacted] [redacted], [redacted], PERFORMED DIAG, CKD CONNECTOR [redacted] CONNECTOR AT THE DRIVERS SIDE UNDER THE CAB, FUND CONNECTOR LOCK IS NOT STAYING IN FULL LOCK POSITIO N AND REPLACED THE CONNECTOR MODULE AND WIRING, CODES STILL ACTIVE, CONTACTE D [redacted] AFTER SCANNING SYSTEM I FOUND A [redacted] GEAR RATIO 1, [redacted] GEAR RATIO. INSPECTE D THE [redacted] CONNECTOR AT THE DRIVER SIDE UNDER THE CAB. I FOUND THE CONNECT OR LOCK IS NOT STAYING IN FULL LOCK POSITION AND WILL NEED TO REPLACE THE CONN ECTOR HOUSING. AFTER COMPLETING THE REPAIR I STILL HAD THE [redacted] [redacted] [redacted], [redacted]. CONTACTED [redacted] WITH ALL THE [redacted] AND THE SCAN REPORTS AND WAS INSTRUCTED TO REPLACE THE [redacted]MISSION

### (Claim) Correction:

[redacted] ADVISED TO REPLACE [redacted]MISSION, COMPLETED FAST LEARN ON TCM REPLACED [redacted]MISSION MODULE AND WIRING

# Warranty Claim Report

## Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | **Year** | [redacted] | **Body** | [redacted] - [redacted] |
| **Build Date** | [redacted] | **Plant** | [redacted] TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

## Claim Information

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | W - Warranty | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | [redacted] | **Part** | [redacted] | **Total Paid** | [redacted] |

## Dealer Information

| | | | |
|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] |
| **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 | [redacted] | Module, Transmission Control ; [redacted] diesel w/ [redacted] Auto Trans | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Module, Transmission Control ; [redacted] diesel w/ [redacted] Auto Trans | | | [redacted] | BOLT | [redacted] | | | |
| A | [redacted] | Module, Transmission Control ; [redacted] diesel w/ [redacted] Auto Trans | | | [redacted] | MODULE | [redacted] | | | |
| A | [redacted] | Transmission ; DEF equipped [redacted] 4x4 pick-up only | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission ; DEF equipped [redacted] 4x4 pick-up only | | | [redacted] | BOLT | [redacted] | | | |
| A | [redacted] | Transmission ; DEF equipped [redacted] 4x4 pick-up only | | | [redacted] | MODULE | [redacted] | | [redacted] | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | TRANSMISS | 1 | X | [redacted] | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | BOLT | 6 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | MODULE | [redacted] | | [redacted] | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | BOLT | 6 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | MODULE | [redacted] | | | |
| A | 21002766 | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | 21002766 | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | BOLT | [redacted] | | | |

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| [redacted] | | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | MODULE | [redacted] | | | [redacted] |

## RO Narratives

### (RO) Customer Concern:

CUSTOMER STATES CEL IS ON VEHICLE SLAMS INTO GEAR WHEN GOING FROM PARK INTO DRIVE (Perform DTC Inspection) (Multi-point inspection) PER REQUEST BY [redacted] ENGINEERING, REPLACE TRANSMISSION PER [redacted] AT STAR, REPLACE [redacted] AS REQUESTED BY [redacted] ENGINEERING ADDITIONAL PARTS

### (RO) Cause:

INTERNAL TRANSMISSION falure MPI INTERNAL DEFECT CAUSING NO ENGAGEMENT IN DRIVE TRANSMISSION FAILURE NOT ORIGINALLY ORDERED

### (RO) Correction:

CHECKED VEHICLE, FOUND NO DRIVE, SLAMS INTO REVERSE. WAS CONTACTED BY STAR/ENGINEERING AND REQUESTED TO REPLACE TRANS AND [redacted]. ORDERED PARTS. MPI REPLACE TRANSMISSION and required bolts [redacted] WITH DEF [redacted] W/4X4 [redacted] PROP SHAFT REPLACE AND PROGRAM [redacted] ADDITIONAL PARTS

### (RO) Technical Notes:

NA

## GCS Narratives

### (Claim) Customer Concern:

CS CEL ON. VEHICLE SLAMS INTO GEAR WHEN GOING FROM PARK INTO DRIVE, FOUND NO DRIVE, SLAMS INTO REVERSE. WAS CONTACTED BY [redacted].

### (Claim) Cause:

INTERNAL FAILURE IN TRANSMISSIN CAUSING NO ENGAGEMENT.

### (Claim) Correction:

REQUESTED BY [redacted] ENGINEERING TO REPLACE TRANS AND MODULE.

# Warranty Claim Report

## Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | **Year** | [redacted] | **Body** | [redacted] CREW CAB CHASSIS |
| **Build Date** | [redacted] | **Plant** | [redacted] ASSEMBLY PLANT | **Coverage Code** | [redacted] |

## Claim Information

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | W - Warranty | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | [redacted] | **Part** | [redacted] | **Total Paid** | [redacted] |

## Dealer Information

| | | | |
|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] |
| **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 | [redacted] | Module, [redacted] ([redacted]) ; Module, [redacted] ([redacted]) - Reprogram, Includes Quicklearn Routine | | | [redacted] | BODY ASSY | [redacted] | | | [redacted] |
| A | [redacted] | Module, [redacted] ([redacted]) ; Module, [redacted] ([redacted]) - Reprogram, Includes Quicklearn Routine | | | [redacted] | FLUID AFT | [redacted] | | | [redacted] |
| A | [redacted] | Module, [redacted] ([redacted]) ; Module, [redacted] ([redacted]) - Reprogram, Includes Quicklearn Routine | | | [redacted] | FLUID AFT | [redacted] | | | [redacted] |
| A | [redacted] | Module, [redacted] ([redacted]) ; Module, [redacted] ([redacted]) - Reprogram, Includes Quicklearn Routine | | | [redacted] | MODULE | [redacted] | | | [redacted] |
| A | [redacted] | Module, [redacted] ([redacted]) ; Module, [redacted] ([redacted]) - Reprogram, Includes Quicklearn Routine | | | [redacted] | TRANSMISS | 1 | X | [redacted] | [redacted] |
| A | [redacted] | Module, [redacted] ([redacted]) ; Module, [redacted] ([redacted]) - Reprogram, Includes Quicklearn Routine | | | [redacted] | BOLT | 6 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | BODY ASSY | [redacted] | | | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | FLUID AFT | [redacted] | | | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | FLUID AFT | [redacted] | | | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | MODULE | [redacted] | | | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | TRANSMISS | 1 | X | [redacted] | [redacted] |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| | | equipped | | | | | |
| A | | Transmission, Replace - automatic ; Skid plate equipped | | TRANSMISS | 1 | X | |
| A | | Transmission, Replace - automatic ; Skid plate equipped | | BOLT | | | |
| A | | Transmission, Replace - automatic ; propeller shaft equipped | | BODY ASSY | | | |
| A | | Transmission, Replace - automatic ; propeller shaft equipped | | FLUID AFT | 9 | | |
| A | | Transmission, Replace - automatic ; propeller shaft equipped | | FLUID AFT | | | |
| A | | Transmission, Replace - automatic ; propeller shaft equipped | | MODULE | | | |
| A | | Transmission, Replace - automatic ; propeller shaft equipped | | TRANSMISS | 1 | X | |
| A | | Transmissio[redacted]e - automatic ; propeller shaft equipped | | BOLT | | | |
| A | 21002766 | Transmissio[redacted]e - automatic ; 4x4/AWD equipped | | BODY ASSY | | | |
| A | 21002766 | Transmissio[redacted]e - automatic ; 4x4/AWD equipped | | FLUID AFT | 9 | | |
| A | 21002766 | Transmissio[redacted]e - automatic ; 4x4/AWD equipped | | FLUID AFT | | | |
| A | 21002766 | Transmissio[redacted]e - automatic ; 4x4/AWD equipped | | MODULE | 1 | | |
| A | 21002766 | Transmissio[redacted]e - automatic ; 4x4/AWD equipped | | TRANSMISS | 1 | X | |
| A | 21002766 | Transmission, Replace - automatic ; 4x4/AWD equipped | | BOLT | | | |
| A | | Pan, Oil - Related Repairs ; Transmission | | BODY ASSY | | | |
| A | | Pan, Oil - Related Repairs ; Transmission | | FLUID AFT | 9 | | |
| A | | Pan, Oil - Related Repairs ; Transmission | | FLUID AFT | 4 | | |
| A | | Pan, Oil - Related Repairs ; Transmission | | MODULE | 1 | | |
| A | | Pan, Oil - Related Repairs ; Transmission | | TRANSMISS | 1 | X | |
| A | | Pan, Oil - Related Repairs ; Transmission | | BOLT | 6 | | |
| A | | TCM Quick Learn ; , , 66RFE, , , [redacted]smissions only | | BODY ASSY | | | |
| [redacted] | | | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| A | Transmissions only | BOLT | 6 | | |
| A | Replace - Aisin | BODY ASSY | 1 | | |
| A | Replace - Aisin | FLUID AFT | 9 | | |
| A | Replace - Aisin | FLUID AFT | 4 | | |
| A | Replace - Aisin | MODULE | | | |
| A | (3 - Highly Skilled) Replace - Aisin | TRANSMISS | 1 | X | |
| A | (3 - Highly Skilled) Replace - Aisin | BOLT | 6 | | |
| A | (3 - Highly Skilled) Digital Imaging ; Process time | BODY ASSY | 1 | | |
| A | Digital Imaging ; Process time | FLUID AFT | 9 | | |
| A | Digital Imaging ; Process time | FLUID AFT | 4 | | |
| A | Digital Imaging ; Process time | MODULE | | | |
| A | Digital Imaging ; Process time | TRANSMISS | 1 | X | |
| A | Digital Imaging ; Process time | BOLT | 6 | | |

## RO Narratives

### (RO) Customer Concern:

CUSTO TES THE CHECK ENGINE LIGHT IS ON AND TRANSMISSIO ENGAGE

### (RO) Cause:

TRANS ASSEMBLY AND TCM INTERNAL FAILURE

### (RO) Correction:

TRANS ASSEMBLY AND TCM INTERNAL FAILURE 1 SHIFT INCORRECT RATIO,ACTIVE. REVERSE GEAR OPERATING AS DESIGNED,NO FIRST OR FORWARD GEARS UNLESS RPMSINCREASED, SLAMS INTO LIMP MODE GEAR. NOOTHER DTC'S IN THE SYSTEM. DISCONNECTED THETCM CONNECTOR. CHECKED RESISTANCE OFLINEAR SOLENOIDS 1, , AND SHIFT SOLENOID1. ALL LINEAR SOLENOIDS MEASURED ,WITHIN SPEC OF BETWEEN 5 AND .

[redacted] 1 MEASURED [redacted], WITHIN SPEC OF10 TO [redacted]. WITH [redacted] CONNECTOR STILLDISCONNECTED, VERIFIED LINEAR [redacted] [redacted] [redacted] CIRCUITS, NOT SHORTED TOGETHER, TOPOWER, GROUND OR ANY OTHER CIRCUIT. VERIFIEDLINEAR [redacted] AND [redacted] NOTSHORTED TOGETHER, TO POWER, GROUND OR ANYOTHER CIRCUITS. VERIFIED LINEAR [redacted] [redacted] AND [redacted] CIRCUITS NOT SHORTED TOGETHER,TO POWER, TO GROUND OR ANY OTHER CIRCUIT.VERIFIED [redacted] [redacted] [redacted] CIRCUIT NOTSHORTED TO POWER, GROUND OR ANY OTHERCIRCUIT. DISCONNECTED TRANSMISSION [redacted] ASSEMBLY CONNECTOR. MEASURED AND VERIFIED ALLLINEAR [redacted] AND [redacted] [redacted] [redacted] THE [redacted] CONNECTOR, THROUGH THE [redacted], DOWN TO THE TRANSMISSION [redacted] CONNECTOR MEASURED [redacted], WITHIN SPEC OFLESS THAN [redacted]. RECONNECTED THE [redacted], LEAVING TRANSMISSION [redacted] CONNECTOR DISCONNECTED, AND IGNITION ONENGINE OFF. TESTED AND VERIFIED FROM THETRANSMISSION [redacted] CONNECTOR BACKWARDSTHAT ALL LINEAR [redacted] AND [redacted] [redacted] [redacted] WERE NOT SHORTED TOGETHER, TO POWER,GROUND OR ANY OTHER CIRCUITS. PER SERVICEINFORMATION, VALVE BODY HAS AN INTERNALMECHANICAL/HYDRAULIC FAILURE. SERVICEINFORMATION STATES TO REPLACED VALVE BODY ANDRETEST. REMOVED AND REPLACED VALVE BODYASSEMBLY. VERIFIED INTERNAL HARNESS NOTDAMAGED OR SEPARATED, AND NO DEBRIS IN THEPAN. FILLED TRANSMISSION AND PERFORMED QUICKLEARN. VEHICLE STILL HAD NO [redacted].VEHICLE ABLE TO OBTAIN REVERSE AND LIMP IN[redacted].

### (RO) Technical Notes:

NA

## GCS Narratives

### (Claim) Customer Concern:

CUSTOMER STATES THE CHECK ENGINE LIGHT IS ON AND TRANSMISSION WILL NOT ENGAGE

### (Claim) Cause:

TRANS ASSEMBLY AND [redacted] INTERNAL FAILURE

### (Claim) Correction:

TRANS ASSEMBLY AND [redacted] INTERNAL FAILURE [redacted] 1 [redacted] INCORRECT RATIO , ACTIVE. REVERSE [redacted] OPERATING AS DESIGNED, NO [redacted] OR FORWARD [redacted]S UNLES S RPMS INCREASED, SLAMS INTO LIMP MODE [redacted]. NO OTHER DTC'S IN THE SYSTEM. DI SCONNECTED THE [redacted] CONNECTOR. CHECKED RESISTANCE OF LINEAR [redacted]S 1, 5, 7, AND [redacted] [redacted] 1. ALL LINEAR [redacted]S MEASURED [redacted], WITHIN SPEC OF BETWEEN 5 AND [redacted], [redacted] [redacted] 1 MEASURED [redacted], WITHIN SPEC OF [redacted] TO [redacted]. WITH [redacted] CONNECTOR STILL DISCONNECTED, VERIFIED LINEAR SO LENOID [redacted] AND [redacted] CIRCUITS, NOT SHORTED TOGETHER, TO POWER, GROUND OR AN Y OTHER CIRCUIT. VERIFIED LINEAR [redacted] AND [redacted] NOT SHORTE D TOGETHER, TO POWER, GROUND OR ANY OTHER CIRCUITS. VERIFIED LINEAR [redacted] [redacted] AND [redacted] CIRCUITS NOT SHORTED TOGETHER, TO POWER, TO GROUND OR ANY OTH ER CIRCUIT. VERIFIED [redacted] [redacted] [redacted] CIRCUIT NOT SHORTED TO POWER, GROU ND OR ANY OTHER CIRCUIT. DISCONNECTED TRANSMISSION [redacted] ASSEMBLY CONNECTO R. MEASURED AND VERIFIED ALL LINEAR [redacted] AND [redacted] [redacted] [redacted] FR OM THE [redacted] CONNECTOR, THROUGH THE [redacted] CONNECTOR, DOWN TO THE TRANSMISSI ON [redacted] CONNECTOR MEASURED [redacted], WITHIN SPEC OF LESS THAN RECONNECTED THE [redacted] CONNECTOR, LEAVING TRANSMISSION [redacted] CONNECTOR DISCONNECTED, AND IGNITION ON ENGINE OFF. TESTED AND VERIFIED FROM THE TRANSMISSION SOLE NOID CONNECTOR BACKWARDS THAT ALL LINEAR [redacted] AND [redacted] [redacted] 1 CIRCUI TS WERE NOT SHORTED TOGETHER, TO POWER, GROUND OR ANY OTHER CIRCUITS. PER SER VICE INFORMATION, VALVE BODY HAS AN INTERNAL MECHANICAL/HYDRAULIC FAILURE. SE RVICE INFORMATION STATES TO REPLACED VALVE BODY AND RETEST. REMOVED AND REPLA CED VALVE BODY ASSEMBLY. VERIFIED INTERNAL HARNESS NOT DAMAGED OR SEPARATED, AND NO DEBRIS IN THE PAN. FILLED TRANSMISSION AND PERFORMED QUICK LEARN. VEH ICLE STILL HAD NO [redacted]. VEHICLE ABLE TO OBTAIN REVERSE AND LIMP IN [redacted]. ACCORDING TO CLUTCH APPLICATION CHART WITH REVERSE AND LIMP [redacted] BUT NO [redacted], THE [redacted] CLUTCH IS NOT APPLYING. TRANS ASSEMBLY HAS INTERNAL FAILU RE. FOLLOWING DIAGNOSTIC FOR [redacted], TRANS ASSEMBLY AND [redacted] NEED TO BE REPLACE D. PERFORMED DI AND PRE-APPROVAL PROCESS FOR TRANSMISSION ASSEMBLY. REMOVED A ND REPLACED TRANSMISSION ASSEMBLY, [redacted] MODULE AND REQUIRED HARDWARE. FLUSHED COOLER AND LINES OF RESIDUAL FLUID. PROGRAMMED [redacted] AND PERFORMED [redacted] QUICK LE ARN. CLEARED ALL DTC'S AND TEST DROVE. VERIFIED REPAIR.

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] - [redacted] [redacted] [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | W - Warranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] | [redacted] | [redacted] | [redacted] | |
| ***Address*** | [redacted] | | | | | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Outlet, Air Conditioning and Heater ; Front Console - Rear Louver - One or all | 11 | BROKEN OR CRACKED | [redacted] | OUTLET | 1 | X | [redacted] | [redacted] |

# RO Narratives

### (RO) Customer Concern:

General Concern #1 Customer States drivers rear AC vent is broke.

### (RO) Cause:

inspected Parts in for ac vent being broken, removed and replaced driver rear ac vent assembly.

### (RO) Correction:

Outlet, Air Conditioning and Heater - Replace Front Console - Rear Louver - One or all (0 - Low Skilled)

### (RO) Technical Notes:

NA

# GCS Narratives

### (Claim) Customer Concern:

GENERAL CONCERN #1 [ CUSTOMER STATES DRIVERS REAR AC VENT IS BROKE. ]

### (Claim) Cause:

INSPECTED, PARTS IN FOR AC VENT BEING BROKEN, REMOVED AND REPLACED DRIVER REAR AC VENT ASSEMBLY.

### (Claim) Correction:

OUTLET, AIR CONDITIONING AND HEATER - REPLACE FRONT CONSOLE - REAR LOUVER - ON E OR ALL (0 - LOW SKILLED)

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] - [redacted] BIG [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | W - Warranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (*** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | ([redacted]) | ***Sublet*** | ([redacted]) | ***Part*** | [redacted] | ***Total Paid*** | ([redacted]) |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] | [redacted] | [redacted] |
| ***Address*** | [redacted] | | | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Outlet, Air Conditioning and Heater ; Front Console - Rear Louver - [redacted] or all | 11 | BROKEN OR CRACKED | [redacted] | OUTLET | [redacted] | | | ([redacted]) |

# RO Narratives

### (RO) Customer Concern:

General Concern #1 Customer States drivers rear AC vent is broke.

### (RO) Cause:

inspected Parts in for ac vent being broken, removed and replaced driver rear ac vent assembly.

### (RO) Correction:

Outlet, Air Conditioning and Heater - Replace Front Console - Rear Louver - [redacted] or all (0 - Low Skilled)

### (RO) Technical Notes:

NA

# GCS Narratives

### (Claim) Customer Concern:

GENERAL CONCERN #1 [ CUSTOMER STATES DRIVERS REAR AC VENT IS BROKE. ]

### (Claim) Cause:

INSPECTED, PARTS IN FOR AC VENT BEING BROKEN, REMOVED AND REPLACED DRIVER REAR AC VENT ASSEMBLY.

### (Claim) Correction:

OUTLET, AIR CONDITIONING AND HEATER - REPLACE FRONT CONSOLE - REAR LOUVER - ON E OR ALL (0 - LOW SKILLED)

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] BIG [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | W - Warranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***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 | [redacted] | Tank | UC | UNCODABLE (NARRATIVE REQUIRED) | [redacted] | FLUID | 1 | X | [redacted] | |
| A | [redacted] | Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation. | | | [redacted] | FLUID | 1 | X | [redacted] | |

# RO Narratives

### (RO) Customer Concern:

VEHICLE IS SAYING SERVICE DEF SYSTEM AND GIVING [redacted] BEFORE IT WILL ONLY GO TO [redacted] Vehicle Health Report

### (RO) Cause:

WARRANTY

### (RO) Correction:

[redacted] verified concern , [redacted] diagnosiscode [redacted] performed procedure pertab18[redacted] [redacted] A Flushed the tank ,andcleaned the pump components using fresh DEF,and warm distilled water. removed the DEFtank, and agitate the fluid by shaking thetank. Thoroughly drained the DEF or distilledwater used to clean the crystallization, andadd fresh DEF. ,follow the[redacted] Drive Cycle. FUEL [redacted] COMPLETED VEHICLE HEALTH REPORT. Vehicle Health Report [redacted] Required Inspection

### (RO) Technical Notes:

[redacted] DIAG CODE [redacted] REMOVED TANK. FLUSHED SYSTEM

# GCS Narratives

### (Claim) Customer Concern:

VEHICLE IS SAYING SERVICE DEF SYSTEM AND GIVING [redacted] BEFORE IT WILL ONLY G O TO [redacted]

### (Claim) Cause:

VERIFIED CONCERN , [redacted] [redacted] [redacted] PERFORMED PROCEDURE PER [redacted] A

### (Claim) Correction:

FLUSHED THE TANK ,AND CLEANED THE PUMP COMPONENTS USING FRESH DEF, AND WARM DI STILLED WATER. REMOVED THE DEF TANK, AND AGITATE THE FLUID BY SHAKING THE TA NK. THOROUGHLY DRAINED THE DEF OR DISTILLED WATER USED TO CLEAN THE CRYSTALL IZATION, AND ADD FRESH DEF. ,FOLLOW THEP203E DRIVE CYCLE

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] CREW CAB CHASSIS [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | W - Warranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Module, Transmission [redacted] ([redacted]) ; Module, Transmission [redacted] ([redacted]) - Reprogram, Includes Quicklearn Routine | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission ; DEF equipped [redacted] 4x4 pick-up only | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; AS68RC/AS69RC | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; Skid plate equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |

# RO Narratives

### (RO) Customer Concern:

CUSTOMER STATES TRANSMISSION WILL NOT MOVE PERFORM MULTI POINT INSPECTION

### (RO) Cause:

VERIFY CONCERN & [redacted] [redacted] & [redacted] GEAR RATIO ERROR IN [redacted] & [redacted] DUE TO INTERNAL K1 DRUM/SNAP RING FAILURE- REPLACED TRANSMISSION ASSEMBLY TO CORRECT & UPDATE [redacted] SOFTWARE FOR MULTIPLE IMPROVEMENTS PER TSB[redacted]

### (RO) Correction:

PERFORMED INSPECTION OF BELTS, HOSES, AIR FILTER, TIRES, SHOCKS/STRUTS, EXHAUST, BRAKES, DRIVETRAIN, AND WIPERS. CHECKED ALL FLUIDS AND TOPPED OFF. EXPRESS LANE SERVICE PERFORMED

### (RO) Technical Notes:

NA

## [redacted] Narratives

**(Claim) Customer Concern:**

C/S TRANSMISSION WILL NOT MOVE

**(Claim) Cause:**

VERIFY CONCERN AND [redacted] AND [redacted] GEAR RATIO ERROR IN [redacted] AND [redacted]; CONDIT ION DUE TO INTERNAL K1 DRUM/SNAP RING FAILURE

**(Claim) Correction:**

REPLACED TRANSMISSION ASSEMBLY TO CORRECT AND UPDATE [redacted] SOFTWARE FOR MULTIPLE IMPROVEMENTS PER TSB# [redacted]

# Warranty Claim Report

## Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | **Year** | [redacted] | **Body** | [redacted] - [redacted] CAB CHASSIS [redacted] |
| **Build Date** | [redacted] | **Plant** | SALTILLO TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

## Claim Information

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | W - Warranty | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | [redacted] | **Part** | [redacted] | **Total Paid** | [redacted] |

## Dealer Information

| | | | |
|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] |
| **Address** | [redacted] | | |

## Condition Information

| Condition Code | [redacted] | [redacted] Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | [redacted] Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Transmission ; DEF equipped [redacted] 4x4 pick-up only | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission ; DEF equipped [redacted] 4x4 pick-up only | | | [redacted] | TUBE ASSY | [redacted] | | | |
| A | [redacted] | Transmission ; DEF equipped [redacted] 4x4 pick-up only | | | [redacted] | [redacted] | | | | |
| A | [redacted] | Transmission ; DEF equipped [redacted] 4x4 pick-up only | | | [redacted] | COOLER | [redacted] | | | |
| A | [redacted] | Transmission ; DEF equipped [redacted] 4x4 pick-up only | | | [redacted] | TOC ASSY | [redacted] | | | |
| A | [redacted] | Transmission ; DEF equipped [redacted] 4x4 pick-up only | | | [redacted] | TOC ASSY | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | TUBE ASSY | 1 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | [redacted] | | | | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | COOLER | 1 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | TOC ASSY | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | TOC ASSY | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; Skid plate equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; Skid plate equipped | | | [redacted] | TUBE ASSY | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; Skid plate equipped | | | [redacted] | [redacted] | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| [redacted] | | propeller shaft equipped Transmission, Replace - automatic ; | [redacted] | | [redacted] | | |
| A | | propeller shaft equipped Transmission, Replace - automatic ; | [redacted] | | COOLER | [redacted] | |
| A | | propeller shaft equipped Transmission, Replace - automatic ; | [redacted] | | TOC ASSY | [redacted] | |
| A | [redacted] | propeller shaft equipped Transmission, Replace - automatic ; | [redacted] | | TOC ASSY | [redacted] | |
| A | [redacted] | propeller shaft equipped Transmission, Replace - automatic ; 4x4/AWD equipped | [redacted] | | TRANSMISS | 1 | X |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | [redacted] | | TUBE ASSY | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | [redacted] | | [redacted] | | |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | [redacted] | | COOLER | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | [redacted] | | TOC ASSY | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | [redacted] | | TOC ASSY | [redacted] | |
| A | [redacted] | Lines, transmission and torque converter oil cooler ; or (1 - Semi-Skilled) | [redacted] | | TRANSMISS | 1 | X |
| A | [redacted] | Lines, transmission and torque converter oil cooler ; or (1 - Semi-Skilled) | [redacted] | | TUBE ASSY | 1 | |
| A | [redacted] | Lines, transmission and torque converter oil cooler ; or (1 - Semi-Skilled) | [redacted] | | [redacted] | | |
| A | [redacted] | Lines, transmission and torque converter oil cooler ; or (1 - Semi-Skilled) | [redacted] | | COOLER | 1 | |
| A | [redacted] | Lines, transmission and torque converter oil cooler ; or (1 - Semi-Skilled) | [redacted] | | TOC ASSY | [redacted] | |
| A | [redacted] | Lines, transmission and torque converter oil cooler ; or (1 - Semi-Skilled) | [redacted] | | TOC ASSY | [redacted] | |
| A | [redacted] | Oil cooler, external / auxiliary ; Cooler (2 - Skilled) | [redacted] | | TRANSMISS | 1 | X |
| A | [redacted] | Oil cooler, external / auxiliary ; Cooler (2 - | [redacted] | | TUBE ASSY | 1 | |
| [redacted] | | [redacted] | [redacted] | | [redacted] | | |
| [redacted] | | [redacted] | [redacted] | | [redacted] | | |
| [redacted] | | [redacted] | [redacted] | | [redacted] | | |
| [redacted] | | [redacted] | [redacted] | | [redacted] | | |

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | | [redacted]) | | | | | | | | |
| A | [redacted] | Oil cooler, external / auxiliary ; Cooler (2 - [redacted]) | | | [redacted] | TUBE | 1 | | [redacted] | |
| A | [redacted] | Oil cooler, external / auxiliary ; Cooler (2 - [redacted]) | | | [redacted] | COOLER | 1 | | [redacted] | |
| A | [redacted] | Oil cooler, external / auxiliary ; Cooler (2 - [redacted]) | | | [redacted] | TOC ASSY | [redacted] | | | |
| A | [redacted] | Oil cooler, external / auxiliary ; Cooler (2 - [redacted]) | | | [redacted] | TOC ASSY | [redacted] | | | |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

CEL LIGHT IS ON AND VEHICLE WILL NOT GO INTO GEAR

**(Claim) Cause:**

CODE [redacted] / INTERNAL TRANSMISSION FAILURE

**(Claim) Correction:**

REPLACED TRANSMISSION ASSEMBLY,, COOLER AND TUBES AND LINES. / RO [redacted] DUE TO NEEDING TO ORDER PART [redacted]. ORDER [redacted]. / UPGRADED TO VOR. ORDER #[redacted]

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] - [redacted] BIG [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | W - Warranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] | [redacted] | [redacted] |
| ***Address*** | [redacted] | | | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Run Channel / Guide ; Channel, Sliding Backlite, Upper | UC | UNCODABLE (NARRATIVE REQUIRED) | [redacted] | CHANNEL | [redacted] | | [redacted] | |
| [redacted] | | Fuel, Trouble Not Found | OD | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

MISC OP CODE MISC OP CODE MISC OP CODE

**(RO) Cause:**

NA

**(RO) Correction:**

[redacted] - TOE ADJUSTMENT/STEERING WHEEL CENTER (B)

**(RO) Technical Notes:**

STAR CASE [redacted] CHECKED FOR CODES CHECKED GUAGE

## GCS Narratives

**(Claim) Customer Concern:**

CUSTOMER STATES THE FUEL GAGE IS OFF [redacted] STATES THE SLIDING WINDOW IS BINDING

**(Claim) Cause:**

CHECKED AND FOUND STAR CASE [redacted] TO REPLACE THE UPPER CHANNEL CHECKED FOR CODES NONE FOUND CHECKED THE FUEL GAGE CONFIGURATION FOUND IT OK P ERFORMED A RECONFIGURE

**(Claim) Correction:**

REPLACED THE UPPER CHANNEL RECHECKED ALL OK AT THIS TIME NO PROBLEMS FOUND AT THIS TIME

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] - [redacted] [redacted] [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | K - [redacted] Ready ([redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] | [redacted] | [redacted] |
| ***Address*** | [redacted] | | | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | [redacted] Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | [redacted] Ready ; [redacted] Test | | | | | | | | [redacted] |
| A | [redacted] | [redacted] Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | [redacted] | [redacted] | ***Body*** | [redacted] CAB [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | SALTILLO TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Road Ready ([redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | [redacted] | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| ***Condition Code*** | ***LOP*** | ***LOP Desc*** | ***Failure Code*** | ***Failure Desc*** | [redacted] ***Number*** | [redacted] ***Name*** | [redacted] ***Quantity*** | [redacted] ***Failed*** | [redacted] ***Expense*** | ***LOP Expense*** |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Rear Wheel Flares - [redacted] | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] - [redacted] [redacted] [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] - [redacted] Ready ([redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | ([redacted]) | ***Sublet*** | [redacted] | [redacted] | [redacted] | ***Total Paid*** | ([redacted]) |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| *Condition Code* | *LOP* | *LOP Desc* | *Failure Code* | *Failure Desc* | *[redacted] Number* | *[redacted] Name* | *[redacted] Quantity* | *[redacted] Failed* | *[redacted] Expense* | *LOP Expense* |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | [redacted] Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | ([redacted]) |
| A | [redacted] | [redacted] Ready ; [redacted] Test | | | | | | | | ([redacted]) |
| A | [redacted] | [redacted] Ready ; [redacted] diesel equipped | | | | | | | | ([redacted]) |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | [redacted] | [redacted] | ***Body*** | [redacted] CAB [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | SALTILLO TRUCK ASSEMBLY PLANT | ***Coverage*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] - Road Ready ([redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | ([redacted]) | ***Sublet*** | [redacted] | [redacted] | [redacted] | ***Total Paid*** | ([redacted]) |

*Dealer Information*

| | | | |
|---|---|---|---|
| [redacted] | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| ***Condition*** [redacted] | [redacted] | [redacted] ***Desc*** | ***Failure*** [redacted] | ***Failure Desc*** | [redacted] ***Number*** | [redacted] ***Name*** | [redacted] ***Quantity*** | [redacted] ***Failed*** | [redacted] ***Expense*** | [redacted] ***Expense*** |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | ([redacted]) |
| A | [redacted] | Road Ready ; Rear Wheel Flares - [redacted] | | | | | | | | ([redacted]) |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | ([redacted]) |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | ([redacted]) |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] REG CAB CHASSIS [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | W - Warranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 5 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] JEEP | [redacted] | [redacted] |
| ***Address*** | [redacted] | | | | |

*Condition Information*

| *Condition Code* | *LOP* | *LOP Desc* | *Failure Code* | *Failure Desc* | *Part Number* | *Part Name* | *Part Quantity* | *Part Failed* | *Part Expense* | *LOP Expense* |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | DEF Fluid Top Off ; Vehicle Delivery Fill - Cab Chassis Models Only - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | [redacted] | FLUID | [redacted] | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

Fluid Top Off Vehicle Delivery Fill - Cab Chassis Models Only

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | **Year** | [redacted] | **Body** | [redacted] CREW CAB CHASSIS |
| **Build Date** | [redacted] | **Plant** | SALTILLO TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | T - Transportation | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | 4 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | [redacted] | **Part** | [redacted] | **Total Paid** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] | [redacted] | |
| **Address** | [redacted] | | | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Wheel ; One | UC | UNCODABLE (NARRATIVE REQUIRED) | [redacted] | WHEEL | 1 | X | [redacted] | [redacted] |
| A | [redacted] | Towing | | | [redacted] | WHEEL | 1 | X | [redacted] | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

IN TRANSIT REPAIR CASE [redacted] - RIGHT FRONT WHEEL SHUTTLE TO AND FROM

**(RO) Cause:**

RIGHT FRONT WHEEL GOUGED AND NEEDS REPLACED

**(RO) Correction:**

[redacted]

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

IN TRANSIT REPAIR CASE [redacted] - RIGHT FRONT WHEEL GO UGED

**(Claim) Cause:**

RIGHT FRONT WHEEL GOUGED AND NEEDS REPLACED

**(Claim) Correction:**

REPLACED RIGHT FRONT WHEEL CA RRIER - [redacted] AUTO TRANSPORT DELI VERY RECEIPT NUMBER - [redacted] DELIVE RY DATE - [redacted] DAMAGE C ODE - [redacted] 4 DAMAGE CODE NOTED IS INCORRECT, IS SHOULD BE [redacted]

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] LIMITED CREW CAB 4X4 |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | W - Warranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***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 | [redacted] | DEF Fluid Top Off ; Vehicle Delivery Fill - See LOP note for [redacted] specific allowances. | 40 | FLUID HIGH OR LOW | [redacted] | FLUID | [redacted] | | | [redacted] |

## RO Narratives

### (RO) Customer Concern:

PERFORM NEW VEHICLE PREPARATION PROCEDURE IN WITECH INTERNAL STATE INSPECTION NEW VEHICLES ONLY CHECK IN NEW VEHICLE OFF TRANSPORT INSTALL REAR MUD FLAPS ADD [redacted] DEF PER NVP PROCEDURE

### (RO) Cause:

.

### (RO) Correction:

[redacted] new [redacted] prep complete Road Ready Basic Prep Road Ready [redacted] diesel equipped Road Ready Road Test [redacted] STATE INSPECTION COMPLETE INTERNAL STATE INSPECTIONNEW VEHICLES ONLY [redacted] check in complete CHECK IN NEW VEHICLE OFF TRANSPORT [redacted] installed mudflaps INSTALL REAR MUD FLAPS [redacted] DEF TO TANK Fluid - Add (Material only) (D)

### (RO) Technical Notes:

NA

## GCS Narratives

### (Claim) Customer Concern:

NA

### (Claim) Cause:

NA

### (Claim) Correction:

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] CAB CHASSIS [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | SALTILLO TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Re[redacted] | | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| ***Condition Code*** | [redacted] | [redacted] ***Desc*** | ***Failure Code*** | ***Failure Desc*** | ***Part Number*** | ***Part Name*** | ***Part Quantity*** | ***Part Failed*** | ***Part Expense*** | [redacted] ***Expense*** |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | **Year** | [redacted] | **Body** | [redacted] CAB [redacted] |
| **Build Date** | [redacted] | **Plant** | SALTILLO TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | W - Warranty | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | [redacted] | **Part** | [redacted] | **Total Paid** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] DODGE | [redacted] | [redacted] |
| **Address** | [redacted] | | | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Tank, fuel ; [redacted] Pickup - Midship - Diesel | A4 | FUEL LEAK-SEAM | [redacted] | TANK | 1 | X | [redacted] | [redacted] |
| A | [redacted] | Tank, fuel ; [redacted] Pickup - Midship - Diesel | A4 | FUEL LEAK-SEAM | [redacted] | O RING | [redacted] | | | [redacted] |

# RO Narratives

### (RO) Customer Concern:

CUSTOMER STATES VEHICLE IS LEAKING DIESEL PLEASE CHECK AND ADVISE I AUTHORIZE AT EVERY VISIT A FREE [redacted] VEHICLE INSPECTION IS PERFORMED AND I WILL BE ADVISED OF ANY IMMEDIATE OR FUTURE NEEDS. THIS INSPECTION COULD INCLUDE A FREE BATTERY TEST, BRAKE INSPECTION, WHEEL ALIGNMENT INSPECTION OR VEHICLE COMPUTER DIAGNOSTIC. AT THE TIME OF PICK UP YOU WILL RECIEVE YOUR VEHICLE'S REPORT CARD. IN COMPLIANCE WITH THE [redacted] RESOURCE BOARD RULE (CARB), AUTOMOTIVE SERVICE PROCEDURES MUST: CHECK & INFLATE TIRES TO THE RECOMMENDED TIRE PRESSUE RATE USING THE MANUFACTURER'S RECOMMENDED TIRE PRESSURE RATING LOCATED ON THE VEHICLE'S DOOR PLACARD OR THE TIRE INFLATION REFERENCE. AS OUR VALUED CUSTOMER, YOUR SATISFACTION IS OUR GUARANTEE. I HEREBY AGREE THAT [redacted]. IS [redacted] EXEMPT FROM ALL LIABILITY FROM REPAIRS AND INSPECTIONS AND WILL NOT BE RESPONSIBLE FOR ANY PARTS OR MATERIALS THAT ARE LOOSE, ROTTED, RUSTED, CRACKED, PREVIUSLY DAMAGED PARTS OR PRE EXISTING LOOSE BODY PARTS, EXISTING BODY OR PARTS DAMAGE AND ANY NON FACTORY INSTALLED ITEMS. IF DAMAGES OCCUR FROM REPAIRS, [redacted] IS NOT LIABLE. ALSO IF PARTS ARE NOT AVAILABLE, [redacted] WILL NOT PROVIDE A RENTAL VEHICLE OR BE RESPONSIBLE FOR ANY DOWNTIME THE VEHICLE EXPERIENCES. CUSTOMER AUTHORIZED TO DRIVE THEIR VEHICLE THROUGH A TOUCHLESS ALIGNMENT CHECK INSPECTION TO GATHER PRE ALIGNMENT AND TIRE TREAD DEPTH MEASUREMENTS. PLEASE SEE YOUR SERVICE ADVISOR FOR DETAILS.

### (RO) Cause:

INSPECTED AND FOUND TANK LEAKING AT VENT ON TOP OF TANK VENT CRACKED. PERFORMED MULTI POINT INSPECTION. PERFORMED TIRE PRESSURE TEST USING TIRE PRESSURE GAUGE AND SET TO REQUIRED TIRE PRESSURE SETTINGS: OVER [redacted] TECHNICIAN SET THE LEFT FRONT TIRE PRESSURE TO: TECHNICIAN SET THE RIGHT FRONT TIRE PRESSURE TO: TECHNICIAN SET THE LEFT REAR TIRE PRESSURE TO: TECHNICIAN SET THE RIGHT REAR TIRE PRESSURE TO: PERFORMED BRAKE INSPECTION. FRONT BRAKES MEASSURED AT: REAR BRAKES MEASSURED AT: OUR CHRYSLER CERTIFIED TECHICIAN HAS QUALITY INSPECTED YOUR REPAIRS & SERVICES BY

### (RO) Correction:

NA

### (RO) Technical Notes:

NA

## [redacted] Narratives

**(Claim) Customer Concern:**

CUSTOMER STATES VEHICLE IS LEAKING DIESEL PLEASE CHECK AND | | ADVISE

**(Claim) Cause:**

INSPECTED AND FOUND TANK LEAKING AT VENT ON TOP OF TANK | | VENT CRACKED.

**(Claim) Correction:**

REPLACED FUEL TANK ASSM AND FUEL PUMP ORING. FILLED TANK | | AND INSPECTED NO LEAKS.

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | **Year** | [redacted] | **Body** | [redacted] CREW CAB CHASSIS [redacted] |
| **Build Date** | [redacted] | **Plant** | [redacted] TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | W - Warranty | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | [redacted] | **Part** | [redacted] | **Total Paid** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] |
| **Address** | [redacted] | | |

*Condition Information*

| Condition Code | [redacted] | [redacted] Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | [redacted] Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Module, [redacted] ([redacted]) ; Module, [redacted] ([redacted]) - Reprogram, Includes Quicklearn Routine | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Module, [redacted] ([redacted]) ; Module, [redacted] ([redacted]) - Reprogram, Includes Quicklearn Routine | | | [redacted] | [redacted] | | | | |
| A | [redacted] | Transmission ; DEF equipped [redacted] 4x4 pick-up only | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission ; DEF equipped [redacted] 4x4 pick-up only | | | [redacted] | [redacted] | | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted]/SERVICE [redacted] SO | [redacted] | TRANSMISS | 1 | X | [redacted] | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted]/SERVICE [redacted] SO | [redacted] | [redacted] | | | | |
| A | [redacted] | Transmission, Replace - automatic ; Skid plate equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; Skid plate equipped | | | [redacted] | [redacted] | | | | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | [redacted] | | | | |
| A | [redacted] | [redacted], thermal cooler bypass | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | [redacted], thermal cooler bypass | | | [redacted] | [redacted] | | | | |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
[redacted] HAS [redacted] INCORRECT RATIO VEHICLE WILL NOT MOVE

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
CUSTOMER STATES VEHICLE WONT MOVE FOWARD

**(Claim) Cause:**
TECH INSPECTED AND FOUND THAT THERE WAS [redacted] INCORRECT RATIO VEHICLE WILL NOT MOVE FOWARD TRANSMISSION HAS INTERNAL FAILURE.

**(Claim) Correction:**
TECH INSTALLED NEW TRANSMISSION UNIT, REPLACED THERNAL VALVE DUE TO CLUTCH DEB RIS, BACK FLUSHED COOLER AND UPDATED [redacted] TO LATEST SOFTWARE AND CLEARED ALL [redacted]. TEST DROVE ALL TESTED GOOD.

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | **Year** | [redacted] | **Body** | [redacted] CREW CAB CHASSIS |
| **Build Date** | [redacted] | **Plant** | [redacted] TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | W - Warranty | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | [redacted] | **Part** | [redacted] | **Total Paid** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] |
| **Address** | [redacted] | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | UC | UNCODABLE (NARRATIVE REQUIRED) | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; Skid plate equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | 21002766 | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation. | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |

# RO Narratives

### (RO) Customer Concern:

General Concern #1 [Customer StatesWHEN GOING INTO DRIVE THERE IS A LOUD BANGING ALSO WHEN GOING INTO REVERSE] Multi-point inspection (according to maintenance interval)

### (RO) Cause:

.

### (RO) Correction:

[redacted] verified concern. vehicle barely movesin drive. fluid level and condition good. [redacted] [redacted] gear ratio error in [redacted] codeactive. flashed TCM. code still present.performed diag for code. tested [redacted], [redacted] [redacted], [redacted], [redacted], [redacted] and [redacted] circuits fromTCM to trans. all circuits show .4 [redacted] forcontinuity. no shorts to other circuits. diagrequires valve body and trans wiringreplacement. opened STAR case to confirm.STAR sent a new trans. replaced transassembly. performed quick learn. road test,verified trans is operating properly. Transmission, Replace - automatic - Replace [redacted] (3 - HighlySkilled) Transmission, Replace - automatic 4x4/AWD equipped Transmission, Replace - automatic Skid plate equipped Transmission, Replace - automatic [redacted] shaft equipped DIAG TIME [redacted] EQUIPPED skid plate equipped Multi-point inspection (according to maintenanceinterval) MULTI POINT INSPECTION- COMPLIMENTARY CAR WASH

### (RO) Technical Notes:

VEHICLE WONT MOVE TRANSMISSION INTERNAL ISSUE

## GCS Narratives

### (Claim) Customer Concern:

CUSTOMER STATES WHEN GOING INTO DRIVE THERE IS A LOUD BANGING ALSO WHEN GOING INTO REVERSE

### (Claim) Cause:

VERIFIED CONCERN. VEHICLE BARELY MOVES IN DRIVE. FLUID LEVEL AND CONDITION GO OD. CEL ON [redacted] GEAR RATIO ERROR IN [redacted] ACTIVE. FLASHED [redacted]. [redacted] STI LL PRESENT. PERFORMED DIAG FOR [redacted]. TESTED [redacted], [redacted], [redacted], [redacted], [redacted], [redacted] AND [redacted] CIRCUITS FROM [redacted] TO TRANS. ALL CIRCUITS SHOW .4 OHMS FOR CONTINUI TY. NO SHORTS TO OTHER CIRCUITS. DIAG REQUIRES VALVE BODY AND TRANS WIRING RE PLACEMENT.

### (Claim) Correction:

STAR SENT A NEW TRANS. REPLACED TRANS ASSEMBLY. PERFORMED QUICK LEARN. ROAD T EST, VERIFIED TRANS IS OPERATING PROPERLY.

# Warranty Claim Report

## Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | **Year** | [redacted] | **Body** | [redacted] - [redacted] CREW CAB CHASSIS |
| **Build Date** | [redacted] | **Plant** | [redacted] TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

## Claim Information

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | W - Warranty | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | [redacted] | **Part** | [redacted] | **Total Paid** | [redacted] |

## Dealer Information

| | | | |
|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] |
| **Address** | [redacted] | | |

## Condition Information

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Module/Pump, Diesel ; Fuel tank mounted - [redacted] Diesel - Rear Tank | 61 | INTERMITTENT OPERATION | [redacted] | MODULEKIT | 1 | X | [redacted] | |
| B | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | TRANSMISS | 1 | X | [redacted] | [redacted] |
| B | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | COOLER | 1 | | [redacted] | |
| B | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | [redacted] ASSY | 1 | | [redacted] | |
| B | [redacted] | Transmission, Replace - automatic ; Skid plate equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| B | [redacted] | Transmission, Replace - automatic ; Skid plate equipped | | | [redacted] | COOLER | [redacted] | | | |
| B | [redacted] | Transmission, Replace - automatic ; Skid plate equipped | | | [redacted] | [redacted] ASSY | [redacted] | | | |
| B | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| B | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | COOLER | [redacted] | | | |
| B | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | [redacted] ASSY | [redacted] | | | |
| B | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| B | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | COOLER | [redacted] | | | |
| B | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | [redacted] ASSY | 1 | | [redacted] | |
| [redacted] | | [redacted], thermal cooler bypass | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| [redacted] | | [redacted], thermal cooler bypass | | | [redacted] | COOLER | 1 | | [redacted] | |
| [redacted] | | [redacted], thermal cooler bypass | | | [redacted] | [redacted] ASSY | [redacted] | | | |

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| [redacted] | | Oil cooler, external / auxiliary ; Cooler (2 - Skilled) | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| [redacted] | | Oil cooler, external / auxiliary ; Cooler (2 - Skilled) | | | [redacted] | COOLER | 1 | | [redacted] | |
| [redacted] | | Oil cooler, external / auxiliary ; Cooler (2 - Skilled) | | | [redacted] | TOC ASSY | 1 | | [redacted] | |
| C | [redacted] | Hose/Tube/Duct/Connector ; Hose, Intake to cooler - 6.7 liter diesel engine | [redacted] | LEAKS | [redacted] | DUCT | 1 | X | [redacted] | |
| D | [redacted] | Module, Transmission [redacted] (TCM) ; Module, Transmission [redacted] (TCM) - Reprogram, Includes Quicklearn Routine | CC | SENDING UNITS/SENSORS | | | | | | [redacted] |

## RO Narratives

### (RO) Customer Concern:

CUSTOMER STATES TRANS SHIFTING INCORRECTLY CUSTOMER STATES CEL ON Multi-point inspection (according to maintenance interval) CUSTOMER STATES CEL is on. Vehicle can only move in [redacted]. When in [redacted], harsh clunking noise when vehicle begins to move and when turning wheel [redacted] turn, grinding/scrubbing noise present. Vehicle will only move in [redacted] in reverse occasionally, and will not engage drive in [redacted] at all. Please check and advise CUSTOMER STATES Vehicle hard to start please advise

### (RO) Cause:

x

### (RO) Correction:

PERFROMED TCM FLASH AND PERFROMED A QUICK LEARN [redacted] REPLACED CHARGE AIR COOLER HOSE AND TEST DROVE NO FURTHER PROBLEMS FOUND [redacted] PERFORM [redacted] INSPECTION REMOVED TRANS PAN FOUND LARGE AMOUNTS OF METALLIC DEBRI. REPLACED TRANSMISSION, COOLER, AND THERMAL BYPASS VALVE. [redacted], [redacted] 0.6, [redacted] 0.4, [redacted], [redacted], [redacted] 1.8, [redacted] 0.3 ([redacted]) REPLACED FUEL PUMP AND TEST DROVE NO FURTHER HARD STARTS FOUND [redacted] 1.5

### (RO) Technical Notes:

NA

## GCS Narratives

### (Claim) Customer Concern:

CUSTOMER STATES CEL IS ON. VEHICLE CAN ONLY MOVE IN [redacted]. WHEN IN [redacted], HARSH CL CUSTOMER STATES CEL ON CUSTOMER STATES TRANS SHIFTING INCORRECTLY CUSTOMER STATES VEHICLE HARD TO START PLEASE ADVISE UNKING NOISE WHEN VEHICLE BEGINS TO MOVE AND WHEN TURNING WHEEL [redacted] TURN, GRINDING/SCRUBBING NOISE PRESENT. VEHICLE WILL ONLY MOVE IN [redacted] IN REVERSE OCCASIONALLY, AND WILL NOT ENGAGE DRIVE IN [redacted] AT ALL. PLEASE CHECK AND ADVISE

### (Claim) Cause:

FOUND CEL LIGHT ON DURING TEST DRIVE FOR LOW BOOST PRESSURE FOUND DRIVER SIDE FOUND SHIFT QUAILTY IMPROVMENT FLASH UPDATE FOUND THE FUEL PUMP NOT HOLDING FUEL PRESSURE CAUSING A LONG START CHARGE AIR COOLER TO HAVE A HOLE IN IT LEAKING BOOST PRESSURE FOUND CEL ON FOR FAULT CODES [redacted], AND [redacted] FOR SHIFT ERRORS IN [redacted] AND [redacted] H. UPON INSPECTION FOUND VEHICLE WOULD NOT SHIFT. CLEARED THE DTCS AND BOT H DTCS RETURNED. INSPECTED TRANSMISSION AND FOUND LOTS OF METALLIC DEBRIS C AUSE BY SNAP RING FAILURE INSIDE THE TRANSMISSION.

### (Claim) Correction:

PERFROMED TCM FLASH AND PERFROMED A QUICK LEARN [redacted] REPLACED FUEL PUMP AND TEST DROVE NO FURTHER HARD STARTS FOUND [redacted] 1.5 REPLACED CHARGE AIR COOLER HOSE AND TEST DROVE NO FURTHER PROBLEMS FOUND [redacted] REMOVED TRANS PAN FOUND LARGE AMOUNTS OF METALLIC DEBRI. REPLACED TRANSMISSION , COOLER, AND THERMAL BYPASS VALVE. [redacted], [redacted] 0.6, [redacted] [redacted], [redacted] [redacted], [redacted] 1.8, [redacted] 0.3 ([redacted])

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | [redacted] | [redacted] | ***Body*** | [redacted] [redacted] CREW CAB CHASSIS [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | SALTILLO TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | W - Warranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] | [redacted] | [redacted] |
| ***Address*** | [redacted] | | | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted]/SERVICE [redacted] SO | [redacted] | TRANSMISS | 1 | X | [redacted] | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; Skid plate equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; Two piece propeller shaft equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

CHECK [redacted] LAMP IS ON, VEHICLE HAS NO POWER, HIGH PITCHED PUMP WHINE.

**(Claim) Cause:**

[redacted] TROUBLE CODE. AIR TESTED CLUTCHES(FAILED).

**(Claim) Correction:**
REPLACED TRANSMISSION ASSEMBLY

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | [redacted] | [redacted] | ***Body*** | [redacted] - [redacted] CAB CHASSIS [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | W - Warranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 87 |

**Expense**

| | | | | | |
|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| *Condition Code* | *LOP* | *LOP Desc* | *Failure Code* | *Failure Desc* | *Part Number* | *Part Name* | *Part Quantity* | *Part Failed* | *Part Expense* | *LOP Expense* |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Washer fluid, ; Top off only | [redacted] | FLUID HIGH OR LOW | [redacted] | SOLVENT | 1 | X | [redacted] | |

## RO Narratives

**(RO) Customer Concern:**

NEW CAR PRE-DELIVERY INSPECTION add washer fluid during PDI INSTALL [redacted]

**(RO) Cause:**

Fluid low

**(RO) Correction:**

Washer fluid, Top off only

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

# Warranty Claim Report

## Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | **Year** | [redacted] | **Body** | [redacted] BIG [redacted] |
| **Build Date** | [redacted] | **Plant** | [redacted] TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

## Claim Information

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | W - Warranty | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | [redacted] | **Part** | [redacted] | **Total Paid** | [redacted] |

## Dealer Information

| | | | |
|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] |
| **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 | [redacted] | Transmission ; [redacted] equipped [redacted] [redacted] pick-up only | | | [redacted] | FLUID [redacted] | 9 | | [redacted] | |
| A | [redacted] | Transmission ; [redacted] equipped [redacted] [redacted] pick-up only | | | [redacted] | FLUID [redacted] | 1 | | [redacted] | |
| A | [redacted] | Transmission ; [redacted] equipped [redacted] [redacted] pick-up only | | | [redacted] | BOLT | 6 | | [redacted] | |
| A | [redacted] | Transmission ; [redacted] equipped [redacted] [redacted] pick-up only | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | FLUID [redacted] | 9 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | FLUID [redacted] | 1 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | BOLT | 6 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; Skid plate equipped | | | [redacted] | FLUID [redacted] | 9 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; Skid plate equipped | | | [redacted] | FLUID [redacted] | 1 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; Skid plate equipped | | | [redacted] | BOLT | 6 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; Skid plate equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | FLUID [redacted] | 9 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | FLUID [redacted] | 1 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | | | [redacted] | BOLT | 6 | | [redacted] | |

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | | propeller shaft equipped | | | | | | | | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | FLUID AFT | 9 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | FLUID AFT | 1 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | BOLT | 6 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Digital Imaging ; Process time | | | [redacted] | FLUID AFT | 9 | | [redacted] | |
| A | [redacted] | Digital Imaging ; Process time | | | [redacted] | FLUID AFT | 1 | | [redacted] | |
| A | [redacted] | Digital Imaging ; Process time | | | [redacted] | BOLT | 6 | | [redacted] | |
| A | [redacted] | Digital Imaging ; Process time | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |

## RO Narratives

### (RO) Customer Concern:

customer states vehicle will not go forward. CUST STATES CHECK ENGINE LIGHT IS ON - ADVISE [redacted] CUSTOMER AGREES TO LET SEWELL CJDR OF [redacted] DRIVE THEIR VEHICLE [redacted] TO [redacted] IF NECESSARY FOR DIAGNOSTICS.

### (RO) Cause:

. .

### (RO) Correction:

REPLACED TRANSMISSION AND PERFORMED QUICKLEARNTEST DROVE AND VERIFIED OPERATION [redacted] .621000169 .621002760 [redacted] .8 SEE JOB 1 Completed .

### (RO) Technical Notes:

NA

## GCS Narratives

### (Claim) Customer Concern:

CUSTOMER STATES VEHICLE WILL NOT GO FORWARD.

### (Claim) Cause:

TRANSMISSION WILL NOT ENGAGE FORWARD GEARS. TRANSMISSION IS IN LIMP MODE AND H AS CODES [redacted] AND [redacted]. FOUND CLUTCH HUB SEALS DAMAGED AND OUT OF PLACE. R EPLACEMENT APPROVED BY POWER TRAIN.

### (Claim) Correction:

REPLACED TRANSMISSION AND PERFORMED QUICKLEARN TEST DROVE AND VERIFIED OPERATI ON.

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] REG CAB CHASSIS |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | W - Warranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***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 | [redacted] | Sensor, transmission output speed | ML | CHECK ENGINE/SERVICE ENGINE SO | [redacted] | SENSOR | 1 | X | [redacted] | [redacted] |
| A | [redacted] | Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation. | | | [redacted] | SENSOR | 1 | X | [redacted] | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

CS CEL LIGHT IS ON CHECK AND ADVISE FOUND CODES [redacted] AND [redacted]. DIAGNOSED AND FOUND OUTPUT SPEED SENSOR ON TRANSMISSION OUT OF RANGE. REPLACED OUTPUT SPEED SENSOR. ([redacted]) CS CODE [redacted] IS THE CODE ***FOUND RODENT DAMAGE TO WIRING IN DPF REPAIRED WIRING AND VERIFIED PROPER FUNCTION ([redacted]) RECALL [redacted]-PARTICULATE MATTER SENSOR REPLACE SENSOR ([redacted])

**(RO) Cause:**

[redacted]

**(RO) Correction:**

[redacted]

**(RO) Technical Notes:**

[redacted]

## GCS Narratives

**(Claim) Customer Concern:**

CUSTOMER STATES CHECK ENGINE LIGHT IS ON

**(Claim) Cause:**

FOUND CODES [redacted] AND [redacted] OUTPUT SPEED SENSOR CIRCUIT. INSPECTED HARNESS AN D REMOVED SENSOR. MEASURED RESISTANCE OF SENSOR. OUT OF RANGE.

**(Claim) Correction:**
REPLACED SENSOR.

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | [redacted] | [redacted] | ***Body*** | [redacted] REG CAB CHASSIS |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | S - Safety (Recalls) | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***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 | [redacted] | Emissions Recall [redacted] - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label ( Aisin Transmission Only) | UC | UNCODABLE (NARRATIVE REQUIRED) | [redacted] | SENSOR | [redacted] | | | [redacted] |
| A | [redacted] | Emissions Recall [redacted] - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label ( Aisin Transmission Only) | UC | UNCODABLE (NARRATIVE REQUIRED) | [redacted] | [redacted] | | | | [redacted] |
| A | [redacted] | Emissions Recall [redacted] - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label ( Aisin Transmission Only) | UC | UNCODABLE (NARRATIVE REQUIRED) | [redacted] | [redacted] | [redacted] | | | [redacted] |

## RO Narratives

### (RO) Customer Concern:

CS CEL LIGHT IS ON CHECK AND ADVISE FOUND CODES [redacted] AND [redacted]. DIAGNOSED AND FOUND OUTPUT SPEED SENSOR ON TRANSMISSION OUT OF RANGE. REPLACED OUTPUT SPEED SENSOR. ([redacted]) CS CODE [redacted] IS THE CODE ***FOUND RODENT DAMAGE TO WIRING IN DPF REPAIRED WIRING AND VERIFIED PROPER FUNCTION ([redacted]) RECALL [redacted]-PARTICULATE MATTER SENSOR REPLACE SENSOR ([redacted])

### (RO) Cause:

NA

### (RO) Correction:

NA

### (RO) Technical Notes:

NA

## GCS Narratives

**(Claim) Customer Concern:**

CUSTOMER STATES CHECK ENGINE LIGHT IS ON

**(Claim) Cause:**

FOUND CODES [redacted] AND [redacted] OUTPUT SPEED SENSOR CIRCUIT. INSPECTED HARNESS AN D REMOVED SENSOR. MEASURED RESISTANCE OF SENSOR. OUT OF RANGE.

**(Claim) Correction:**

REPLACED SENSOR.

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] - [redacted] LONGHORN CREW CAB 4X4 |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Ready ([redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | [redacted] | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| ***Condition Code*** | ***LOP*** | ***LOP Desc*** | ***Failure Code*** | ***Failure Desc*** | [redacted] ***Number*** | [redacted] ***Name*** | [redacted] ***Quantity*** | [redacted] ***Failed*** | [redacted] ***Expense*** | ***LOP Expense*** |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Rear Wheel Flares - [redacted] | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] CREW CAB [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***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 | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Rear Wheel Flares - [redacted] | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] LIMITED CREW CAB [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Ready ([redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] | [redacted] | [redacted] |
| ***Address*** | [redacted] | | | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Rear Wheel Flares - [redacted] | | | | | | | | [redacted] |
| A | [redacted] | Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | **Year** | [redacted] | **Body** | [redacted] CAB CHASSIS [redacted] |
| **Build Date** | [redacted] | **Plant** | [redacted] TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | W - Warranty | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | 630 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | [redacted] | **Part** | [redacted] | **Total Paid** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] |
| **Address** | [redacted] | | |

*Condition Information*

| Condition Code | [redacted] | [redacted] Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | [redacted] Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Module, Transmission [redacted] ([redacted]) ; Module, Transmission [redacted] ([redacted]) - Reprogram, Includes Quicklearn Routine | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Module, Transmission [redacted] ([redacted]) ; Module, Transmission [redacted] ([redacted]) - Reprogram, Includes Quicklearn Routine | | | [redacted] | [redacted] | | | | |
| A | [redacted] | Transmission ; DEF equipped [redacted] 4x4 pick-up only | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission ; DEF equipped [redacted] 4x4 pick-up only | | | [redacted] | [redacted] | | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | TRANSMISS | 1 | X | [redacted] | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | [redacted] | | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; Skid plate equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; Skid plate equipped | | | [redacted] | [redacted] | | | | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | [redacted] | | | | |
| A | [redacted] | [redacted], thermal cooler bypass | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | [redacted], thermal cooler bypass | | | [redacted] | [redacted] | | | | |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

[redacted] HAS CODE [redacted] [redacted] INCORRECT RATIO VEHICLE WILL NOT MOVE

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

CUSTOMER STATES CHECK ENG LIGHT CAME ON THEN VEH WOULD NOT ACCEL CUSTOMER STATES CHECK ENG LIGHT CAME ON THEN VEH WOULD NOT ACCEL

**(Claim) Cause:**

TECH INSPECTED AND FOUND [redacted] HAS COED [redacted] [redacted] INCORRECT RATIO VEHIC LE WILL NOT MOVE FORWARD TRANSMISSION HAS INTERNAL FAILURE. THE DEFECT FOU ND IS THE [redacted] SHIFT INCCORECT RATION - INTERNAL FAILURE TECH INSPECTED AND FOUND [redacted] HAS CODE [redacted] [redacted] INCORRECT RATIO VEHIC LE WILL NOT MOVE FORWARD TRANSMISSION HAS INTERNAL FAILURE

**(Claim) Correction:**

TECH INSTALLED NEW TRANSMISSION UNTIL, REPLACED THERMAL VALVE DUE TO CLUTCH DE BRIS, BACK FLUSHED COOLER AND UPDATED [redacted] TO LATEST SOFTWARE AND CLEARED ALL [redacted]. TEST DROVE ALL TESTED GOOD. TECH INSTALLED NEW TRANSMISSION UNIT, REPLACED THERMAL VALVE DUE TO CLUTCH DEB RIS, BACK FLUSHED COOLER AND UPDATED [redacted] TO LATEST SOFTWARE AND CLEARED ALL [redacted]. TEST DROVE ALL TESTED GOOD.

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | **Year** | [redacted] | **Body** | [redacted] CREW CAB CHASSIS [redacted] |
| **Build Date** | [redacted] | **Plant** | [redacted] TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | W - Warranty | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | [redacted] |

**Expense**

| | | | | | |
|---|---|---|---|---|---|
| **Labor** | ([redacted]) | **Sublet** | ([redacted]) | **Total Paid** | ([redacted]) |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] | [redacted] | |
| **Address** | [redacted] | | | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Module, [redacted] ([redacted]) ; Module, [redacted] ([redacted]) - Reprogram, Includes Quicklearn Routine | | | [redacted] | TRANSMISS | [redacted] | | | ([redacted]) |
| A | [redacted] | Module, [redacted] ([redacted]) ; Module, [redacted] ([redacted]) - Reprogram, Includes Quicklearn Routine | | | [redacted] | [redacted] ASSY | [redacted] | | | [redacted]) |
| A | [redacted] | Transmission ; DEF equipped [redacted] 4x4 pick-up only | | | [redacted] | TRANSMISS | [redacted] | | | ([redacted]) |
| A | [redacted] | Transmission ; DEF equipped [redacted] 4x4 pick-up only | | | [redacted] | [redacted] ASSY | [redacted] | | | [redacted]) |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK ENGINE/SERVICE ENGINE SO | [redacted] | TRANSMISS | [redacted] | | | ([redacted]) |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK ENGINE/SERVICE ENGINE SO | [redacted] | [redacted] ASSY | [redacted] | | | [redacted]) |
| A | [redacted] | Transmission, Replace - automatic ; Skid plate equipped | | | [redacted] | TRANSMISS | [redacted] | | | ([redacted]) |
| A | [redacted] | Transmission, Replace - automatic ; Skid plate equipped | | | [redacted] | [redacted] ASSY | [redacted] | | | [redacted]) |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | TRANSMISS | [redacted] | | | ([redacted]) |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | [redacted] ASSY | [redacted] | | | [redacted]) |
| A | [redacted] | [redacted], thermal cooler bypass | | | [redacted] | TRANSMISS | [redacted] | | | ([redacted]) |
| A | [redacted] | [redacted], thermal cooler bypass | | | [redacted] | [redacted] ASSY | [redacted] | | | ([redacted]) |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

[redacted] HAS CODE [redacted] [redacted] INCORRECT RATIO VEHICLE WILL NOT MOVE

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

CUSTOMER STATES CHECK ENG LIGHT CAME ON THEN VEH WOULD NOT ACCEL CUSTOMER STATES CHECK ENG LIGHT CAME ON THEN VEH WOULD NOT ACCEL

**(Claim) Cause:**

TECH INSPECTED AND FOUND [redacted] HAS COED [redacted] [redacted] INCORRECT RATIO VEHIC LE WILL NOT MOVE FORWARD TRANSMISSION HAS INTERNAL FAILURE. THE DEFECT FOU ND IS THE [redacted] SHIFT INCCORECT RATION - INTERNAL FAILURE TECH INSPECTED AND FOUND [redacted] HAS CODE [redacted] [redacted] INCORRECT RATIO VEHIC LE WILL NOT MOVE FORWARD TRANSMISSION HAS INTERNAL FAILURE

**(Claim) Correction:**

TECH INSTALLED NEW TRANSMISSION UNTIL, REPLACED THERMAL VALVE DUE TO CLUTCH DE BRIS, BACK FLUSHED COOLER AND UPDATED [redacted] TO LATEST SOFTWARE AND CLEARED ALL [redacted]. TEST DROVE ALL TESTED GOOD. TECH INSTALLED NEW TRANSMISSION UNIT, REPLACED THERMAL VALVE DUE TO CLUTCH DEB RIS, BACK FLUSHED COOLER AND UPDATED [redacted] TO LATEST SOFTWARE AND CLEARED ALL [redacted]. TEST DROVE ALL TESTED GOOD.

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | **Year** | [redacted] | **Body** | [redacted] CAB CHASSIS [redacted] |
| **Build Date** | [redacted] | **Plant** | [redacted] TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | W - Warranty | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | [redacted] | **Part** | [redacted] | **Total Paid** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] |
| **Address** | [redacted] | | |

*Condition Information*

| Condition Code | [redacted] | [redacted] Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | [redacted] Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Module, [redacted] ([redacted]) ; Module, [redacted] ([redacted]) - Reprogram, Includes Quicklearn Routine | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission ; DEF equipped [redacted] 4x4 pick-up only | | | [redacted] | TRANSMISS | 1 | X | [redacted] | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | TRANSMISS | 1 | X | [redacted] | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; Skid plate equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | [redacted], thermal cooler bypass | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

[redacted] HAS [redacted] INCORRECT RATIO VEHICLE WILL NOT MOVE

**(RO) Technical Notes:**

NA

# GCS Narratives

### (Claim) Customer Concern:

CUSTOMER STATES CHECK [redacted] LIGHT CAME ON THEN VEH WOULD NOT ACCEL CUSTOMER STATES CHECK [redacted] LIGHT CAME ON THEN VEH WOULD NOT ACCEL

### (Claim) Cause:

TECH INSPECTED AND FOUND PCM HAS COED [redacted] INCORRECT RATIO VEHIC LE WILL NOT MOVE FORWARD TRANSMISSION HAS INTERNAL FAILURE. THE DEFECT FOU ND IS THE [redacted] SHIFT INCCORECT RATION - INTERNAL FAILURE TECH INSPECTED AND FOUND PCM HAS CODE [redacted] INCORRECT RATIO VEHIC LE WILL NOT MOVE FORWARD TRANSMISSION HAS INTERNAL FAILURE

### (Claim) Correction:

TECH INSTALLED NEW TRANSMISSION UNTIL, REPLACED THERMAL VALVE DUE TO CLUTCH DE BRIS, BACK FLUSHED COOLER AND UPDATED PCM TO LATEST SOFTWARE AND CLEARED ALL CODES. TEST DROVE ALL TESTED GOOD. TECH INSTALLED NEW TRANSMISSION UNIT, REPLACED THERMAL VALVE DUE TO CLUTCH DEB RIS, BACK FLUSHED COOLER AND UPDATED PCM TO LATEST SOFTWARE AND CLEARED ALL CODES. TEST DROVE ALL TESTED GOOD.

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | **Year** | [redacted] | **Body** | [redacted] - [redacted] [redacted] [redacted] |
| **Build Date** | [redacted] | **Plant** | [redacted] TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | S - Safety (Recalls) | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | [redacted] | **Part** | [redacted] | **Total Paid** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] |
| **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 | [redacted] | Safety Recall [redacted] - Tailgate Latch Alignment ; Inspect Tailgate Strikers for Alignment | UC | UNCODABLE (NARRATIVE REQUIRED) | | | | | | [redacted] |

# RO Narratives

### (RO) Customer Concern:

Recall / Customer Satisfaction Notification 1 [Recall Customer Satisfaction Notification 1 ** [redacted] D Truck Tailgate Latch Alignment] *WAIT MOBILE CHECK-IN

### (RO) Cause:

.

### (RO) Correction:

[redacted] CHECKED TAILGATE ALIGNMENT RECALL [redacted] *WAIT MISCELLANEOUS MOBILE CHECK-IN MOBILE CHECK IN

### (RO) Technical Notes:

NA

# GCS Narratives

### (Claim) Customer Concern:

NA

### (Claim) Cause:

NA

### (Claim) Correction:

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | [redacted] | [redacted] | ***Body*** | [redacted] CAB CHASSIS |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | W - Warranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 19 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***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 | [redacted] | Battery ; Check Battery Voltage and Charge Battery - [redacted] Only | XX | SERVICE ADJUSTMENTS | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

ELECTRICAL

**(RO) Cause:**

VERIFIED [redacted] BATTERIES ARE BELOW 80% AND NEED TO

**(RO) Correction:**

[redacted]

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

BATTERIES WILL NOT START

**(Claim) Cause:**

VERIFIED [redacted] BATTERIES ARE BELOW 80% AND NEED TO BE CHARGED.

**(Claim) Correction:**

CHARGED [redacted] BATTERIES AND RETESTED. [redacted] BATTERIES ARE GOOD.

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | [redacted] | [redacted] | ***Body*** | [redacted] CREW CAB CHASSIS |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Ready ([redacted]) | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] | [redacted] | [redacted] |
| ***Address*** | [redacted] | | | | |

*Condition Information*

| *Condition Code* | *LOP* | *LOP Desc* | *Failure Code* | *Failure Desc* | *Part Number* | *Part Name* | *Part Quantity* | *Part Failed* | *Part Expense* | *LOP Expense* |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | [redacted] | [redacted] | ***Body*** | [redacted] [redacted] CAB CHASSIS [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Ready ([redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***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 | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| [redacted] | | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | [redacted] | [redacted] | ***Body*** | [redacted] LONGHORN [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] - Road Ready ([redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | [redacted] | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| ***Condition Code*** | ***LOP*** | ***LOP Desc*** | ***Failure Code*** | ***Failure Desc*** | [redacted] ***Number*** | [redacted] ***Name*** | [redacted] ***Quantity*** | [redacted] ***Failed*** | [redacted] ***Expense*** | ***LOP Expense*** |
|---|---|---|---|---|---|---|---|---|---|---|
| [redacted] | | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | [redacted] | | ***Body*** | [redacted] CREW CAB CHASSIS |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Re[redacted] | | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| ***Condition Code*** | [redacted] | [redacted] ***Desc*** | ***Failure Code*** | ***Failure Desc*** | ***Part Number*** | ***Part Name*** | ***Part Quantity*** | ***Part Failed*** | ***Part Expense*** | [redacted] ***Expense*** |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | [redacted] | [redacted] | ***Body*** | [redacted] CREW CAB CHASSIS |
| ***Build Date*** | [redacted] | ***Plant*** | SALTILLO TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Ready ([redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | [redacted] | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] | [redacted] | [redacted] |
| ***Address*** | [redacted] | | | | |

*Condition Information*

| ***Condition Code*** | ***LOP*** | ***LOP Desc*** | ***Failure Code*** | ***Failure Desc*** | [redacted] ***Number*** | [redacted] ***Name*** | [redacted] ***Quantity*** | [redacted] ***Failed*** | [redacted] ***Expense*** | ***LOP Expense*** |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] CAB CHASSIS [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***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 | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| [redacted] | | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] - [redacted] CAB CHASSIS [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | W - Warranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] | [redacted] | [redacted] |
| ***Address*** | [redacted] | | | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Sensor, particulate matter (soot sensor) ; [redacted] diesel | ML | CHECK [redacted]/SERVICE [redacted] SO | [redacted] | SENSOR | 1 | X | [redacted] | [redacted] |
| [redacted] | | Power Outlet / USB / Inverter [redacted] ; HD Truck Only - Front Media Port | 48 | GROUNDED OR SHORTED | [redacted] | MODULE | 1 | X | [redacted] | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

THE CHECK [redacted] LIGHT IS ON FOR A D.E.F. ISSUE. USB PORTS ARE INOPERATIVE. ONLY [redacted]. BLUETOOTH SHORTS IN AND OUT.

**(Claim) Cause:**

SCANNED FOR DTC'S AND FOUND ACTIVE CODE [redacted] MEDIA PORT 1 CONNECTION. PLUG GO SCANNED FOR DTC'S AND FOUND ACTIVE CODE [redacted] PARTICULATE FILTER EFFICIENCY BELOW THRESHOLD (BANK1). PERFORMED FUEL SYSTEM RUN-UP AND IT PASSED. PRESSURE OD PHONE CABLES IN AND FOUND IT WOULDN'T CONNECT WITH MY PHONE. CHECKED THE OT TESTED CAC SYSTEM AND FOUND NO LEAKS. CHECKED SOOT LEVEL AND IT WAS AT [redacted] HER PORTS AND THEY ALL CONNECTED TO MY PHONE. FOUND MEDIA PORT IN CONSOLE BAD /L. CHECKED PARTICULATE MATTER SENSOR AND FOUND IT SHORTED INTERNALLY

**(Claim) Correction:**

REPLACED PORT IN CENTER CONSOL. CHECKED WITH MY PHONE. REMOVED AND REPLACED PARTICULATE MATTER SENSOR. CLEARED [redacted] AND TEST DRO VE VEHICLE AND CEL IS STAYING OFF AT THIS TIME.

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | [redacted] | | ***Body*** | [redacted] CREW CAB CHASSIS |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Re[redacted] | | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | ([redacted]) | ***Sublet*** | [redacted] | [redacted] | [redacted] | ***Total Paid*** | ([redacted]) |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| *Condition Code* | *LOP* | *LOP Desc* | *Failure Code* | *Failure Desc* | *[redacted] Number* | *[redacted] Name* | *[redacted] Quantity* | *[redacted] Failed* | *[redacted] Expense* | *LOP Expense* |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | ([redacted]) |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | ([redacted]) |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | ([redacted]) |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] CAB CHASSIS [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | ([redacted]) | ***Sublet*** | [redacted] | [redacted] | [redacted] | ***Total Paid*** | ([redacted]) |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | , , | | |

*Condition Information*

| ***Condition Code*** | ***LOP*** | ***LOP Desc*** | ***Failure Code*** | ***Failure Desc*** | [redacted] ***Number*** | [redacted] ***Name*** | [redacted] ***Quantity*** | [redacted] ***Failed*** | [redacted] ***Expense*** | ***LOP Expense*** |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | ([redacted]) |
| [redacted] | | Road Ready ; Road Test | | | | | | | | ([redacted]) |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | ([redacted]) |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | [redacted] | [redacted] | ***Body*** | [redacted] CAB CHASSIS [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Ready ([redacted]) | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | ([redacted]) | ***Sublet*** | [redacted] | [redacted] | [redacted] | ***Total Paid*** | ([redacted]) |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | , , | | |

*Condition Information*

| *Condition Code* | *LOP* | *LOP Desc* | *Failure Code* | *Failure Desc* | *[redacted] Number* | *[redacted] Name* | *[redacted] Quantity* | *[redacted] Failed* | *[redacted] Expense* | *LOP Expense* |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | ([redacted]) |
| [redacted] | | Road Ready ; Road Test | | | | | | | | ([redacted]) |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | ([redacted]) |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] - [redacted] [redacted] [redacted] CAB [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | W - Warranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***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 | [redacted] | Sensor, low tire pressure ; One | [redacted] | GROUNDED OR SHORTED | [redacted] | SENSOR | 1 | X | [redacted] | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

CUSTOMER STATES PERFORM MULTIPOINT INSPECTION

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

CUSTOMER STATES GENERA L CONCERN #1 [CUSTOME R STATES TIRE PRESSURE LAMP PRESENT, POSSIBLE S ENSOR ISSUE. CHECK AND ADVISE ]

**(Claim) Cause:**

CONFIRMED CUSTOMER CONCERN, DURING INSPECTION FO UND TIRE PRESSURE LAMP PRESENT. FAULT CODE PRES ENT FOR SENSOR FOUR, LEFT OUTER WHEEL. NO SIGNAL FROM SENSOR. NESC TO REPLACE AND RECHECK

**(Claim) Correction:**

REPLACED SENSOR 4, PROGRAMMED SENSOR, VERIFIED OPERATION. REPAIR COMPLETED

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] LIMITED CREW CAB [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | W - Warranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 7 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] | [redacted] | [redacted] |
| ***Address*** | [redacted] | | | | |

*Condition Information*

| *Condition Code* | *LOP* | *LOP Desc* | *Failure Code* | *Failure Desc* | *Part Number* | *Part Name* | *Part Quantity* | *Part Failed* | *Part Expense* | *LOP Expense* |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | DEF Fluid Top Off ; Vehicle Delivery Fill - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | [redacted] | FLUID | 2 | X | [redacted] | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

NEW VEHICLE PREP FILL DEF SYSTEM

**(RO) Cause:**

PERFORMED PRE-DELIVERY INSPECTION FILL TANK

**(RO) Correction:**

1 CONDUCTED THE PRE-DELIVERY INSPECTION ONTHE VEHICLE. Road Ready Basic Prep [redacted] READY [redacted] READY [redacted] READY [redacted] READY [redacted] READY [redacted] READY [redacted] READY 1 ADDED [redacted] OF DEF TO THE VEHICLE. FILL DEF FOR DELIVERY

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] - [redacted] LONGHORN CREW CAB [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | T - Transportation | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 14 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] | [redacted] | [redacted] |
| ***Address*** | [redacted] | | | | |

*Condition Information*

| *Condition Code* | *LOP* | *LOP Desc* | *Failure Code* | *Failure Desc* | *Part Number* | *Part Name* | *Part Quantity* | *Part Failed* | *Part Expense* | *LOP Expense* |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Bumper, rear ; [redacted] pick up | UC | UNCODABLE (NARRATIVE REQUIRED) | [redacted] | BUMPER | 1 | X | [redacted] | |
| A | [redacted] | Bumper, rear ; [redacted] pick up | UC | UNCODABLE (NARRATIVE REQUIRED) | [redacted] | PAD | 1 | | [redacted] | |
| A | [redacted] | Sublet Repair | | | [redacted] | BUMPER | 1 | X | [redacted] | [redacted] |
| A | [redacted] | Sublet Repair | | | [redacted] | PAD | 1 | | 46.72 | [redacted] |

## RO Narratives

### (RO) Customer Concern:

THIS VEHICLE WAS SHIPPED WITH DAMAGE FROM TRANSPORT TO THE REAR BUMPER. THIS RO FOR REPAIRS TO REAR BUMPER AND RELATED PARTS.

### (RO) Cause:

TRANSPORT CLAIMS CENTER APPROVED REPLACEMENT OF REAR BUMPER. ORDERED MOPAR PARTS, SENT TO BODY SHOP TO BE PAINTED AND INSTALLED

### (RO) Correction:

TRANSPORT CLAIM APPROVED AND REPAIRED WITH MOPAR PARTS.

### (RO) Technical Notes:

NA

## GCS Narratives

### (Claim) Customer Concern:

THIS VEHICLE WAS SHIPPED WITH DAMAGE FROM TRANSPORT TO THE REAR BUMPER. THIS RO FOR REPAIRS TO REAR BUMPER AND RELATED PARTS.

### (Claim) Cause:

TRANSPORT CLAIMS CENTER APPROVED REPLACEMENT OF REAR BUMPER. ORDERED MOPAR PA RTS, SENT TO BODY SHOP TO BE PAINTED AND INSTALLED

**(Claim) Correction:**
TRANSPORT CLAIM APPROVED AND REPAIRED WITH MOPAR PARTS.

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] - [redacted] LONGHORN CREW CAB 4X4 |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | W - Warranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 17 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| *Condition Code* | *LOP* | *LOP Desc* | *Failure Code* | *Failure Desc* | *Part Number* | *Part Name* | *Part Quantity* | *Part Failed* | *Part Expense* | *LOP Expense* |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Washer fluid, ; Top off only | 40 | FLUID HIGH OR LOW | [redacted] | SOLVENT | 1 | X | [redacted] | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

PERFORM WINDOW WASH TOP OFF FOR PDI PERFORM MPI AND VIDEO MULIPOINT INSPECTION

**(RO) Cause:**

NA

**(RO) Correction:**

TOPPED OFF WINDOW WASH PREFORMED MPI AND VIDEO INSPECTION, SENT VIDEO THROUGH T2D

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***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 | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Rear Wheel Flares - [redacted] | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] - [redacted] LONGHORN CREW CAB 4X4 |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Ready ([redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | [redacted] | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| ***Condition Code*** | [redacted] | [redacted] ***Desc*** | ***Failure Code*** | ***Failure Desc*** | [redacted] ***Number*** | [redacted] ***Name*** | [redacted] ***Quantity*** | [redacted] ***Failed*** | [redacted] ***Expense*** | [redacted] ***Expense*** |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Rear Wheel Flares - [redacted] | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] BIG [redacted] 4X4 |
| ***Build Date*** | [redacted] | ***Plant*** | SALTILLO TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Re[redacted] | | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| ***Condition Code*** | [redacted] | [redacted] ***Desc*** | ***Failure Code*** | ***Failure Desc*** | ***Part Number*** | ***Part Name*** | ***Part Quantity*** | ***Part Failed*** | ***Part Expense*** | [redacted] ***Expense*** |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | [redacted] Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | [redacted] Ready ; [redacted] Test | | | | | | | | [redacted] |
| A | [redacted] | [redacted] Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | [redacted] | [redacted] | ***Body*** | [redacted] CAB CHASSIS [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | SALTILLO TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Re[redacted] | | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | [redacted] | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| *Condition Code* | *LOP* | *LOP Desc* | *Failure Code* | *Failure Desc* | *[redacted] Number* | *[redacted] Name* | *[redacted] Quantity* | *[redacted] Failed* | *[redacted] Expense* | *LOP Expense* |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] - [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Ready ([redacted]) | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | AIRPORT [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| *Condition Code* | *LOP* | *LOP Desc* | *Failure Code* | *Failure Desc* | *Part Number* | *Part Name* | *Part Quantity* | *Part Failed* | *Part Expense* | *LOP Expense* |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | [redacted] | [redacted] | ***Body*** | [redacted] [redacted] CAB CHASSIS [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | W - Warranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 5 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***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 | [redacted] | DEF Fluid Top Off ; Vehicle Delivery Fill - Cab Chassis Models Only - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | [redacted] | FLUID | 2 | X | [redacted] | |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

# Warranty Claim Report

## Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | **Year** | [redacted] | **Body** | [redacted] REG CAB CHASSIS |
| **Build Date** | [redacted] | **Plant** | [redacted] TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

## Claim Information

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | W - Warranty | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | [redacted] | **Part** | [redacted] | **Total Paid** | [redacted] |

## Dealer Information

| | | | |
|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] |
| **Address** | [redacted] | | |

## Condition Information

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | UC | UNCODABLE (NARRATIVE REQUIRED) | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | UC | UNCODABLE (NARRATIVE REQUIRED) | [redacted] | BOLT | 6 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | UC | UNCODABLE (NARRATIVE REQUIRED) | [redacted] | COOLER | 1 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | UC | UNCODABLE (NARRATIVE REQUIRED) | [redacted] | FLUID AFT | 1 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | BOLT | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | COOLER | 1 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | FLUID AFT | 1 | | [redacted] | |
| A | [redacted] | Oil cooler, external / auxiliary ; Cooler (2 - Skilled) | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Oil cooler, external / auxiliary ; Cooler (2 - Skilled) | | | [redacted] | BOLT | 6 | | [redacted] | |
| A | [redacted] | Oil cooler, external / auxiliary ; Cooler (2 - Skilled) | | | [redacted] | COOLER | 1 | | [redacted] | |
| A | [redacted] | Oil cooler, external / auxiliary ; Cooler (2 - Skilled) | | | [redacted] | FLUID AFT | 1 | | [redacted] | |
| A | [redacted] | Digital Imaging ; Process time | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Digital Imaging ; Process time | | | [redacted] | BOLT | 6 | | [redacted] | |
| A | [redacted] | Digital Imaging ; Process time | | | [redacted] | COOLER | 1 | | [redacted] | |
| A | [redacted] | Digital Imaging ; Process time | | | [redacted] | FLUID AFT | 1 | | [redacted] | |

## RO Narratives

### (RO) Customer Concern:

(Multi-point inspection according to maintenance interval) CUSTOMER STATES VEHICLE WILL ONLY MOVE IN REVERSE, HAS NO FORWARD GEARS. PLEASE ADVISE. [redacted] DIESEL PM SENSOR CUSTOMER STATES BRAKE LIGHTS WILL STAY ON CONTINUOUSLY

### (RO) Cause:

COMPLEMENTARY INSPECTION HEAVY INTERNAL TRANSMISSION DAMAGE [redacted] RECALL BRAKE SWITCH SHORTED CAUSING BRAKE LIGHTS TO NEVER TURN OFF

### (RO) Correction:

PERFORM [redacted] COMPLEMENTARY INSPECTION REMOVED TRANS PAN. FOUND HEAVY DEBRIS AND METAL. CONTACTED POWERTRAIN AND TRANSMISSION WAS APPROVED FOR REPLACEMENT. REPLACED TRANSMISSION AND TRANS [redacted]R. [redacted] INSPECTED FOR MISSING PM SENSOR [redacted] TEST AND REPLACED BRAKE SWITCH [redacted]

### (RO) Technical Notes:

HEAVY INTERNAL TRANSMISSION DAMAGE

## GCS Narratives

### (Claim) Customer Concern:

CUSTOMER STATES VEHICLE WILL ONLY MOVE IN REVERSE, HAS NO FORWARD GEARS. PLEA SE ADVISE.

### (Claim) Cause:

HEAVY INTERNAL TRANSMISSION DAMAGE

### (Claim) Correction:

REMOVED TRANS PAN. FOUND HEAVY DEBRIS AND METAL. CONTACTED POWERTRAIN AND TRA NSMISSION WAS APPROVED FOR REPLACEMENT. REPLACED TRANSMISSION AND TRANS [redacted] R. [redacted]

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] REG CAB CHASSIS |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | W - Warranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] | [redacted] | |
| ***Address*** | [redacted] | | | | |

*Condition Information*

| *Condition Code* | *LOP* | *LOP Desc* | *Failure Code* | *Failure Desc* | *Part Number* | *Part Name* | *Part Quantity* | *Part Failed* | *Part Expense* | *LOP Expense* |
|---|---|---|---|---|---|---|---|---|---|---|
| [redacted] | [redacted] | Switch/sensor, brake pedal | UC | UNCODABLE (NARRATIVE REQUIRED) | [redacted] | SENSOR | 1 | X | [redacted] | |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

BRAKE SWITCH SHORTED CAUSING BRAKE LIGHTS TO NEVER TURN OFF

## GCS Narratives

**(Claim) Customer Concern:**

CUSTOMER STATES BRAKE LIGHTS WILL STAY ON CONTINUOUSLY

**(Claim) Cause:**

BRAKE SWITCH SHORTED CAUSING BRAKE LIGHTS TO NEVER TURN OFF

**(Claim) Correction:**

TEST AND REPLACED BRAKE SWITCH [redacted]

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | **Year** | [redacted] | **Body** | [redacted] REG CAB CHASSIS |
| **Build Date** | [redacted] | **Plant** | SALTILLO TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | S - Safety (Recalls) | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | [redacted] | **Part** | [redacted] | **Total Paid** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] |
| **Address** | [redacted] | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Emissions Recall [redacted] - Particulate Matter Sensor ; Inspect Vehicle for Missing Particulate Matter Sensor | UC | UNCODABLE (NARRATIVE REQUIRED) | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

# Warranty Claim Report

## Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | **Year** | [redacted] | **Body** | [redacted] CREW CAB CHASSIS [redacted] |
| **Build Date** | [redacted] | **Plant** | [redacted] TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

## Claim Information

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | W - Warranty | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | [redacted] | **Part** | [redacted] | **Total Paid** | [redacted] |

## Dealer Information

| | | | |
|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] JEEP OF [redacted] |
| **Address** | [redacted] | | |

## Condition Information

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Module, [redacted] ([redacted]) ; Module, [redacted] ([redacted]) - Reprogram, Includes [redacted] Routine | | | [redacted] | TRANSMISS | 1 | X | [redacted] | [redacted] |
| A | [redacted] | Module, [redacted] ([redacted]) ; Module, [redacted] ([redacted]) - Reprogram, Includes [redacted] Routine | | | [redacted] | [redacted] | | | | [redacted] |
| A | [redacted] | Module, [redacted] ([redacted]) ; Module, [redacted] ([redacted]) - Reprogram, Includes [redacted] Routine | | | [redacted] | BOLT | [redacted] | | | [redacted] |
| A | [redacted] | Module, [redacted] ([redacted]) ; Module, [redacted] ([redacted]) - Reprogram, Includes [redacted] Routine | | | [redacted] | COOLER | 1 | | [redacted] | |
| A | [redacted] | Module, [redacted] ([redacted]) ; Module, [redacted] ([redacted]) - Reprogram, Includes [redacted] Routine | | | [redacted] | [redacted] | | | [redacted] | |
| A | [redacted] | Module, [redacted] ([redacted]) ; Module, [redacted] ([redacted]) - Reprogram, Includes [redacted] Routine | | | [redacted] | BOLT | 6 | | [redacted] | |
| A | [redacted] | Transmission ; [redacted] equipped [redacted] 4x4 pick-up only | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission ; [redacted] equipped [redacted] 4x4 pick-up only | | | [redacted] | [redacted] | | | | |
| A | [redacted] | Transmission ; [redacted] equipped [redacted] 4x4 pick-up only | | | [redacted] | BOLT | [redacted] | | | |
| A | [redacted] | Transmission ; [redacted] equipped [redacted] 4x4 | | | [redacted] | COOLER | [redacted] | | | |

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK /SERVICE SO | [redacted] | COOLER | | | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK /SERVICE SO | [redacted] | TUBE | 1 | | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK /SERVICE SO | [redacted] | BOLT | 6 | | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; propeller shaft equipped [redacted] | [redacted] | [redacted] | [redacted] | TRANSMISS | 1 | X | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; propeller shaft equipped [redacted] | [redacted] | [redacted] | [redacted] | TOC ASSY | 1 | [redacted] | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; propeller shaft equipped [redacted] | [redacted] | [redacted] | [redacted] | BOLT | [redacted] | | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; propeller shaft equipped [redacted] | [redacted] | [redacted] | [redacted] | COOLER | | | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; propeller shaft equipped [redacted] | [redacted] | [redacted] | [redacted] | TUBE | 1 | | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; propeller shaft equipped [redacted] | | | [redacted] | BOLT | 6 | | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped [redacted] | | | [redacted] | TRANSMISS | 1 | X | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped [redacted] | | | [redacted] | TOC ASSY | | | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped [redacted] | | | [redacted] | BOLT | | | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped [redacted] | | | [redacted] | COOLER | | | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped [redacted] | | | [redacted] | TUBE | 1 | | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | BOLT | 6 | | [redacted] |
| A | [redacted] | Lines, transmission and torque converter oil cooler ; or (1 - Semi-Skilled) | | | [redacted] | TRANSMISS | [redacted] | | [redacted] |
| A | [redacted] | Lines, transmission and torque converter oil cooler ; or (1 - Semi-Skilled) | | | [redacted] | TOC ASSY | [redacted] | | [redacted] |
| A | [redacted] | Lines, transmission and torque converter oil cooler ; or (1 - Semi-Skilled) | | | [redacted] | BOLT | | | [redacted] |
| | [redacted] | | | | [redacted] | | | | [redacted] |
| | [redacted] | [redacted] | | | [redacted] | | | | [redacted] |
| | [redacted] | [redacted] | | | [redacted] | | [redacted] | | |
| | [redacted] | [redacted] | | | [redacted] | | | | [redacted] |

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] (1 - Semi-[redacted]) | | | [redacted] | COOLER | 1 | | [redacted] | |
| A | [redacted] | Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] (1 - Semi-[redacted]) | | | [redacted] | TUBE | 1 | | [redacted] | |
| A | [redacted] | Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] (1 - Semi-[redacted]) | | | [redacted] | BOLT | 6 | | [redacted] | |
| A | [redacted] | Oil cooler, external / auxiliary ; Cooler (2 - [redacted]) | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Oil cooler, external / auxiliary ; Cooler (2 - [redacted]) | | | [redacted] | TOC ASSY | [redacted] | | | |
| A | [redacted] | Oil cooler, external / auxiliary ; Cooler (2 - [redacted]) | | | [redacted] | BOLT | [redacted] | | | |
| A | [redacted] | Oil cooler, external / auxiliary ; Cooler (2 - [redacted]) | | | [redacted] | COOLER | 1 | | [redacted] | |
| A | [redacted] | Oil cooler, external / auxiliary ; Cooler (2 - [redacted]) | | | [redacted] | TUBE | 1 | | [redacted] | |
| A | [redacted] | Oil cooler, external / auxiliary ; Cooler (2 - [redacted]) | | | [redacted] | BOLT | 6 | | [redacted] | |
| A | [redacted] | Digital Imaging ; Process time | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Digital Imaging ; Process time | | | [redacted] | TOC ASSY | 1 | | [redacted] | |
| A | [redacted] | Digital Imaging ; Process time | | | [redacted] | BOLT | 8 | | [redacted] | |
| A | [redacted] | Digital Imaging ; Process time | | | [redacted] | COOLER | 1 | | [redacted] | |
| A | [redacted] | Digital Imaging ; Process time | | | [redacted] | TUBE | 1 | | [redacted] | |
| A | [redacted] | Digital Imaging ; Process time | | | [redacted] | BOLT | 6 | | [redacted] | |

## RO Narratives

### (RO) Customer Concern:

CUSTOMER STATES VEHICLE WILL NOT GOFORWARD. ONLY WILL DRIVE IN REVERSE. CHECK ENGINE IS PRESWNT. PLEASE CHECK AND ADVISE [redacted] [redacted] VEHICLE INSPECTION. - COMPLETE WITH VIDEO

### (RO) Cause:

.

### (RO) Correction:

[redacted] confirmed no drive at all. fluidlevel and condition okay, performingnecessary tcm update [redacted] to targetedpart number [redacted]. Transmission, Replace - automatic - Replace [redacted] OIL COOLER Lines, transmission and torque converter oil cooler Transmission DEF equipped2500-3500 pick-up only [redacted] PLATE [redacted] PROP DIAG AND 70% Module, Transmission Control (TCM) -Reprogram and Perform TIME COVERED BY [redacted] Transmission, Replace - automatic - Replace [redacted] OIL COOLER Lines, transmission and torque converter oil cooler Transmission DEF equipped2500-3500 pick-up only [redacted] PLATE [redacted] PROP DIAG AND 70% Module, Transmission Control (TCM) -Reprogram and Perform MAINTENANCE [redacted] [redacted] VEHICLE INSPECTION. - COMPLETE WITH VIDEO [redacted] [redacted] VEHICLE INSPECTION. - COMPLETE WITHVIDEO

### (RO) Technical Notes:

NA

# GCS Narratives

### (Claim) Customer Concern:

CUSTOMER STATES VEHICLE WILL NOT GO FORWARD. ONLY WILL DRIVE IN REVERSE. CHEC K ENGINE IS PRESWNT. PLEASE CHECK AND ADVISE

### (Claim) Cause:

[redacted] UPDATE [redacted] TO TARGETED PART NUMBER [redacted]. CONFIRMED NO DRIVE ENGAGEMENT UNLESS AT VERY HIGH RPM AND ONLY SLIGHT ENGAGMENT WITH MAJOR SLIPP ING, REVERSE ONLY, PUSHED INTO SHOP. FLUID LEVEL IS OKAY SLIGHT METAL BUILD U P ON DIPSTICK, FILLED OUT TRANS DIAG SHEET. FLASHED [redacted] AND CONFIRMED THERE I S STILL NO DRIVE. PERFORMED DIAGNOSTIC FLOW TESTING PER [redacted]. MEASURED RE SISTANCE SHIFT SOLENOIDS AT CONNECTOR [redacted] OF [redacted] AT [redacted], [redacted] [redacted], [redacted] [redacted] ALL IN SPEC ISOLATED [redacted] TO CHECK RESISTANC E, SHORT TO GROUND AND FOUND NO CONTINUITY TO THE OTHER [redacted]. ISOLATED [redacted] TO CHECK RESISTANCE, SHORT TO GROUND AND FOUND NO CONTINUITY TO THE OTH ER [redacted]. ISOLATED [redacted] TO CHECK RESISTANCE, SHORT TO GROUND AND FOUND NO CONTINUITY TO THE OTHER [redacted]. ISOLATED [redacted] TO CHECK RESISTANCE, SHORT TO GROUND AND FOUND NO CONTINUITY TO THE OTHER [redacted]. ISOLATED [redacted] TO CHECK RESISTANCE, SHORT TO GROUND AND FOUND NO CONTINUITY TO THE OTHER [redacted]. ISOLATEDT790 TO CHECK RESISTANCE, SHORT TO GROUND AND FOUND NO CONTINUITY TO THE OTHER [redacted]. WHEN TESTING THE [redacted] CIRCUIT I FOUND N O CONTINUITY TO THE OTHER [redacted] BUT [redacted] OF RESISTANCE TO GROUND. WHEN DISCONNECTING [redacted] I WAS ABLE TO ISOLATE THE SHORT TO INSIDE THE TRANS [redacted]/WIRING. REMOVED TRANSMISSION [redacted] AND CONFIRMED THE FAULT WAS IN THE SHIF T SOLENOID 1.THERE IS NO WIRING DIAGRAM INFORMATION ON THE BLACK WIRE COMING OFF OF SOLENOID 1. I OHM TESTED FROM THAT WIRE TO THE [redacted] AND FOUND NO CON TINUITY WHICH MEANS THIS WIRE IS ONLY APART OF THE INTERNAL WIRING HARNESS. T HERE IS NO SPEC RESISTANCE FOR THIS SOLENOID BUT PER THE FLOW TESTING THIS SH ORT TO GROUND IS A FAULT AND THAT SHOULD HAVE HAD NO RESISTANCE.REMOVED THE TRANSMISSION [redacted]. TRANSMISSION FLUID IN [redacted] HAS METAL IN THE FLUID, THERE WER E LARGER CHUNKS OF WHAT APPEARS TO BE CLUTCH MATERIAL. DAMAGE TO INTERNALS SU SPECTED FROM A FAULTY VALVE BODY DAMAGE HAS ALREADY BEEN DONE TO THE INTERNAL S FROM SLIPPING . TOOK PICTURES FOR 70% REASSEMBLED TRANS [redacted] AND FILLED. CO MPLETED TEAR DOWN TO FAILURE AND REPAIR ROUTE AS REQUIRED. FILLED OUT 70% AND SUBMITTED TO POWER TRAIN.

### (Claim) Correction:

REMOVE [redacted] JOINT REAR DRIVE LINE, TRANSFER CASE, CROSS MEMBER, FRONT DRIVE LINE, TOQUE CONVERTER BOLTS HAVE RED LOCTITE AND WOULD NOT BREAK FREE. REQUI RED ADDITIONALLY STEPS OF REMOVED THE RIGHT ENGINE SUPPORT BRACE AND GAINING ACCESS WITH A TORCH. [redacted] NEEDED [redacted] OF HEATING TO MELT THE LOCTITE AND REMOVE THE BOLTS. REMOVED TRANSMISSION, TRANSFERRED NEW TRANSMISS ION IN, REPLACED BOLTS WHERE NEEDED, APPLIED NEW LOCTITE TO DRIVE LINE BOLTS THAT ARE BACK ORDER. REPLACED [redacted] TRANSMISSION LINES, REMOVED [redacted] ASSE MBLY AND REPLACED TRANSMISSION COOLER, FLUSHED THE METAL TUBES, REASSEMBLED LINES/COOLER/[redacted]. WHILE DRAINING THE TRANSMISSION CORE THE TORQUE CONVERTER I FOUND THE TANGS THAT GO INTO THE PUMP ARE CRACKED. I WAS NOT ABLE TO GET I T BACK INTO THE CASE TO BOX UP THE CORE. PERFORMED QUICK LEARN, TEST DROVE [redacted] SHIFTS ACCEPTABLE, NO CODES, CHECKED FLUID LEVEL, CHECKED FOR LEAKS. N O ADDITIONAL FLUID WAS NEEDED UNIT CAME WITH ENOUGH FLUID. NOTE A SMALL AMOUN T OF FLUID MAY DRIP FROM THE RIGHT BUMPER IN FRONT OF THE RIGHT WHEEL FROM WH ERE THE COOLER LINES WERE REMOVED I DID MY BEST TO RINSE THIS AREA.--------- ----------CUSTOMER WANTED TO PICK UP TRUCK AND NOT HAVE DRIVEN [redacted] TO ENSURE PROPER OPERATION.

# Warranty Claim Report

## Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | **Year** | [redacted] | **Body** | [redacted] - [redacted] BIG [redacted] |
| **Build Date** | [redacted] | **Plant** | [redacted] TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

## Claim Information

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | W - Warranty | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | [redacted] | **Part** | [redacted] | **Total Paid** | [redacted] |

## Dealer Information

| | | | |
|---|---|---|---|
| **Code** | [redacted] | **Name** | CROWN [redacted] JEEP [redacted] |
| **Address** | [redacted] | | |

## Condition Information

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Transmission ; [redacted] equipped [redacted] 4x4 pick-up only | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission ; [redacted] equipped [redacted] 4x4 pick-up only | | | [redacted] | BOLT | 6 | | [redacted] | |
| A | [redacted] | Transmission ; [redacted] equipped [redacted] 4x4 pick-up only | | | [redacted] | COOLER | [redacted] | | | |
| A | [redacted] | Transmission ; [redacted] equipped [redacted] 4x4 pick-up only | | | [redacted] | TUBE | [redacted] | | | |
| A | [redacted] | Transmission ; [redacted] equipped [redacted] 4x4 pick-up only | | | [redacted] | TOC ASSY | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | TRANSMISS | 1 | X | [redacted] | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | BOLT | 6 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | COOLER | [redacted] | | | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | TUBE | 1 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | TOC ASSY | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | BOLT | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | COOLER | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | TUBE | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | TOC ASSY | [redacted] | | | |

| | | | | | | |
|---|---|---|---|---|---|---|
| | | Lines, transmission and torque converter oil cooler ; or (1 - Semi- ) | | | TRANSMISS | 1 X |
| | | Lines, transmission and torque converter oil cooler ; or (1 - Semi- ) | A | | BOLT | |
| | | Lines, transmission and torque converter oil cooler ; or (1 - Semi- ) | A | | COOLER | |
| | | Lines, transmission and torque converter oil cooler ; or (1 - Semi- ) | | | TUBE | 1 |
| | | Lines, transmission and torque converter oil cooler ; or (1 - Semi- ) | A | | TOC ASSY | |
| | | Oil cooler, external / auxiliary ; Cooler (2 - ) | A | | TRANSMISS | 1 X |
| | | Oil cooler, external / auxiliary ; Cooler (2 - ) | A | | BOLT | 6 |
| | | Oil cooler, external / auxiliary ; Cooler (2 - ) | A | | COOLER | 1 |
| | | Oil cooler, external / auxiliary ; Cooler (2 - ) | A | | TUBE | 1 |
| | | Oil cooler, external / auxiliary ; Cooler (2 - ) | A | | TOC ASSY | |
| | | Digital Imaging ; Process time | A | | TRANSMISS | 1 X |
| | | Digital Imaging ; Process time | A | | BOLT | 6 |
| | | Digital Imaging ; Process time | A | | COOLER | 1 |
| | | Digital Imaging ; Process time | A | | TUBE | 1 |
| | | Digital Imaging ; Process time | A | | TOC ASSY | 1 |

## RO Narratives

**(RO) Customer Concern:**

GENERAL CONCERN

**(RO) Cause:**

NA

**(RO) Correction:**

Multi-point inspection (according to maintenance interval) R&R Transmission and cooler & Lines

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

GENE - CUSTOMER STATES WHILE DRIVING CUST HEARD A LOUD BANG CRUISE CONTROL LOS T CONTROL AND CANCELED DASH SAID [redacted] TEMP UNAVAILABLE LOST ALL POWER CAME TO STOP PUT IN PARK WITH VIOLENT SHAKE LET SET TRIED TO START AND WOULD NOT MO VE OR SHIFT PLEASE ADVISE

**(Claim) Cause:**

FOUND CODE [redacted], [redacted] GEAR RATIO CODES. INSPECTED AND FOUND THE TRANSMISSION HAD FAILED. REPLACED TRANSMISSION COOLER AND LINES. FILLED FLUID TO SPEC PE RFROMED A QUICKLEARN THEN TEST DROVE AND THEN INSPECTED FUID AGAIN AND WAS W ITHING SPEC. NO MORE ISSUES AT THIS TIME.

**(Claim) Correction:**

FOUND CODE [redacted], [redacted] GEAR RATIO CODES. INSPECTED AND FOUND THE TRANSMISSION HAD FAILED. REPLACED TRANSMISSION COOLER AND LINES. FILLED FLUID TO SPEC PE RFROMED A QUICKLEARN THEN TEST DROVE AND THEN INSPECTED FUID AGAIN AND WAS W ITHING SPEC. NO MORE ISSUES AT THIS TIME.

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] - [redacted] [redacted] [redacted] CAB [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | W - Warranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | ([redacted]) | ***Sublet*** | ([redacted]) | ***Part*** | [redacted] | ***Total Paid*** | ([redacted]) |

*Dealer Information*

| | |
|---|---|
| ***Code*** | [redacted] |
| ***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 | [redacted] | Sensor, low tire pressure ; One | 48 | GROUNDED OR SHORTED | [redacted] | SENSOR | [redacted] | | | ([redacted]) |

## RO Narratives

**(RO) Customer Concern:**

CUSTOMER STATES PERFORM MULTIPOINT INSPECTION

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

CUSTOMER STATES GENERA L CONCERN #1 [CUSTOME R STATES TIRE PRESSURE LAMP PRESENT, POSSIBLE S ENSOR ISSUE. CHECK AND ADVISE ]

**(Claim) Cause:**

CONFIRMED CUSTOMER CONCERN, DURING INSPECTION FO UND TIRE PRESSURE LAMP PRESENT. FAULT CODE PRES ENT FOR SENSOR FOUR, LEFT OUTER WHEEL. NO SIGNAL FROM SENSOR. NESC TO REPLACE AND RECHECK

**(Claim) Correction:**

REPLACED SENSOR 4, PROGRAMMED SENSOR, VERIFIED OPERATION. REPAIR COMPLETED

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] - [redacted] [redacted] [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] ([redacted]) | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | ([redacted]) | ***Sublet*** | [redacted] | [redacted] | [redacted] | ***Total Paid*** | ([redacted]) |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | AIRPORT [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| *Condition Code* | *LOP* | *LOP Desc* | *Failure Code* | *Failure Desc* | *[redacted] Number* | *[redacted] Name* | *[redacted] Quantity* | *[redacted] Failed* | *[redacted] Expense* | *LOP Expense* |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | ([redacted]) |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | ([redacted]) |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | ([redacted]) |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | [redacted] | [redacted] | ***Body*** | [redacted] - [redacted] CREW CAB CHASSIS [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | SALTILLO TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Re[redacted] | | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | ([redacted]) | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | ([redacted]) |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | ([redacted]) |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | ([redacted]) |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | ([redacted]) |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] BIG [redacted] 4X4 |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | W - Warranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 12 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| *Condition Code* | *LOP* | *LOP Desc* | *Failure Code* | *Failure Desc* | *Part Number* | *Part Name* | *Part Quantity* | *Part Failed* | *Part Expense* | *LOP Expense* |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Washer fluid, ; Top off only | 40 | FLUID HIGH OR LOW | 00000NPN | SOLVENT | 1 | X | [redacted] | |

## RO Narratives

**(RO) Customer Concern:**

[redacted]

**(RO) Cause:**

[redacted]

**(RO) Correction:**

[redacted]

**(RO) Technical Notes:**

[redacted]

## GCS Narratives

**(Claim) Customer Concern:**

[redacted]

**(Claim) Cause:**

[redacted]

**(Claim) Correction:**

[redacted]

# Warranty Claim Report

## Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | **Year** | [redacted] | **Body** | [redacted] |
| **Build Date** | [redacted] | **Plant** | [redacted] TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

## Claim Information

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | W - Warranty | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | [redacted] | **Part** | [redacted] | **Total Paid** | [redacted] |

## Dealer Information

| | | | |
|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] |
| **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 | [redacted] | Transmission ; DEF equipped [redacted] 4x4 pick-up only | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission ; DEF equipped [redacted] 4x4 pick-up only | | | [redacted] | BOLT | [redacted] | | | |
| A | [redacted] | Transmission ; DEF equipped [redacted] 4x4 pick-up only | | | [redacted] | [redacted] | | | | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | TRANSMISS | 1 | X | [redacted] | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | BOLT | 6 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | [redacted] | | | [redacted] | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | BOLT | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | [redacted] | | | | |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | BOLT | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | [redacted] | | | | |
| A | [redacted] | Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation. | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation. | | | [redacted] | BOLT | 6 | | [redacted] | |

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| [redacted] | | Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation. | | | [redacted] | LUBRICANT | [redacted] | | | |
| A | [redacted] | Digital Imaging ; Process time | | | [redacted] | TRANSMISS | 1 | X | [redacted] | [redacted] |
| A | [redacted] | Digital Imaging ; Process time | | | [redacted] | BOLT | 6 | | [redacted] | |
| A | [redacted] | Digital Imaging ; Process time | | | [redacted] | LUBRICANT | [redacted] | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

WHILE DRIVING SERVICE [redacted] SYSTEM MESSAGE T URN ON AND TRANSMISSION STOP SHIFT ING SERVICE ENGINE LIGHT T URN ON AND VEHICLE WONT GO INTO DRIVE

**(Claim) Cause:**

FOUND [redacted]. VERIFIED TRANSMISSION WILL NOT SHIFT INTO REVERSE OR DRIVE. ALSO FOUND [redacted].

**(Claim) Correction:**

CONTACTED STAR CENTER AND MOPAR WARRANTY CENTER AND SUBMITTED DIAGNOSTIC WORK SHEET. MOPAR WARRANTY CENTER APPROVED TRANSMISSION. REPLACED TRANSMISSION AN D TOPPED OFF TRANS FLUID. PERFORMED QUICK LEARN AND TEST DROVE VEHICLE. VERI FIED PROPER SHIFTING. TRANSMISSION LOP [redacted] DEF EQUIP LOP [redacted] [redacted] EQUIP LOP [redacted] LOP [redacted] LOP [redacted] ADMIN LOP [redacted] [redacted] [redacted]

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] LONGHORN [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | SALTILLO TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] - Road Ready ([redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***Address*** | [redacted] | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Ready ([redacted]) | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] | [redacted] | [redacted] |
| ***Address*** | [redacted] | | | | |

*Condition Information*

| *Condition Code* | *LOP* | *LOP Desc* | *Failure Code* | *Failure Desc* | *Part Number* | *Part Name* | *Part Quantity* | *Part Failed* | *Part Expense* | *LOP Expense* |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | [redacted] |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] CAB CHASSIS [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | W - Warranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***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 | [redacted] | Transmission ; DEF equipped [redacted] 4x4 pick-up only | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission ; DEF equipped [redacted] 4x4 pick-up only | | | [redacted] | FLUID AFT | [redacted] | | | |
| A | [redacted] | Transmission ; DEF equipped [redacted] 4x4 pick-up only | | | [redacted] | COOLER | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | TRANSMISS | 1 | X | [redacted] | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | FLUID AFT | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | COOLER | 1 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | FLUID AFT | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | COOLER | [redacted] | | | |
| A | [redacted] | Oil cooler, external / auxiliary ; Cooler (2 - Skilled) | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Oil cooler, external / auxiliary ; Cooler (2 - Skilled) | | | [redacted] | FLUID AFT | [redacted] | | | |
| A | [redacted] | Oil cooler, external / auxiliary ; Cooler (2 - Skilled) | | | [redacted] | COOLER | 1 | | [redacted] | |
| A | [redacted] | Digital Imaging ; Process time | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Digital Imaging ; Process time | | | [redacted] | FLUID AFT | [redacted] | | | |
| A | [redacted] | Digital Imaging ; Process time | | | [redacted] | COOLER | 1 | | [redacted] | |

## RO Narratives

### (RO) Customer Concern:

CEL (Perform DTC Inspection) PERFORM COMPLIMENTARY MULTI-POINT INSPECTION

### (RO) Cause:

Duplicated, technician verified vehicle engages into [redacted] when accelerator is pressed. Transmission is slipping. PERFORM INSPECTION

### (RO) Correction:

Replaced the transmission and cooler, topped off fluids. VEHICLE RECEIVED ON [redacted] WITH:[redacted] VEHICLE RETURNED ON [redacted] WITH:[redacted] INSPECTION COMPLETE

### (RO) Technical Notes:

NA

## GCS Narratives

### (Claim) Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT IS ON

### (Claim) Cause:

TECHNICIAN FOUND CODE [redacted] [redacted] INCORRECT RATIO, FOUND TRANSMISSIO N SLIPPING IN [redacted] AND REVERSE, AND RECOMMENDS REPLACING TRANSMISSION

### (Claim) Correction:

TECHNICIAN REPLACED TRANSMISSION AND COOLOR, TOPPED OFF FLUID, AND TEST DROVE VEHICLE. NOW OPERATING AS DESIGNED

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | **Year** | [redacted] | **Body** | [redacted] [redacted] BIG [redacted] 4X4 |
| **Build Date** | [redacted] | **Plant** | [redacted] TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | W - Warranty | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | 12 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | [redacted] | [redacted] | [redacted] | **Total Paid** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] |
| **Address** | [redacted] | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | [redacted] Number | [redacted] Name | [redacted] Quantity | [redacted] Failed | [redacted] Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | DEF Fluid Top Off ; Vehicle Delivery Fill - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | [redacted] | FLUID | 2 | X | [redacted] | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] BIG [redacted] CREW CAB [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | S - Safety (Recalls) | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | [redacted] | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] | [redacted] | [redacted] |
| ***Address*** | [redacted] | | | | |

*Condition Information*

| ***Condition Code*** | ***LOP*** | ***LOP Desc*** | ***Failure Code*** | ***Failure Desc*** | [redacted] ***Number*** | [redacted] ***Name*** | [redacted] ***Quantity*** | [redacted] ***Failed*** | [redacted] ***Expense*** | ***LOP Expense*** |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Safety Recall [redacted] - Tailgate Latch Alignment ; Inspect and Adjust Tailgate Strikers | UC | UNCODABLE (NARRATIVE REQUIRED) | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] Ready ([redacted]) | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | ([redacted]) | ***Sublet*** | [redacted] | [redacted] | [redacted] | ***Total Paid*** | ([redacted]) |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] | [redacted] | [redacted] |
| ***Address*** | [redacted] | | | | |

*Condition Information*

| ***Condition Code*** | ***LOP*** | ***LOP Desc*** | ***Failure Code*** | ***Failure Desc*** | ***[redacted] Number*** | ***[redacted] Name*** | ***[redacted] Quantity*** | ***[redacted] Failed*** | ***[redacted] Expense*** | ***LOP Expense*** |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Road Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | ([redacted]) |
| A | [redacted] | Road Ready ; Road Test | | | | | | | | ([redacted]) |
| A | [redacted] | Road Ready ; [redacted] diesel equipped | | | | | | | | ([redacted]) |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | [redacted] | [redacted] | ***Body*** | [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim #*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | [redacted] - [redacted] Ready ([redacted] | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 0 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | [redacted] | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] | [redacted] | [redacted] |
| ***Address*** | [redacted] | | | | |

*Condition Information*

| *Condition Code* | *LOP* | *LOP Desc* | *Failure Code* | *Failure Desc* | *[redacted] Number* | *[redacted] Name* | *[redacted] Quantity* | *[redacted] Failed* | *[redacted] Expense* | *LOP Expense* |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | [redacted] Ready ; Basic Prep | NU | NEW VEHICLE PREP | | | | | | [redacted] |
| A | [redacted] | [redacted] Ready ; [redacted] Test | | | | | | | | [redacted] |
| A | [redacted] | [redacted] Ready ; [redacted] diesel equipped | | | | | | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**
NA

**(RO) Cause:**
NA

**(RO) Correction:**
NA

**(RO) Technical Notes:**
NA

## GCS Narratives

**(Claim) Customer Concern:**
NA

**(Claim) Cause:**
NA

**(Claim) Correction:**
NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | **Year** | [redacted] | **Body** | [redacted] CREW CAB CHASSIS |
| **Build Date** | [redacted] | **Plant** | [redacted] TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | W - Warranty | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | [redacted] | **Part** | [redacted] | **Total Paid** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] |
| **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 | [redacted] | Engine Mechanical, Trouble Not Found ; Engine Performance Diesel | UC | UNCODABLE (NARRATIVE REQUIRED) | | | | | | [redacted] |

# RO Narratives

### (RO) Customer Concern:

NO INSPECTION REQUIRED CUSTOMER STATES WHILE DRIVING ON HIGHWAY, DISPLAY READ SERVICE EMISSIONS. VEHICLE WENT INTO LIMP MODE. WARNING LIGHT WENT OFF ON RESTART AND POWER SEEMED TO RESUME.

### (RO) Cause:

.

### (RO) Correction:

NO INSPECTION REQUIRED Customer requests not to perform inspection - No Inspection Required [redacted] suspect gelled fuel Code [redacted] isactive, no other codes for fuel system, truckwas run at cold temps after being coldsoaked, ran diagnosis procedure from 1 tonumber 6, after leaving truck inside overnight and test driving [redacted] no codespresent. see attached flow tree Engine Mechanical, Trouble Not Found - No Repair/Trouble Not Found Engine Performance Diesel(2 - Skilled)

### (RO) Technical Notes:

FOLLOWED EXTENSIVE FLOW CHAT FOR DIAF. NPF. SUSPECT GELLED UP.

# GCS Narratives

### (Claim) Customer Concern:

CUSTOMER STATES WHILE DRIVING ON HIGHWAY, DISPLAY READ SERVICE EMISSIONS. VEHI CLE WENT INTO LIMP MODE. WARNING LIGHT WENT OFF ON RESTART AND POWER SEEMED TO RESUME.

### (Claim) Cause:

FOLLOWED EXTENSIVE DIAG FLOWCHAT. NO PROBLEM FOUND. FUEL LIKELY GELLED UP FROM COLD TEMP AND SET.

### (Claim) Correction:

[redacted] [redacted] IS ACTIVE, NO OTHER [redacted]S FOR FUEL SYSTEM, TRUCK WAS RUN AT COLD TE MPS AFTER BEING COLD SOAKED, RAN DIAGNOSIS PROCEDURE FROM 1 TO [redacted], AFT ER LEAVING TRUCK INSIDE OVER NIGHT AND TEST DRIVING [redacted] NO [redacted]S PRESEN T. SEE ATTACHED FLOW TREE

# Warranty Claim Report

## Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | **Year** | [redacted] | **Body** | [redacted] [redacted] LONGHORN CREW CAB [redacted] |
| **Build Date** | [redacted] | **Plant** | [redacted] TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

## Claim Information

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | W - Warranty | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | [redacted] | **Part** | [redacted] | **Total Paid** | [redacted] |

## Dealer Information

| | | | |
|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] |
| **Address** | [redacted] | | |

## Condition Information

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Transmission ; DEF equipped [redacted] 4x4 pick-up only | | | [redacted] | BOLT | [redacted] | | | |
| A | [redacted] | Transmission ; DEF equipped [redacted] 4x4 pick-up only | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission ; DEF equipped [redacted] 4x4 pick-up only | | | [redacted] | COOLER | [redacted] | | | |
| A | [redacted] | Transmission ; DEF equipped [redacted] 4x4 pick-up only | | | [redacted] | TOC ASSY | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | BOLT | 6 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | TRANSMISS | 1 | X | [redacted] | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | COOLER | 1 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | TOC ASSY | 1 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | BOLT | 6 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | COOLER | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | TOC ASSY | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] equipped | | | [redacted] | BOLT | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] equipped | | | [redacted] | COOLER | [redacted] | | | |

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | TOC ASSY | [redacted] | | | |
| A | [redacted] | Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled) | | | [redacted] | BOLT | [redacted] | | | |
| A | [redacted] | Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled) | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled) | | | [redacted] | COOLER | [redacted] | | | |
| A | [redacted] | Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled) | | | [redacted] | TOC ASSY | [redacted] | | | |
| A | [redacted] | Oil cooler, external / auxiliary ; Cooler (2 - Skilled) | | | [redacted] | BOLT | [redacted] | | | |
| A | [redacted] | Oil cooler, external / auxiliary ; Cooler (2 - Skilled) | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Oil cooler, external / auxiliary ; Cooler (2 - Skilled) | | | [redacted] | COOLER | [redacted] | | | |
| A | [redacted] | Oil cooler, external / auxiliary ; Cooler (2 - Skilled) | | | [redacted] | TOC ASSY | 1 | | [redacted] | |

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

CUSTOMER STATES THE VEHICLE WILL NOT GO INTO FORWARD GEARS, REVERSE WILL WORK, CUSTOMER STATES THE VEHICLE WILL NOT GO INTO FORWARD GEARS, REVERSE WILL WORK, CUSTOMER STATES THE VEHICLE WILL NOT GO INTO FORWARD GEARS, REVERSE WILL WORK, CUSTOMER STATES THE VEHICLE WILL NOT GO INTO FORWARD GEARS, REVERSE WILL WORK,

**(Claim) Cause:**

C/S THAT THE TRANSMISSION WILL NOT GO INTO FORWARD GEAR, SCANNED VEHICLE AND F C/S THAT THE TRANSMISSION WILL NOT GO INTO FORWARD GEAR, SCANNED VEHICLE AND F C/S THAT THE TRANSMISSION WILL NOT GO INTO FORWARD GEAR, SCANNED VEHICLE AND F C/S THAT THE TRANSMISSION WILL NOT GO INTO FORWARD GEAR, SCANNED VEHICLE AND F

**(Claim) Correction:**

REMOVED AND REPLACED THE TRANSMISSION, REPLACED THE TRANSMISSION COOLER AND TH REMOVED AND REPLACED THE TRANSMISSION, REPLACED THE TRANSMISSION COOLER AND TH REMOVED AND REPLACED THE TRANSMISSION,

REPLACED THE TRANSMISSION COOLER AND TH REMOVED AND REPLACED THE TRANSMISSION, REPLACED THE TRANSMISSION COOLER AND TH

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | **Year** | [redacted] | **Body** | [redacted] REG CAB CHASSIS |
| **Build Date** | [redacted] | **Plant** | [redacted] TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | W - Warranty | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | 170 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | [redacted] | **Part** | [redacted] | **Total Paid** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] |
| **Address** | [redacted] | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] (1 - Semi-Skilled) | | | [redacted] | TRANSMISS | 1 | X | [redacted] | [redacted] |
| [redacted] | | Module, Transmission Control (TCM) ; Module, Transmission Control (TCM) - Reprogram, Includes Quicklearn Routine | CC | SENDING UNITS/SENSORS | | | | | | [redacted] |

## RO Narratives

### (RO) Customer Concern:

CUSTOMER STATES VEHICLE WONT GO INTO REVERSE PLEASE CHECK AN D ADVISE (Automatic Transmission Concern) PERFORM MPI AND VIDEO MULIPOINT INSPECTION CUSTOMER STATES

### (RO) Cause:

[redacted], GEAR RATIO ERR. [redacted], INTERNAL TRANS FAILURE. TCM UPDATE FOR SHIFT QUALITY IMPROVEMENT.

### (RO) Correction:

KNOWN ISSUE, OPENED STAR CASE FOR ASSISTANCE ON REPAIR. WAITING FOR REPLY. STAR ADVISED TRANSMISSION REPLACEMENT. INTERNAL SNAP RING FAILURE. ORDERED UNIT. NO ETA ON TRANS AS OF [redacted] NO ETA AS OF [redacted] ETA: [redacted] TRANS ARRIVED [redacted], REPLACED TRANSMISSION, FLUSHED OUT COOLER AND LINES. TRANS CAME PRE FILLED, VERIFIED FLUID LEVEL, RELEARNED. ERASED DTC'S, TEST DROVE. GOOD TO GO. LOP:[redacted], [redacted], R&R TRANS [redacted], .2 2 PIECE SHAFT [redacted], .7 FLUSH COOLER/LINES PREFORMED MPI AND VIDEO INSPECTION, SENT VIDEO THROUGH T2D FLASHED TCM. QUICKLEARNED. LOP:[redacted]-RT

### (RO) Technical Notes:

NA

## GCS Narratives

### (Claim) Customer Concern:

CUSTOMER STATES CUSTOMER STATES VEHICLE WONT GO INTO REVERSE PLEASE CHECK AN D ADVISE (AUTOMA TIC TRANSMISSION CONCERN)

### (Claim) Cause:

TCM UPDATE FOR SHIFT QUALITY IMPROVEMENT. [redacted]. GEAR RATIO ERR. [redacted] INTERNAL TRANS FAILURE.

### (Claim) Correction:

FLASHED TCM. QUICKLEARNED. KNOWN ISSUE, OPENED STAR CASE FOR ASSISTANCE ON REPAIR. WAITING FOR REPLY. S TAR ADVISED TRANSMISSION REPLACEMENT. INTERNAL SNAP RING FAILURE. ORDERED UN IT. NO ETA ON TRANS AS OF [redacted] NO ETA AS OF [redacted] ETA: [redacted] TRAN S ARRIVED [redacted]. REPLACED TRANSMISSION, FLUSHED OUT COOLER AND LINES. TR ANS CAME PRE FILLED, VERIFIED FLUID LEVEL, RELEARNED. ERASED DTC'S, TEST DRO VE. GOOD TO GO.

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | [redacted] | [redacted] | ***Body*** | [redacted] CAB CHASSIS |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | W - Warranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***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 | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | [redacted] | | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | TRANSMISS | 1 | X | [redacted] | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | [redacted] AFT | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | [redacted] | | | | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | [redacted] AFT | [redacted] | | | |
| A | 21002766 | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | [redacted] | | | | |
| A | 21002766 | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | 21002766 | Transmission, Replace - automatic ; 4x4/AWD equipped | | | [redacted] | [redacted] AFT | [redacted] | | | |
| A | [redacted] | Digital Imaging ; Process time | | | [redacted] | [redacted] | | | | |
| A | [redacted] | Digital Imaging ; Process time | | | [redacted] | TRANSMISS | 1 | X | [redacted] | [redacted] |
| A | [redacted] | Digital Imaging ; Process time | | | [redacted] | [redacted] AFT | [redacted] | | | [redacted] |

# RO Narratives

### (RO) Customer Concern:

General Concern #1 [Transmission will not go into drive unless you put in reverse and go backwards then put vehicle in drive then it will go into what seems to be [redacted] ] [redacted] INSPECTION CUSTOMER AGREES TO LET SEWELL CJDR OF [redacted] [redacted] DRIVE

THEIR VEHICLE [redacted] TO [redacted] IF NECESSARY FOR DIAGNOSTICS.

**(RO) Cause:**

. .

**(RO) Correction:**

REPLACED TRANSMISSIONPERFORMED QUICKLEARN AND TEST DROVE TO VERIFY OPERATION21002712 [redacted] .621002762 [redacted] .8 Completed .

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

CUSTOMER STATES TRANSMISSION WILL NOT GO INTO DRIVE UNLESS YOU PUT IN REVERS A ND GO BACKWARDS THEN PUT VEHICLE IN DRIVE THEN IT WILL GO INTO WHAT SEEMS TO BE [redacted].

**(Claim) Cause:**

TRANSMISSION WILL NOT ENGAGE IN DRIVE AND GOES INTO LIMP MODE. FOUND GEAR RATI O ERROR [redacted] AND [redacted] TRANSMISSION HAS INTERNAL DAMAGE.

**(Claim) Correction:**

REPLACED TRANSMISSION, PERFORMED QUICKLEARN AND TEST DROVE TO VERIFY OPERATION .

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] - [redacted] CAB [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | W - Warranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] |
| ***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 | [redacted] | Starter ; Nut, Starter - Replace | ZZ | SERVICE ACTION | [redacted] | NUT | [redacted] | | | [redacted] |

## RO Narratives

**(RO) Customer Concern:**

[redacted] DJD2DDDP TRUCKS [redacted] CUMMINS NO START **

**(RO) Cause:**

[redacted]

**(RO) Correction:**

[redacted] Nut, Starter - Replace (1 - Semi-Skilled) 6 - Electrical and Body Systems [redacted].

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

[redacted] DJD2DDDP TRUCKS [redacted] CUMMINS NO START

**(Claim) Cause:**

[redacted]

**(Claim) Correction:**

[redacted] NUT, STARTER - REPLACE (1 - SEMI-SKILLED) 6 - ELECTRICAL AND BO DY SYSTEMS [redacted].

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | W - Warranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 2 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] | [redacted] | [redacted] |
| ***Address*** | [redacted] | | | | |

*Condition Information*

| *Condition Code* | *LOP* | *LOP Desc* | *Failure Code* | *Failure Desc* | *Part Number* | *Part Name* | *Part Quantity* | *Part Failed* | *Part Expense* | *LOP Expense* |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Washer fluid, ; Top off only | 40 | FLUID HIGH OR LOW | [redacted] | SOLVENT | 1 | X | [redacted] | |

## RO Narratives

**(RO) Customer Concern:**

PDI/CHECK TIRE PSI/FILL WASHER JUG ([redacted]- LAUDEN-)

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | **Year** | [redacted] | **Body** | [redacted] REG CAB CHASSIS |
| **Build Date** | [redacted] | **Plant** | [redacted] TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | W - Warranty | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | [redacted] | **Part** | [redacted] | **Total Paid** | [redacted] |

*Dealer Information*

| | | | |
|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] |
| **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 | [redacted] | Transmission, Replace - automatic ; [redacted] | UC | UNCODABLE (NARRATIVE REQUIRED) | [redacted] | FLUID AFT | [redacted] | | | [redacted] |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | UC | UNCODABLE (NARRATIVE REQUIRED) | [redacted] | TRANSMISS | 1 | X | [redacted] | [redacted] |

# RO Narratives

### (RO) Customer Concern:

Emissions Recall [redacted] - Particulate Matter Sensor (Recall) CUSTOMER STATES THE TRANSMISISON OVERHEATING WARNING CAME ON AND SHORTLY AFTER THE TRUCK LOST POWER WHEN ACCELERATING CHECK AND ADVISE (Automatic Transmission Concern) COMPLETE MULTI [redacted] VEHICLE INSPECTION CALIFORNIA REQUIRED TIRE PRESSURE INSPECTION. INSPECT AND ADJUST TIRE PRESSURE FOR LEFT FRONT, RIGHT FRONT, LEFT BACK AND RIGHT BACK TIRES.

### (RO) Cause:

scanned vehicle and found incorrect gear ration in 1 and 3 i have opened [redacted] CASE [redacted] due to transmission had just been replaced THEN PROCEEDED TO SEND MY FINDING TO [redacted] AND WAS ADVISED TO REPLACE TRANSMISSION

### (RO) Correction:

SEE LINE 2 REMOVED AND REPLACED TRANSMISSION AND VERIFIED REPAIR MULTI [redacted] INSPECTION COMPLETED SET TIRE PSI TO FACTORY SPECIFICATIONS.

### (RO) Technical Notes:

GEAR RATIO FAILURE CONTACTED [redacted]

# GCS Narratives

### (Claim) Customer Concern:

CUSTOMER STATES THE TRANSMISISON OVERHEATING WARNING CAME ON AND SHORTLY AFT ER THE TRUCK LOST POWER WHEN ACCELERATING CHECK AND ADVISE (AUTOMATIC TRANSMI SSION CONCERN)

### (Claim) Cause:

SCANNED VEHICLE AND FOUND INCORRECT GEAR RATION IN 1 AND 3 I HAVE OPENED [redacted] CASE [redacted] DUE TO TRANSMISSION HAD JUST BEEN REPLACED THEN PROCEEDED TO SEND MY FINDING TO [redacted] AND WAS ADVISED TO REPLACE

TRANSMISSION

**(Claim) Correction:**

REMOVED AND REPLACED TRANSMISSION AND VERIFIED REPAIR

## Warranty Claim Report

*Vehicle Information*

| | | | | | |
|---|---|---|---|---|---|
| ***VIN*** | [redacted] | ***Year*** | [redacted] | ***Body*** | [redacted] CREW CAB CHASSIS |
| ***Build Date*** | [redacted] | ***Plant*** | [redacted] TRUCK ASSEMBLY PLANT | ***Coverage Code*** | [redacted] |

*Claim Information*

| | | | |
|---|---|---|---|
| ***Claim*** | [redacted] | ***In Service Date*** | [redacted] |
| ***Claim Type*** | W - Warranty | ***Repair Date*** | [redacted] |
| ***Claim Status*** | Paid | ***Mileage (Miles)*** | 18 |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Labor*** | [redacted] | ***Sublet*** | [redacted] | ***Part*** | [redacted] | ***Total Paid*** | [redacted] |

*Dealer Information*

| | | | | | |
|---|---|---|---|---|---|
| ***Code*** | [redacted] | ***Name*** | [redacted] | [redacted] | |
| ***Address*** | [redacted] | | | | |

*Condition Information*

| Condition Code | LOP | LOP Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | DEF Fluid Top Off ; Vehicle Delivery Fill - See LOP note for vehicle specific allowances. | 40 | FLUID HIGH OR LOW | [redacted] | FLUID | 2 | X | [redacted] | |

## RO Narratives

**(RO) Customer Concern:**

PRE-DELIVERY INSPECTION - CHRYSLER TOP OFF DIESEL EXHAUST FLUID CHRYSLER VEHICLE INSTALL MUD FLAPS FOR TEST DRIVE/FUEL

**(RO) Cause:**

PERFORMED PDI ADDED DEF AS PART OFPDI PROCESS

**(RO) Correction:**

[redacted] TIME PRE-DELIVERY INSPECTION -CHRYSLER [redacted] TIME TOP OFF DIESEL EXHAUST FLUID CHRYSLER VEHICLE [redacted] TIME' [redacted] TOTAL TIME INSTALL MUD FLAPS FOR TEST DRIVE/FUEL

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

DEF LOW DURING PDI

**(Claim) Cause:**

LOW FLUID

**(Claim) Correction:**

TOPPED OFF FLUID

# Warranty Claim Report

## Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | [redacted] | **Year** | [redacted] | **Body** | [redacted] - [redacted] [redacted] [redacted] |
| **Build Date** | [redacted] | **Plant** | [redacted] TRUCK ASSEMBLY PLANT | **Coverage Code** | [redacted] |

## Claim Information

| | | | |
|---|---|---|---|
| **Claim** | [redacted] | **In Service Date** | [redacted] |
| **Claim Type** | W - Warranty | **Repair Date** | [redacted] |
| **Claim Status** | Paid | **Mileage (Miles)** | [redacted] |

**Expense**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Labor** | [redacted] | **Sublet** | [redacted] | **Part** | [redacted] | **Total Paid** | [redacted] |

## Dealer Information

| | | | |
|---|---|---|---|
| **Code** | [redacted] | **Name** | [redacted] |
| **Address** | [redacted] | | |

## Condition Information

| Condition Code | [redacted] | [redacted] Desc | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | [redacted] Expense |
|---|---|---|---|---|---|---|---|---|---|---|
| A | [redacted] | Transmission ; DEF equipped [redacted] 4x4 pick-up only | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission ; DEF equipped [redacted] 4x4 pick-up only | | | [redacted] | FLUID AFT | 2 | | [redacted] | |
| A | [redacted] | Transmission ; DEF equipped [redacted] 4x4 pick-up only | | | [redacted] | TOC ASSY | 1 | | [redacted] | |
| A | [redacted] | Transmission ; DEF equipped [redacted] 4x4 pick-up only | | | [redacted] | COOLER | 1 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | FLUID AFT | 2 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | TOC ASSY | 1 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] | ML | CHECK [redacted] /SERVICE [redacted] SO | [redacted] | COOLER | 1 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; Skid plate equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; Skid plate equipped | | | [redacted] | FLUID AFT | 2 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; Skid plate equipped | | | [redacted] | TOC ASSY | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; Skid plate equipped | | | [redacted] | COOLER | [redacted] | | | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | TRANSMISS | 1 | X | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | FLUID AFT | 2 | | [redacted] | |
| A | [redacted] | Transmission, Replace - automatic ; [redacted] propeller shaft equipped | | | [redacted] | TOC ASSY | 1 | | [redacted] | |